Element
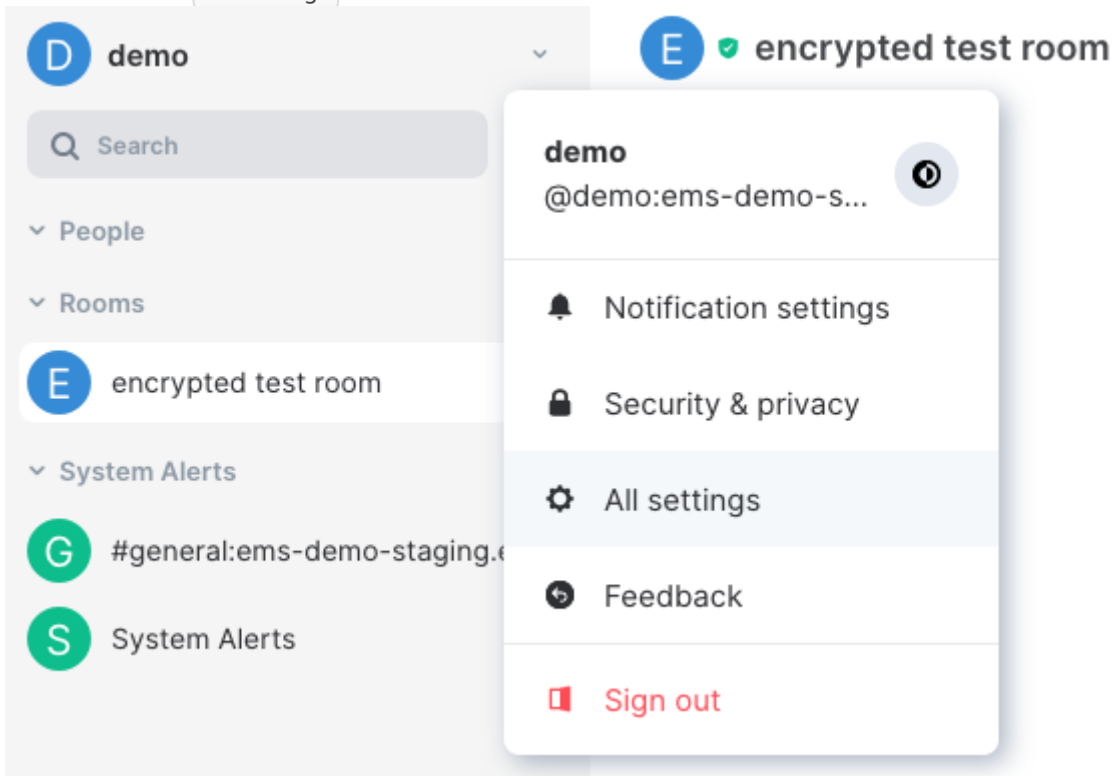
- [Add Email to Your Account](#)
- [Change Account Password](#)
- [Element Settings](#)
- [Exporting Messages](#)
- [Submit Debug Logs](#)

Add Email to Your Account

1. Go to Element `All settings`

2. Enter your email address and click `Add`

3. When you get this message, check your email
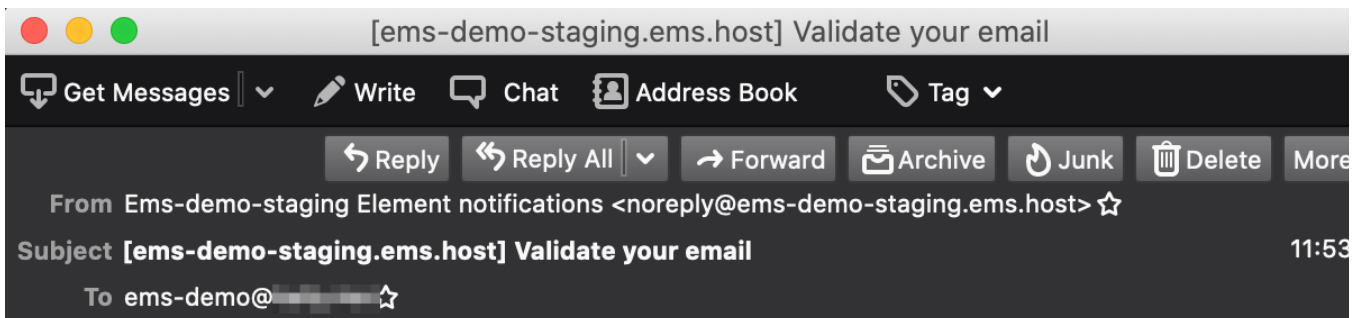

We've sent you an email to verify your address. Please follow the instructions there and then click the button below.

4. Click the link in the email. Make sure it opens in another tab/window, leaving your Element client where it is

Get Messages | ✎ Write | 💬 Chat | 📖 Address Book | 🏷 Tag ▾

↩ Reply | ↩ Reply All ▾ | → Forward | 🗄 Archive | 🔥 Junk | 🗑 Delete | More

From Ems-demo-staging Element notifications <noreply@ems-demo-staging.ems.host> ☆

Subject **[ems-demo-staging.ems.host] Validate your email**   11:53

To ems-demo@▮▮▮▮ ☆

A request to add an email address to your Matrix account has been received. If th
was you, please click the link below to confirm adding this email:

https://ems-demo-staging.ems.host/_matrix/client/unstable/add_threepid/ema
/submit_token?token=▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮&
client_secret=▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

If this was not you, you can safely ignore this email. Thank you.

