

Change Account Password

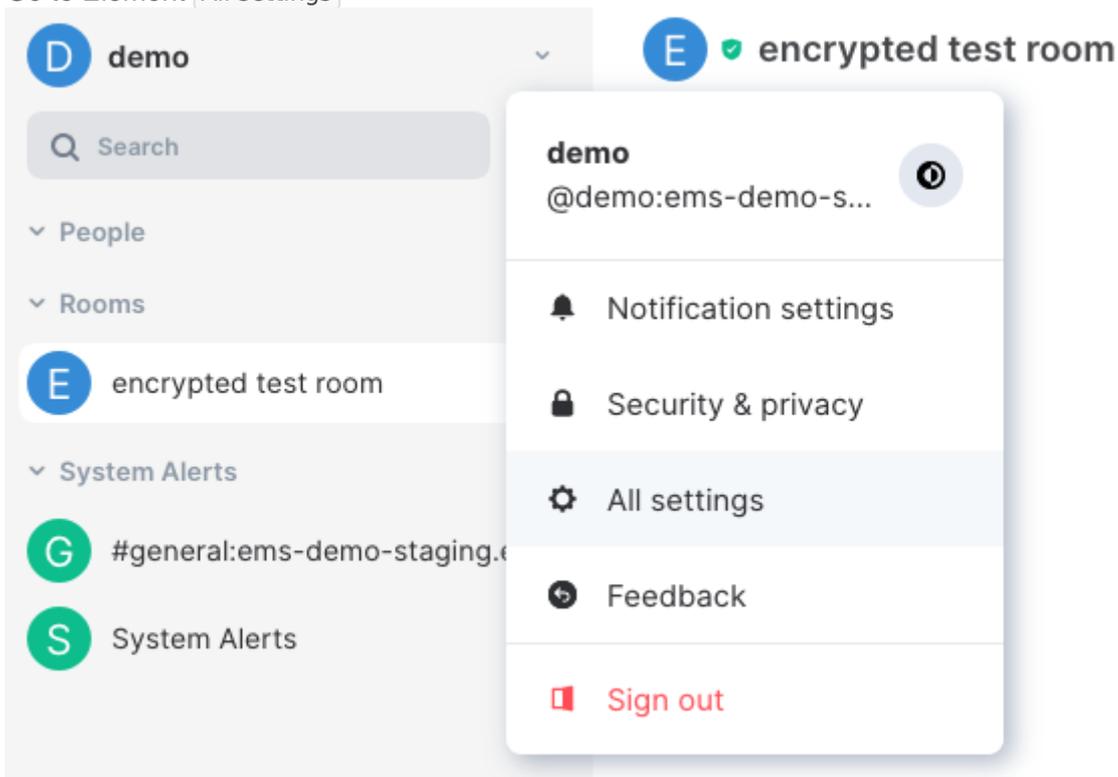
Resetting the account password will log out all your sessions. Before doing this, make sure that

- 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Note: This warning is outdated, see [this issue](#)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.

