

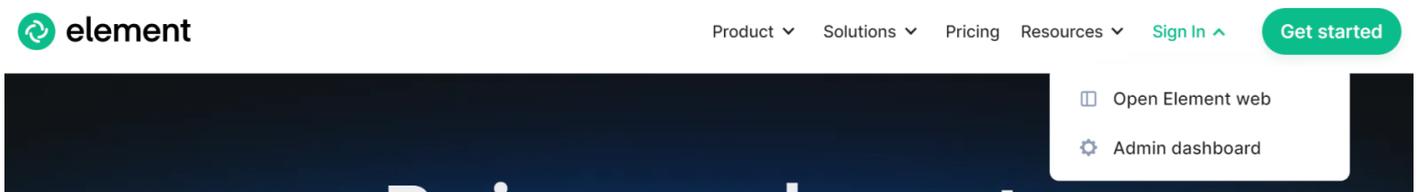
Creating an EMS Account

Your EMS Account is used to manage and use your subscriptions with Element, whether for your own managed homserver in the cloud, accessing your On-Premise subscription download portal or your Element One bridges.

Depending on which subscription you want, you wil setup an EMS Account as part of that setup flow. You can however also manually create an account first, then sign-up for your desired subscription.

Manually Registering for an EMS Account

To manually register, from the Element homepage, click [Sign In](#) then [Admin Dashboard](#) to be taken to the EMS Control Panel. As you don't yet have a login, you will be presented with the login page.



Simply click [Register](#) and fill in the information requested to create and account. **Note:** Your password must be a minimum length of 12 characters.

Sign up

You'll use this to access & manage your Element account

First name

Last name

Email

Password

Confirm password

[Next step](#)

Click [Next Step](#) to move to email verification, if you don't receive the email, you can request it be resent from this page.

Email verification

An email with instructions to verify your email address has been sent to your address kieranml+emsdocstest@element.io.

Haven't received a verification code in your email?

[Click here](#) to re-send the email.

After you receive the email, click the link to verify, then on the page [Click here to proceed](#) to confirm creation of your EMS Account.

Confirm validity of e-mail address [REDACTED]

Confirm validity of e-mail address [REDACTED]

[» Click here to proceed](#)

Your email address has been verified.

Your email address has been verified.

With your email verified and account created, repeat the steps to open the EMS Control Panel, or click the link. Login with your details, then accept the Terms and Conditions.

Terms and Conditions

I consent that I understand and agree to the Contract on behalf of the Customer as described in our [Terms of Service](#), [Privacy Policy](#) and [Cookie Policy](#).

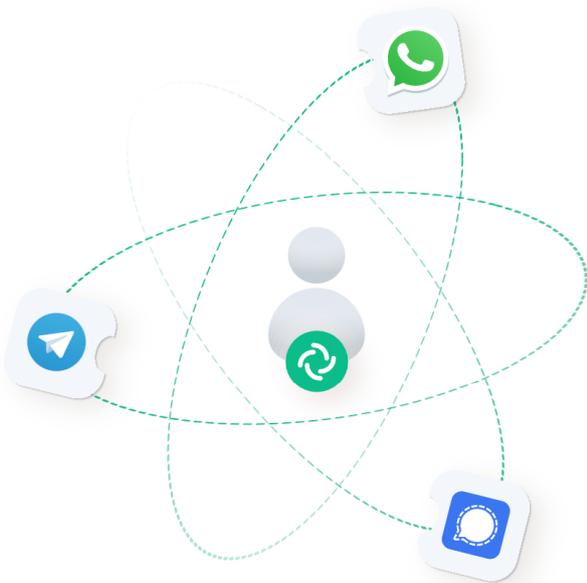
I agree to receive other communications from Element. From time to time, we would like to contact you about our products and services, as well as other content that may be of interest to you. You will be given the opportunity to unsubscribe from communications at any time.

Continue

You are now in the EMS Control Panel where you can manage your account and subscriptions.

Your EMS Account when signing up through Element One

If your interested in Element One, you'll be prompted to create your EMS Account whilst running through the Element One setup flow.



Element One

Element One is a complete package of the Element app, with high-performance hosting giving you fast performance across the entire Matrix universe and inclusive bridging for WhatsApp, Signal and Telegram.

I agree to the [customer terms of service](#), [privacy policy](#) and [cookie policy](#).

Get Started

Agree to the Terms and Conditions, then you'll be taken to the account creation form. Follow the steps from the [Manually Registering for an EMS Account](#) section above for step-by-step instructions on this process.

If you already manually created an account, but still see the [Sign Up](#) screen, it's possible you are no longer signed in. Open the EMS Control Panel, log in with your details, then repeat the Element One sign-up flow.

Once signed up, or logged in, you should be taken to complete the Element One sign-up flow, seen below.



Choose a Matrix ID and Element One name



Matrix ID

@ jonsnow :one.ems.host

Your localpart must be between 3-64 characters.

This is your Matrix ID. It cannot be changed later.

Element One display name

Jon Snow

This is how your friends will see your name in Element One. You can easily change it later.

Your display name must be between 3-64 characters.

Next

Your EMS Account when signing up for an On-Premise trial

If you're looking at trying our self hosted On-Premise offering, you will be prompted to register for an account. Click [Register](#) then accept the Terms and Conditions. Provide your email address then click [Continue](#), you will be taken to the registration page. Follow the steps from the [Manually Registering for an EMS Account](#) section above for step-by-step instructions on this process.

If you already manually created an account, but still see the [Sign Up](#) screen, it's possible you are no longer signed in. Open the EMS Control Panel, log in with your details, then repeat the Element One sign-up flow.

Self-hosted trial

Register to try Element free

Register

Before you continue

I agree to the [Trial Terms and Conditions](#) and [cookie policy](#).

I agree to receive other communications from Element. From time to time, we would like to contact you about our products and services, as well as other content that may be of interest to you. You will be given the opportunity to unsubscribe from communications at any time.

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Enter your email

Register using an email address associated with your organisation

Continue

Your EMS Account when signing up for a fully managed homeserver

If you're looking to buy a fully managed homeserver you'll be presented with the creation flow, the first stage being registering for an EMS Account. Click [Register](#), then agree to the Terms and Conditions. Follow the steps from the [Manually Registering for an EMS Account](#) section above for step-by-step instructions on this process.

If you already manually created an account, but still see the [Sign Up](#) screen, it's possible you are no longer signed in. Open the EMS Control Panel, log in with your details, then repeat the sign-up flow.

Be in your Element.

A home in the cloud for your communications.



1

Register

Register

Create your admin account

- Provide contact details (can be changed later)
- Verify your email address

Before you continue

I agree to the [customer terms of service](#), [privacy policy](#) and [cookie policy](#).

I agree to receive other communications from Element. From time to time, we would like to contact you about our products and services, as well as other content that may be of interest to you. You will be given the opportunity to unsubscribe from communications at any time.

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Revision #3

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