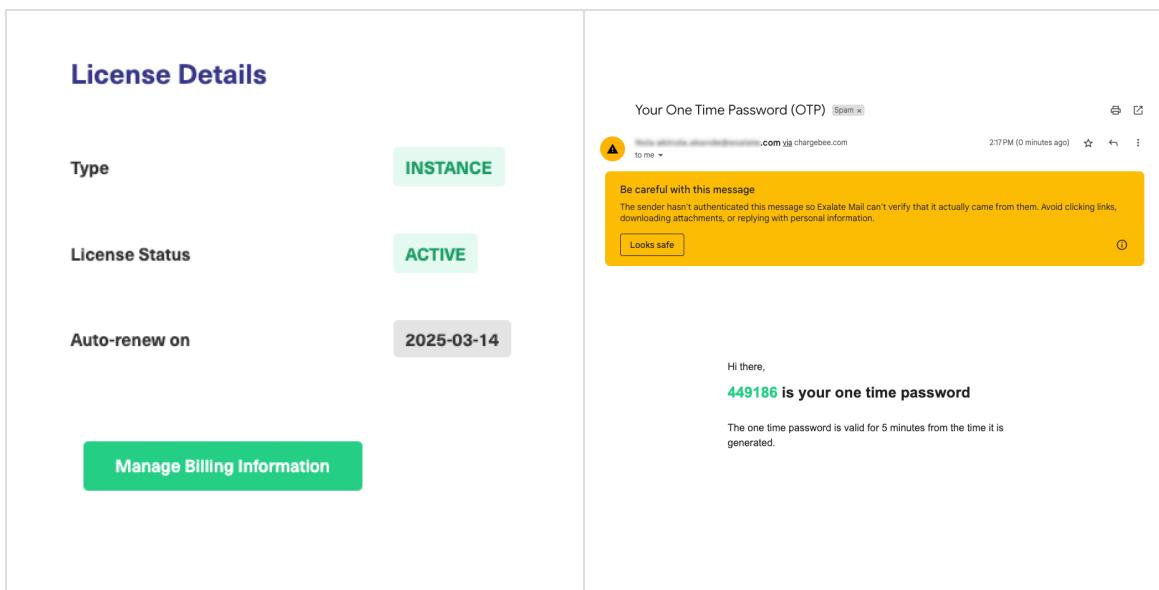


How to Manage Stripe Billing Information

Last Modified on 01/15/2026 2:07 pm EST

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.



The image shows a split-screen view. On the left, the 'License Details' page is displayed with the following information:

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

At the bottom of this section is a green button labeled 'Manage Billing Information'.

On the right, an email inbox is shown with one message from 'chargebee.com' with the subject 'Your One Time Password (OTP)'. The email content includes a warning about the sender's authentication status and a yellow button labeled 'Looks safe'. The body of the email contains the following text:

Hi there,
449186 is your one time password

The one time password is valid for 5 minutes from the time it is generated.

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.

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

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

Your browser does not support HTML5 video.

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