5. When you get this message, you can close the verification tab/window and return to Element

🔴🟡🟢 | ↻ Element | encrypted test room ✕ | ems-demo-staging.ems.host/_matri ✕ | +

← → C | 🛡 🔒 https://ems-demo-staging.ems.host/_matrix/client/unstable/add_threepid/email/subr
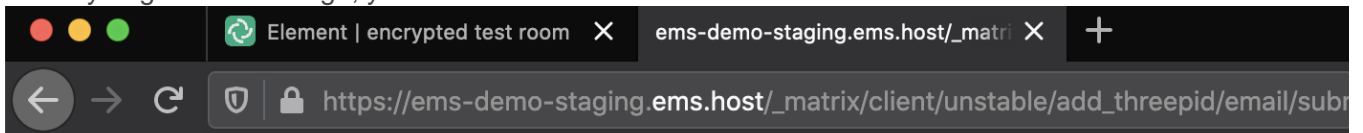
Your email has now been validated, please return to your client. You may now close this window.

6. Go back to Element and click [Continue]
7. Enter your account password or confirm using SSO, then click [Continue]

Add Email Address   ✕

Confirm your identity by entering your account password below.

┌─ Password ───┐
│ •••••••••••••••••••••••••••••••••   │
└──┘

[Continue]

8. If all worked correctly, your new email should now show up under the [Email addresses] section in Element settings. If not, something went wrong and you need to try again

Email addresses

ems-demo@████████   Remove

| Email Address |

Add

Change Account Password

Resetting the account password will log out all your sessions. Before doing this, make sure that

- all your sessions are connected to key backup,
- all sessions have backed up all their keys. See Check Cross Signing Status, and
- you have your correct key backup passphrase available.

- If you know your current password
- If you do not know your current password

If you know your current password

1. Go to Element All settings
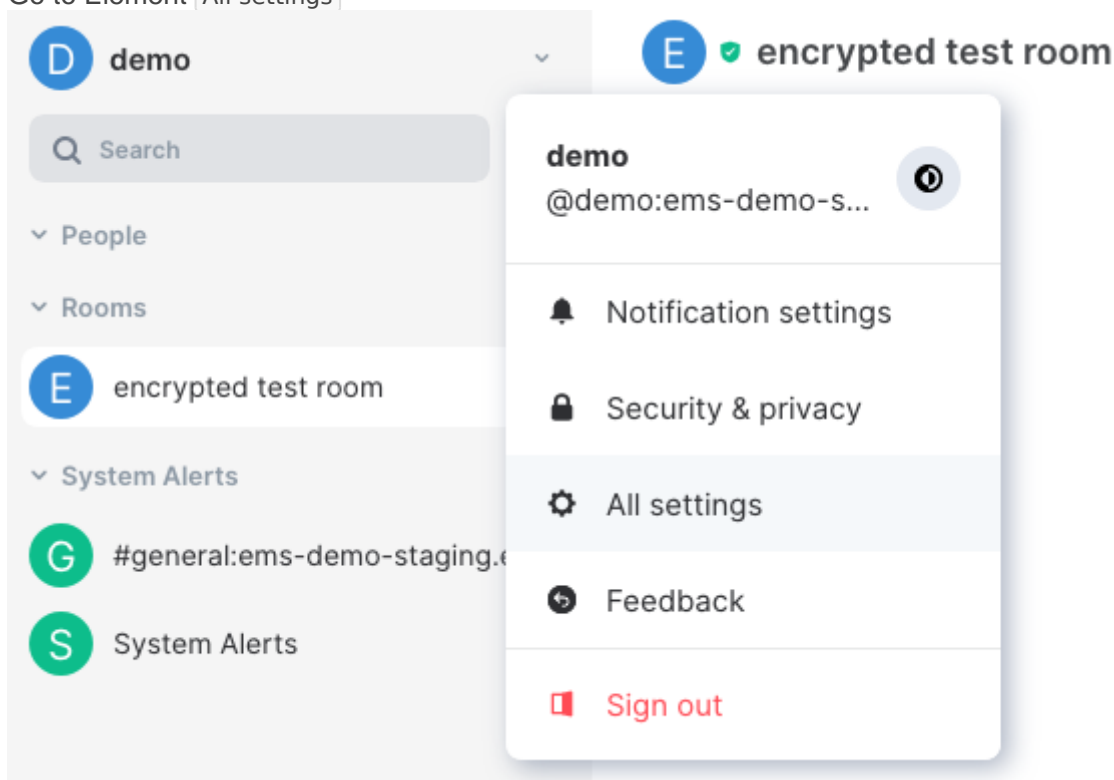
2. Enter your current password and your new password

Account

Set a new account password...

Current password

●●●

New Password

●●●

Confirm password

●●●

Change Password

3. You might want to export your `E2E room keys` . Just to be on the safe side in case something goes wrong. See also Export and Import E2E Room Keys

4. Click `Continue` .

Note: This warning is outdated, see this issue

Warning!   ✕

Changing password will currently reset any end-to-end encryption keys on all sessions, making encrypted chat history unreadable, unless you first export your room keys and re-import them afterwards. In future this will be improved. https://github.com/vector-im/element-web/issues/2671

| Cancel | **Export E2E room keys** | **Continue** |

5. Click `OK`

Success   ✕

Your password was successfully changed. You will not receive push notifications on other sessions until you log back in to them.

