

Deactivating a Matrix Account

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

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  
}
```

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