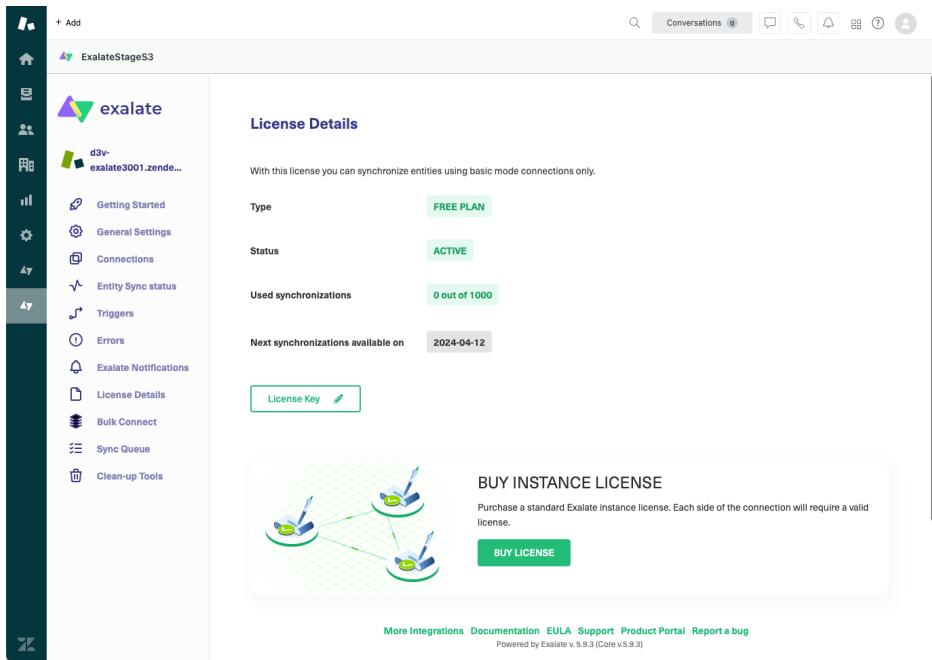


# How to get an Exalate Subscription

Last Modified on 01/15/2026 2:02 pm EST

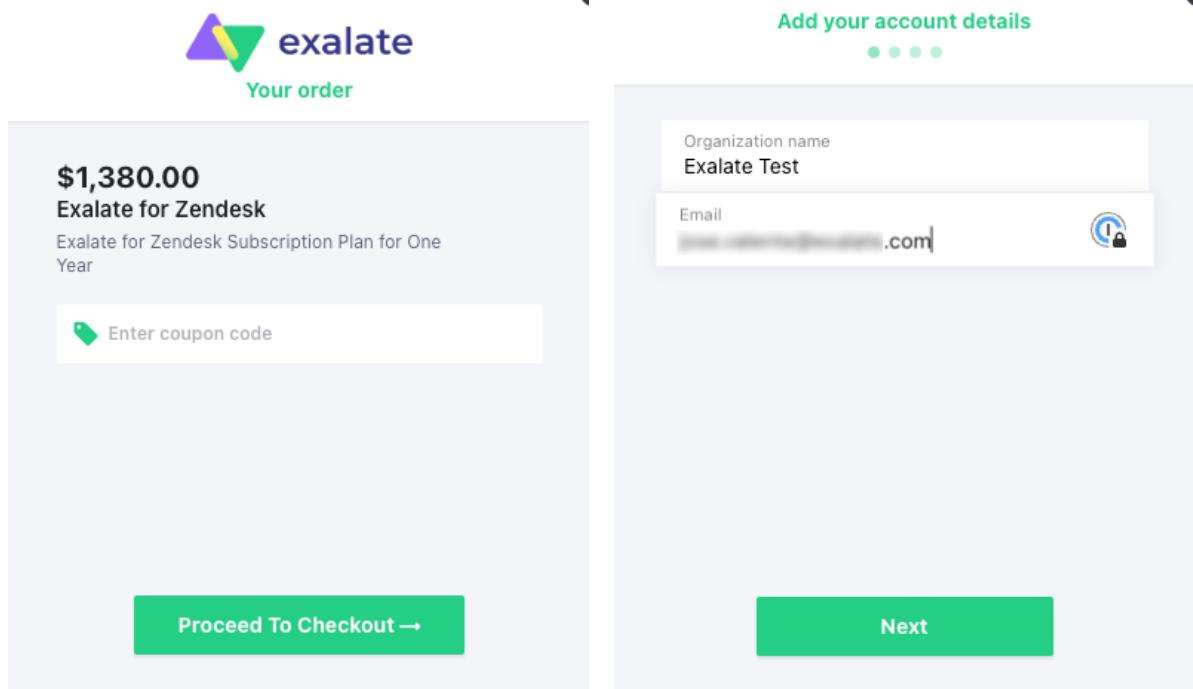
This article shows you can get an instance license for Exalate. This is currently available for Salesforce, ServiceNow, Azure DevOps, Zendesk, GitHub, and Freshdesk. In the example below, we are purchasing Exalate for Zendesk.