OK

6. You now need to sign in again on all your other devices

If you do not know your current password

Note, this will only work if you have an email address attached to your Matrix account. If you do not have an email address attached, contact the administrators of your homeserver. (support@matrix.org does not reset passwords in any circumstance)
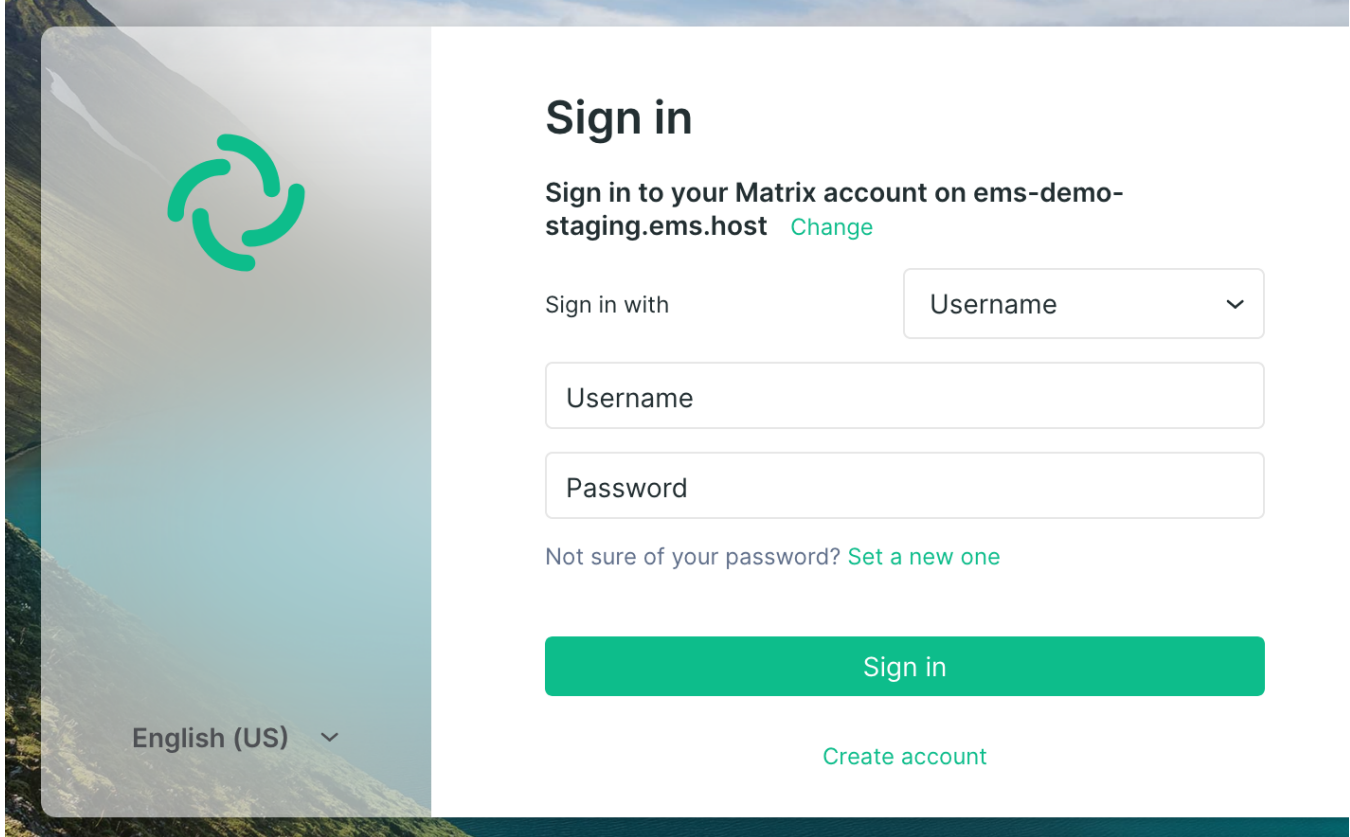
1. Sign out of Element

