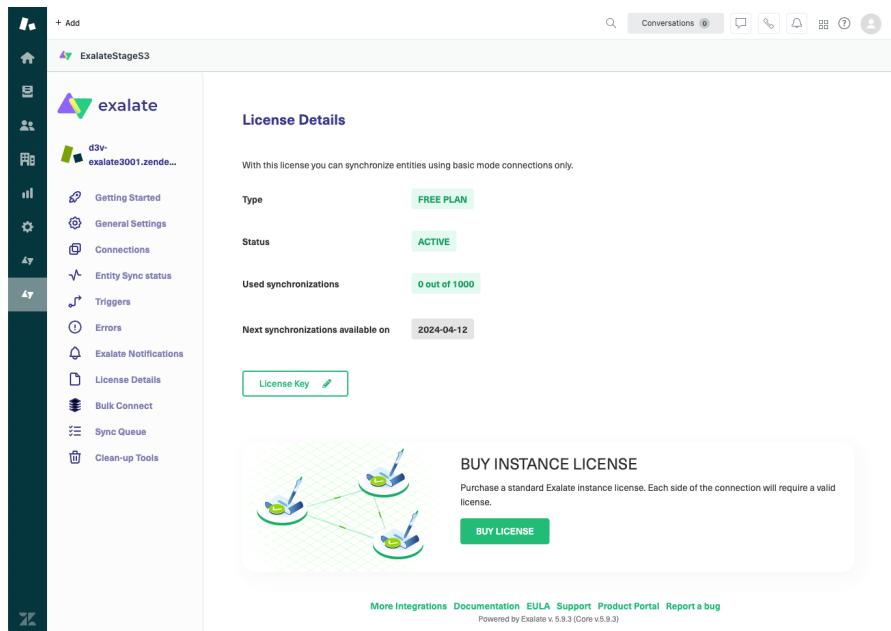


# How to Upgrade a Free Plan License

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

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, GitHub, Freshersk. In the example below, we are purchasing Exalate for Zendesk.

1. Navigate to the **License Details** menu in the Exalate admin console.

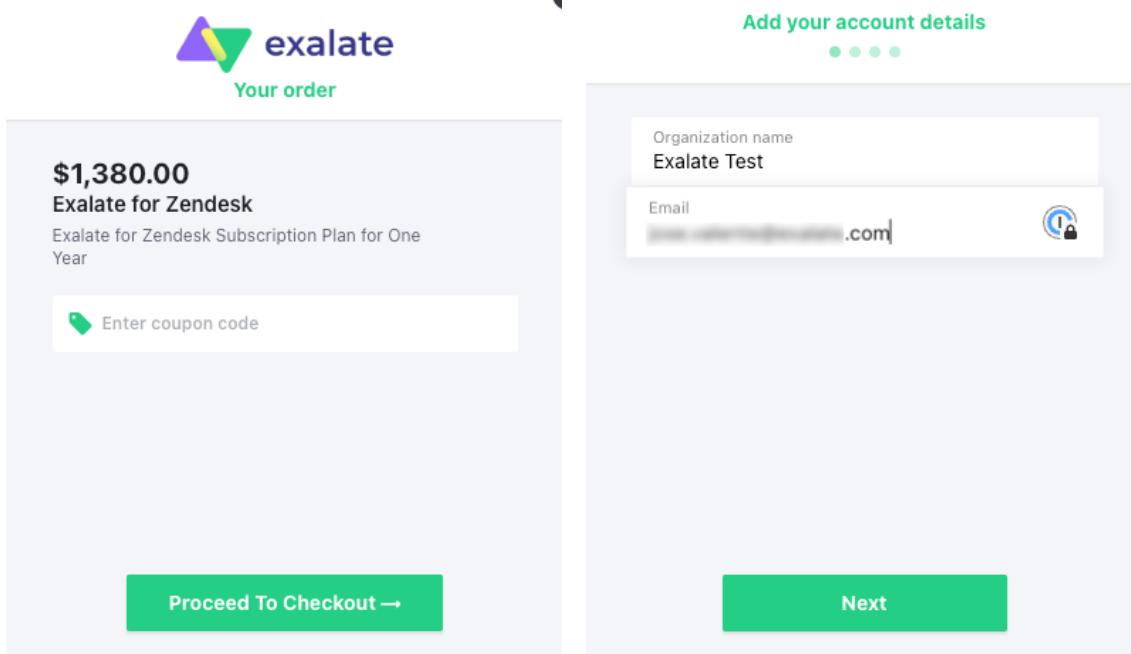


The screenshot shows the Exalate admin console interface. The left sidebar has a dark theme with white icons and text. The main content area has a light background. The 'License Details' page is displayed, showing the following information:

