

How to Install Exalate for Freshdesk

Last Modified on 01/15/2026 7:32 pm EST

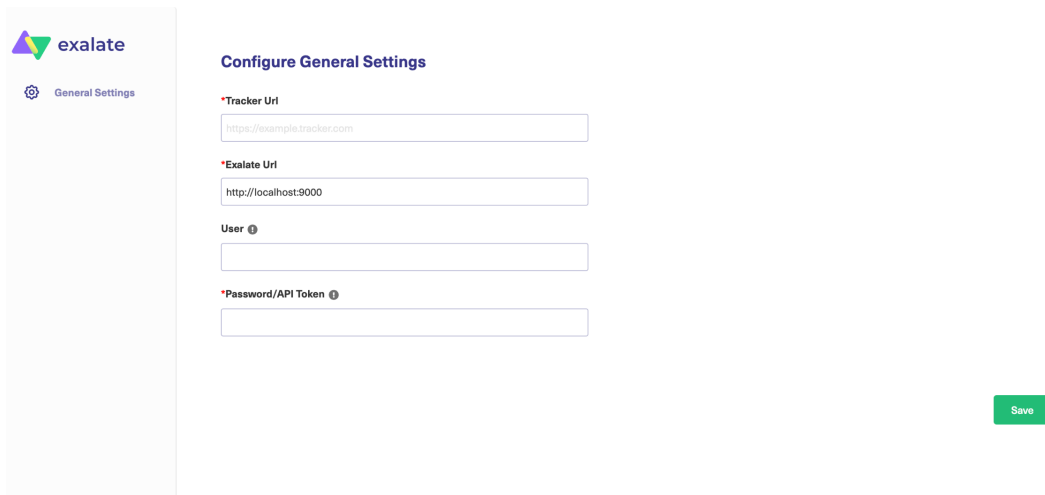
Install and Configure Exalate for Freshdesk on Exalate Cloud

This section describes how to request a Freshdesk integration for Exalate.

Request an Evaluation Instance of Exalate for Freshdesk

1. Go to the Exalate Integrations page: <https://exalate.com/integrations/>.
2. Select Freshdesk.
3. Fill in a form with some basic information.
4. After submitting the form, you will be redirected to your new node in a separate tab. **Save the link to this node, as it serves as your permanent access point to the Exalate Freshdesk node.**
5. Fill in and Save the General Settings fields by providing your Freshdesk instance and the credentials of the Exalate proxy user.

Note: A proxy user is a Freshdesk account that is responsible for accessing the information stored on your instance and applying any incoming changes.



The screenshot shows the 'Configure General Settings' page in the Exalate interface. On the left is a sidebar with the Exalate logo and a 'General Settings' link. The main content area contains four input fields: 'Tracker Url' (with a placeholder 'https://example.tracker.com'), 'Exalate Url' (with a placeholder 'http://localhost:9000'), 'User' (with a user icon), and 'Password/API Token' (with a key icon). A green 'Save' button is located at the bottom right of the form.

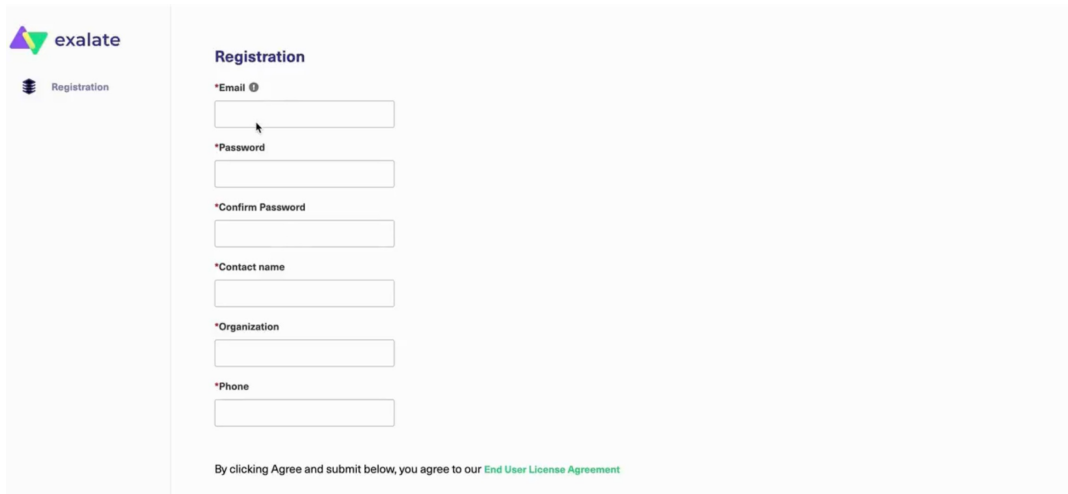
- **Tracker URL:** a URL of your Freshdesk account where you install Exalate.
- **Exalate URL:** a Freshdesk node URL, provided by Exalate.
- **User:** an account of a proxy user.
- **Password / API Token:** an API key generated for you Freshdesk proxy user. See details [here](#).