2. Click `Sign out`

Sign out

Are you sure you want to sign out?
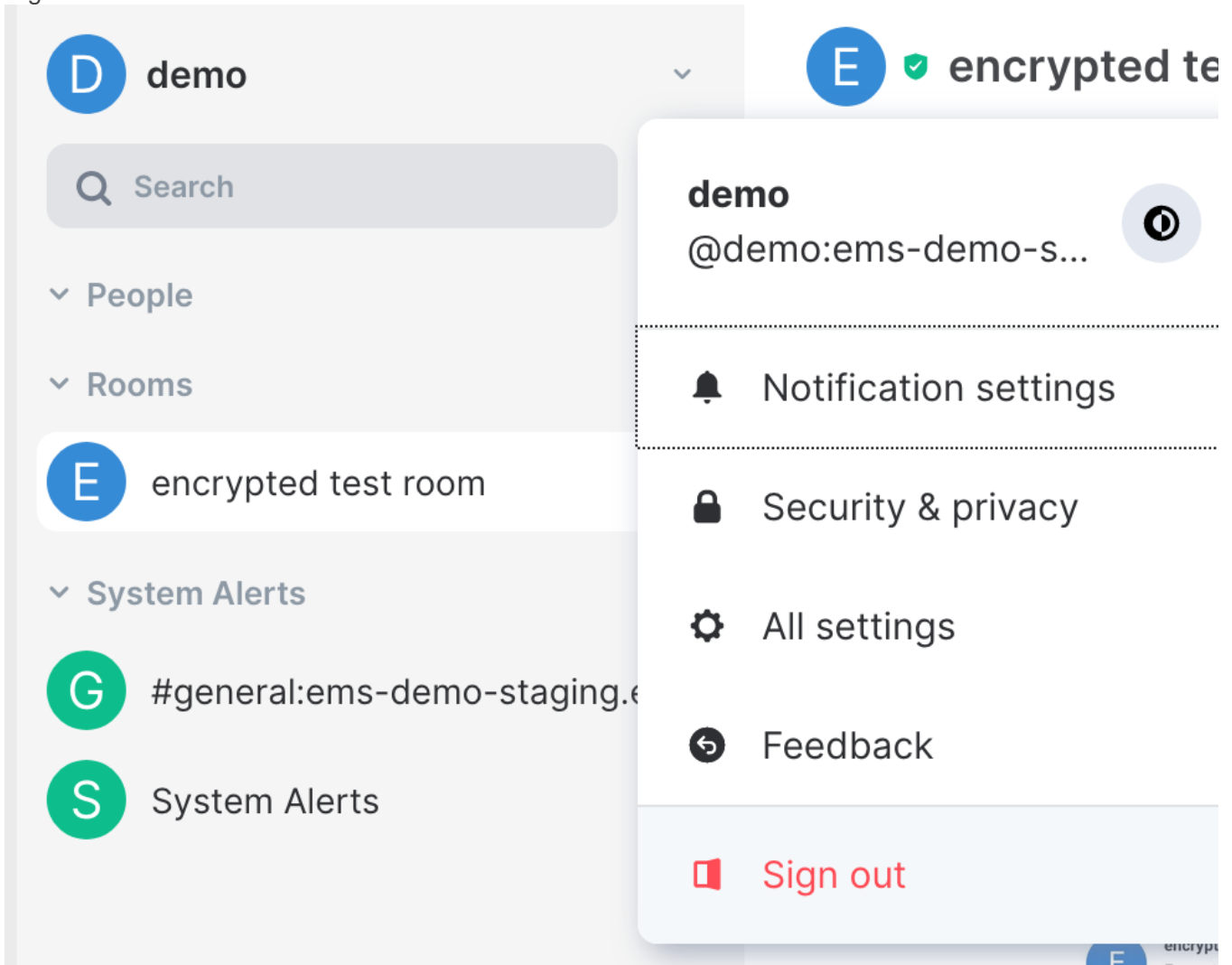
Cancel   **Sign out**
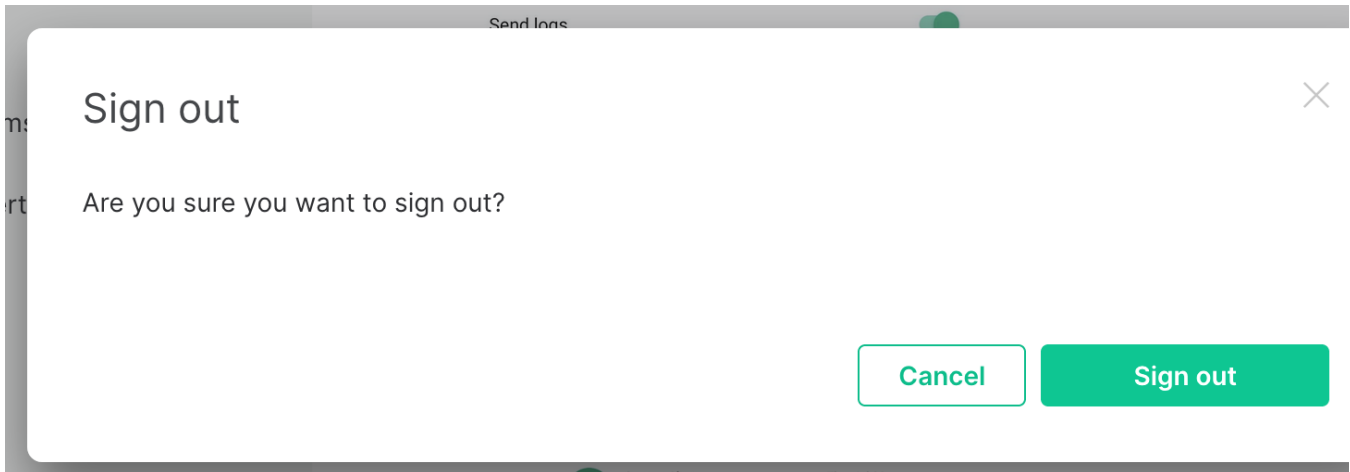
3. Click "Not sure of your password? Set a new one "

Sign in

Sign in to your Matrix account on ems-demo-staging.ems.host   Change

Sign in with   Username ▾

Username

Password

Not sure of your password? Set a new one

Sign in

Create account

English (US) ⌄

4. Enter your email address, and a new password. Then click Send Reset Email

Set a new password

Your Matrix account on ems-demo-staging.ems.host   Change

Email

ems-demo@▪▪▪▪▪▪

Password

●●●●●●●●●●●●●●●●●●●●●

Confirm

●●●●●●●●●●●●●●●●●●●●●

A verification email will be sent to your inbox to confirm setting your new password.

