


Changing an EMS Account Password

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From the [Element](#) homepage, click [Sign In](#) then [Admin Dashboard](#) to be taken to the EMS Control Panel. If you aren't logged in already, you will be presented with the login screen - sign in using your details to be taken to the EMS Control Panel.

Product Solutions Pricing Resources [Sign In](#) [Get started](#)

[Open Element web](#)
[Admin dashboard](#)

Sign In

Email

Password

[Forgot Password?](#)
[\[+\] Not seeing your usual login option?](#)

[Sign In](#)

New user? [Register](#)

Click [Your Account](#), found in the top right, then select [Account](#), or goes directly there from this link, [Account Page](#).



Your Account ▾



Account



Billing

This page contains details about your account, to change your password, you will need to click [Authentication Settings](#) found at the bottom of the [Edit your profile](#) section.

Your Account

Edit your profile

Name:

Email:

Matrix ID: 


(Optional)

Company
Name:

(Optional)

EU VAT ID: 

(Optional)

Consent to
marketing?: 

☐

[Authentication Settings](#)

[Save Changes](#)

This will take you to your Account Console, where you can manage your account security settings. Click [Signing In](#) under [Account Security](#), then from the [Basic authentication](#) section click the [Update](#) button.

Welcome to Element account management



Account security

Control your password and
account access

[Signing in](#)

Basic authentication

Password

Sign in by entering your password.

My password

Created



[Update](#)

You will need to reauthenticate to confirm your identity, then follow the steps provided to setup a mobile authenticator.

Please re-authenticate to continue

Email

Password

Forgot Password?

[+] Not seeing your usual login option?

Sign In

Finally, you will be presented with the screen to update your password. Confirm it and then click **Submit** to change your account password.

Update password

New Password

Confirm password

Submit

Cancel