- License Details** heading.
- Type:** FREE PLAN.
- Status:** ACTIVE.
- Used synchronizations:** 0 out of 1000.
- Next synchronizations available on:** 2024-04-12.
- License Key:** A button with a pencil icon.
- BUY INSTANCE LICENSE** button.

At the bottom of the main panel, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support', 'Product Portal', and 'Report a bug'. It also says 'Powered by Exalate v.5.9.3 (Core v5.9.3)'.

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 contains two side-by-side screenshots of a web-based checkout process for a Zendesk license.

**Left Screenshot (Order Summary):**

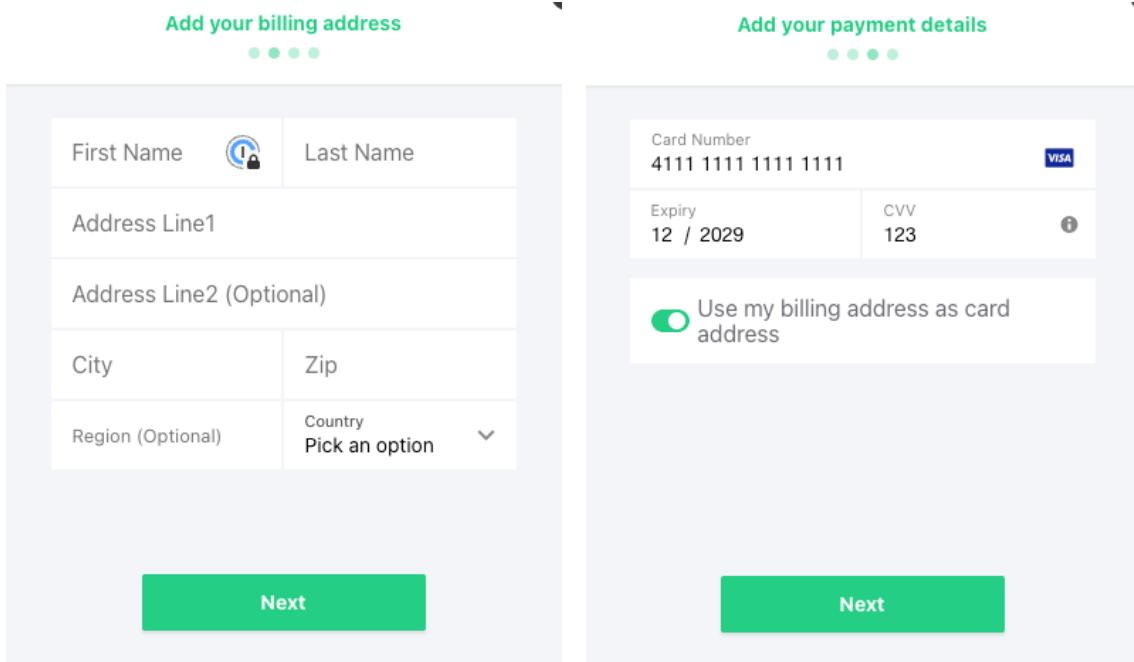
- Header:** exalate Your order
- Amount:** \$1,380.00
- Product:** Exalate for Zendesk
- Description:** Exalate for Zendesk Subscription Plan for One Year
- Coupon Code:** Enter coupon code
- Buttons:** Proceed To Checkout →

**Right Screenshot (Add Account Details):**

- Header:** Add your account details
- Organization name:** Exalate Test
- Email:** [Redacted].com (with a lock icon)
- Next:** A large green button at the bottom right.

