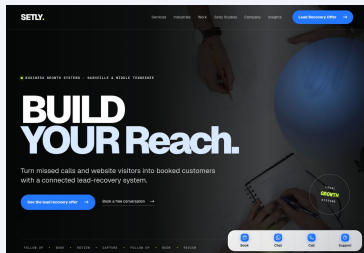


Website support handover

Make ongoing support clear for both sides.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Define supported systems and the types of requests included.
- 2 Agree how issues are reported and how urgency is classified.
- 3 Document response expectations separately from guaranteed resolution time.
- 4 List exclusions, escalation contacts and the process for ending or transferring support.

EXAMPLE - ILLUSTRATIVE

A request for a new five-page section is separate from fixing a broken existing link.

CHECK YOUR RESULT

Do both parties understand what the support arrangement covers?

Website support handover

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Included systems:**Request channel:****Urgency definition:****Response target:****Exclusions:****Transfer process:****DONE WHEN**

Do both parties understand what the support arrangement covers?

FURTHER READING

[Wix Help Center](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.