Changing an EMS Account Password

Changing your EMS Account Password

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.
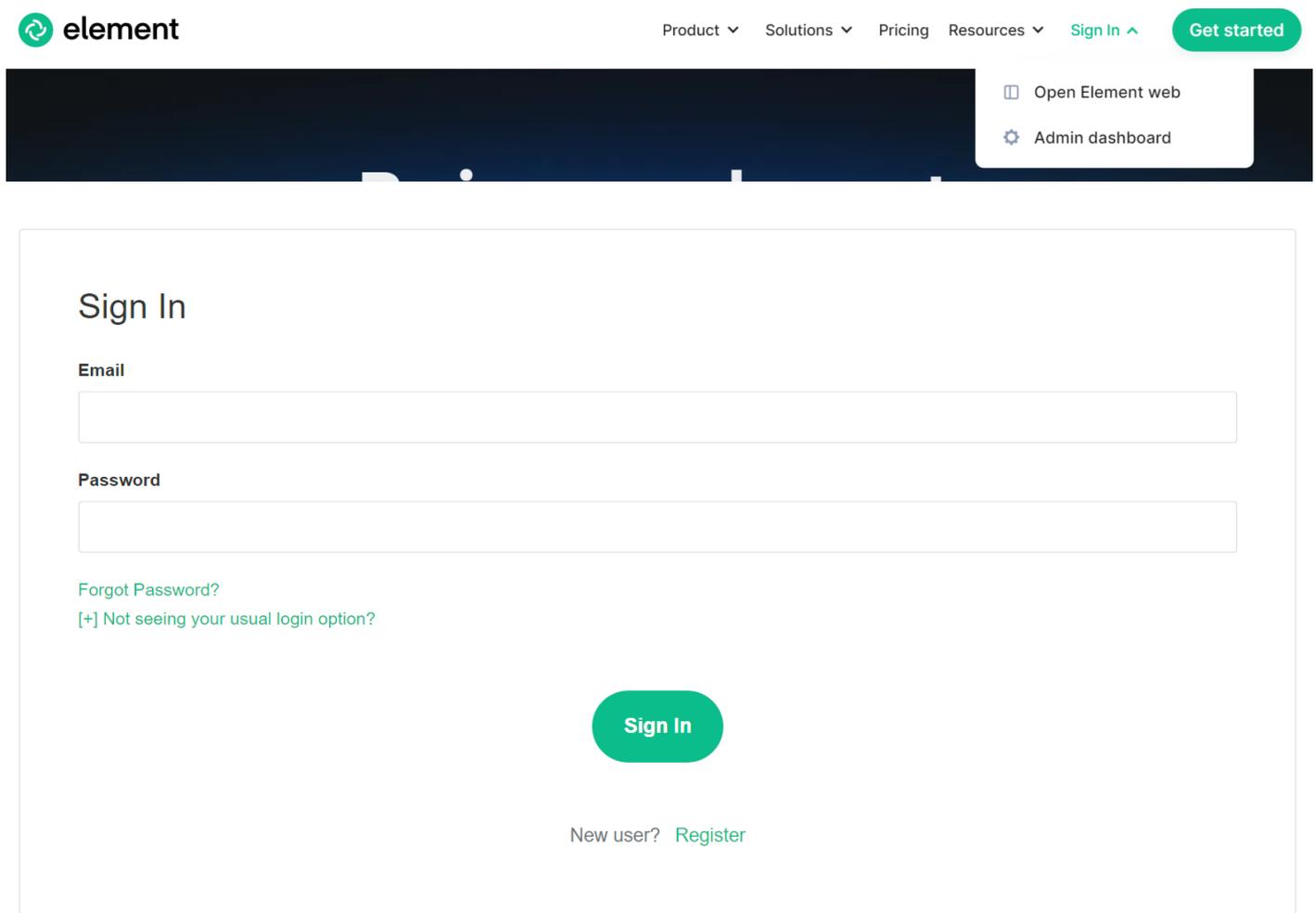
Click `Your Account`, found in the top right, then select `Account`, or goes directly there from this link, Account Page.

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

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