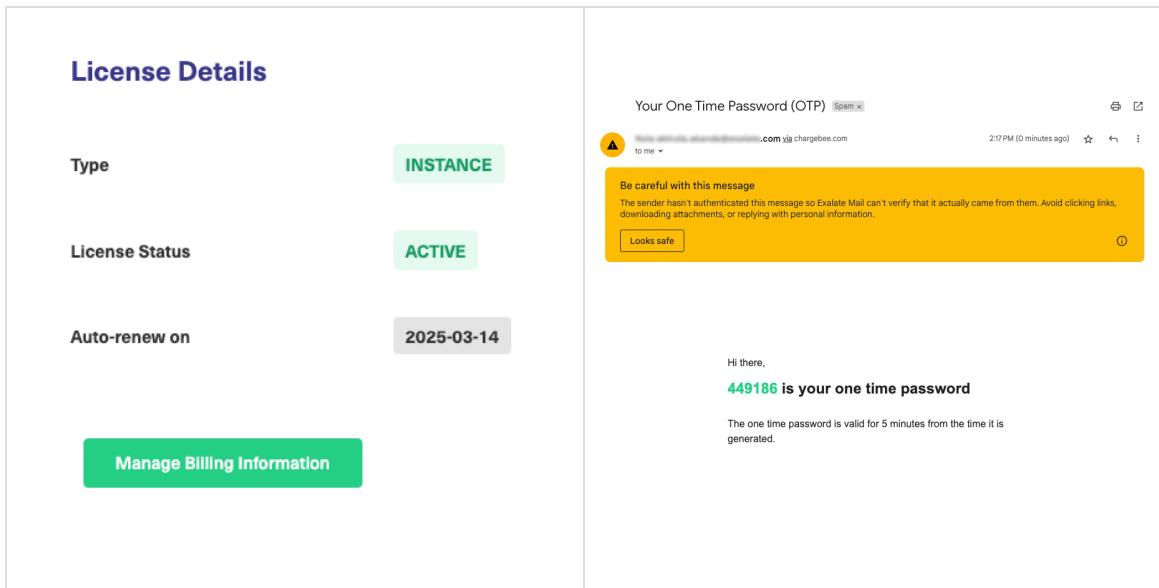


How to Manage Stripe Billing Information (for Exalate Classic Licenses)

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This article shows you how to manage your billing information. This is currently available for Salesforce, ServiceNow, Azure Devops, Zendesk, and Github. In the example below we are purchasing Exalate for Azure Devops.

1. From **License Details**, click on **Manage Billing Information**. A one time password is automatically generated and sent to your email.



2. Enter the one time password you received in the email. From here you can manage your subscription, check your account information, check and make changes to your billing and shipping address, payment methods, and check your billing history, where you can also download a copy of your invoice.

The image displays two side-by-side screenshots of the Exalate mobile application interface.

Left Screenshot (Login Screen):

- The top header reads "exalate" with a logo and "Manage Your Subscriptions".
- The main area shows a placeholder user profile icon and a blurred email address.
- A green text instruction says "Enter the one time password sent to your email to continue".
- A text input field contains the one-time password "449186" and a lock icon.
- A "Resend the one time password" link is below the input field.
- A green "Login →" button is at the bottom.

Right Screenshot (Subscription Management Screen):

- The top header reads "exalate" with a logo and "Manage Subscriptions".
- A box highlights a subscription plan: "Exalate for Zendesk" at "\$1,380.00 Billed every year".
- Below the box are four navigation links:
 - "Account Information" (user icon)
 - "Billing & Shipping Addresses" (location pin icon)
 - "Payment Methods" (credit card icon)
 - "Billing History" (clock icon)
- A "Questions? Our Support Team would be glad to help" link is at the bottom.

3. Check the video below for a rundown of all the options.

Your browser does not support HTML5 video.

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