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.

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	Clean-up Tools BUY INSTANCE LICENSE Purchase a standard Exalate Instance license. Each side of the connection will require a valid license. BUY LICENSE				
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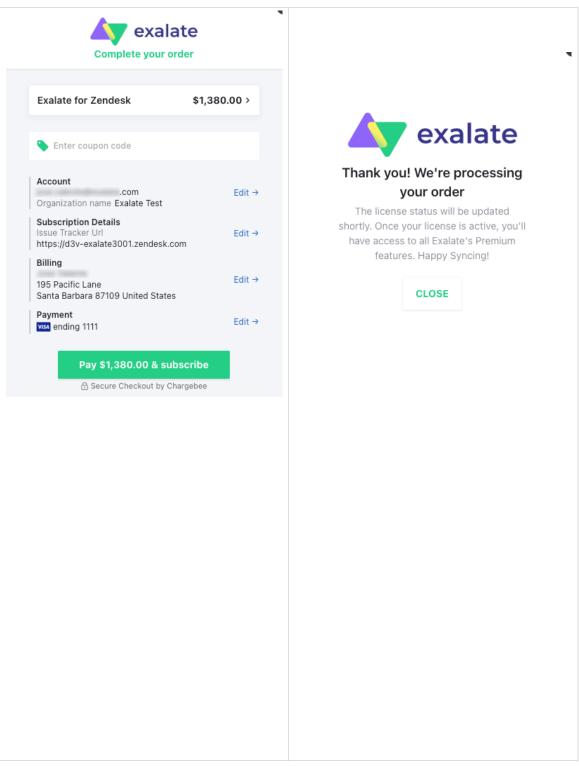
2. Click **Buy License**. A summary of your order appears. Click **Proceed to Checkout**. In the following screen enter your organization's name and your email. Click **Next**.

Your order	Add your account details
\$1,380.00 Exalate for Zendesk Exalate for Zendesk Subscription Plan for One Year	Organization name Exalate Test Email .com
Enter coupon code	
Proceed To Checkout →	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			Add you	r payment details	
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Address Line1			Expiry 12 / 2029	CVV 123	6
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Next				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.



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.

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2025-03-14 449186 is your one time password The one time password is valid for 5 minutes from the time it is	2025-03-14 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.

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