

# Matrix Account Management

Unsure what an EMS account is, see the 'Understanding Your Element Accounts' page above.

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# Creating a Matrix Account

**Disclaimer:** This guide refers to using the Element Matrix clients, [Element Web](#) or [Element Desktop](#) apps

## Creating your Matrix Account

Depending on your homeserver, and it's configuration, the sign-up process may differ slightly, however the overall process should largely follow these steps.

From your Matrix Client, click [Create Account](#), then make sure to change the homeserver as needed. You can do this by clicking [Edit](#) next to the current homeserver name. Once a homeserver is selected, the client will then show you the available registration / authentication methods.

### Create account

Host account on

[matrix.org](#)

Join millions for free on the largest public server



[Edit](#)

## External Services

External service registration allows you to register for your account using a handful of different login providers, For example, [matrix.org](#) allows sign-up using a number of external services, including GitHub.

If you choose to register using an external service, you will not be able to use it with any other account, including if you deactivate the account it is associated with.

## Username, Password and Email

For the initial stage of the registration flow, you will need to choose a username, otherwise known as your Matrix ID (MXID). Like email it follows a standardized format, [@username:homeserver.com](#), for example a username of

`example-name` on the `matrix.org` homeserver would be `@example-name:matrix.org`.

Choose carefully, it isn't possible to change your MXID, you will however have a display name, that is freely changeable.

You will also be able to provide an email, this is an optional field, if you add an email you will be able to reset your password. Additionally, adding an email allows you to opt-in to be discoverable by existing contacts.

## Privacy Policy

Before your account can be created, you may need to review and accept any policies of the homeserver you wish to join. Do so by clicking the `Privacy Policy` link and reading through the document - if you accept the policy, confirm by clicking the checkbox and clicking `Accept`.

# Creating a Matrix Account on your Homeserver

If you're an EMS customer, you can create your users via the [Server Admin](#) tab of the [EMS Control Panel](#).

Alternatively you can make use of the [Synapse Admin API](#) to create a Matrix Account on a homeserver you hold an Admin account on. To do so, you will need to use [Create or Modify Account](#) from the [User Admin API](#).

```
https://HOMESERVER_URL/_synapse/admin/v2/users/FULL_USERNAME
```

```
{
  "password": "user_password",
  "displayname": "User",
  "threepids": [
    {
      "medium": "email",
      "address": "<user_mail_1>"
    },
    {
      "medium": "email",
      "address": "<user_mail_2>"
    }
  ],
  "external_ids": [
    {
```

```
    "auth_provider": "<provider1>",
    "external_id": "<user_id_provider_1>"
  },
  {
    "auth_provider": "<provider2>",
    "external_id": "<user_id_provider_2>"
  }
],
"avatar_url": "<avatar_url>",
"admin": false,
"deactivated": false
}
```

# Securing a Matrix Account

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Once you have an account, it's important to understand the mechanisms it uses to keep your messages secure. Matrix uses encryption to protect your communication. The keys for this encryption should be kept secure, this is done using Secure Backup.

## Secure Backup

After sending your first encrypted message, you'll receive a prompt to [Set up Secure Backup](#), to safeguard against losing access to encrypted messages & data. If you choose not to, any new sessions you start by logging into different clients, will not be able to see your messages.

If you do not receive a prompt, or chose to act later, you can initiate its setup by clicking on your avatar in the top left, then selecting [Security & Privacy](#). Under the [Encryption](#) / [Secure Backup](#) section, select [Set up](#).

Follow the prompt to set up your Secure Backup, you can opt to use a phrase or always use a Security Key. If you opt for a Security Phrase, you will be able to provide a phrase of your choosing which you will need to provide to any client when you login with your account. Alternatively, if you forget your phrase, or did not provide one - you will need to provide the generated key.

## Verified Session

A verified session is a device (any client logged into your account) that has been verified as legitimate. On your account's first login, the session will be marked as verified, make sure to set up a Secure Backup, you will need it if you ever lose access to all verified sessions.

When you login to a new session, you will be presented with the option to either provide your Security Key / Phrase, or to request verification from another already verified session. Successfully completing either option will mark your new session as verified.

