Handover of credentials

Supplier	[Your company name]
Client	[Client name]
Reference	[Reference]
Date	[Date]

[Note: Never write a password, key, recovery code or secret answer on this form. Send them separately through a secure channel and record only how they were sent.]

The project

Project	[Project]
Contract	[Parent agreement number]
Handed over to	[Client signer name], [Client name]

What is handed over

Domain names, registrar and renewal date	[Domain names]
Hosting and DNS accounts	[Hosting and DNS accounts]
Website, system and administrator accounts	[Website, system and administrator accounts]
Third-party services, and who pays for each	[Third-party services]
Source code and documents	[Source code and documents]
How passwords and keys were sent	[How passwords and keys were sent]

Our access

1. [Your company name] will remove its own user accounts, keys and other access to the client's systems and accounts listed above by [Our access removed by], unless the client asks in writing for access to continue under a support agreement.
2. [Your company name] will delete its copies of the passwords and keys sent to the client, and will keep any copy of the client's code or data only as its contract allows.

3. Any account that was registered in [Your company name]'s name for the client has been transferred into the client's name, or is listed above with how it will be transferred.

The client's checks

1. Please log in to each account above, check that it works and that you have full administrator rights, and note anything missing or not working below.
2. Please change every password, turn on multi-factor authentication, and update the recovery email addresses and phone numbers to your own, as soon as possible.
3. From the date of this form, the client is responsible for the security of these accounts and for renewing its domain names and services.

Anything missing or not working	[Anything missing or not working]

Client's confirmation

I have received the accounts and items listed above, apart from anything noted as missing, and the client now takes responsibility for them: ☐

Received for and on behalf of [Client name]

Signature _____

Name _____

Position _____

Date _____

Supplier's confirmation

[Your company name] confirms that it has handed over the items listed above and will remove its access as stated.

Signed for and on behalf of [Your company name]

Signature _____

Name _____

Position _____

Date _____

About this template

A starting point to adapt, not legal advice. The law differs between England and Wales, Scotland and Northern Ireland, and it changes: check this fits your situation, and take legal advice for anything significant. Replace each [placeholder] in violet, follow or delete each [Note], then delete this box. Last reviewed October 2026. Send it for signature with Sign2Approve: sign2approve.com/templates/handover-of-credentials