

Reactivating a Matrix Account

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

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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
}
```

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