

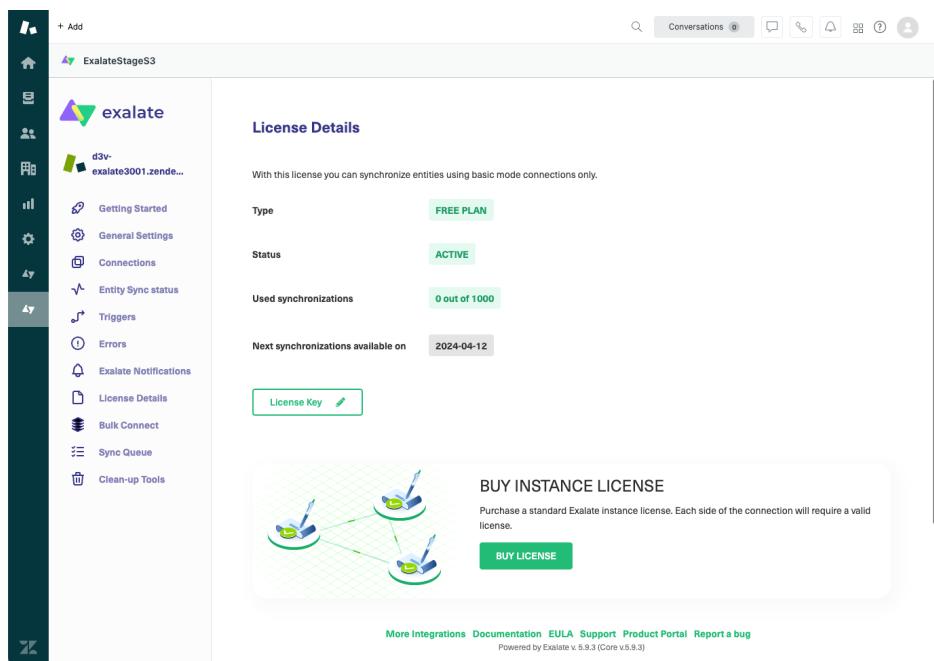
How to Upgrade a Free Plan License in Jira Cloud

Last Modified on 01/15/2026 2:02 pm EST

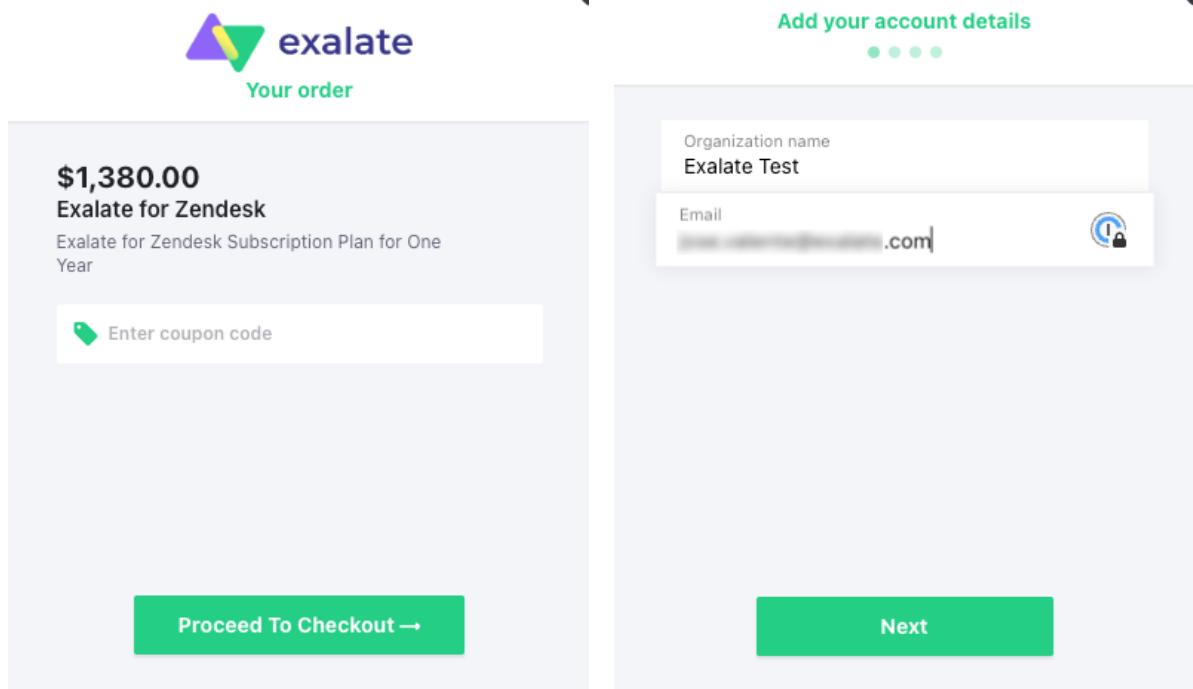
This article shows how to upgrade a Free plan license to a Paid license. You can buy the Paid license in the marketplace or within Exalate. With the Paid license you can use [Visual](#) and [Script](#) connections, which let you sync more issue fields and customize your connections.

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**.



The screenshot shows the Exalate checkout interface. On the left, a summary box displays a total of \$1,380.00 for the 'Exalate for Zendesk' subscription. It includes a placeholder for a coupon code and a 'Proceed To Checkout →' button. On the right, a step-by-step process is shown with the current step being 'Add your account details'. This step requires the organization name (Exalate Test) and email (redacted@.com). A lock icon indicates the email is secure. A 'Next' button is at the bottom of this step.