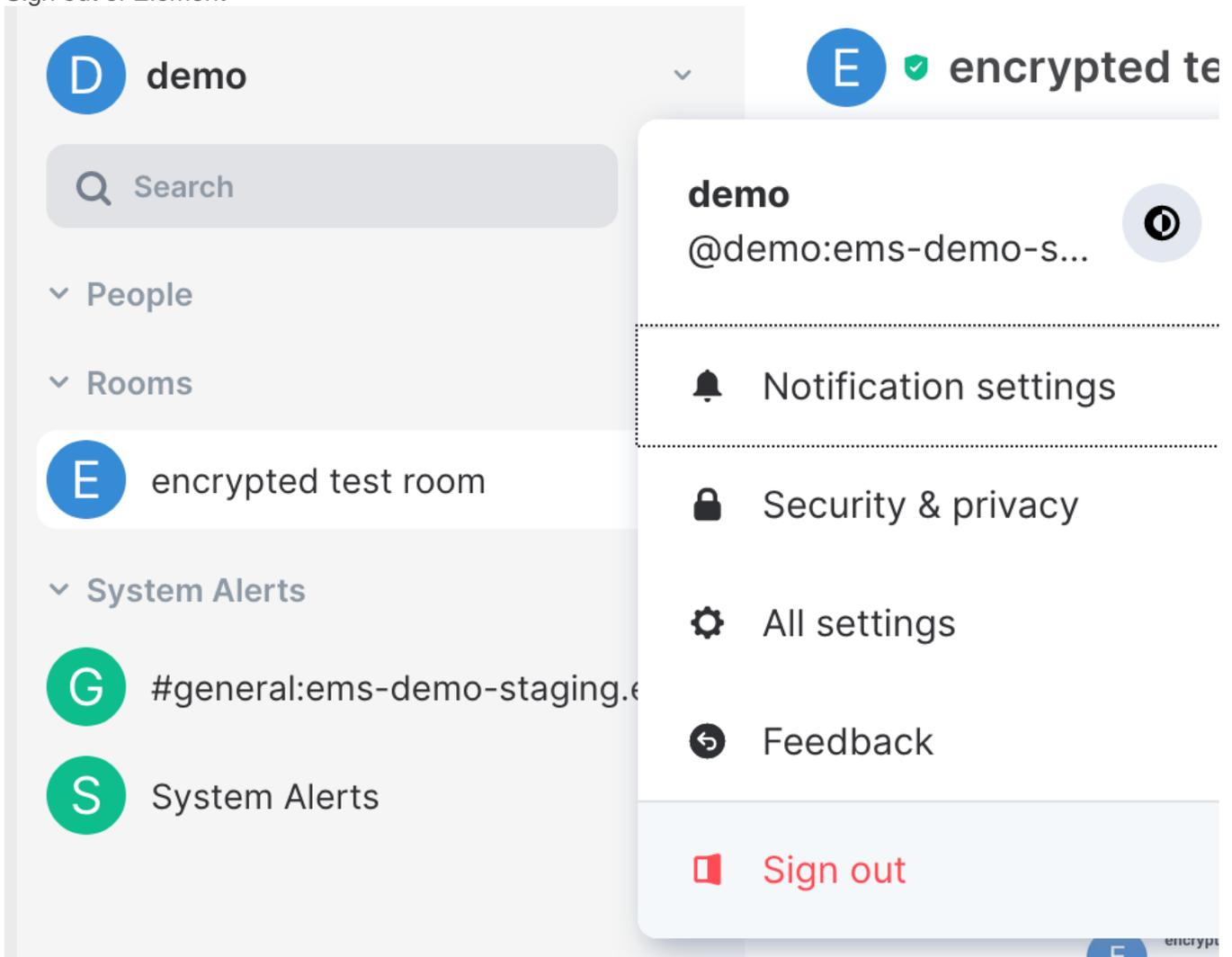
`OK`

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)

