

How to Upgrade a Free Plan License

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This article shows you how to upgrade from a Free to a Paid license plan. This is currently available for Salesforce, ServiceNow, Azure Devops, Zendesk, and Github. In the example below we are purchasing Exalate for Azure Devops.

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 a navigation menu:

- + Add
- Home
- Connections
- Entity Sync status
- Triggers
- Errors
- Exalate Notifications
- License Details** (highlighted)
- Bulk Connect
- Sync Queue
- Clean-up Tools

The main content area is titled "License Details". It contains the following information:

Type	FREE PLAN
Status	ACTIVE
Used synchronizations	0 out of 1000
Next synchronizations available on	2024-04-12

Below this is a "License Key" input field with a pencil icon. At the bottom right of the main area is a "BUY INSTANCE LICENSE" button with a "BUY LICENSE" button underneath it. The footer of the page includes 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 image shows two side-by-side screenshots of a web-based checkout process for 'Exalate for Zendesk'.

Left Screenshot (Order Summary):

- Header:** Exalate Your order
- Total:** \$1,380.00
- Product:** Exalate for Zendesk
- Description:** Exalate for Zendesk Subscription Plan for One Year
- Coupon Code Input:** Enter coupon code
- Proceed To Checkout →** button

Right Screenshot (Account Details Step):

- Header:** Add your account details
- Organization name:** Exalate Test
- Email:** [REDACTED].com (with a lock icon indicating security)
- Next** button

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

First Name  Last Name

Address Line1

Address Line2 (Optional)

City Zip

Region (Optional) Country 

Use my billing address as card address

Next

Add your payment details

Card Number 

4111 1111 1111 1111

Expiry 12 / 2029 CVV 123 

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 the process was successful.

Exalate for Zendesk **\$1,380.00 >**

Enter coupon code

Account
Organization name **Exalate Test** [Edit →](#)

Subscription Details
Issue Tracker Url
<https://d3v-exalate3001.zendesk.com> [Edit →](#)

Billing
195 Pacific Lane
Santa Barbara 87109 United States [Edit →](#)

Payment
Visa ending 1111 [Edit →](#)

Pay \$1,380.00 & subscribe

Secure Checkout by Chargebee

exalate

Thank you! We're processing your order

The license status will be updated shortly. Once your license is active, you'll have access to all Exalate's Premium features. Happy Syncing!

CLOSE

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](#)

to me [Report abuse](#)

2:17 PM (0 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.

Hi there,
449186 is your one time password

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

- 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.

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

Product [7. text here](#)

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