ToolGPA

NOVEMBER 2026

SupportPal

The Insider's Guide

Self-hosted help desk with flat pricing and unlimited agents



Every plan, grade, refund rule and rival among help desk and live chat tools, read from SupportPal's own pages.

Made by SupportPal Limited · checked Nov 12, 2026 · toolgpa.com

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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from SupportPal's own pages, its app-store listings and our grades. Every fact in it is on SupportPal's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.2

GPA, above 25 of the 66 other help desk and live chat tools we grade

SupportPal is a help desk you install on your own server. It turns email, web forms, a help widget, Facebook messages and optional Twilio phone, SMS and WhatsApp into tickets in one inbox, with SLAs, a self-service knowledge area and reporting. One flat license covers unlimited operators, users and tickets.

To get you started, here are **9 things to know about SupportPal**, taken from its own pages and our grades.

> "
>
> **It is self-hosted, so you install, update and secure the server.**
>
> From our grade for ease of use

1 **Best for a team wanting a self-hosted help desk**

It has no hosted edition, support is by email only, and phone, SMS and WhatsApp need Twilio on top.

2 **Paid plans start at $29.95 a month**

As its pricing page puts it: $29.95 per month, self-hosted license for unlimited operators.

3 **You can try it first**

30-day free self-hosted trial, no card required

4 **It runs on Web**

Web.

5 **Unified inbox**

Web forms, email, a help widget, Facebook messages and the REST API all turn into tickets shown in a single filterable grid.

6 **SLAs and business hours**

Service level plans set first-response and resolution times, with due dates worked out from business hours and pausable when needed.

7 **Multi-brand support**

Several brands run from one installation, each with its own portal, logo, email templates and self-service area.

8 **A 2.2 GPA, above 25 of 66**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

To replace SupportPal you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

SupportPal at a glance

PRICING
Free trial, from $29.95 per month, self-hosted license for unlimited operators

FREE PLAN
No

FREE TRIAL
30-day free self-hosted trial, no card required

RUNS ON
Web

MADE BY
SupportPal Limited, since 2012

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.2 GPA, fair

The report card

Best for a team wanting a self-hosted help desk

SupportPal is a help desk you host yourself, with unlimited operators for $29.95 a month or $299.95 a year. It has no hosted edition, support is by email only, and phone, SMS and WhatsApp need Twilio on top.

TOOLGPA REPORT CARD

SupportPal

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	B	$29.95 a month for unlimited operators is about $6 a seat for five agents, under 60% of the $19 where support tools start, but you must also pay for a server.
Free plan and trial	C	30-day free trial of the self-hosted version, no card required. No free plan.
Features	C	Unified inbox, SLAs and business hours, multi-brand support, a self-service area and an add-ons marketplace. Phone, SMS and WhatsApp need Twilio, paid separately.
Ease of use	D	No store rating on record. It is self-hosted, so you install, update and secure the server.
Platforms and integrations	B	Web only, with 3 integrations on record.

Grade point average Fair, out of 4.0 **2.2**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who SupportPal is for

- ✓ Fits if you have a server and want a flat price for any number of agents
- ✓ Works for agencies that run several brands from one desk

Who it is not for

- ✕ Skip it if you want a hosted service, since the pricing page offers none
- ✕ Not for you if you have no one to run a server
- ✕ Watch out: removing the Powered by line costs $4.95 a month or $49.95 a year
- ✕ Watch out: support is by email only, a remote desktop session is $75 per 30 minutes, and extra IP addresses and Twilio are paid separately

Good to know

Good for

- ✓ Teams that must keep help desk data on their own server
- ✓ Support teams that would otherwise pay per operator
- ✓ Agencies running several brands from one installation

Worth knowing

- ⓘ It is self-hosted only; the pricing page offers no hosted edition, and you run the server.
- ⓘ Removing the Powered by line costs $4.95 a month or $49.95 a year extra.
- ⓘ Support is by email only; a remote desktop session is $75 per 30 minutes.
- ⓘ Additional IP addresses and Twilio phone, SMS and WhatsApp are paid separately.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$29.95

A month to start

SupportPal is a paid product with a free trial, starting at $29.95 per month, self-hosted license for unlimited operators.

