

# How can project ownership or service billing be transferred to another user's account?

This guide explains how to transfer a project ownership from one Elestio account to another.

## Prerequisites

Before starting the transfer:

- The new owner must have an active Elestio account
- The new owner must be added as a member in the project with **Admin** or **Billing Admin** role
- The new owner must have sufficient credit for at least 1 month of service
- Each project can only have one owner

## Transfer Steps

### Step 1: Access Project Settings

Log in to your Elestio account and select the project you want to transfer. Click on the **Project Settings** tab.

## Step 2: Start the Transfer

In the top right corner of the Project Settings page, click the **Transfer project** button.

### Transfer Project

## Step 3: Enter New Owner Email

A popup window will appear. Enter the email address of the new owner in the **New Owner Email** field.

# Step 4: Confirm Your Identity

For security, you'll need to:

1. Enter your current account password
2. Enter the verification code sent to your email

## Confirm It's You?



To let us know that it's you, please verify your elestio account password.  
Your project transfer request will be created once you confirm the password.

**Password\***

**NOTE** If you lost your password, please reset it before trying again.

Cancel

Verify Password

Confirm It's You?



**Awaiting Confirmation**

We just sent a validation code to your email [REDACTED]

Enter your auth code

Cancel

Verify Code

## Step 5: New Owner Confirmation

The new owner will receive an email notification. They must accept the transfer to complete the process.



Hi [REDACTED],

We are writing to inform you that a request to transfer the ownership of a service project has been made to your account. Please find the details of the request below:

- **Request ID:** 22
- **Date and Time of Request:** 2025-09-07 12:13:17
- **Project Name:** [REDACTED] / transfert-project
- **Requested From:** [REDACTED]

If you accept this request, you will become the owner of the project, and all resources within the project will be billed to your account.

To proceed, you can approve or reject the request by clicking the buttons below. This request will expire in 24 hours:

[View Request](#)

Thank you for your attention to this matter.

Sincerely,  
Team Elestio

<https://dash.elest.io/>

## Important Notes

- The transfer is not complete until the new owner accepts it via email
  - Once transferred, all billing responsibilities move to the new owner
  - Make sure the new owner has enough credit before initiating the transfer
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