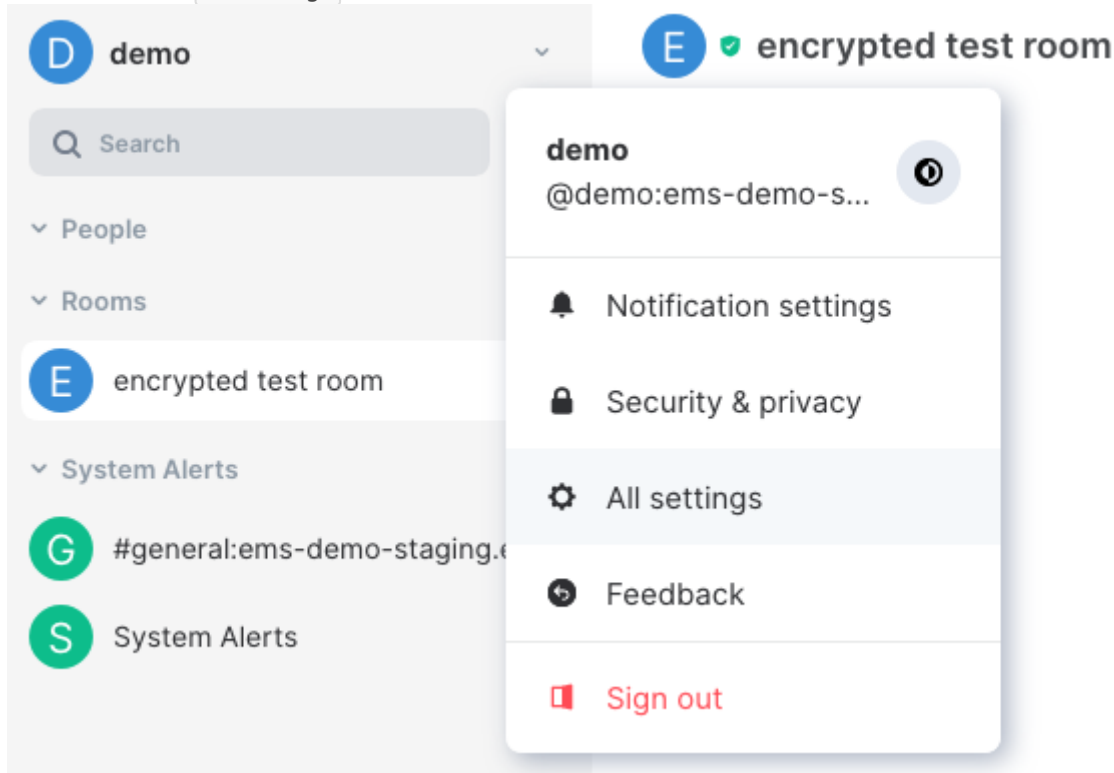
## Forgotten or lost all recovery methods?

If you have forgotten or lost all methods of verifying your account, you will need to [Reset](#) your account. Doing so will result in losing access to all your encrypted messages, and mark all sessions as unverified (treating this new session like your first).

# Add Email to your account

Adding an email to your account will allow you to be able to reset your password should you lose it. Simply follow these steps:

