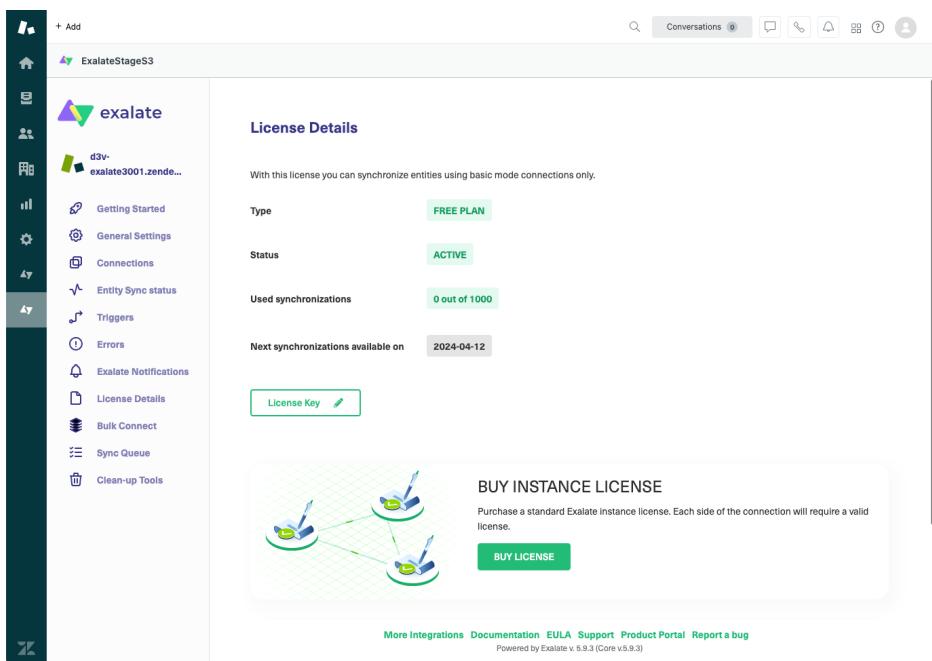


How to Get a License Key for Exalate Classic

Last Modified on 02/02/2026 3:25 am EST

This article shows you can get an instance license for Exalate. This is currently available for Salesforce, ServiceNow, Azure DevOps, Zendesk, GitHub, and Freshdesk. In the example below, we are purchasing Exalate for Zendesk.

