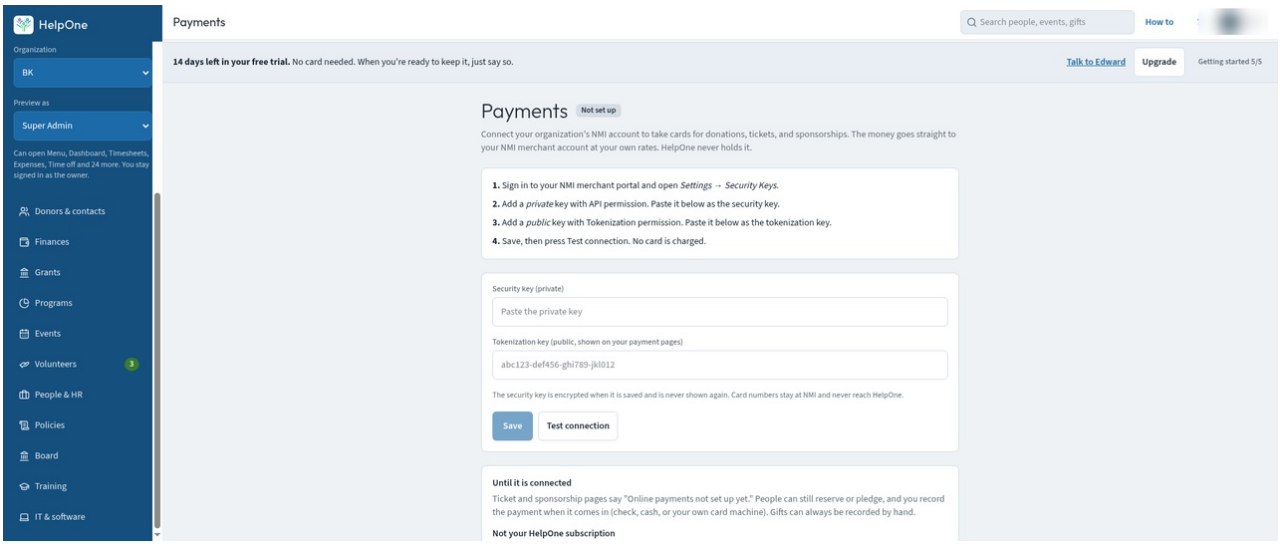
# Understanding HelpOne payment rates

Last Modified on 10/16/2026 7:15 am EDT

HelpOne takes card payments through your organization's own NMI account. You set it up in Settings > Payments.




## Not your HelpOne subscription

Card processing is separate from your HelpOne subscription. Payment fees are between your organization and NMI. Your subscription is in Settings > Billing & account.

## Rates

For current rates, email hello@helponesoftware.com.