How to Upgrade a Free Plan License in Jira Cloud

This article shows how to upgrade a Free plan license to a Paid license. You can buy the Paid license in the marketplace or within Exalate. With the Paid license you can use Visual and Script connections, which let you sync more issue fields and customize your connections.

To upgrade to a Paid license:

1. Navigate to the **License Details** menu in the Exalate admin console.
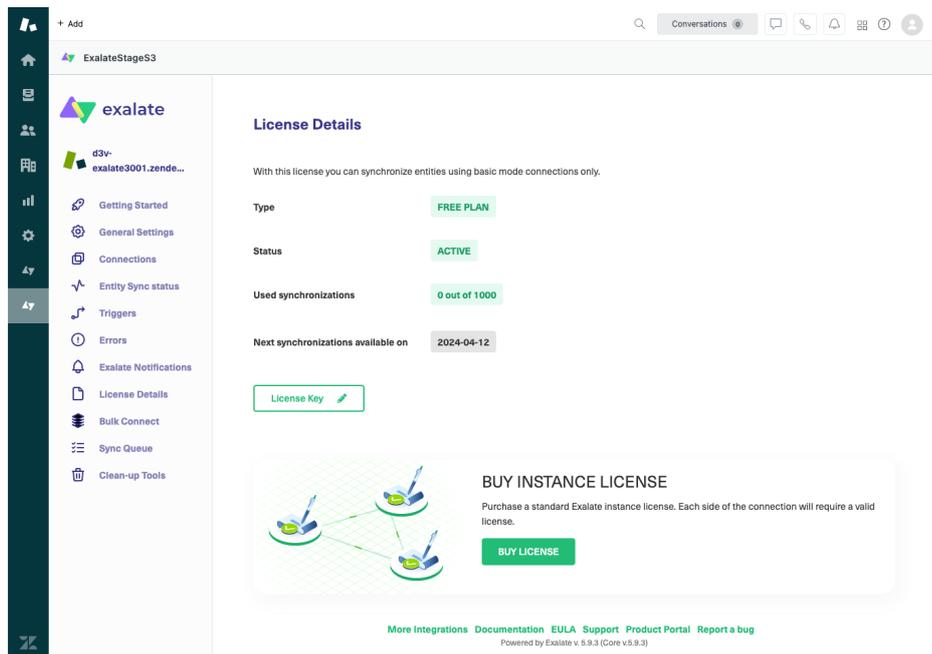
2. Click **Buy License**. A summary of your order appears. Click **Proceed to Checkout**. In the following screen enter your organization's name and your email. Click **Next**.