1. Navigate to the **License Details** menu in the Exalate admin console.

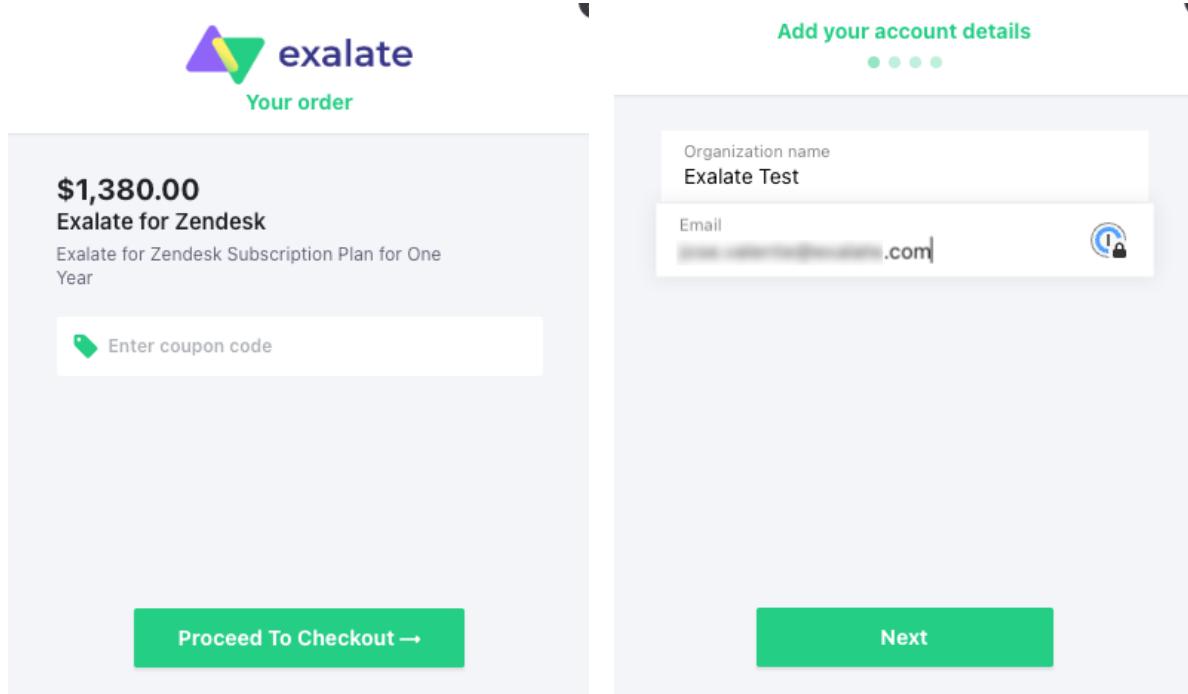


The screenshot shows the Exalate admin console with the 'License Details' page for a Zendesk instance. The sidebar on the left lists various settings like 'Getting Started', 'General Settings', and 'Connections'. The main panel shows the 'License Details' section with the following information:

- Type: FREE PLAN
- Status: ACTIVE
- Used synchronizations: 0 out of 1000
- Next synchronizations available on: 2024-04-12
- License Key: A button with a pencil icon.
- BUY INSTANCE LICENSE: A button with a green background and white text.

At the bottom, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support', 'Product Portal', and 'Report a bug'. It also mentions 'Powered by Exalate v. 5.9.3 (Core v5.9.3)'.

2. Click **Buy License**. A summary of your order appears. Click **Proceed to Checkout**. In the following screen, enter your organization's name and your email. Click **Next**.



The screenshot shows the Exalate checkout process. On the left, the 'Your order' summary shows a total of \$1,380.00 for 'Exalate for Zendesk' (Exalate for Zendesk Subscription Plan for One Year). It includes a 'Enter coupon code' field and a 'Proceed To Checkout →' button.

On the right, the 'Add your account details' screen shows the following fields:

- Organization name: Exalate Test
- Email: [REDACTED].com (with a lock icon indicating it's secure)

At the bottom right is a 'Next' button.

3. Next, enter your billing information. Depending on your country, different fields and

options may appear. For instance, for European countries, you are prompted for your VAT number; if you are in the United States, you can select your state and zip code, etc. Enter your payment details in the next screen.

Add your billing address

First Name  Last Name

Address Line1

Address Line2 (Optional)

City Zip

Region (Optional)

Use my billing address as card address

Add your payment details

Card Number  4111 1111 1111 1111

Expiry 12 / 2029 CVV 123 

Use my billing address as card address

4. The next screen provides you with a summary of your order details. If everything is correct, click the Pay button. A confirmation screen displays to indicate that the process was successful.

Complete your order

Exalate for Zendesk \$1,380.00 >

 Enter coupon code

Account .com
Organization name Exalate Test [Edit →](#)

Subscription Details Issue Tracker Url [Edit →](https://d3v-exalate3001.zendesk.com)
https://d3v-exalate3001.zendesk.com

Billing 195 Pacific Lane [Edit →](#)
Santa Barbara 87109 United States

Payment  ending 1111 [Edit →](#)