1. Go to Element All settings



2. Enter your email address and click Add

## Email addresses

Email Address

Add

3. When you get this message, check your email

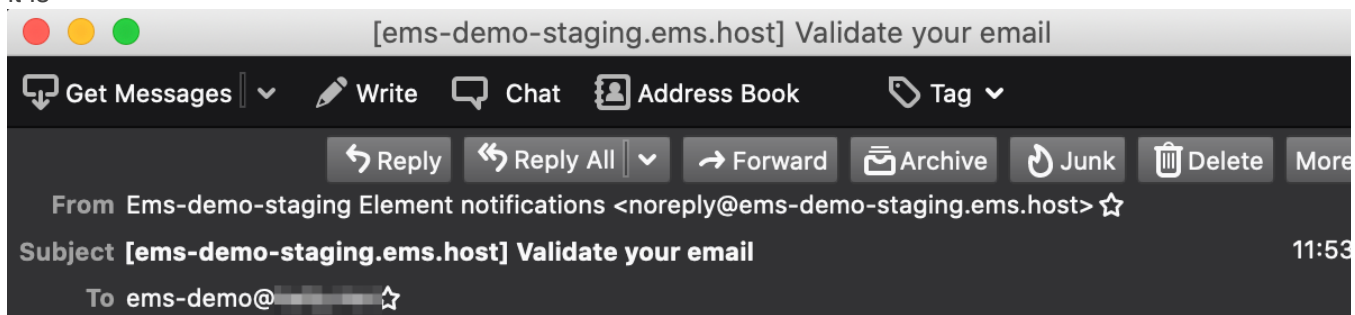
## Email addresses

Email Address

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

Continue

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

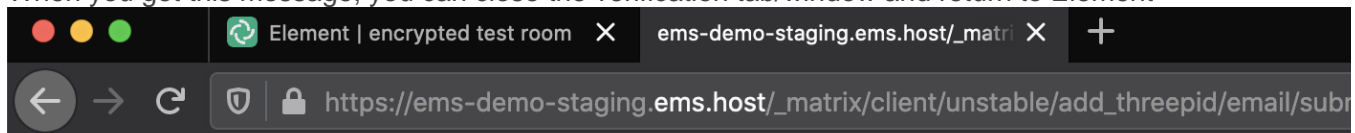


A request to add an email address to your Matrix account has been received. If this was you, please click the link below to confirm adding this email:

[https://ems-demo-staging.ems.host/\\_matrix/client/unstable/add\\_threepid/email/submit\\_token?token=\[redacted\]&client\\_secret=\[redacted\]](https://ems-demo-staging.ems.host/_matrix/client/unstable/add_threepid/email/submit_token?token=[redacted]&client_secret=[redacted])

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



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`

## Email addresses

Email Address  
ems-demo@...

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

[Continue](#)





```
    "address": "<user_mail_1>"
  },
  {
    "medium": "email",
    "address": "<user_mail_2>"
  }
],
}
```

# Changing a Matrix Account password

**Disclaimer:** This guide refers to using the Element Matrix clients, [Element Web](#) or [Element Desktop](#) apps

## Changing your Matrix Account password

If you don't know your password, you'll need to recover your account, see our [Recovering a Matrix Account](#) page for instructions.

- 1. Go to Element `All settings` [!](https://ems-docs.element.io/uploads/images/gallery/2024-07/scaled-1680-/image-1721651752111-24-15- 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](#)
- 2. Enter your current password and your new password

### Account

Set a new account password...

Current password

.....

New Password

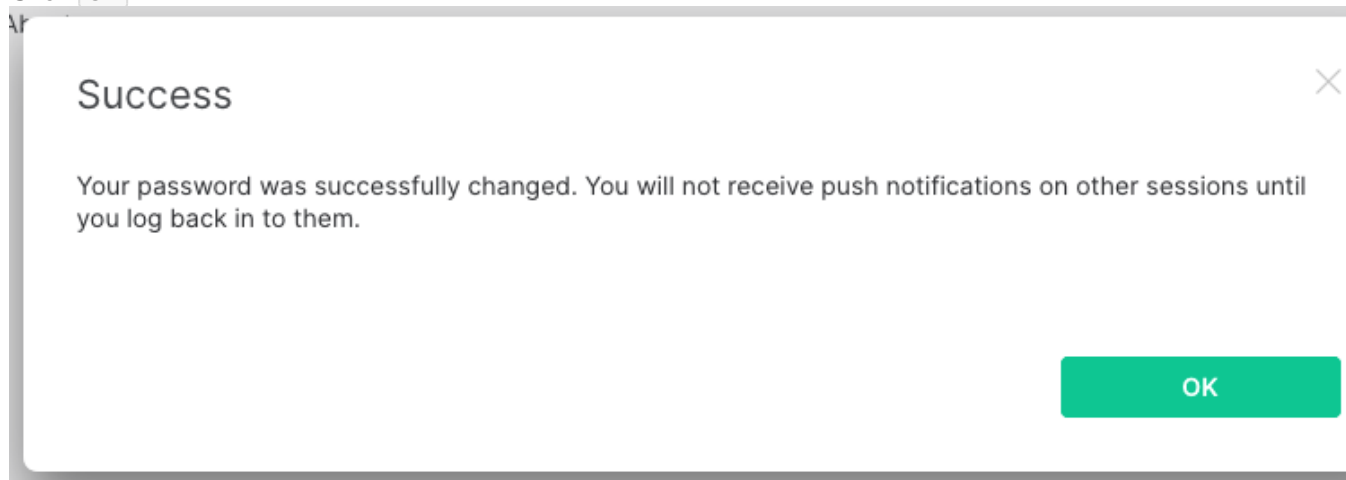
.....

Confirm password

.....

Change Password

3. Click



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

## Changing a Matrix Account password on your Homeserver

If you're an EMS customer, you can create your users via the [Server Admin](#) tab of the [EMS Control Panel](#).

Alternatively you can make use of the [Synapse Admin API](#) to change a Matrix Account password on a homeserver you hold an Admin account on. To do so, you will need to use [Create or Modify Account](#) from the [User Admin API](#).

```
https://HOMESERVER_URL/_synapse/admin/v2/users/FULL_USERNAME
```

```
{
  "password": "new_password"
}
```

# Recovering a Matrix Account

**Disclaimer:** This guide refers to using the Element Matrix clients, [Element Web](#) or [Element Desktop](#) apps

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

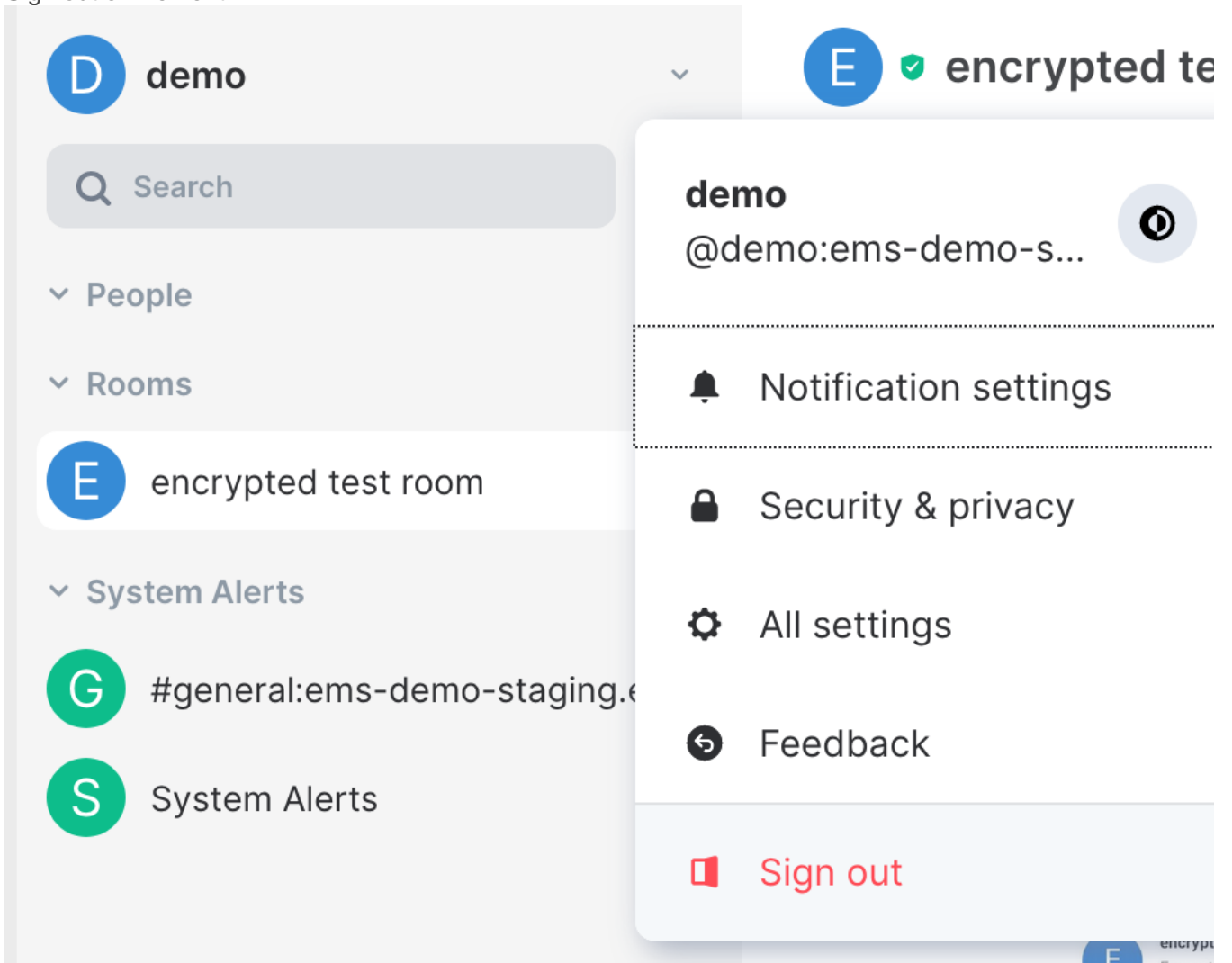
- All your sessions are connected to Secure Backup
- All sessions have backed up all their keys ([Check Cross Signing Status](#))
- You have your correct key backup passphrase available

