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Handing a website over to a client or another company: what to move and what to change

Backups & Migration

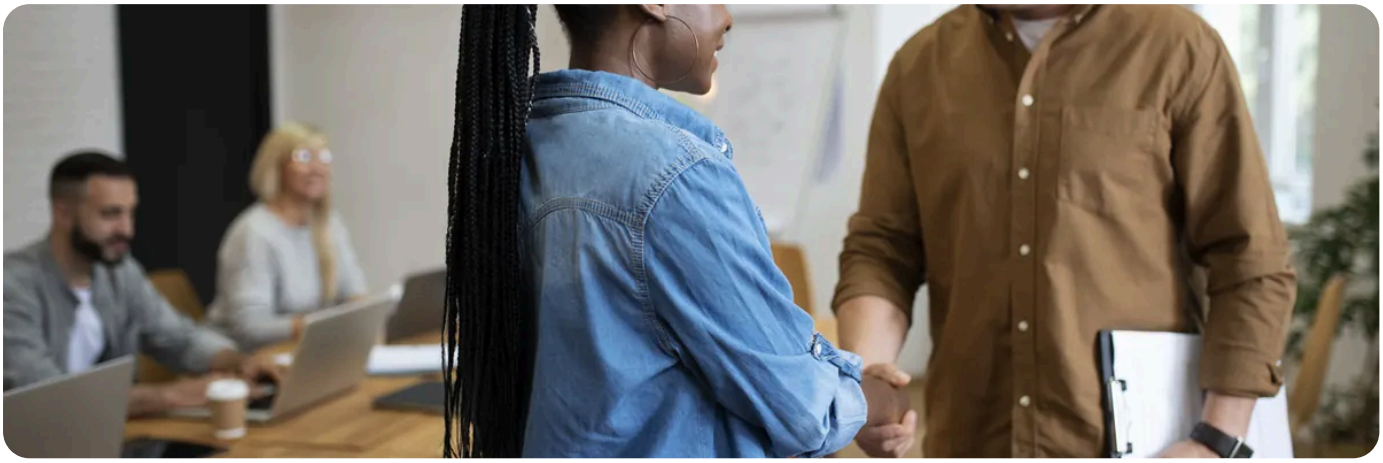
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Handing a website over to a client or another company: what to move and what to change

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Handing over a site is **four different things**, and each has its own owner: the domain, the hosting account, the content, and the third-party accounts (analytics, e-mail, payments). The usual mistake is to hand over only the content and leave the rest in the name of whoever built the site. A year later the client cannot renew the domain or receive the invoice.

What should be in whose name

What it is	In the name of	How it is passed on
The domain	The client (the registered holder).	See **registry, registrar and registrant: who owns the domain?** and **transferring your domain to another provider**.
The hosting account	The client, with their e-mail and billing details.	A new account in the client's name and the site copied into it, or agree with us to move the service. See **reseller hosting or one plan per client**.
The site (files and database)	The client.	A full backup plus the database. See **making a full cPanel backup**.
Third-party accounts (statistics, e-mail, payment provider)	The client, with their e-mail.	Add the client as owner, and only then step down.

Step by step

1. **Agree in writing what is handed over:** domain, hosting, site, third-party accounts, and who pays for what from now on.

2. **Ask the client to open the account** with their own e-mail and billing details, tax number included, before the first order. The invoices are then in the right name from the start. See **your invoice: billing details, tax and receipts**.

3. **Move the site to that account.** You can ask our migration team, or do it by hand: **moving a site by hand**. Run the first-day checks at the destination.

4. **Pass the domain** to the right holder. If the holder is the client and you keep managing it, use a sub-account: see **how to manage sub-accounts**.

5. **Change every password:** cPanel, the WordPress or CMS administrator, database, FTP, SSH keys. Remove the users that were yours.

6. **Hand over the documentation:** versions, plugins and licences, cron jobs, how the backup is made, who makes it and where it is kept.

7. **Make the first backup together** and hand it over. From then on the backup is the client's too. See **making and keeping your own backup, and testing that it works**.

8. **Step off the billing contact list** and the notices, so renewal notices reach whoever pays.

Never hand over your own password.

Giving access is one thing; giving the key to your account is another. The other way round, when a developer has to get in, see **giving a developer access to your site without handing over your password**.

If you will keep looking after the site

, stay on by contract and through a **sub-account with limited permissions**, not through the client's password. If you have many clients, see **becoming a reseller: the plans, what is included and how to start**.

NEED A HAND?

Want to move a site or a service into your client's name? Tell us the domain and who the holder is, and we will tell you the way.

Open a support ticket →

SEE ALSO

- Registry, registrar and registrant: who owns the domain?
- How to manage sub-accounts
- How to update your registration details
- Giving a developer access to your site without handing over your password

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