



Hosting Account

A hosting account is where your website lives on the internet. All the files, images and documents that make up your website are stored here for 24/7 online access. It's important your hosting details are kept safe and secure so that, in the event of an issue, you will know who to contact to minimise the disruption to your services. Having details of backups and renewals will also help to secure your website long term and should be reviewed regularly.

Website/Name

Who is the supplier?

Include company name or website address of the direct supplier of the hosting service

Who has admin account access?

Include contact details, admin usernames, email addresses and who can grant access

When does it renew?

What date does the hosting renew? Is it set to auto-renew? What is the term?

Billing details

What are the billing details set to? When do these expire? Who should update these? How often is the service billed out?

Hosting account access details

How do you access the hosting account, where and how do you login? Who has these details?

Backup details

What is the backup schedule, what do they include, who is responsible for this and how are backups accessed?

DNS settings

Which domains connect and what DNS settings are required to connect them to this hosting account?

Notes/Comments

For example, FTP connection instructions, special settings required or unusual services that need to be recorded

Include general comments that may be useful for administration in an emergency

Document review

When was this last reviewed? How long is it valid for? Who is responsible/the contact for more details?