Send Reset Email

Sign in instead

5. Click Continue .
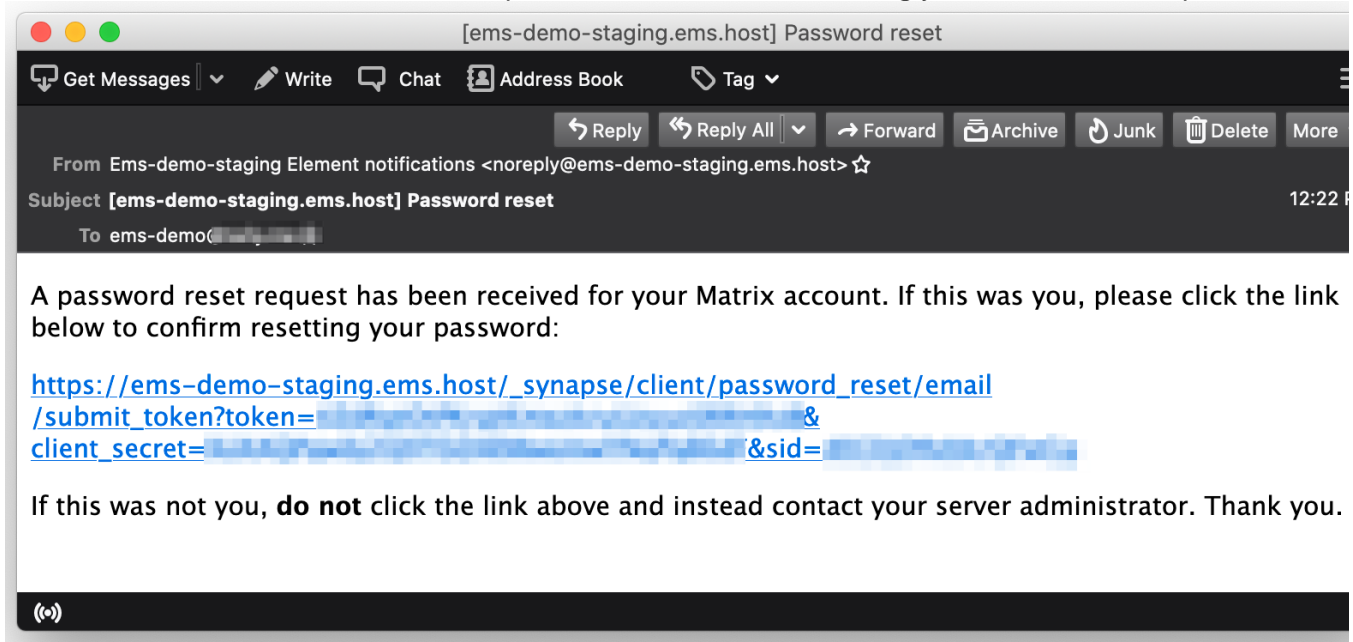   Note: This warning is outdated, see this issue

---

Warning!

Changing your password will reset any end-to-end encryption keys on all of your sessions, making encrypted chat history unreadable. Set up Key Backup or export your room keys from another session before resetting your password.

Cancel   Continue

6. When you get this message, check your email

Set a new password

An email has been sent to ems-demo@▮▮▮▮ ▮▮ Once you've followed the link it contains, click below.

I have verified my email address

English (US) ⌄
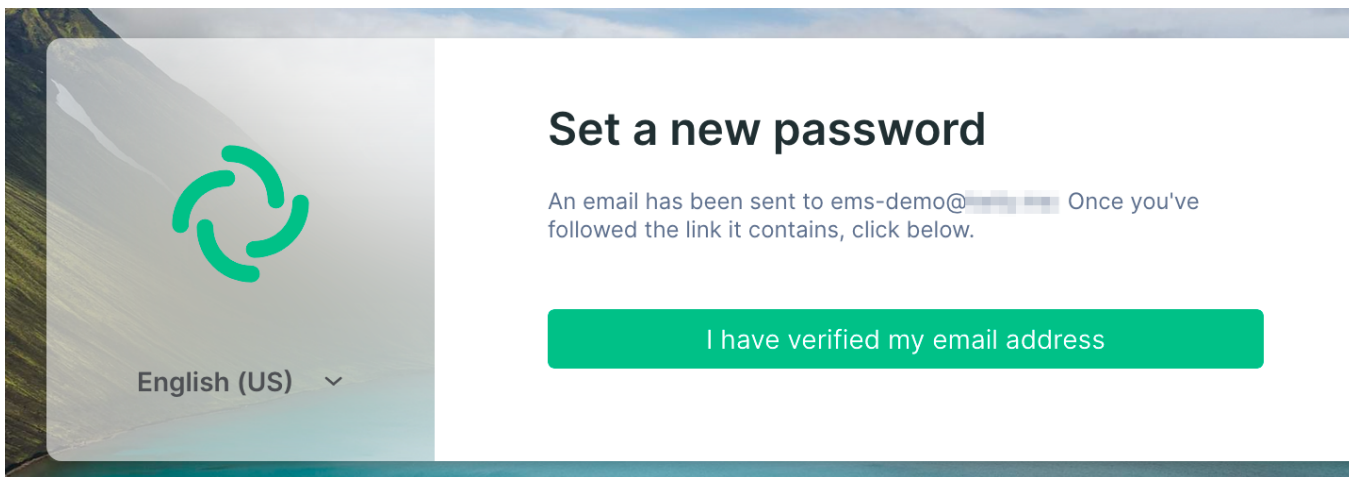
7. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open

[ems-demo-staging.ems.host] Password reset

Get Messages ⌄   ✎ Write   💬 Chat   📖 Address Book   🏷 Tag ⌄

↩ Reply   ↩ Reply All ⌄   → Forward   🗁 Archive   ⟳ Junk   🗑 Delete   More

From Ems-demo-staging Element notifications <noreply@ems-demo-staging.ems.host> ☆
Subject **[ems-demo-staging.ems.host] Password reset**   12:22
To ems-demo(▮▮▮▮ ▮▮

A password reset request has been received for your Matrix account. If this was you, please click the link below to confirm resetting your password:

https://ems-demo-staging.ems.host/_synapse/client/password_reset/email /submit_token?token=▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮& client_secret=▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮&sid=▮▮▮▮▮▮▮

If this was not you, **do not** click the link above and instead contact your server administrator. Thank you.

8. Click `Confirm changing my password`

You have requested to **reset your Matrix account password**. Click the link below to confirm this action

If you did not mean to do this, please close this page and your password will not be changed.

`Confirm changing my password`
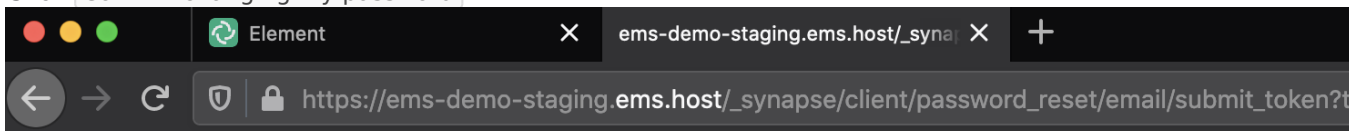
9. You can now close this tab and return to Element

Your email has now been validated, please return to your client to reset your password. You may now close this wind
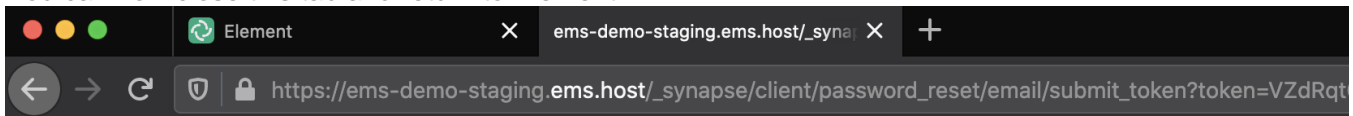
10. Click `I have verified my email address`
11. Click `Return to login screen`
12. Sign in like normal with your new password. Note that all your other sessions have been signed out and you need to sign in again.

