Change providers without losing control of your digital identity

Changing agencies involves more than the website's files. It raises a question of continuity: will the business be able to keep communicating, receive email and administer its accounts throughout the transition?



Be prepared

Files are not enough

The website has been handed over, but the old agency still holds the accounts.

The website changes. What about email?

The redesigned site works. Incoming email has not been checked.

An old account remains active

The contract has ended. The former provider can still make changes.

What to check

01 **Start with the services, not the passwords**

An overview of the services, accounts and people responsible.

List the services to take over before asking for passwords.

02 **Separate the operations to understand their effects**

A clear scope and timetable.

Separate the domain, website and email in the transition plan.

03 **Prepare a usable handover**

Materials and permissions that can actually be used.

Specify the deliverables, authorisations and validation steps.

04 **Check the new arrangements before completing the transition**

Continuity checked and access brought up to date.

Check the services, then record any access that remains open.

YOUR FIRST ACTION

Ask for the information you need.

> *To prepare the handover, could you confirm the services and accounts involved, the materials and usage rights to transfer, the access required and the checks planned? Please specify any access that will remain open and its review date.*

Keep the handover record and note the checks and actions still outstanding.