

Reset User Password

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

- all sessions are connected to key backup,
- all sessions have backed up all their keys. See [Check Status](#), and
- the correct key backup passphrase is available.

1. Click **Your Account** and **Manage Servers** or click this link <https://ems.element.io/user/hosting>.
2. Click **Server Admin**, select your host, then **Users**
3. Click the user you want to manage

The screenshot shows the 'Server Admin' interface for the host 'ems-demo-staging.ems.host'. The 'Users' tab is active, displaying a table with one user: 'demo'. The user is an administrator. The interface includes a table filter, a checkbox for 'Include deactivated accounts', and a dropdown for 'Displaying 1-1 of 1'.

Name	Admin
demo	<input type="checkbox"/>

4. Click **Reset password**, enter a new password and click **Go**
Get User Info.

The screenshot shows the 'Get User Info' page for the user 'demo'. The user's email is 'demo@ems-demo-staging.ems.host'. The page includes a profile picture placeholder, a 'Deactivate account' button, and user details: Display Name: demo, Admin: , Presence: -, Last seen: -, Password: Yes (Hide password reset). There is a 'Reset password' section with a password input field and a 'Go' button.

Display Name: demo
Admin:
Presence: -
Last seen: -
Password: Yes (Hide password reset)

Reset password:
..... **Go**