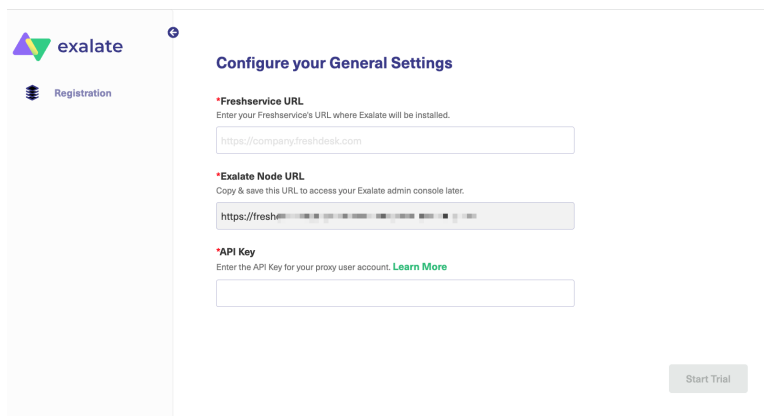# How to Install Exalate for Freshservice

Install and Configure Exalate for Freshservice on Exalate Cloud

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

Request an Evaluation Instance of Exalate for Freshservice

1. Go to the Exalate Integrations page: https://exalate.com/integrations/.
2. Select Freshservice.
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 Freshservice node.**
5. Fill in and Save the General Settings fields by providing your Freshservice instance and the credentials of the Exalate proxy user.

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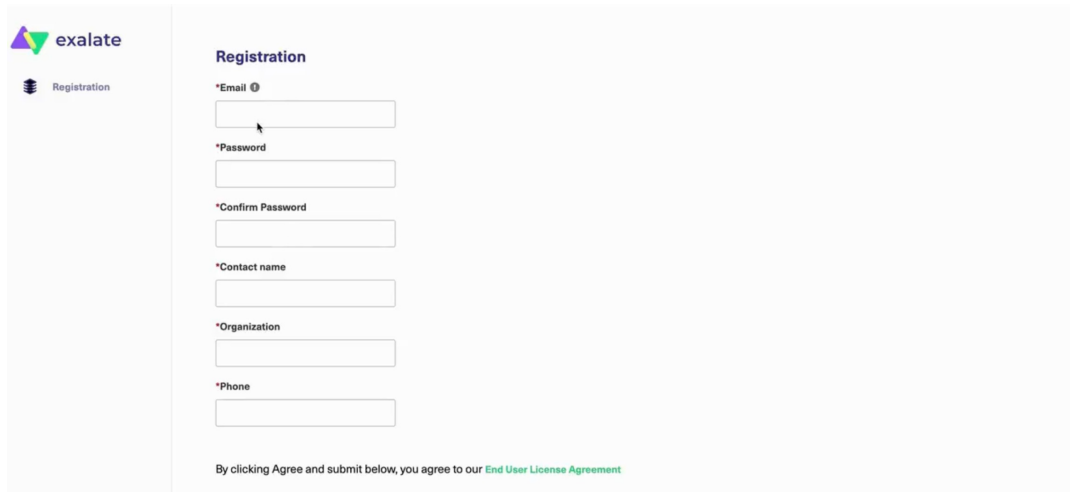

- **Freshservice URL**: a URL of your Freshservice account where you install Exalate.
- **Exalate Node URL**: a Freshservice node URL, provided by Exalate.
- **API Key**: an API key generated for you Freshservice proxy user. See details here.
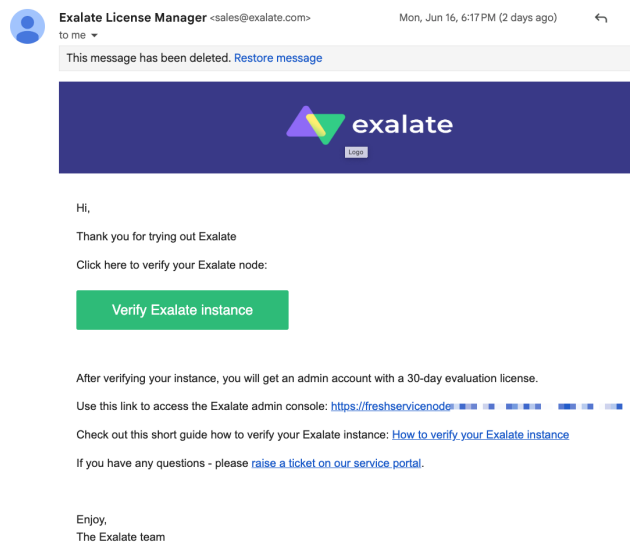
6. Complete the registration by:

   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.

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 Freshservice:

1. Log in to the Exalate admin console.
2. Navigate to General Settings.
3. Input details:
   - Freshservice instance URL.
   - Tracker User,
   - Proxy user API key.

Configure General Settings

*Tracker Url

https://exadev.freshservice.com/

*Exalate Url

https://freshservicenode

Tracker User ⓘ

Kateryna

*Tracker Password/API Token (Key) ⓘ

Cancel   **Save**

Video Tutorials: