

Change Account Password

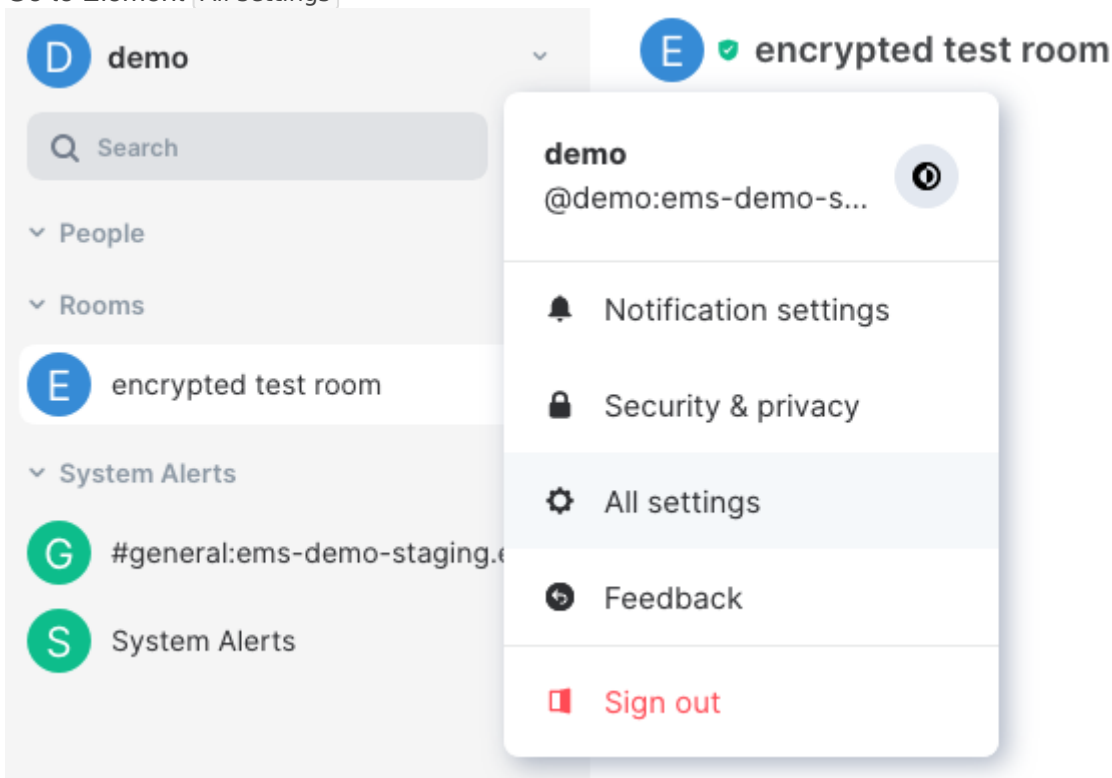
Resetting the account password will log out all your sessions. Before doing this, make sure that

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Note: This warning is outdated, see [this issue](#)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