Element Settings

Remember: Have you tried - https://element.io/help ?

Don't forget to download our User Guide

Relating to this page, **Element Settings**, you can specifically check for relevant information from the Account Management and Settings sections.

Accessing Settings

You can change your Matrix account settings by clicking your profile icon in the top left of the Element client. By defualt, this will be a coloured circle with the first letter of your Matrix ID. From the presented drop-down menu, you'll be able to jump into specfic settings straight away, or access 'All Settings'.

You can also use this menu to quickly return 'Home', provide 'Feedback' and this is where you can 'Sign Out' from your client.

Disclaimer: The below setting layout / order may change in subsequent client updates, however generally most settings will still perform the same function.

General

General

Profile

Display Name

███████████████

@███████:one.ems.host

Cancel **Save**

Account

Email addresses

████████████████████ **Remove**

Email Address

Add

Phone numbers

Phone Number

🇬🇧 +44 ⌄

Add

Language and region

English ⌄

⚠ Discovery

Agree to the identity server (vector.im) Terms of Service to allow yourself to be discoverable by email address or phone number.

Accept Privacy Notice ⧉ to continue:

☐ Accept

Continue

Identity server (vector.im)

If you don't want to use **vector.im** to discover and be discoverable by existing contacts you know, enter another identity server below.

Enter a new identity server

Change

Using an identity server is optional. If you choose not to use an identity server, you won't be discoverable by other users and you won't be able to invite others by email or phone.

Do not use an identity server

Profile

Allows you to change your 'Display Name', this is the name seen by others whilst messaging with them. Updating this will notify all rooms of the change of name. You are also able to upload / change your profile picture, you can do this by hoovering over the existing picture and clicking.

After making your changing, click 'Save' to set them. You Matrix ID in full is also displayed here for your reference.

Account

Allows you to add email addresses / phone numbers to your account, as well as change your 'Language and Region' setting. Adding of Third-Party IDs requires verifying your login by either supplying your account password, or using SSO (such as when using Element One).

Discovery

Allows you to agree to the identity server (vector.im) Terms of Service to allow yourself to be discoverable by email address or phone number, change your identity server. Using an identity server is optional. If you choose not to use an identity server, you won't be discoverable by other users and you won't be able to invite others by email or phone.

You can stop using an identity server by clicking 'Do not use an identity server'

Manage integrations

Allows you to turn on or off the use of an integration manager. You the toggle button to configure as desired.

Deactivate account

Allows you to deactivate your account - Warning! Deactivating your account is a permanent action.

Appearance

Customise your appearance

Appearance Settings only affect this Element session.

Theme

☐ Match system theme

⊙ **Light**   ◯ **Dark**

☐ Use high contrast

Message layout

Hey you. You're the best!

◯ IRC (Experimental)

K — Hey you. You're the best!

⊙ Modern

Hey you. You're the best! K

◯ Message bubbles

Font size

K

Hey you. You're the best!

Aa ●————————●————————●————————○————————● Aa

15

☐ Use custom size

Font size
15

Show advanced

Image size in the timeline

⊙ Default   ◯ Large

Appearance settings allows you to customise the look and feel of your client, all settings provide visual representation of the changes so you can confirm your preferred style. Options include Theme, Message Layout, Font Size and Image size in the timeline.

Notifications

Notifications

	Off	On	Noisy

Enable notifications for this account
Turn off to disable notifications on all your devices and sessions

Enable notifications for this device

Enable desktop notifications for this session

Show message in desktop notification

Enable audible notifications for this session

Enable email notifications for kieranml+e1@element.io

Global	Off	On	Noisy
Messages in one-to-one chats	○	○	◉
Encrypted messages in one-to-one chats	○	○	◉
Messages in group chats	○	◉	○
Encrypted messages in group chats	○	◉	○

Mentions & keywords	Off	On	Noisy
Messages containing my display name	○	○	◉
Messages containing my username	○	○	◉
Messages containing @room	○	○	◉
Messages containing keywords	○	◉	○

Keyword		**Add**

Other	Off	On	Noisy
When I'm invited to a room	○	○	◉
Call invitation	○	○	◉
Messages sent by bot	◉	○	○
When rooms are upgraded	○	○	◉

Notification targets

Email Notifications kieranml+e1@element.io

Notification settings allow you to customise default notification settings which are synced to your account, however you are also able to customise whether you recieve notifications for this specific device. **Note:** A device is per client, using both a web-based Matrix client and a Desktop client on the same physical device will still appear as two separate devices.

Desktop Notifications

To enable desktop notifications from your client, you can enable the toggle 'Enable desktop notifications for this session', you can also customise these notifications to also display the message that triggers the notification using the 'Show message in desktop notification' toggle. When using a web-based Element client, you will also need to accept permissions allowing the client to display notifications.

Notification types explained

Notification settings allow notifications to be set as either 'Off', 'On' or 'Noisy'.

- **Off:** You won't be notified when the selected event happens.
- **On:** You will get a message popping up when the selected event happens, but no sound.
- **Noisy:** You will get a visual highlight (red badge and/or text highlight), a sound and/or vibration (depending on the device) when the selected event happens.

For finer tuning, you can easily configure per room notification setting from the context menu you get by clicking on the ... icon that appears when hovering over the room name in the room list. You can use this to temporarily mute a room, or make sure you're not missing anything from a given discussion. You can select the following options:

- **Mute:** You won't be notified, even if your name or a keyword is mentioned.
- **Mentions only:** You will only be notified for the items that are meant to be 'noisy', i.e. your name and keywords.
- **All messages:** You will get a (silent) notification for every message happening in the room; your 'noisy' events (e.g. your name being mentioned) will still be noisy (red badge and sound).
- **All messages (Noisy):** every message will make a noise on top of the visual notification. Your noisy events will still be differentiated by a red badge.