Add your account details

Organization name
Exalate Test

Email 

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

1 2 3 4

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

Next

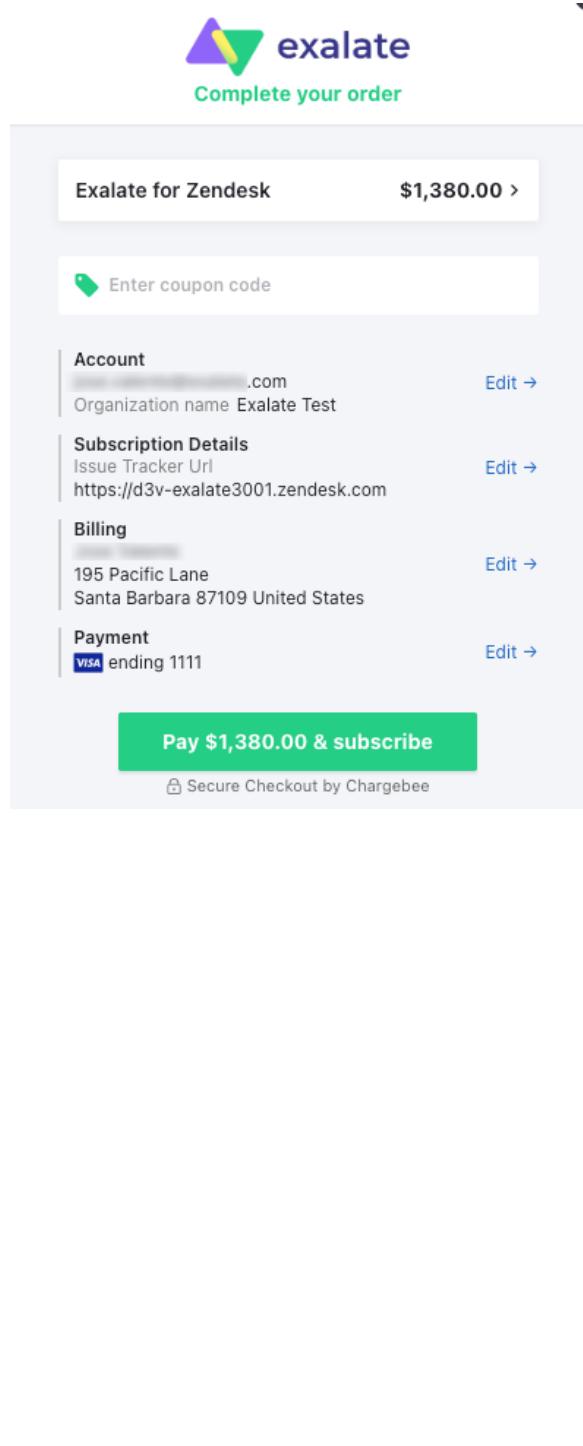
Add your payment details

1 2 3 4

Card Number	4111 1111 1111 1111	
Expiry	12 / 2029	CVV 123
<input checked="" type="checkbox"/> 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.



The screenshot shows the Exalate payment interface. At the top, the Exalate logo and the text "Complete your order" are displayed. Below this, a box shows "Exalate for Zendesk" and a price of "\$1,380.00 >". A "Enter coupon code" field is present. The "Account" section shows ".com" and "Organization name Exalate Test" with an "Edit →" link. The "Subscription Details" section shows "Issue Tracker Url" and a URL "https://d3v-exalate3001.zendesk.com" with an "Edit →" link. The "Billing" section shows "195 Pacific Lane, Santa Barbara 87109 United States" with an "Edit →" link. The "Payment" section shows a VISA card ending in 1111 with an "Edit →" link. A large green button at the bottom says "Pay \$1,380.00 & subscribe". Below the button, it says "Secure Checkout by Chargebee". To the right of the payment interface, a separate window displays the Exalate logo and the message "Thank you! We're processing your order". It also includes a message: "The license status will be updated shortly. Once your license is active, you'll have access to all Exalate's Premium features. Happy Syncing!" and a "CLOSE" button.

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](#)

449186 to me [2:17 PM \(9 minutes ago\)](#)

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.

Looks safe

Hi there,
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.

Manage Your Subscriptions

Enter the one time password sent to your email to continue

449186 

Resend the one time password

[Login →](#)

Manage Subscriptions

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

Note: You can get more information on how to manage your subscription in this article.

Product

[About Us !\[\]\(d0a1791f26d167e866e44ebbf83efebe_img.jpg\)](#)

[Release History !\[\]\(5eb1325dfdc3f1cad8426726c0db51cd_img.jpg\)](#)

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[API Reference !\[\]\(d3fb9f94af8b26d1c844efa9a98805b0_img.jpg\)](#)

[Security !\[\]\(950a62bbddad88d64435fd35607dfc42_img.jpg\)](#)

[Pricing and Licensing !\[\]\(5a132f13505a6571904d622757b7a8f0_img.jpg\)](#)

Resources

[Subscribe for a weekly Exalate hack !\[\]\(e1d6102fe77919492c04879c8450f1f5_img.jpg\)](#)

[Academy !\[\]\(73002692dd5e7a64e60946be3158e719_img.jpg\)](#)

[Blog !\[\]\(d5d7044e5caf6907399af2dced8d6ff8_img.jpg\)](#)

[YouTube Channel !\[\]\(35dc653d59570f8f891c312eeece91a2_img.jpg\)](#)

[Ebooks !\[\]\(ab4e2b3fc7e7887b7a72f548aa6f5e60_img.jpg\)](#)

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[Find a Partner !\[\]\(5abce1a84a655b073239ab33e1199487_img.jpg\)](#)