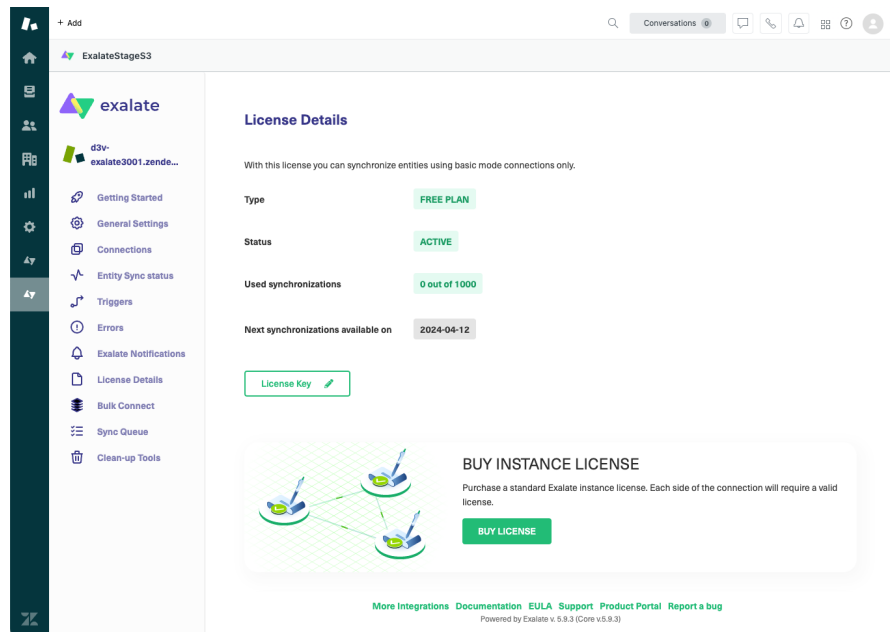


How to Upgrade a Free Plan License

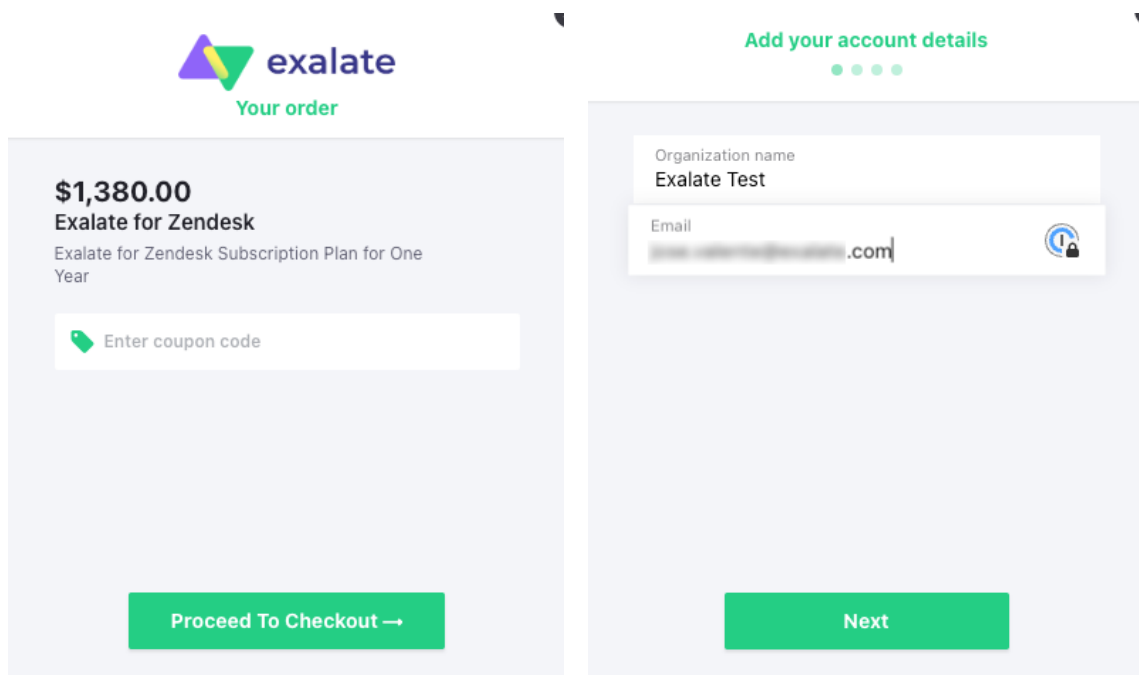
Last Modified on 01/15/2026 2:02 pm EST

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.




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**.



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 


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 that the process was successful.

