About Support Hub

Support Hub gives every product or programme its own branded help site. Your guides, your questions and answers, and your community live in one place, under your own name and colours. You build it yourself, with no developers.

What you get

- **Documents from Google Docs.** Write in Google Docs as you already do. Support Hub turns each document into a web page with a table of contents, section links and a PDF export.
- **Ask AI, with sources.** Visitors ask questions in plain language and get answers drawn from your own documents, with links to the documents used. If your documents don't cover a question, it says so rather than guessing.
- **Search.** One search box across your documents and, if you have one, your forum.
- **Any language.** Offer your site in several languages, and show each section in all of them or only some.
- **Pages built from widgets.** Add videos, buttons, forms, release notes, forum topics, a roadmap, images and formatted text, and arrange them on the page yourself.
- **A community forum.** If you want one, with single sign-on from your help site.
- **Analytics.** Visitor numbers and top pages, without cookies, plus a log of every Ask AI question so you can see what your documents are missing.
- **Your brand.** Your logo, colours and web address.

How publishing works

1. Write or update your document in Google Docs.
2. Share it with your site's service account, as a Viewer.
3. Add its link to a Documents widget on your site.
4. Select **Sync now** on that widget. Your changes appear on the site, in search and in Ask AI.

Documents don't update on their own: after editing a Google Doc, select Sync now again.

Who uses it

Support Hub already runs help sites for Primero, the Interagency Working Group for Food Safety & Quality, the Supply & Management Tool and Multiple Micronutrient Supplement Resources. Their logos are on the home page.

Getting started

The Site Builder guide covers everything an administrator needs: editing pages, every widget, publishing documents and the Admin area.

Questions or ideas: contact the Support Hub team.