

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.

elestio

Settings

PROJECT: **elestio-tools**

Services

Clusters

CI/CD

Volumes

Load Balancer

Domains

Members

Billing

Project Setting

Audit Trail

Account

Support Tickets

Monitoring

Documentation

All resources within these projects are billed to account: david@elest.io.

Project AWS Account

Project Name:

Technical Email:

Project Description:

Save Information

Transfer Project Delete Project

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.

Transfer your project



Are you sure you want to transfer ownership of the project to someone else?

NOTE These actions will transfer all your services, volumes, pipelines, load balancers, and domains.

New Owner Email*

Cancel

Confirm

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 elastio 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

Revision #13

Created 2024-04-01 10:51:49 UTC by Amit Shukla

Updated 2025-09-07 12:35:10 UTC by David Alimi