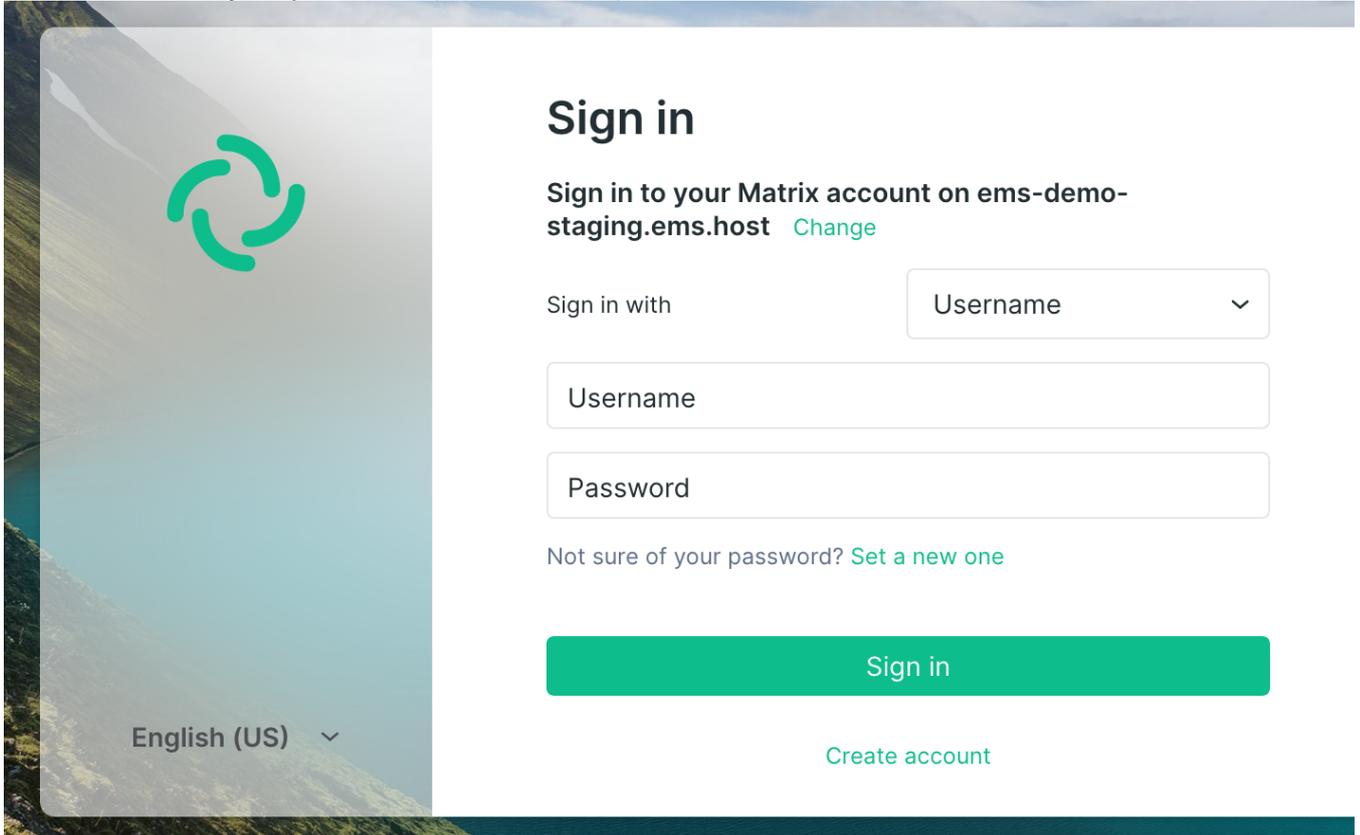
1. Sign out of Element



2. Click Sign out

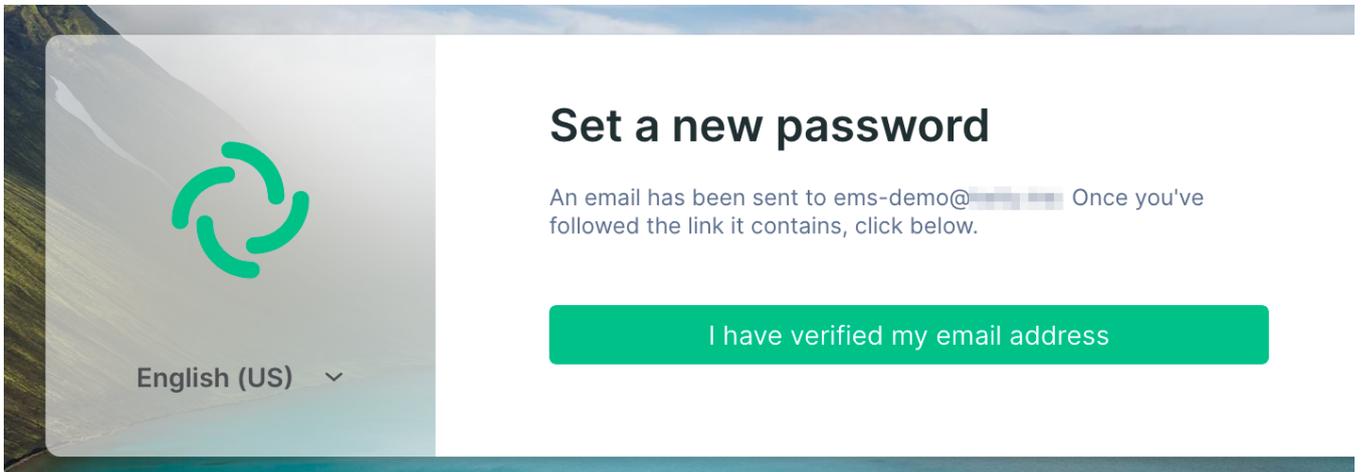


3. Click "Not sure of your password? [Set a new one](#) "

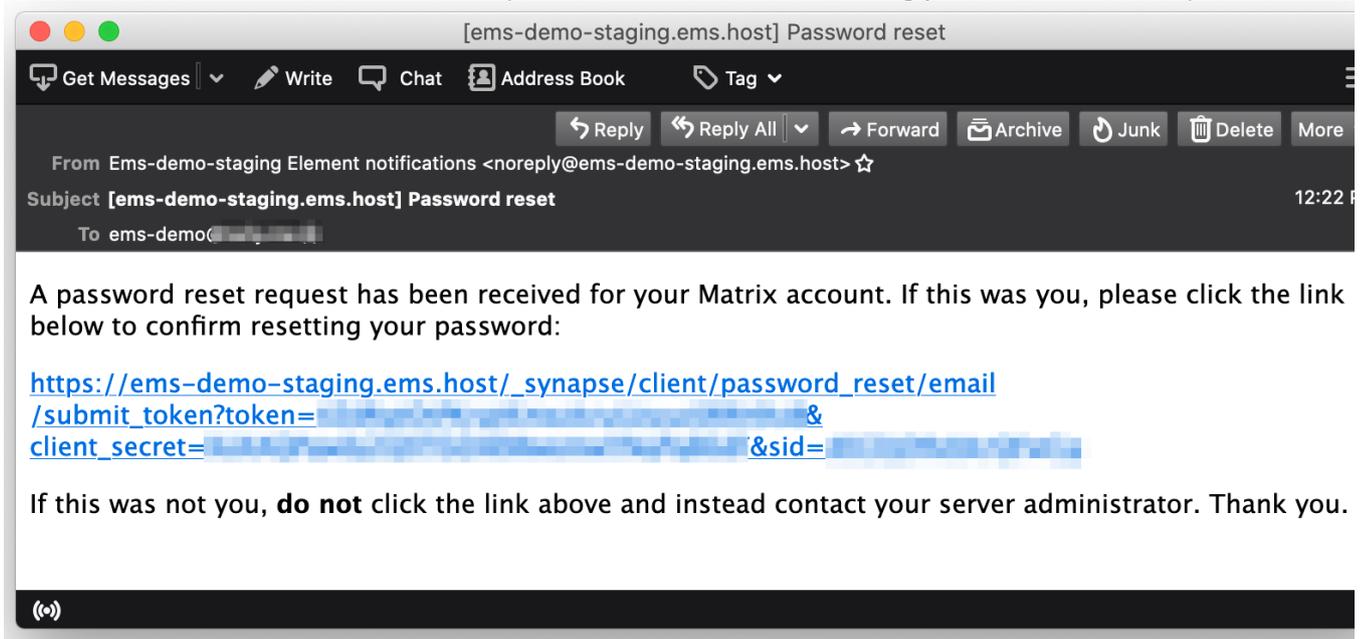


The screenshot shows a sign-in page with a green circular logo on the left. The main heading is "Sign in". Below it, the text reads "Sign in to your Matrix account on **ems-demo-staging.ems.host** [Change](#)". There is a "Sign in with" dropdown menu currently set to "Username". Below this are two input fields: "Username" and "Password". A link "Not sure of your password? [Set a new one](#)" is