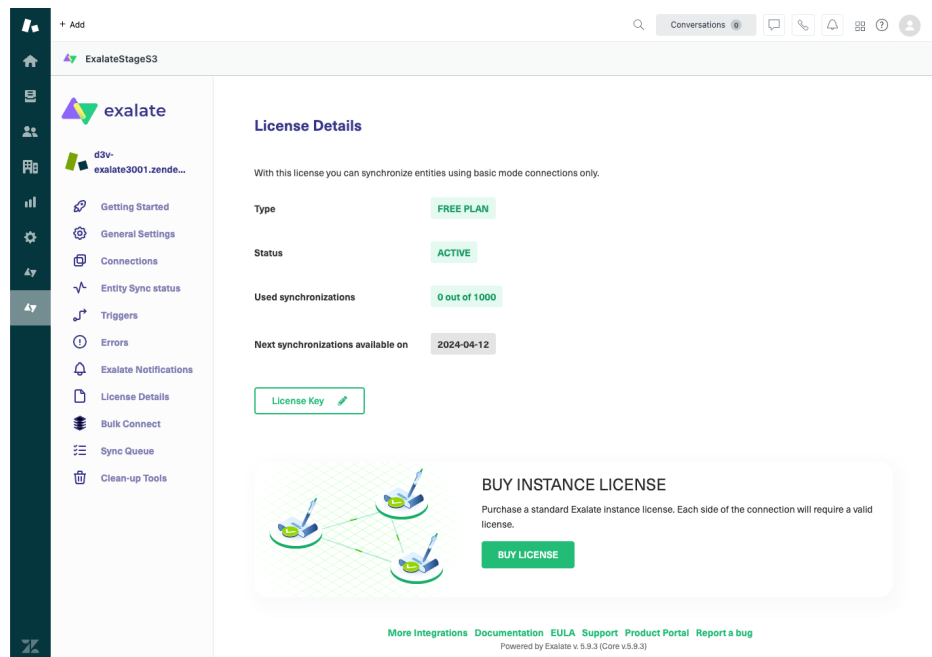


How to Get a License Key for Exalate Classic

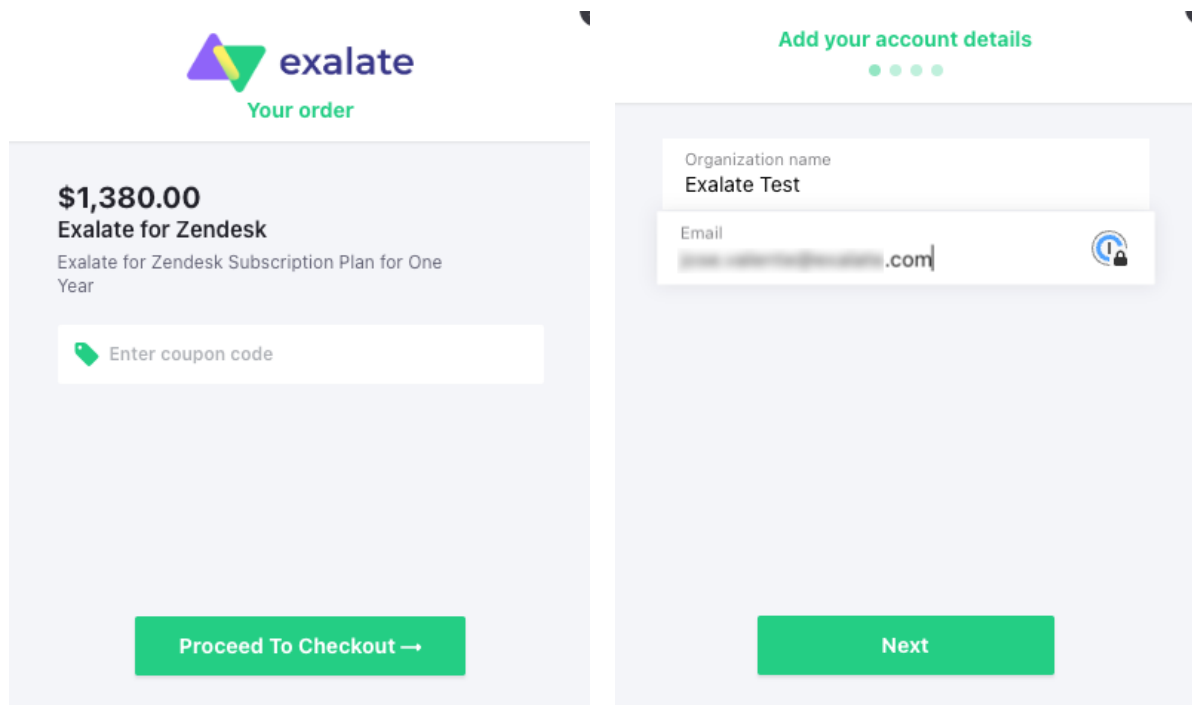
Last Modified on 02/02/2026 3:25 am EST

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.



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**.



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)

Country
Pick an option

Next

Add your payment details

Card Number
4111 1111 1111 1111


Expiry
12 / 2029

CVV
123

Use my billing address as card address

Next

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

Organization name Exalate Test

Subscription Details

Issue Tracker Url
https://d3v-exalate3001.zendesk.com

Billing


195 Pacific Lane
Santa Barbara 87109 United States

Payment

VISA ending 1111

Pay \$1,380.00 & subscribe

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!

CLOSE

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.

License Details

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

[Manage Billing Information](#)

Your One Time Password (OTP) Spam x

 [exalate@zendesk.com](#)  2:17 PM (0 minutes ago) ☆ ↶ ⋮

Be careful with this message
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.


[Looks safe](#)


Hi there,

449186 is your one time password


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.

 **exalate**
Manage Your Subscriptions



[exalate@zendesk.com](#)

Enter the one time password sent to your email to continue







[Resend the one time password](#)

[Login →](#)

 **exalate**
Manage Subscriptions

Exalate for Zendesk
\$1,380.00 Billed every year >

-  Account Information
-  Billing & Shipping Addresses
-  Payment Methods
-  Billing History

Questions? Our Support Team would be glad to help

Note: You can get more information on how to manage your subscription in this article.

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