6. Complete the registration by:

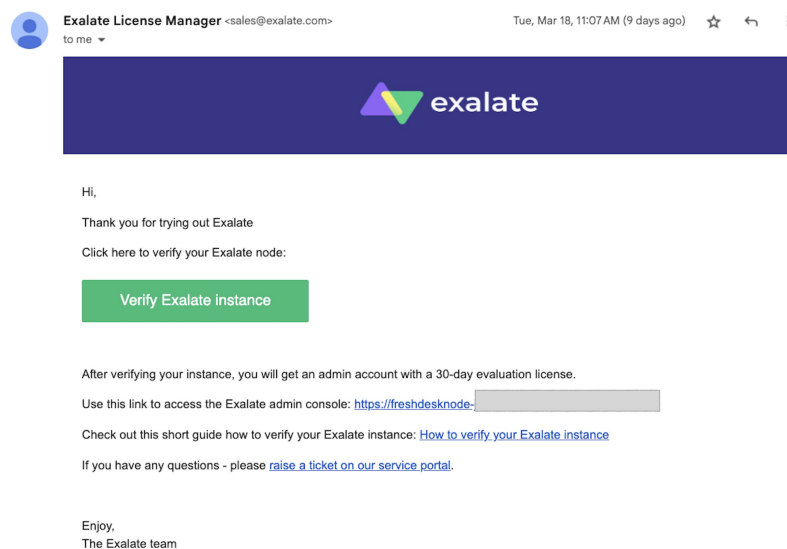
1. Providing the details and credentials of the user who will configure synchronization in the

Exalate console.

2. Reading the End User License Agreement.
3. Clicking Agree and Submit to finalize the setup.

The image shows the Exalate registration form. On the left is a sidebar with the Exalate logo and a 'Registration' link. The main area is titled 'Registration' and contains several input fields: *Email, *Password, *Confirm Password, *Contact name, *Organization, and *Phone. Each field has a red asterisk indicating it is required. At the bottom, there is a line of text: 'By clicking Agree and submit below, you agree to our [End User License Agreement](#)'.

7. An email confirmation has been sent to your mailbox. Check your inbox - it may take a few minutes to arrive. Don't forget to check your spam or junk folder if you don't see it!



8. In the confirmation email, click "Verify Exalate Instance." This will redirect you back to the Exalate console application to configure your first sync.

Configuring Proxy User Permissions

To change the proxy user in Exalate for Freshdesk:

1. Log in to the Exalate admin console.
2. Navigate to General Settings.
3. Input details:
 - Freshdesk instance URL.

- Proxy user email.
- Proxy user API key.

Configure General Settings

*Tracker Url

https://exarad.freshdesk.com

*Exalate Url

https://freshdesknode-kftw-sbmi-adyv-fcqv.exalate.cloud

User ⓘ

kateryna.hribkova@exalate.com

*Password/API Token ⓘ

Cancel

Save

Video Tutorials:

ON THIS PAGE

Product

[Install and Configure Exalate for Freshdesk on Exalate](#)

[Release History](#) ⓘ

[Glossary](#) ⓘ

[Configuring Proxy User Permissions](#)

[API Reference](#) ⓘ

[Video Tutorials:](#)

[Pricing and Licensing](#) ⓘ

Resources

[Subscribe for a weekly Exalate hack](#) ⓘ

[Academy](#) ⓘ

[Blog](#) ⓘ

[YouTube Channel](#) ⓘ

[Ebooks](#) ⓘ

Still need help?

[Join our Community](#) ⓘ

[Visit our Service Desk](#) ⓘ

[Find a Partner](#) ⓘ