MONTHLY LICENSE

$29.95

per month, one brand, unlimited operators

All features, unlimited tickets and users, email support and updates. Extra brands $9.95 a month each.

ANNUAL LICENSE

$299.95

per year, one brand, unlimited operators

Same license billed yearly, marked as 2 months free; extra brands are $99.95 a year each.

Trying it first

30-day free self-hosted trial, no card required

Read from supportpal.com on Nov 12, 2026.

Ways to pay less

ANNUAL DISCOUNT

Two months free on annual billing

The annual license is $299.95 against $29.95 a month, which the pricing page labels as 2 months free.

Stated on supportpal.com

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Self-hosted help desk with flat pricing and unlimited agents. Here is what it does, as its own site describes it, and what it covers: self-hostable, public API, shared inbox, help desk, help center, ticketing.

> **Unified inbox, SLAs and business hours, multi-brand support, a self-service area and an add-ons marketplace.**
>
> From our grade for features

Unified inbox

Web forms, email, a help widget, Facebook messages and the REST API all turn into tickets shown in a single filterable grid.

SLAs and business hours

Service level plans set first-response and resolution times, with due dates worked out from business hours and pausable when needed.

Multi-brand support

Several brands run from one installation, each with its own portal, logo, email templates and self-service area.

Self-service area

A knowledge area and an embeddable help widget let customers search articles before contacting support.

Phone, SMS and WhatsApp

Calls, SMS and WhatsApp messages can be handled through your own Twilio account, which needs an extra subscription.

Add-ons marketplace

Extra modules can be installed from a marketplace, and sensitive ticket fields can be encrypted or purged after closing.

Where it runs

Web

What it works with

Twilio Facebook WhatsApp

SupportPal is made by SupportPal Limited, and has been around since 2012.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

25/66

Other help desk and live chat tools it is graded above

SupportPal's GPA of 2.2 is higher than 25 of the 66 other help desk and live chat tools we grade, and level with 10.

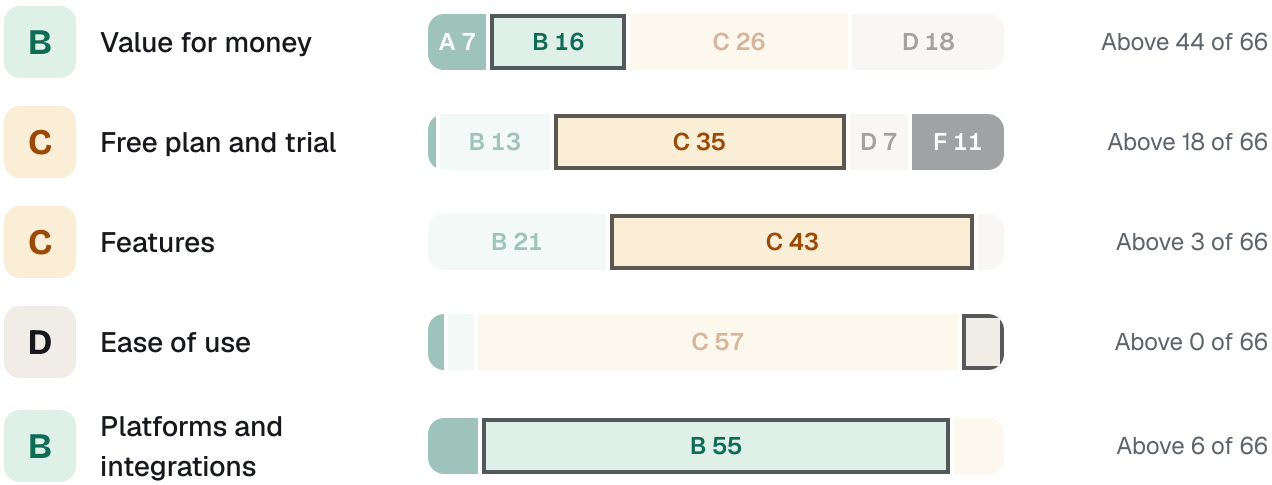
It stands best on value for money (B, above 44 of 66) and worst on ease of use (D, above 0).