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



The screenshot shows the Exalate admin console interface. On the left is a dark sidebar with various menu items: + Add, Home, Exalate (with a logo), d3v-exalate3001.zende..., Getting Started, General Settings, Connections, Entity Sync status, Triggers, Errors, Exalate Notifications, License Details (which is the current page), Bulk Connect, Sync Queue, and Clean-up Tools. The main content area has a header 'ExalateStageS3' and a sub-header 'License Details'. It states: 'With this license you can synchronize entities using basic mode connections only.' Below this are four data cards: 'Type' (FREE PLAN), 'Status' (ACTIVE), 'Used synchronizations' (0 out of 1000), and 'Next synchronizations available on' (2024-04-12). At the bottom of this section is a 'License Key' button. To the right, there is a 'BUY INSTANCE LICENSE' section with an illustration of three stylized characters holding hands over a grid, and a 'BUY LICENSE' button. At the very bottom of the page are links for 'More Integrations', 'Documentation', 'EULA', 'Support', 'Product Portal', and 'Report a bug', followed by the text 'Powered by Exalate v. 5.9.3 (Core v.5.9.3)'.

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 interface. On the left, a summary box displays a total of \$1,380.00 for the 'Exalate for Zendesk' subscription. It includes a placeholder for a coupon code and a 'Proceed To Checkout →' button. On the right, a form titled 'Add your account details' is shown, with four green dots indicating a multi-step process. The first step is completed, showing the organization name 'Exalate Test' and an email field containing a placeholder with a lock icon. A 'Next' button is at the bottom of this step.

**Organization name**  
Exalate Test

**Email**  

**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

1 2 3 4

First Name		Last Name
Address Line1		
Address Line2 (Optional)		
City	Zip	
Region (Optional)	Country	Pick an option 