exalate

Your order

$1,380.00

Exalate for Zendesk

Exalate for Zendesk Subscription Plan for One Year

🏷 Enter coupon code

Proceed To Checkout ⟶

Organization name

Exalate Test

Email

.com
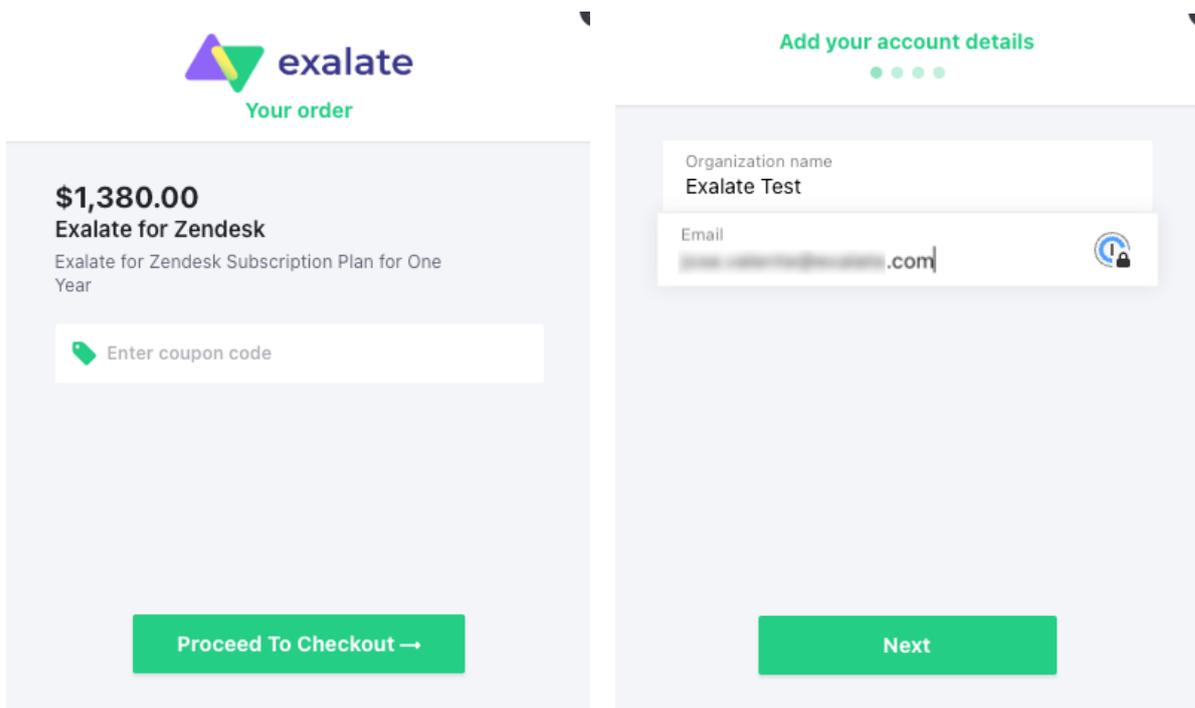
Next

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

• • • •

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

Next

Add your payment details

• • • •

Card Number
4111 1111 1111 1111   VISA

Expiry 12 / 2029	CVV 123	ℹ

◉ 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.