## Recovering your Matrix Account

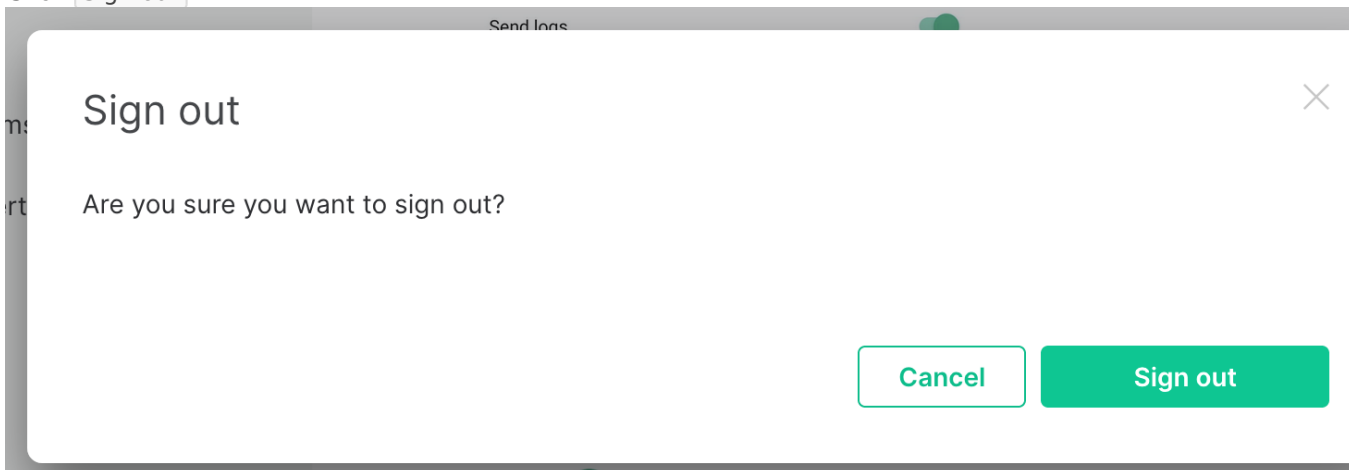
This will only work if you have an email address attached to your Matrix account. If you do not have an email address attached, contact the administrators of your homeserver.

Reminder: [support@matrix.org](mailto:support@matrix.org) does not reset passwords under any circumstances


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@[REDACTED]

Password

.....

Confirm

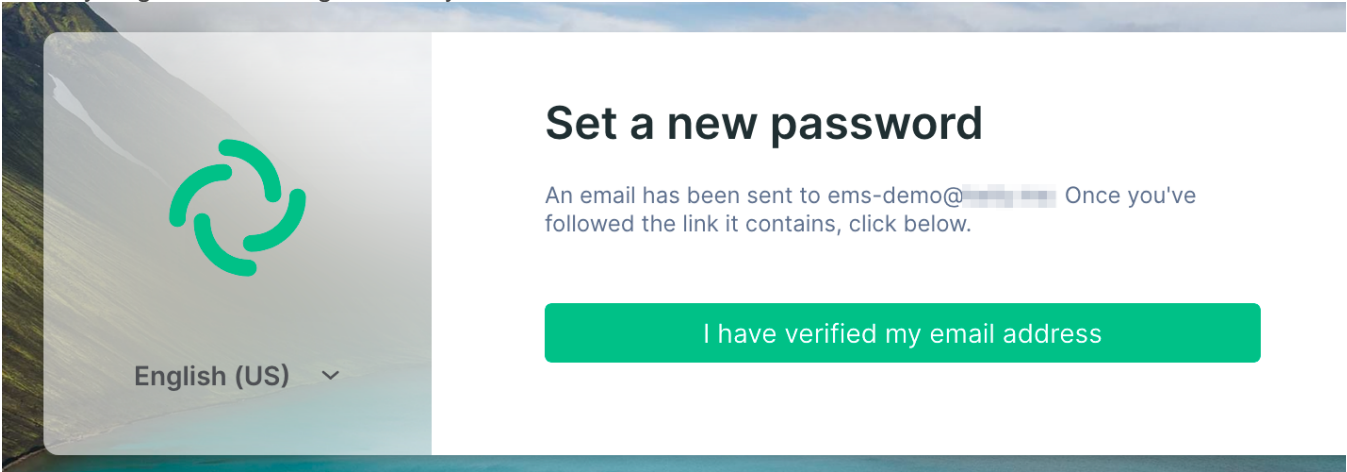
.....