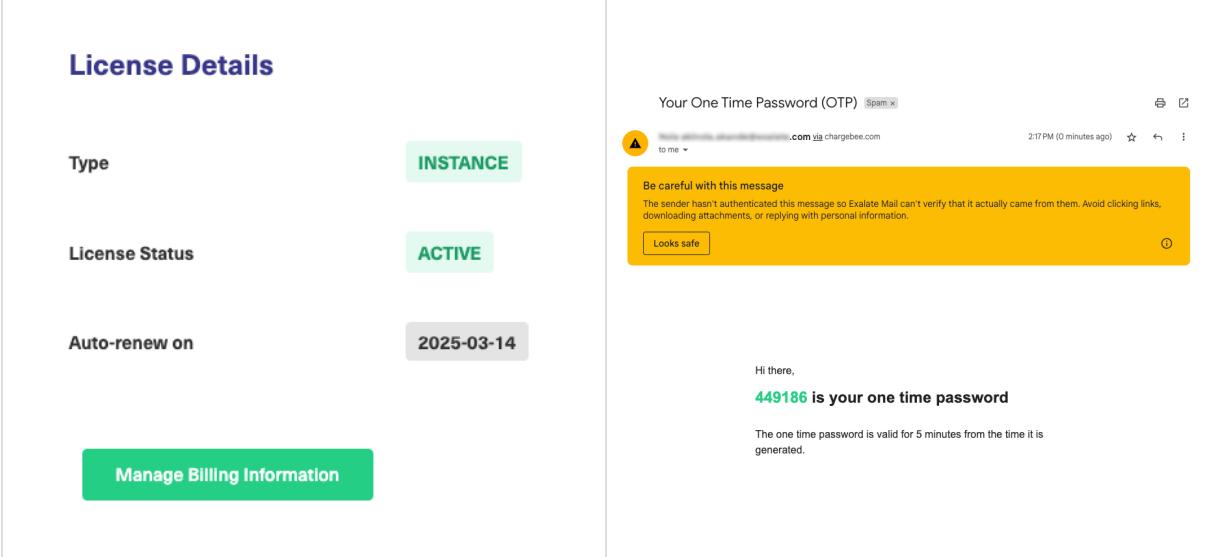
 Secure Checkout by Chargebee

Thank you! We're processing your order

The license status will be updated shortly. Once your license is active, you'll have access to all Exalate's Premium features. Happy Syncing!

5. Going back to the Exalate console, you can see that the your paid subscription is active.

You also receive an email with a one time password, which you need to login and manage your account.



The screenshot shows the 'License Details' page on the left and an email inbox on the right. The License Details page displays the following information:

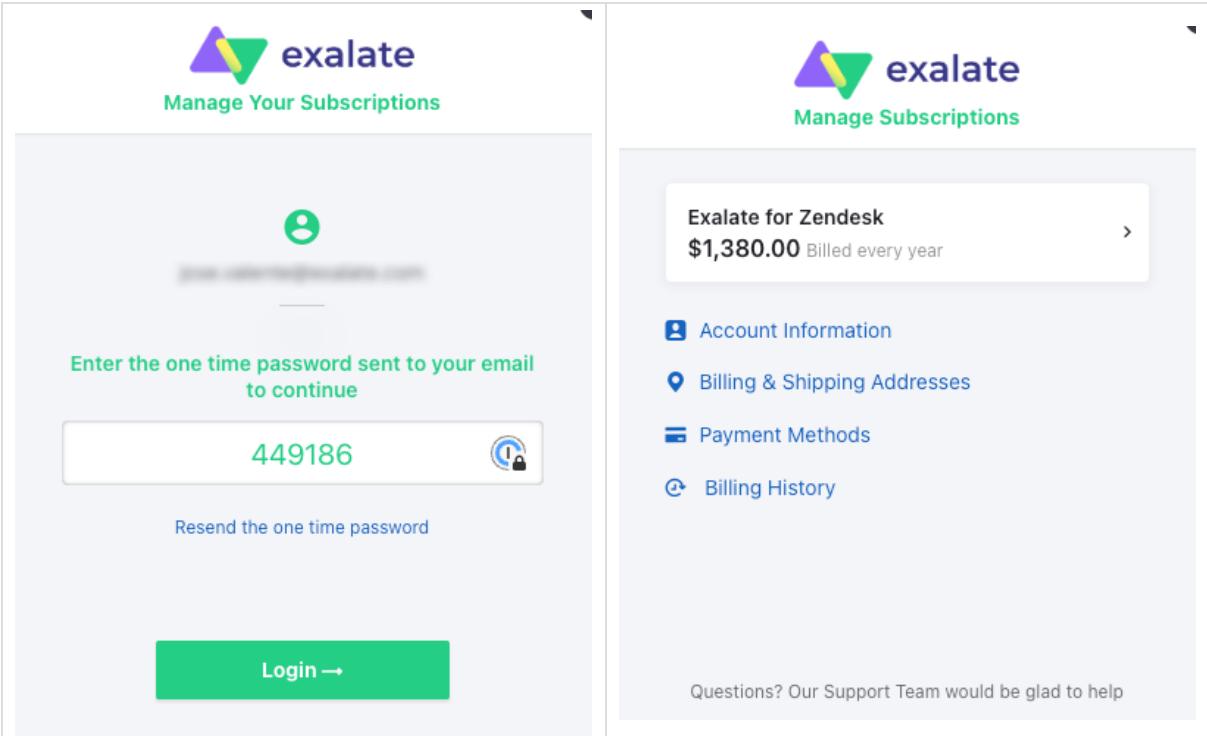
- Type: INSTANCE
- License Status: ACTIVE
- Auto-renew on: 2025-03-14