**Next**

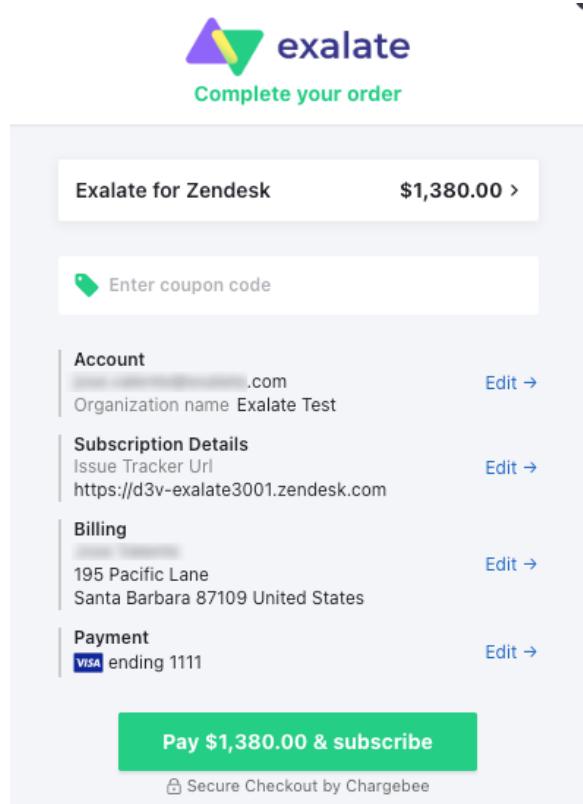
Add your payment details

1 2 3 4

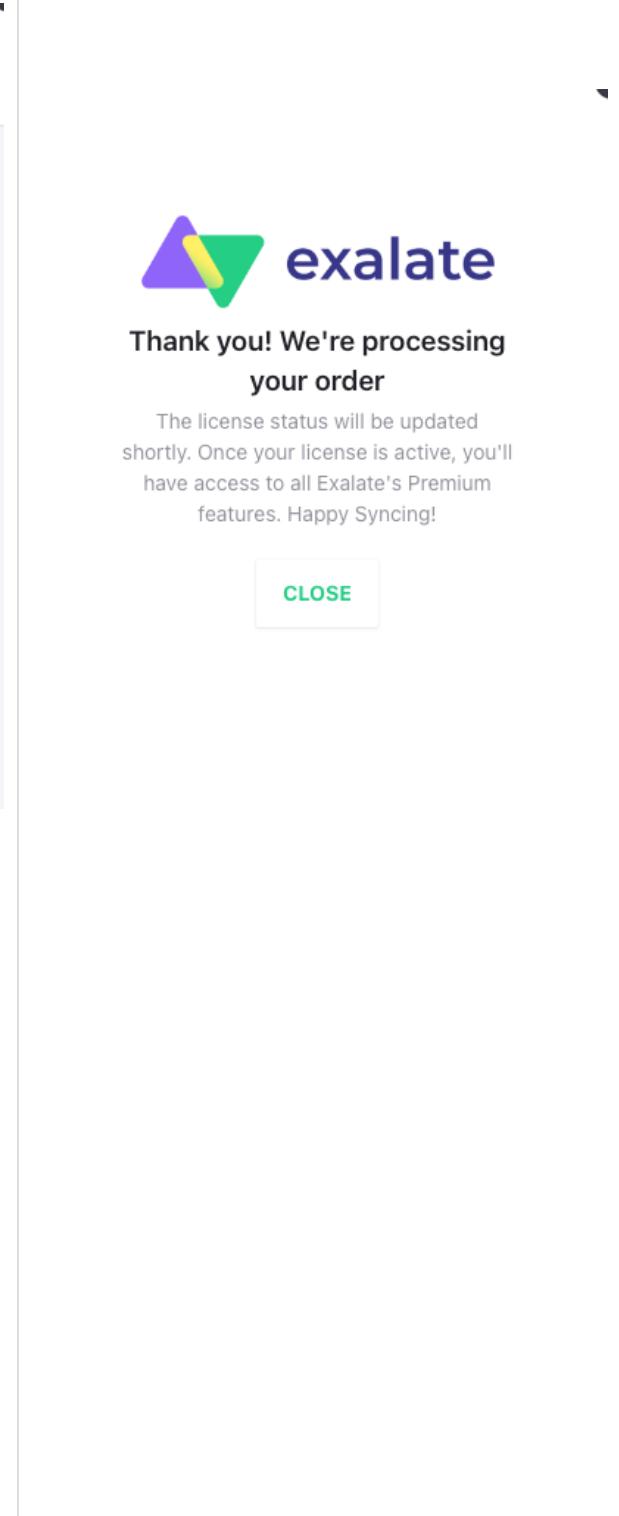
Card Number	4111 1111 1111 1111	
Expiry	12 / 2029	CVV 123
<input checked="" type="checkbox"/> Use my billing address as card address		

**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.



The screenshot shows the Exalate payment interface. At the top, the Exalate logo and the text "Complete your order" are displayed. Below this, a box shows "Exalate for Zendesk" and a price of "\$1,380.00 >". A "Enter coupon code" field is present. The "Account" section shows an organization name "Exalate Test" with an "Edit" link. The "Subscription Details" section shows an "Issue Tracker Url" as "https://d3v-exalate3001.zendesk.com" with an "Edit" link. The "Billing" section shows an address "195 Pacific Lane, Santa Barbara 87109 United States" with an "Edit" link. The "Payment" section shows a "VISA" card ending in "1111" with an "Edit" link. A large green button at the bottom says "Pay \$1,380.00 & subscribe". Below the button, a note says "Secure Checkout by Chargebee".



