Important Credentials Checklist

Before terminating your relationship with your Managed Service Provider (MSP), make sure you have full access to these critical credentials. Without them, you risk downtime, security breaches, and operational disruption during the transition to a new provider.

Administrator & Service Account Credentials

- Active Directory or centralized authentication system admin accounts

- Local administrator accounts for non-domain-joined computers

- Microsoft 365 Global Administrator / Google Workspace Super Admin

- Service accounts for automated processes and integrations

Network & Infrastructure Access

- Router, switch, and firewall admin credentials

- Wireless controller and VPN access

- Configuration backups for all network devices

Domain & DNS Control

- Domain registrar login credentials

- DNS hosting platform credentials

- Documentation of current DNS records

Licensing & Subscriptions

- Anti-virus / anti-malware software licenses

- Backup and disaster recovery system credentials

- Productivity suite licenses (Microsoft Office, Google Workspace)

- Security tools and monitoring system logins

Vendor & Application Access

- Admin accounts for industry-specific applications

- Hosting provider or cloud service credentials

- MSP-managed web, email, or file hosting accounts

Break-Glass Accounts

- Verified emergency accounts with full admin rights for all critical systems

- Unique, complex passwords stored securely

- Periodic testing to confirm access

Learn more at https://www.HowToFireYourMSP.com