Below these details is a green button labeled 'Manage Billing Information'.

The email inbox on the right shows an incoming email from 'chargebee.com' with the subject 'Your One Time Password (OTP)'. The email content includes:

- A warning: 'Be careful with this message' and 'The sender hasn't authenticated this message so Exalate Mail can't verify that it actually came from them. Avoid clicking links, downloading attachments, or replying with personal information.'
- The one-time password: '449186' (highlighted in green).
- A note: 'The one time password is valid for 5 minutes from the time it is generated.'

6. From **License Details**, click on **Manage Billing Information** and enter the one-time password you received in the email. You can then manage your subscription, check your account information, check and make changes to your billing and shipping address, payment methods, and billing history, where you can also download a copy of your invoice.



The screenshot shows two pages from the Exalate platform:

Manage Your Subscriptions (Left):

- Header: 'exalate' logo and 'Manage Your Subscriptions'.
- Text: 'Enter the one time password sent to your email to continue'.
- Input field: '449186' with a lock icon.
- Text: 'Resend the one time password'.
- Button: 'Login →'.

Manage Subscriptions (Right):

- Header: 'exalate' logo and 'Manage Subscriptions'.
- Subscription plan: 'Exalate for Zendesk \$1,380.00 Billed every year'.
- Links: 'Account Information', 'Billing & Shipping Addresses', 'Payment Methods', and 'Billing History'.
- Text: 'Questions? Our Support Team would be glad to help'.

Product Note: You can get more information on how to manage your subscription in this article.
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Have more questions? Ask the community

[Security !\[\]\(125d701e9425b54c764340b5671b38cd_img.jpg\)](#)

[Pricing and Licensing !\[\]\(21199eb166cc97331a0c54c649195dcc_img.jpg\)](#)

Resources

[Subscribe for a weekly Exalate hack !\[\]\(dfbd6b3763a6d1d9afaa974f64e2e4b5_img.jpg\)](#)

[Academy !\[\]\(e78f798d4ea5c530c9db49e7d26e6b95_img.jpg\)](#)

[Blog !\[\]\(23d9fc146e83b5c3013cfa32c784f8d5_img.jpg\)](#)

[YouTube Channel !\[\]\(c694a3ff3b077d76910920a6a1593ab4_img.jpg\)](#)

[Ebooks !\[\]\(ec9132f1d27c8919987d92907322654d_img.jpg\)](#)

Still need help?

[Join our Community !\[\]\(aa53ad6fea213b8b2226d3077e30533a_img.jpg\)](#)

[Visit our Service Desk !\[\]\(dd161862f9164df98f62b726e9846241_img.jpg\)](#)

[Find a Partner !\[\]\(758ebdf4629c903da74c2e079717ae32_img.jpg\)](#)