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.
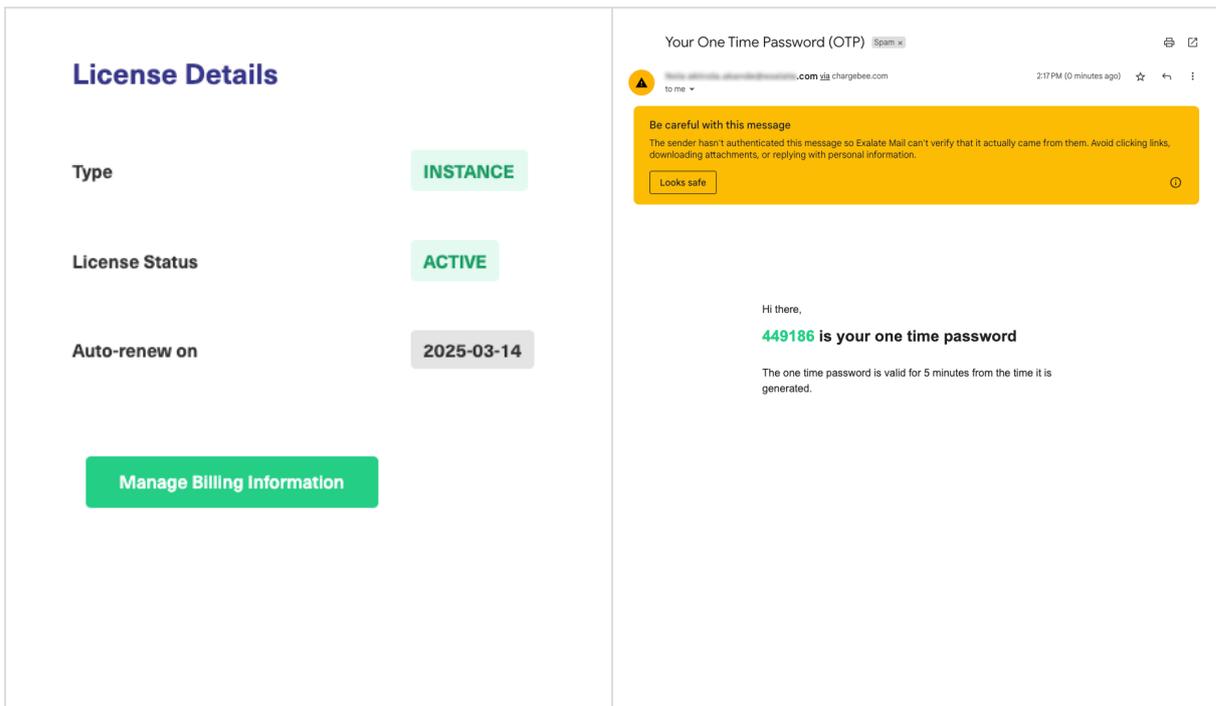
6. From **License Details**, click on **Manage Billing Information** and enter the one time password you received in the email. You can then manage your subscription, check your account information, check and make changes to your billing and shipping address, payment methods, and billing history, where you can also download a copy of your invoice.
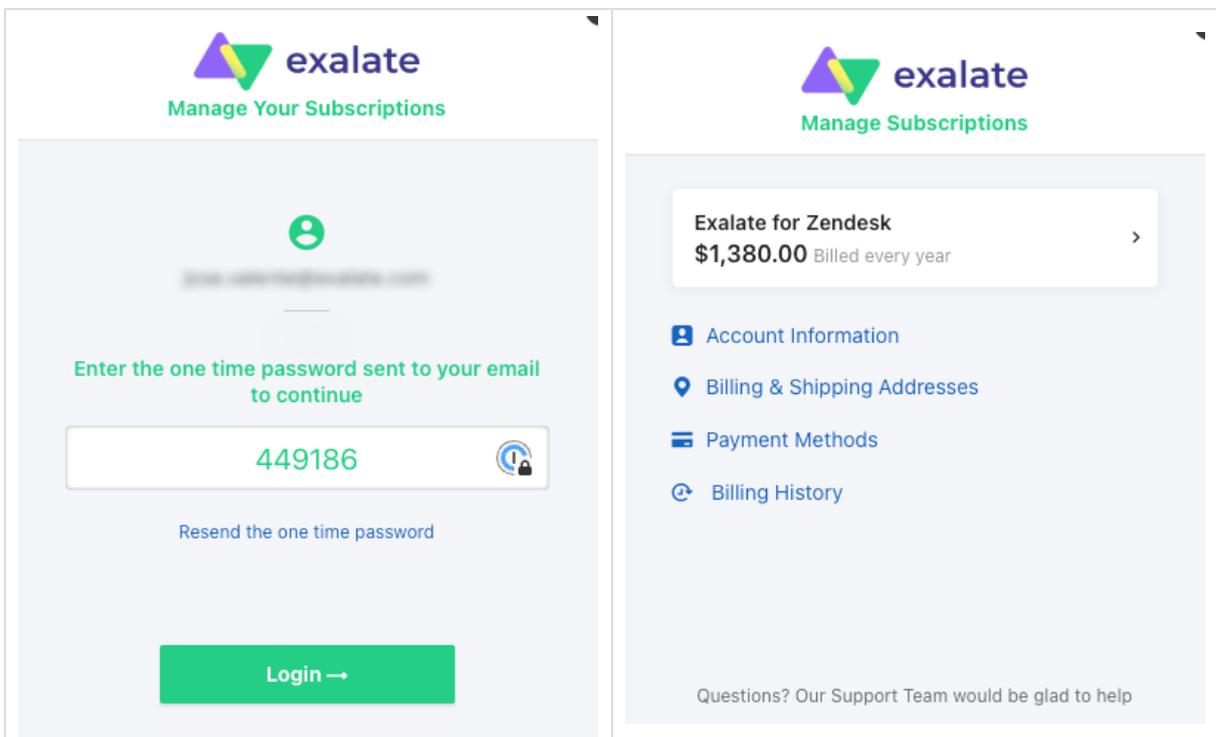
Note: You can get more information on how to manage your subscription in this article.

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