 **exalate**
Complete your order

Exalate for Zendesk

\$1,380.00 >

 Enter coupon code

Account

.com

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

 ending 1111

Edit →

Pay \$1,380.00 & subscribe

 Secure Checkout by Chargebee

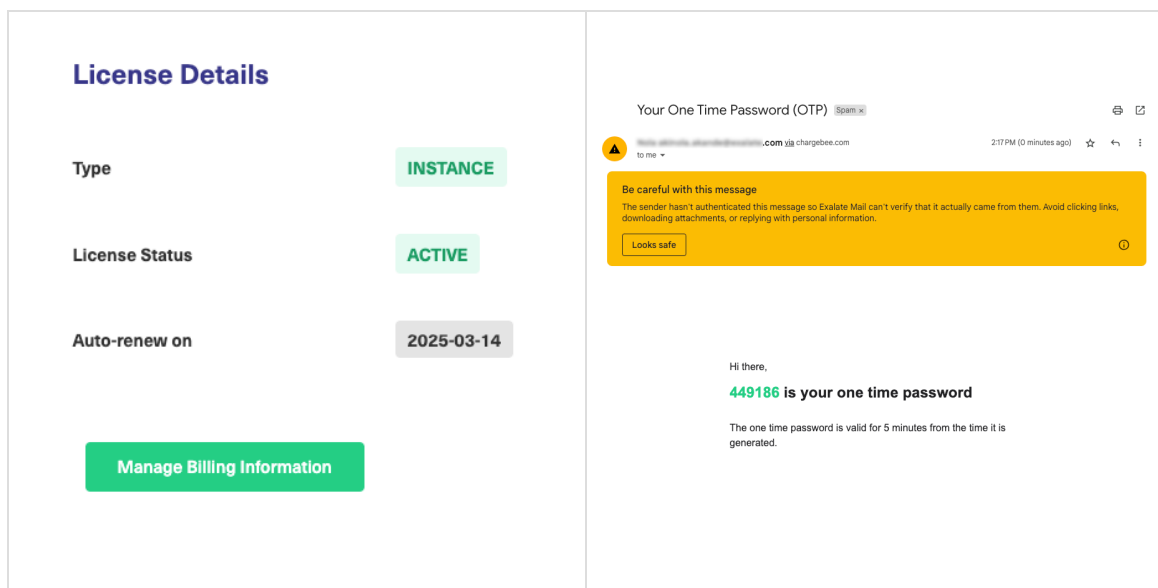
 **exalate**

Thank you! We're processing your order

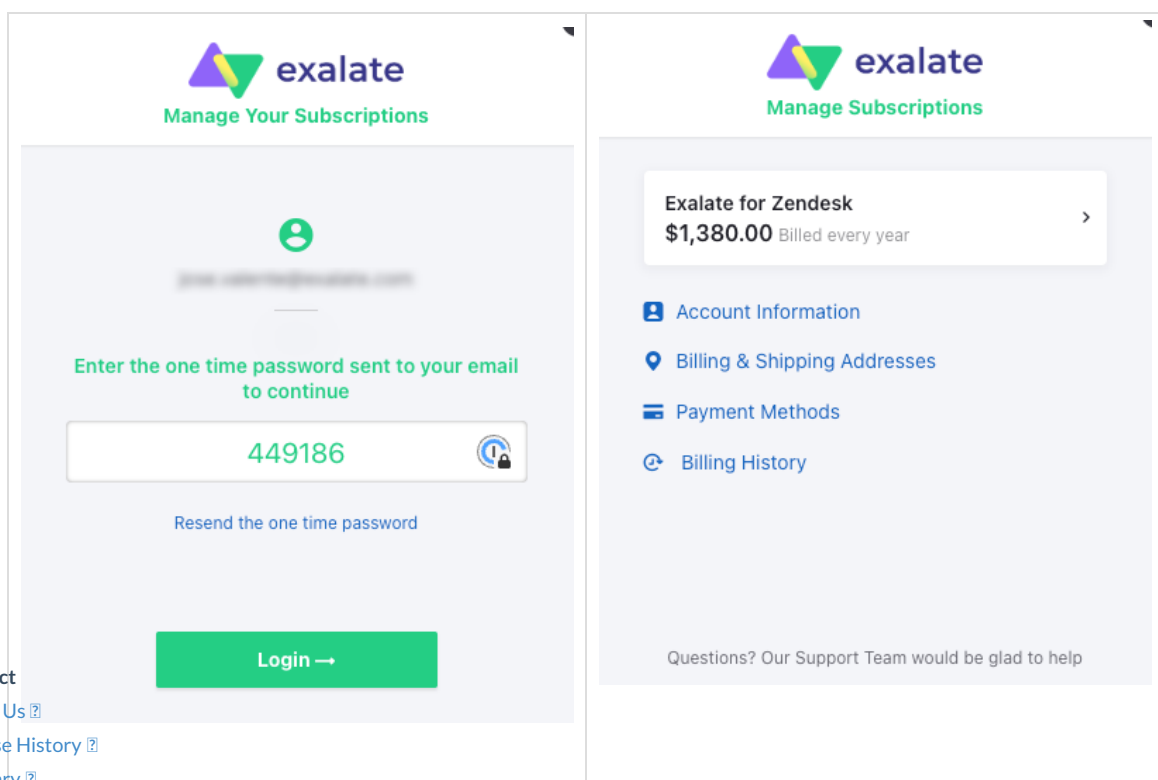
The license status will be updated shortly. Once your license is active, you'll have access to all Exalate's Premium features. Happy Syncing!

CLOSE

5. Going back to the Exalate console, you can see that 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.



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.



Product

[About Us](#)

[Release History](#)

[Glossary](#)

[API Reference](#)

[Have more questions? Ask the community.](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)