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 your payment details

First Name  Last Name

Address Line1

Address Line2 (Optional)

City  Zip

Region (Optional)  Country  Pick an option

Card Number  4111 1111 1111 1111 

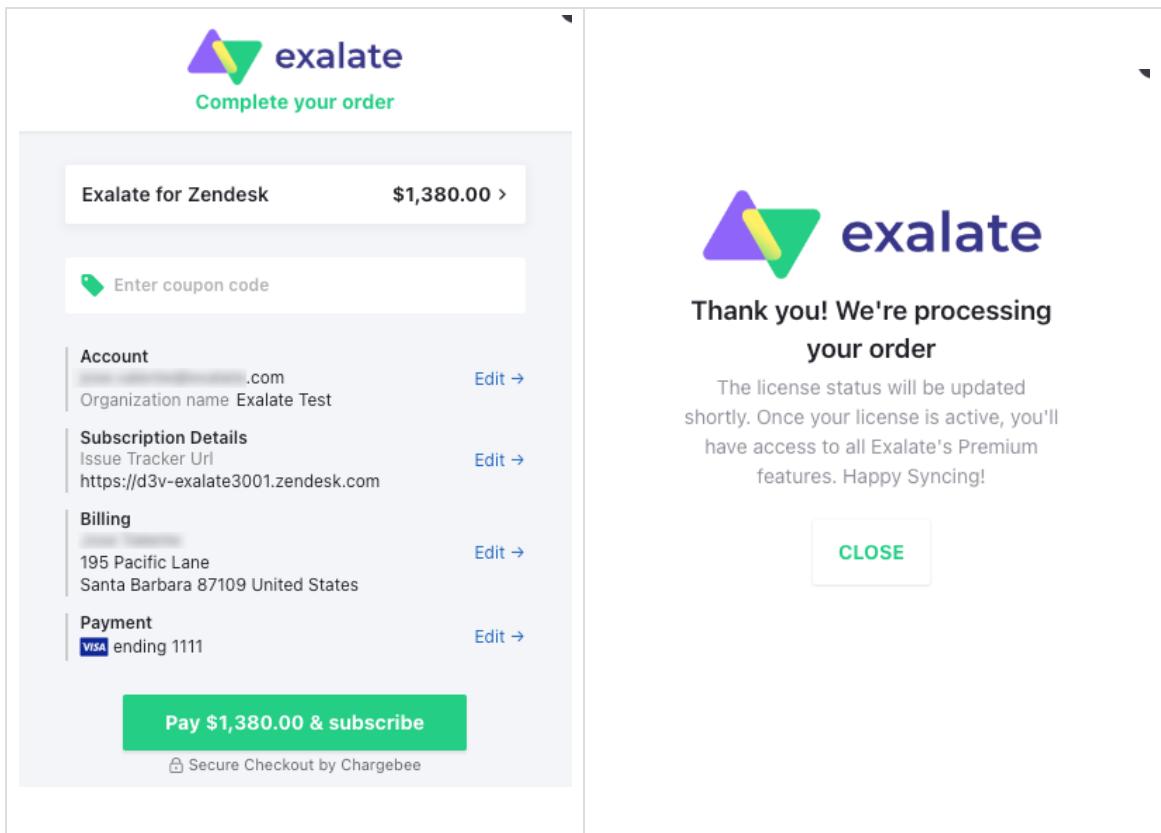
Expiry  12 / 2029  CVV  123 

Use my billing address as card address

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 that the process was successful.



Complete your order

Exalate for Zendesk \$1,380.00 >

Enter coupon code

Account  .com  Organization name Exalate Test

Subscription Details  Issue Tracker Url  https://d3v-exalate3001.zendesk.com

Billing  195 Pacific Lane  Santa Barbara 87109 United States

Payment  Visa ending 1111

Pay \$1,380.00 & subscribe

Secure Checkout by Chargebee

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 your paid subscription is active. You also receive an email with a one-time password, which you need to log in 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 · [.com](#) · [chargebee.com](#) · 2:17PM (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.

[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 →](#)

**Product**

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**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

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