01 / ACCOUNTS & RESPONSIBILITY

Know who controls what.

Use this record at a new website handover or provider change. Record business account owners, responsible roles and evidence locations - not passwords, recovery codes or payment details.

Save a blank copy first. Use an approved access process separately.

Business name

The name the website represents.

Website address

The live site or agreed launch address.

Domain and DNS responsibility

Registrar, business account owner, renewal date and who handles DNS changes.

Hosting and website access

Provider, platform, business administrator and how authorised access will be confirmed.

Connected business services

Forms, email, bookings, shop, CRM and measurement: owner and responsible contact for each.

Licences, renewals and exit arrangements

What is included, renewal dates, transfer limits and any items still to confirm in writing.

02 / CHECKS & OPEN ITEMS

Record what is verified.

A login, backup listing or success message is not a complete handover. Record the date, person responsible and evidence for the checks actually completed. Mark unknown items as pending.

Access, assets and editing instructions

Business access checked by whom and when? Where are approved source files and editing notes?

Backup and recovery evidence

Files/database coverage, copy location, retention and restore-test evidence. Record untested items.

Important visitor journeys

Agreed checks for phone links, forms, bookings or checkout; result, date and receiving person.

Open items and support responsibilities

Issue, responsible role, agreed next action and target review date. Separate response from resolution.

Handover review record

Review date, business approver and any agreed follow-up. This record is not a contract or certification.