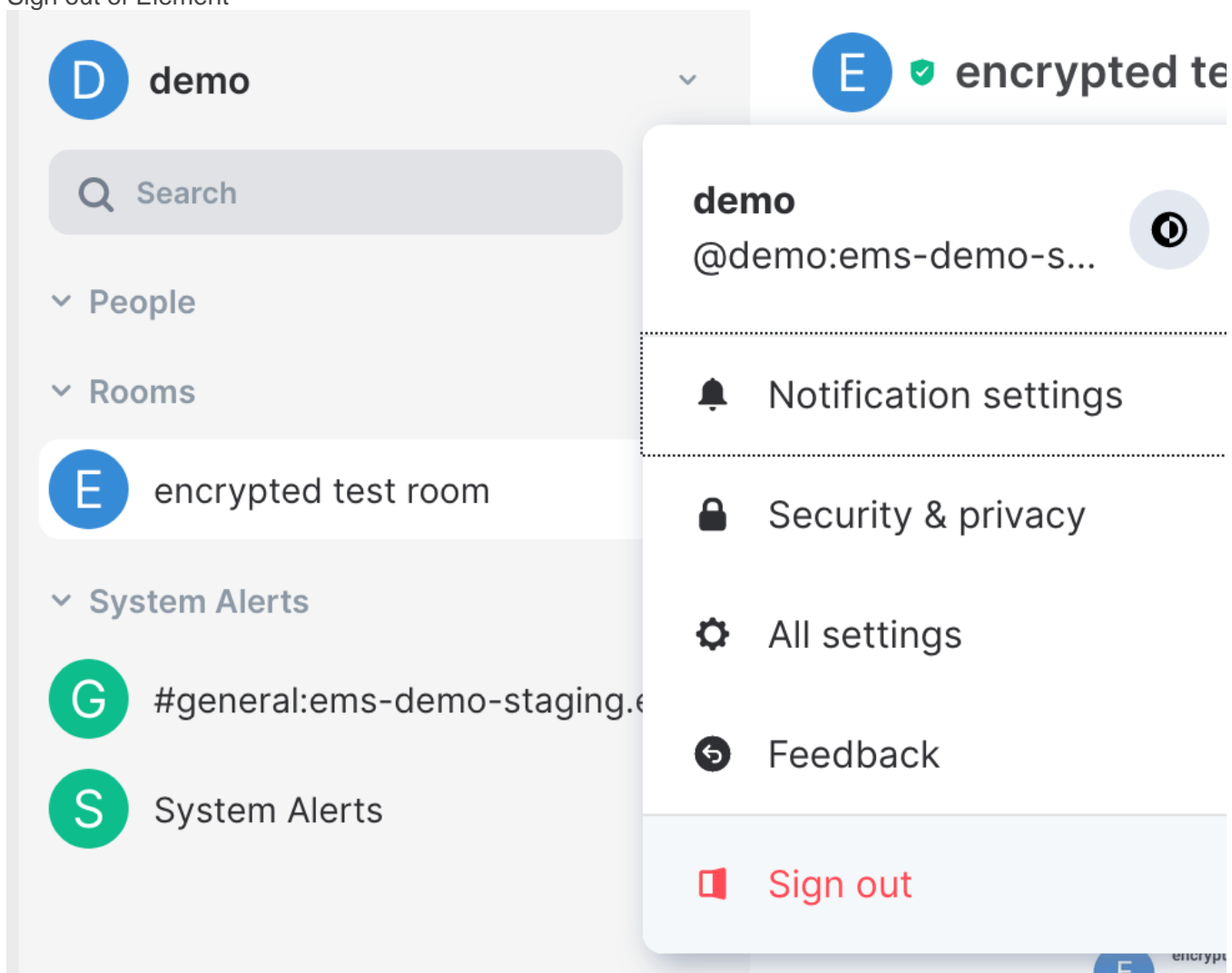
OK

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

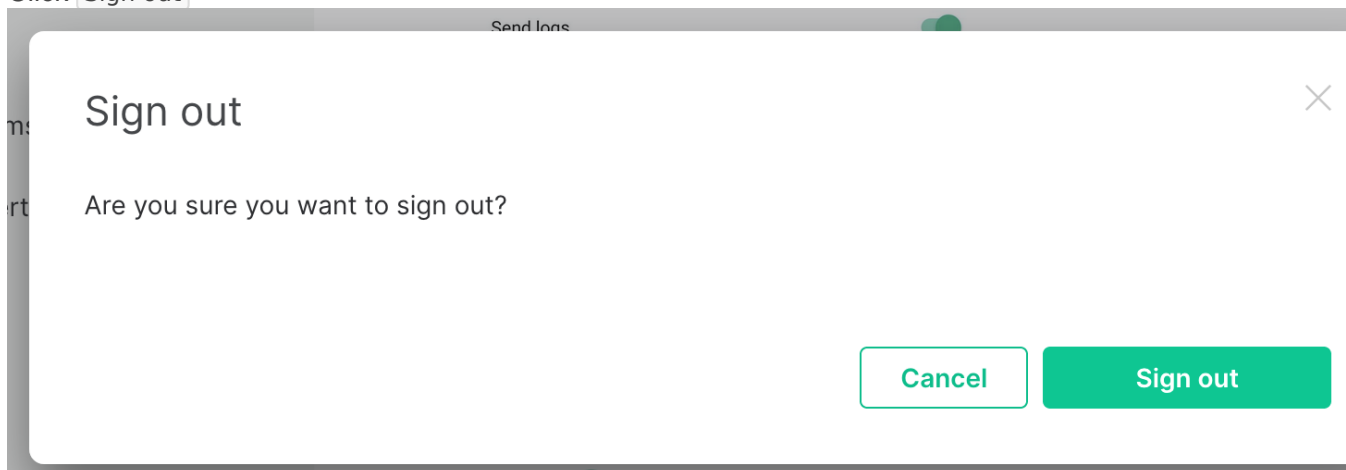
If you do not know your current password

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](#) "