Its paid plans start at $29.95 a month, against a middle price of $29 for the category: 34 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 33 tools score higher and cost less.

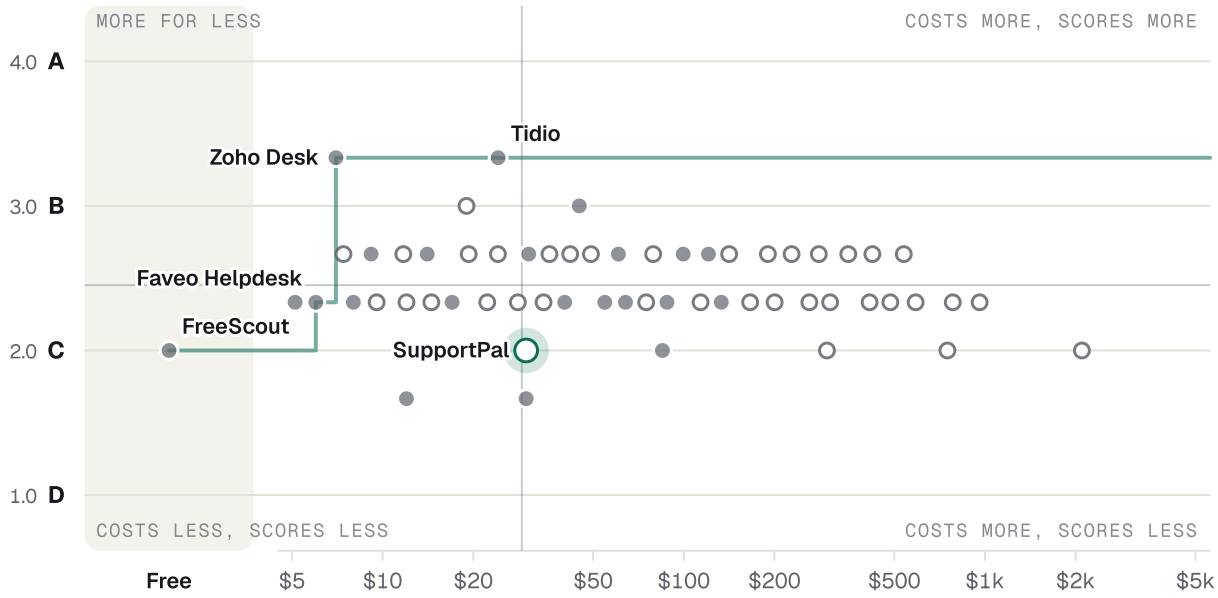
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. SupportPal's own letter is outlined.



Price against what you get

Each dot is one of 59 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. SupportPal is the marked dot.



What paid plans start at, a month (each step along is roughly double) ⍰

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace SupportPal you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

It costs $359.40 a year.

What you could make

- Help desk and help center: an app builder makes these well.

What you could not

- One mailbox that several people work at once.

- ✕ Selling tickets and checking them at the door.
- ✕ It plugs into other products, Twilio, Facebook and WhatsApp among them, and has an API.
- ✕ Hooks into the device itself: widgets.

What this rests on. SupportPal's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Hesk, osTicket, FreeScout, UVdesk and Jitbit Help Desk

The 5 tools SupportPal is most often weighed against, with where each one differs from it.

H

2.4 GPA

Hesk

Free plan · from $29.99/mo

PHP help desk you host yourself, or a flat-fee cloud version.

- Hesk has a free plan. SupportPal does not, though it has a free trial.
- SupportPal also covers shared inbox.