Keyword Notifications

From the notification settings you can also add additional keywords to listen for to trigger a notification. You can directly specify how a notification triggered from these keywords responds in the 'Mentions & keywords' section.

Preferences

Keyboard

Sidebar

Voice & Video

Security & Privacy

Labs

Help & About

From Help & About you can find important information related to the client itself, such as it's current version, your homeserver and identity server details as well as links to our FAQ, Legal documents and credits.

Your Access Token

Your access token gives full access to your account via the use of Matrix APIs, you can read more about them depending on your needs. If you are an Admin of a homeserver, and are using an account with Admin access, you can make use of the Synapse Admin API. For both admins and regular users, the Matrix APIs can be found from the latest Matrix Spec page - these include:

- Client-Server API
- Server-Server API

- [Application Service API](#)
- [Identity Service API](#)
- [Push Gateway API](#).

Bug Reporting

If you've experience a bug, the best place to report it is by submitting a bug report to the appropriate Github repository for your client, the [Element](#) account

Exporting Messages

Note: If you are an EMS server admin and wish to export your entire EMS server, please see Migrate From EMS to Self-Hosted.

Using your Element client you can export your Room's message history in HTML, Plain Text or JSON format - including attachments.

1. Open the room you wish to export message history

2. Access 'Room Info' using the icon in the top right
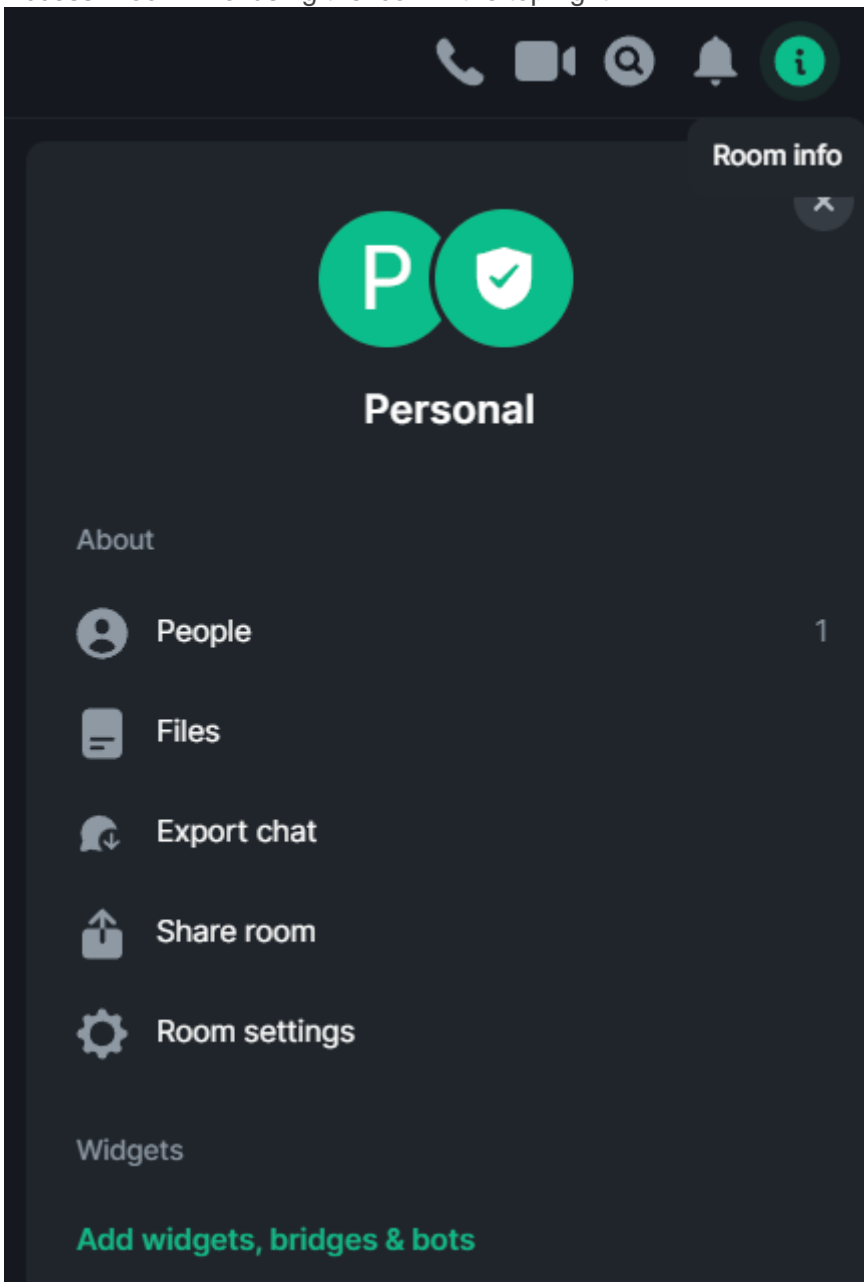
3. Select 'Export Chat', then confirm your desired settings for export

Export Chat

Select from the options below to export chats from your timeline

Format

- ⦿ HTML
- ◯ Plain Text
- ◯ JSON

Messages

Current Timeline ⌄

Size Limit

8   MB

☐ Include Attachments

Cancel   **Export**

4. Finally click 'Export' - once the export has completed you will be prompted to save an archive of the export.

Export Successful

Your export was successful. Find it in your Downloads folder.