English (US) ▾

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](#)

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

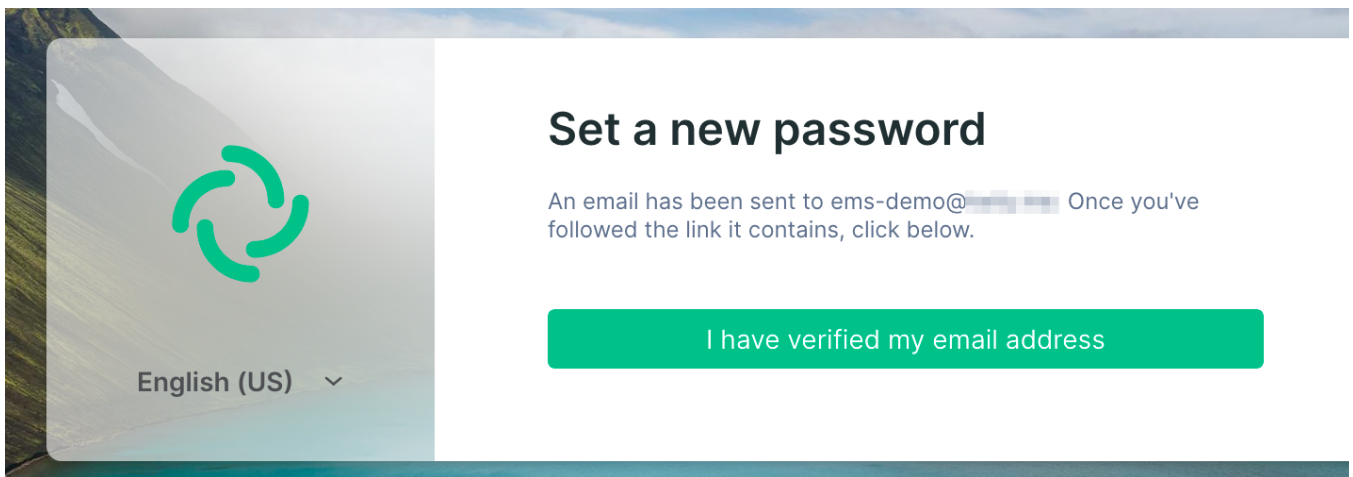
[Sign in instead](#)