positioned below the password field. A large green "Sign in" button is centered below the input fields. At the bottom right, there is a "Create account" link. In the bottom left corner, there is a language selector showing "English (US)" with a dropdown arrow.

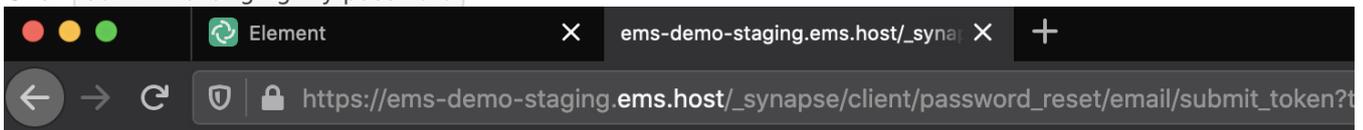
4. Enter your email address, and a new password. Then click [Send Reset Email](#)



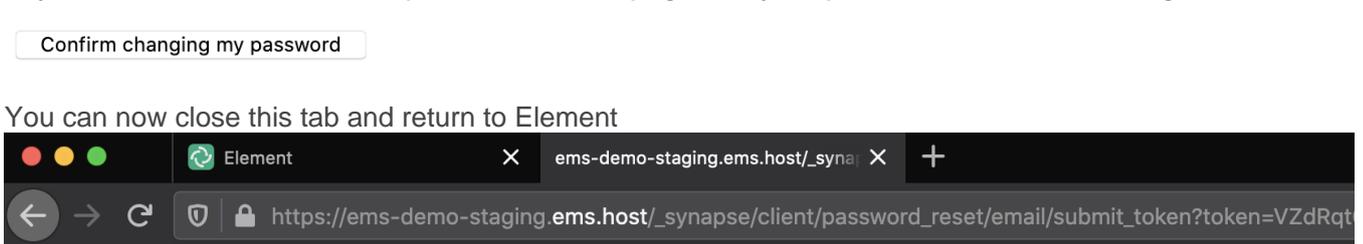
7. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open



8. Click



9. You can now close this tab and return to Element



10. Click
11. Click
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.