SupportPal and Hesk compared in full

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osTicket

Free plan · from $12/mo

Open-source support ticketing, self-hosted or as a cloud edition.

- osTicket has a free plan. SupportPal does not, though it has a free trial.
- osTicket is open source, according to its own site.
- SupportPal also covers help center and ticketing.

SupportPal and osTicket compared in full



2.2 GPA

FreeScout

Free

Free open-source help desk and shared mailbox you host yourself.

- FreeScout has a free plan. SupportPal does not, though it has a free trial.
- Only FreeScout lists iOS and Android apps.
- FreeScout is open source, according to its own site.

SupportPal and FreeScout compared in full

U

2.6 GPA

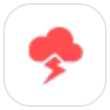
UVdesk

Free plan · from $8/mo

Open-source help desk for online stores with hosted Pro and Enterprise.

- UVdesk has a free plan. SupportPal does not, though it has a free trial.
- UVdesk is open source, according to its own site.
- SupportPal also covers ticketing.

SupportPal and UVdesk compared in full



2.2 GPA

Jitbit Help Desk

Free trial · from $24.92/mo

Ticketing system with cloud plans and a self-hosted license.

- Only Jitbit Help Desk lists iOS and Android apps.
- SupportPal also covers shared inbox.
- Jitbit Help Desk also covers live chat.

SupportPal and Jitbit Help Desk compared in full

Quick answers

The questions people ask about it, each answered in a line or two

15

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is SupportPal free?

No, SupportPal is a paid product, but you can try it first. 30-day free self-hosted trial, no card required.

How much does SupportPal cost?

SupportPal lists 2 plans. Monthly license: $29.95 per month, one brand, unlimited operators.

What platforms does SupportPal work on?

SupportPal is available on Web.

Does SupportPal offer any discounts?

SupportPal publicly lists the following: Two months free on annual billing.

Does SupportPal have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. SupportPal is listed for Web.

Does SupportPal have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. SupportPal is listed for Web.

Is SupportPal open source?

SupportPal is not described as open source on its own site, as read on Nov 12, 2026.

Can SupportPal be self-hosted?

Yes. SupportPal's own site says it can be run on a server of your own.

Does SupportPal have an API?

Yes. SupportPal offers a public API, according to its own site.

What does SupportPal integrate with?

SupportPal's listing names Twilio, Facebook and WhatsApp. A listing names up to eight integrations, so it may connect to more.

Who makes SupportPal?

SupportPal is made by SupportPal Limited. It dates from 2012.

What are the alternatives to SupportPal?

The closest alternatives to SupportPal in our directory are Hesk, osTicket, FreeScout, UVdesk and Jitbit Help Desk.

How does SupportPal compare with other help desk and live chat tools?

SupportPal's GPA of 2.2 is higher than 25 of the 66 other help desk and live chat tools we grade, and level with 10.

Is SupportPal good value for money?

ToolGPA grades SupportPal B for value for money. Its paid plans start at $29.95 a month, against a middle price of $29 for the category: 34 of the 57 others that charge start lower.

Could I make my own version of SupportPal?

To replace SupportPal you would be making one mailbox that several people work at once.

Where this guide comes from

The prices, plans, platforms and features were read from SupportPal's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from SupportPal's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by SupportPal Limited. Prices change, so check supportpal.com before you buy.

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PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

5,038

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

5,038
tools graded

95
categories

739
price changes on record

579
apps priced in 12 countries

What else is on toolgpa.com

SupportPal, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/supportpal

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "SupportPal: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/supportpal
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Know someone choosing between help desk and live chat tools?

Send them this guide:
toolgpa.com/tools/supportpal/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after SupportPal, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 67 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

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Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA



tawk.to Insider's Guide

Free live chat, ticketing and help center, with paid add-ons

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what SupportPal's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. SupportPal is a trademark of its owner, and this guide is not made, paid for or approved by SupportPal Limited. Prices and plans change: check supportpal.com before you buy.