The screenshot shows the Exalate console. At the top, the Exalate logo is displayed. Below it, a message says "Thank you! We're processing your order". A note below states: "The license status will be updated shortly. Once your license is active, you'll have access to all Exalate's Premium features. Happy Syncing!" A "CLOSE" button is visible in the bottom right corner.

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 ↗

**449186** to me ↗ 2:17 PM (9 minutes ago) ⚡ ⓘ

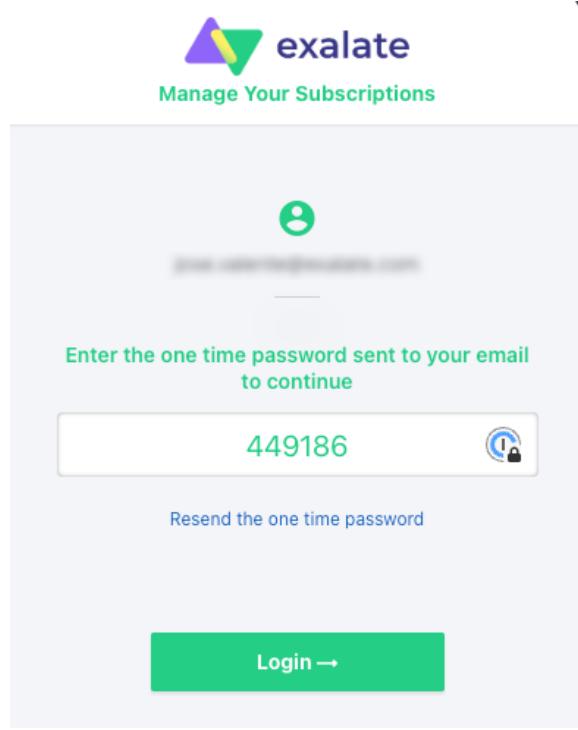
**Be careful with this message**  
The sender hasn't authenticated this message so Exalate Mail can't verify that it actually came from them. Avoid clicking links, downloading attachments, or replying with personal information.

**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.



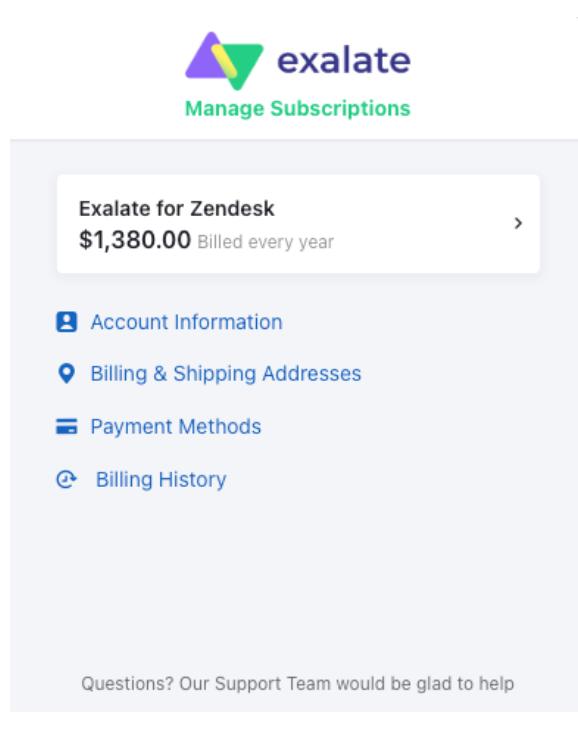
Exalate  
Manage Your Subscriptions

Enter the one time password sent to your email to continue

449186 

Resend the one time password

**Login →**



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. [About Us ↗](#)

[Release History ↗](#)

[Glossary ↗](#)

[API Reference ↗](#)

Have more questions? [Ask the community](#)

[Security ↗](#)

[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](#) 