

Give Access to the Sync Panel: Exalate Console Admin

Last Modified on 04/27/2026 6:27 am EDT

By default, Sync Panel access is off for every connection. As an Exalate Console Admin, you control which connections have it enabled and which user email domains are allowed to use it.

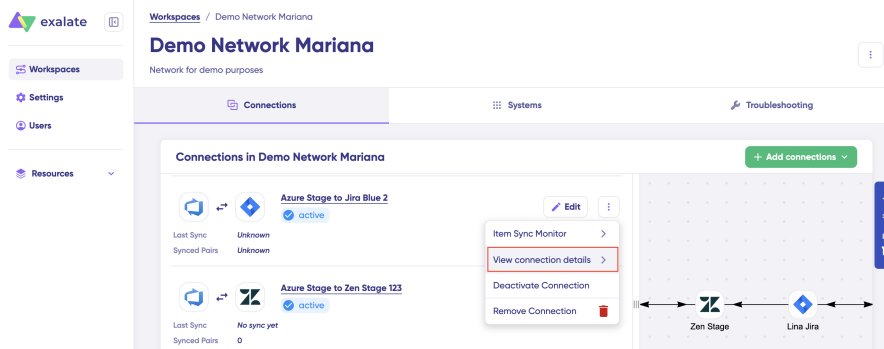
Each side of a connection is configured independently, so the access needs to be considered for both sides.

Prerequisites

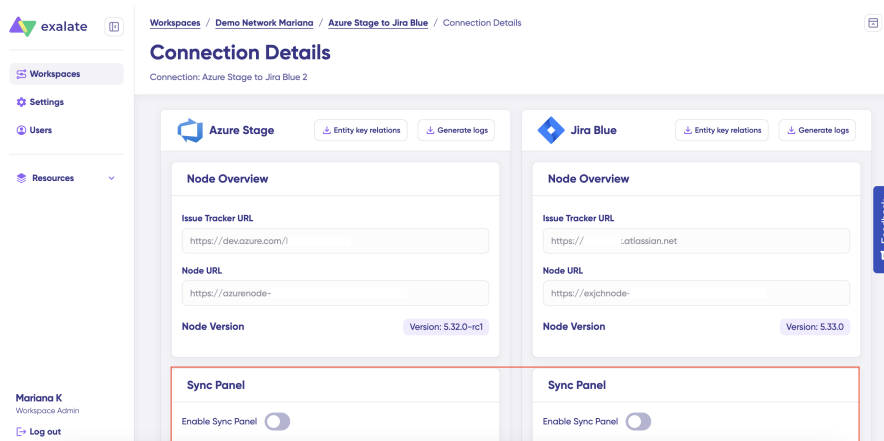
- The connection must be created before you can enable Sync Panel access.
 - Follow these steps to [create a connection](#)
- You must be a [registered Exalate User](#).

Steps

1. In the New Exalate app, go to **Connections** and find the connection you want to configure.
2. Open the Actions menu and click **View Connection Details**.

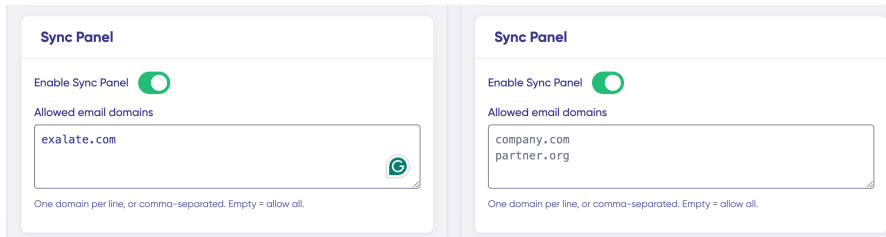


3. Scroll to the **Sync Panel** section. You'll see two independent sections - one for Side A and one for Side B.



4. Toggle **Sync Panel** on for the side you want to enable.
5. In the field that appears, enter the allowed email domains for that side — one per line or

comma-separated (e.g. `company.com, partner.org`).



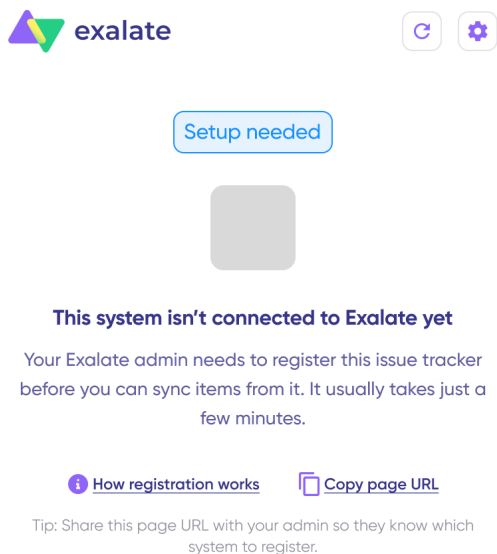
Note: Enabling one side has no effect on the other. Each side must be configured separately. If you turn the toggle off and on again, the domain list is preserved.

Changes take effect immediately — users with matching email domains can start using the panel straight away.

What Users See When the Sync Panel Access Isn't Granted?

If a user opens the extension on a system where they don't have access, they'll see one of these states depending on the reason:

- "This system isn't connected to Exalate yet". It means that the system is not registered in Exalate.



- "No sync connections set up yet". The system is registered, but there are no active connections.



Almost there



No sync connections set up yet

This system is registered in Exalate – great! Now your admin needs to create at least one connection so items can sync between systems.

[Getting started guide](#) [Open Exalate](#)

- "You're not on the access list yet". Connections exist, but the user's email domain is not in the allowed list.



Access needed



You're not on the access list yet

Connections exist for this system, but your account hasn't been granted access. Your Exalate admin can grant you access in seconds.

Product

[About Us](#)

[Release History](#)

[Glossary](#) [How to enable Sync Panel access](#) [Retry](#)

[API Reference](#)

[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](#)