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

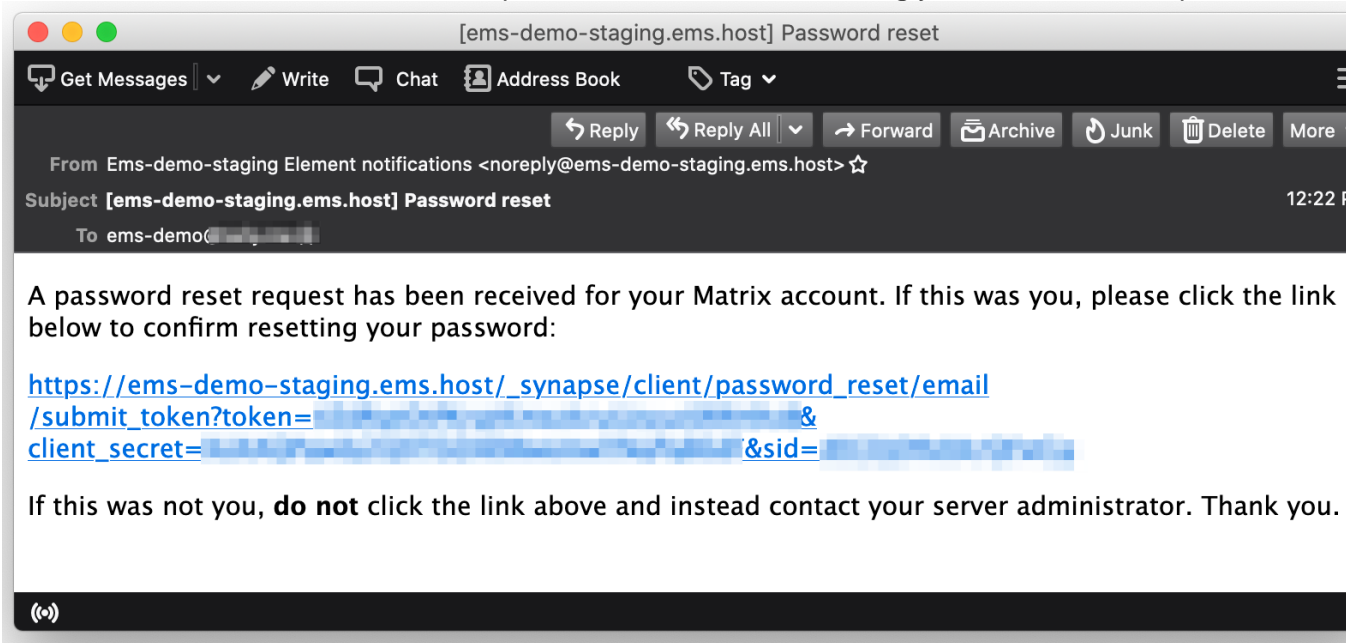
[Send Reset Email](#)

[Sign in instead](#)

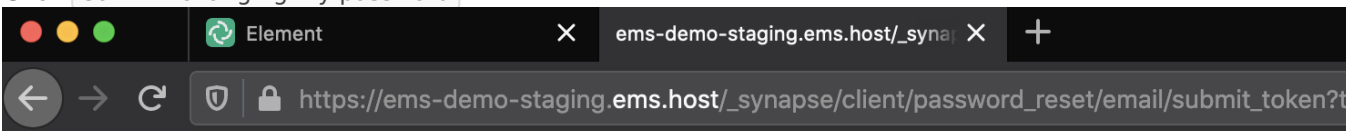
5. When you get this message, check your email



