Client access request email

A ready-to-send email asking a client (or a previous developer) for every login and account you need before you start, with safer ways to share each one.

Copy, adapt and send. Replace anything in [brackets] with your own details.

EMAIL 1: TO THE CLIENT

Subject: Access we need before we start on [site name]

Hi [Client name], before we start on [project] we need access to the accounts below. Where you can, please add us as a user at [your email] rather than sending passwords. Please never send passwords in plain email: use [password manager share link or secure form] instead.

- ☐ Domain registrar ([company, if known]): add us as a user, or share the login securely. We change nothing without telling you.
- ☐ DNS host or Cloudflare: add [your email] as a member.
- ☐ Web hosting: add us as a user, or create a panel and SFTP login for us.
- ☐ WordPress: create an Administrator account for [your email].
- ☐ Email admin (Google Workspace, Microsoft 365 or other): only if the project touches email.
- ☐ Google Analytics, Tag Manager and Search Console: add [your email].
- ☐ Premium theme and plugin licenses: the account email or license keys.
- ☐ Payment, shipping or booking services: only if we will work on them.

If a previous developer holds any of these, tell us who and we will ask them directly. Not sure who owns something? That is fine, we will work it out together. We will keep a list of every account, its owner and renewal date, and give it to you at the end. Thanks, [Your name], [Business name].

EMAIL 2: TO A PREVIOUS DEVELOPER

Subject: Handover of [site name] for [client business]

Hi [Developer name], [client business] has asked us to take over their website. To keep it simple for you, could you please, by [date, about 10 business days away]: move [domain] into the client's own registrar account, or send the transfer (EPP) code and remove the lock; send a full backup of files and database, or transfer the hosting account to the client; add [your email] as a WordPress Administrator; and list any licenses, services or API keys the site relies on. Any outstanding invoice can go to [client contact] and will be handled separately. Thank you for your help. [Your name], on behalf of [client business].

BEFORE YOU SEND

- ☐ Run an RDAP lookup and DNS checks first, so you name the right companies.
- ☐ Agree in writing what you may change, and when.
- ☐ Store everything you receive in a password manager, never in email or chat.
- ☐ Take a full off-server backup before you change anything.