OK

Submit Debug Logs

1. Search for other issues of the same problem on
   - Element Web and Desktop: https://github.com/element-hq/element-web/issues
   - Element iOS: https://github.com/element-hq/element-ios/issues
   - Element Android: https://github.com/element-hq/element-android/issues
2. If you cannot find any, create one by clicking `New issue`, then `Get started` in the `Bug report` section.

3. Go to the section for your device

   - Element Web and Desktop
   - Element iOS
   - Element Android

Element Web and Desktop

1. Go to Element `All settings`
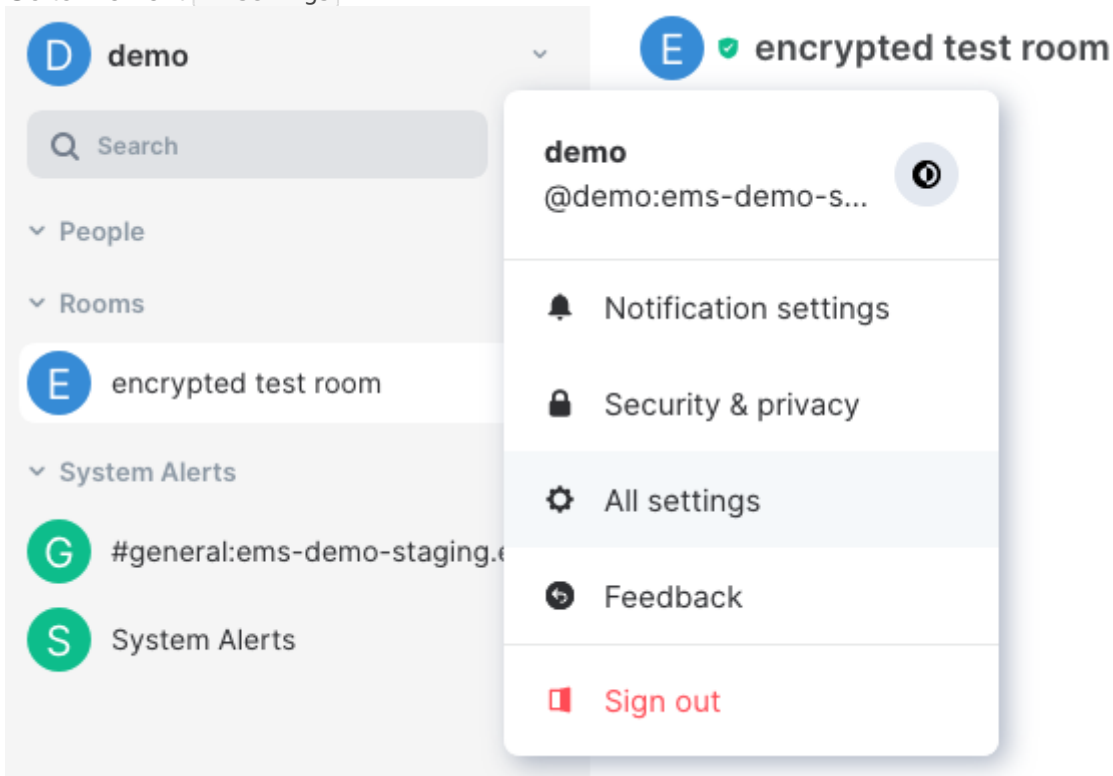
2. Under `Help & About`, click `Submit debug logs`

Settings

Help & About

Bug reporting

If you've submitted a bug via GitHub, debug logs can help us track down the problem. Debug logs contain application usage data including your username, t IDs or aliases of the rooms or groups you have visited and the usernames of oth users. They do not contain messages.

Submit debug logs

Clear cache and reload

To report a Matrix-related security issue, please read the Matrix.org Security Disclosure Policy.

3. Enter a GitHub issue link and a description. Then click `Send logs`

Submit debug logs

Debug logs contain application usage data including your username, the IDs or aliases of the rooms or groups you have visited and the usernames of other users. They do not contain messages.

Before submitting logs, you must create a GitHub issue to describe your problem.

Download logs

GitHub issue

https://github.com/vector-im/element-web/issues/99999999

Notes

If there is additional context that would help in analysing the issue, such as what you were doing at the time, room IDs, user IDs, etc., please include those things here.

Cancel   **Send logs**

4. Click OK

Logs sent

Thank you!

OK

Element iOS

1. Tap the cog in the top left of Element

2. Scroll down to the `OTHER` section, then tap `Report bug`

OTHER

Version 1.0.12 master #20200916172942

Olm Version 3.1.0

Copyright   >

Terms & Conditions   >

Privacy Policy   >

Third-party Notices   >

Send anon crash & usage data   ⬤

Rage shake to report bug   ◯

Mark all messages as read

Clear cache

Report bug

3. Enter a GitHub issue link and a description, make sure `Send logs` is checked, then click `Send`

Bug Report

Please describe the bug. What did you do? What did you expect to happen? What actually happened?

In order to diagnose problems, logs from this client will be sent with this bug report. If you would prefer to only send the text above, please untick:

✓ Send logs

Cancel   Send

Element Android

1. Tap the three stacked dots in the top right

A | **Direct Messages** | 🔍 ⋮

2. Tap Report bug

A | **Rooms**

Rooms ⌄

Make a suggestion

Report bug

encrypted test room

3. Enter a GitHub issue link and a description, make sure Send logs , and Send crash logs are checked, then tap the send arrow in the top right

Please describe the bug. What did you do? What did you expect to happen? What actually happened?

Describe your problem here

0/500

If possible, please write the description in English.

In order to diagnose problems, logs from this client will be sent with this bug report. This bug report, including the logs and the screenshot, will not be publicly visible. If you would prefer to only send the text above, please untick:

Send logs

Send crash logs

Send screenshot

A **Rooms** 🔍 ⋮

Rooms ∨

E **encrypted test room**   17:11
Encrypted message

System Alerts ∨

G **#general:ems-demo-staging.ems.ho...**   16:38
cobalt joined the room