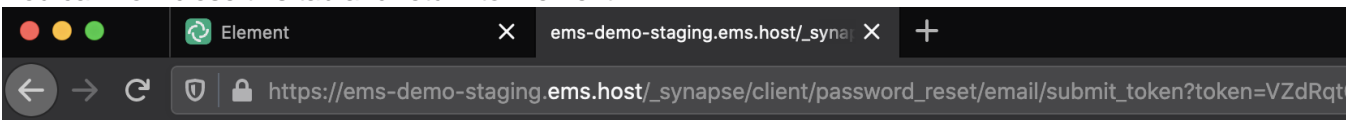
6. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open



7. Click **Confirm changing my password**

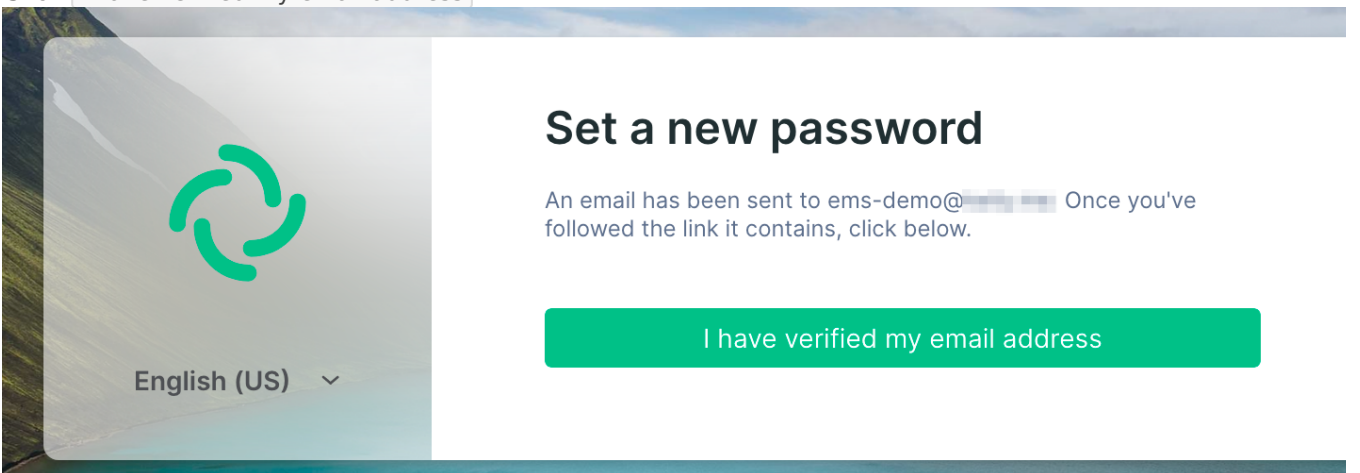


8. You can now close this tab and return to Element



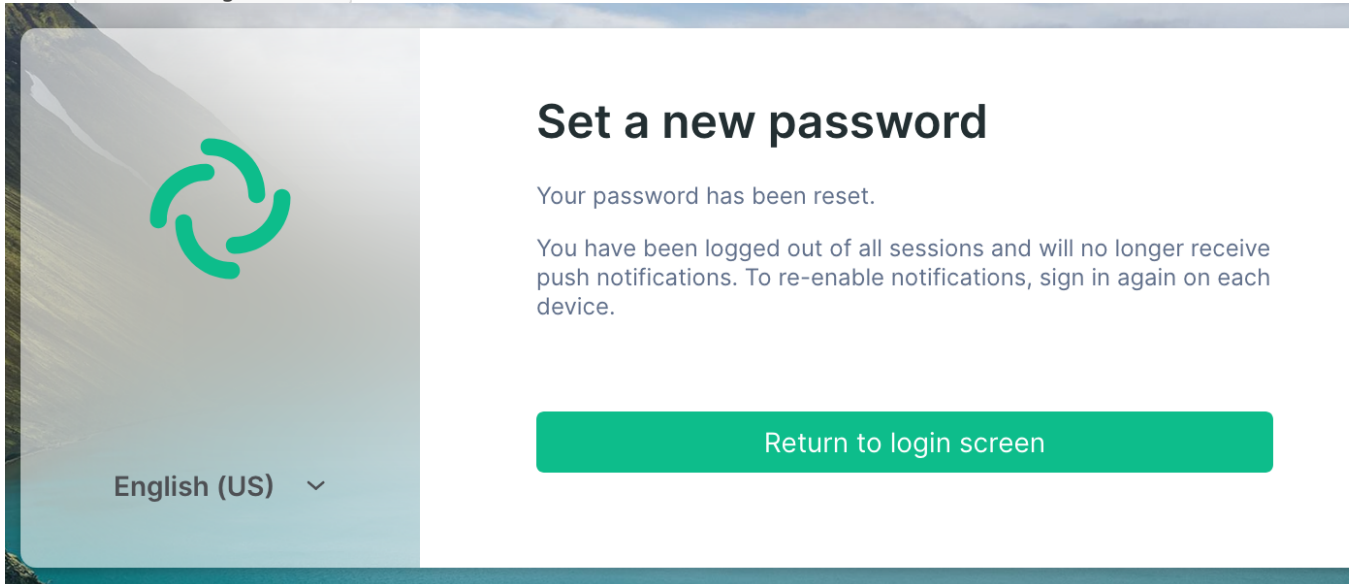
- Your email has now been validated, please return to your client to reset your password. You may now close this window