5. Click **Continue**.

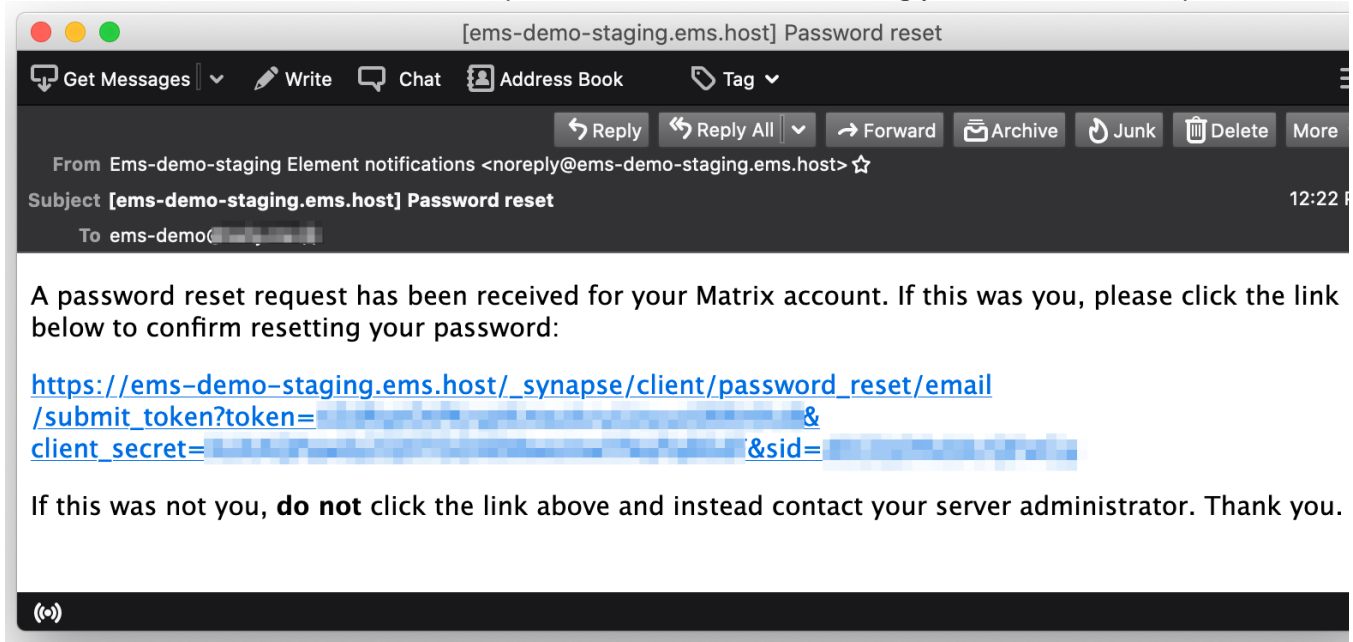
Note: This warning is outdated, see [this issue](#)

A warning dialog box with a white background and a thin gray border. The title "Warning!" is in bold black text at the top left. A close button (X) is in the top right corner. The main text reads: "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." At the bottom right are two buttons: "Cancel" (white with a green border) and "Continue" (solid green).

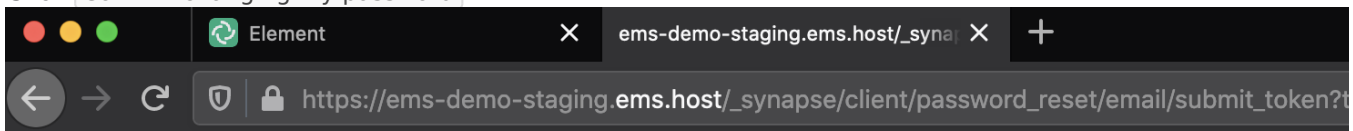
6. When you get this message, check your email



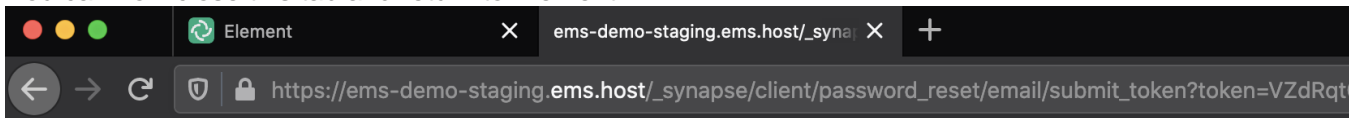
7. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open



8. Click **Confirm changing my password**



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



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.