9. Click **I have verified my email address**





10. Click [Return to login screen](#)



11. 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.

## Recovering a Matrix Account on your Homeserver

If you're an EMS customer, you can create your users via the [Server Admin](#) tab of the [EMS Control Panel](#).

Alternatively you can make use of the [Synapse Admin API](#) to manage a Matrix Account on a homeserver you hold an Admin account on. To do so, you will need to use the [User Admin API](#).

# Deactivating a Matrix Account

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## Deactivating your Matrix Account

If you wish to deactivate your account, you can do so by following the below steps:

- Log in to your Matrix Client
- Click on your Avatar / Username in the top left corner
- Open **Settings**
- From the bottom of the **General** tab, click **Deactivate**
- Check any additional options, if applicable, then enter your password or confirm via SSO to deactivate your account

### Deactivate Account



Confirm that you would like to deactivate your account. If you proceed:

- You will not be able to reactivate your account
- You will no longer be able to log in
- No one will be able to reuse your username (MXID), including you: this username will remain unavailable
- You will leave all rooms and DMs that you are in
- You will be removed from the identity server: your friends will no longer be able to find you with your email or phone number

Your old messages will still be visible to people who received them, just like emails you sent in the past. Would you like to hide your sent messages from people who join rooms in the future?

☐ Hide my messages from new joiners

Confirm your account deactivation by using Single Sign On to prove your identity.

Cancel

Single Sign On

Please note once the account has been deactivated, it is impossible to reactivate it again or reuse the username. Your user is stored indefinitely to avoid account recycling, as such you may also wish to remove any Third-Party ID's from your account **before** deactivation, as this may cause issues if you ever attempt to create a new account.

## Erasing your Matrix Account

You can also GDPR erase your account, this means messages sent by the user will still be visible by anyone that was in the room when these messages were sent, but hidden from users joining the room afterwards. You can do this by checking the `Hide my messages from new joiners` checkbox on the `Deactivate Account` confirmation prompt.

# Deactivating a Matrix Account on your Homeserver

If you're an EMS customer, you can create your users via the [Server Admin](#) tab of the [EMS Control Panel](#).

Alternatively you can make use of the [Synapse Admin API](#) to deactivate a Matrix Account on a homeserver you hold an Admin account on. To do so, you will need to use [Deactivate Account](#) from the [User Admin API](#).

```
https://HOMESERVER_URL/_synapse/admin/v1/deactivate/FULL_USERNAME
```

```
{
  "erase": true
}
```

# Reactivating a Matrix Account

**Disclaimer:** This guide refers to using the Element Matrix clients, [Element Web](#) or [Element Desktop](#) apps

## Reactivating your Matrix Account

### Matrix.org

Once your account has been deactivated, it is impossible to reactivate it again or reuse the username. Your user is stored indefinitely to avoid account recycling. To protect the security and privacy of our users, we never reactivate, or release deleted usernames. Instead, we recommend creating a new account using a different Matrix ID.

## Reactivating a Matrix Account on your Homeserver

If you're an EMS customer, see [this FAQ entry](#).

Alternatively you can make use of the [Synapse Admin API](#) to reactivate a Matrix Account on a homeserver you hold an Admin account on. To do so, you will need to use [Create or Modify Account](#) from the [User Admin API](#), passing `"deactivated": false` as well as providing a new password.

```
https://HOMESERVER_URL/_synapse/admin/v2/users/FULL_USERNAME
```

```
{
  "password": "new_password"
  "deactivated": false
}
```