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

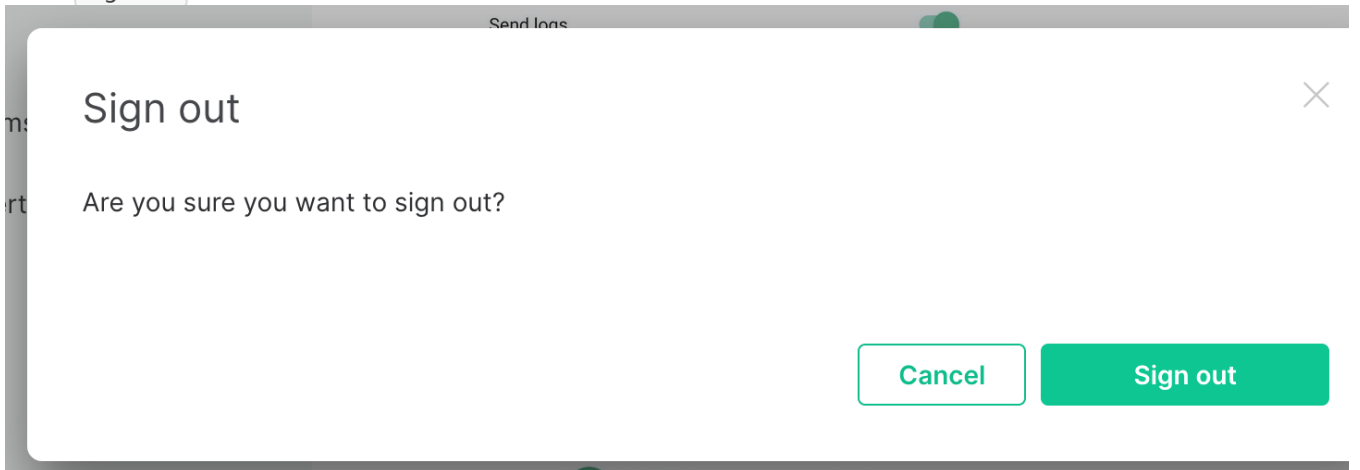## Recovering your Matrix Account

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 does not reset passwords under any circumstances

1. Sign out of Element
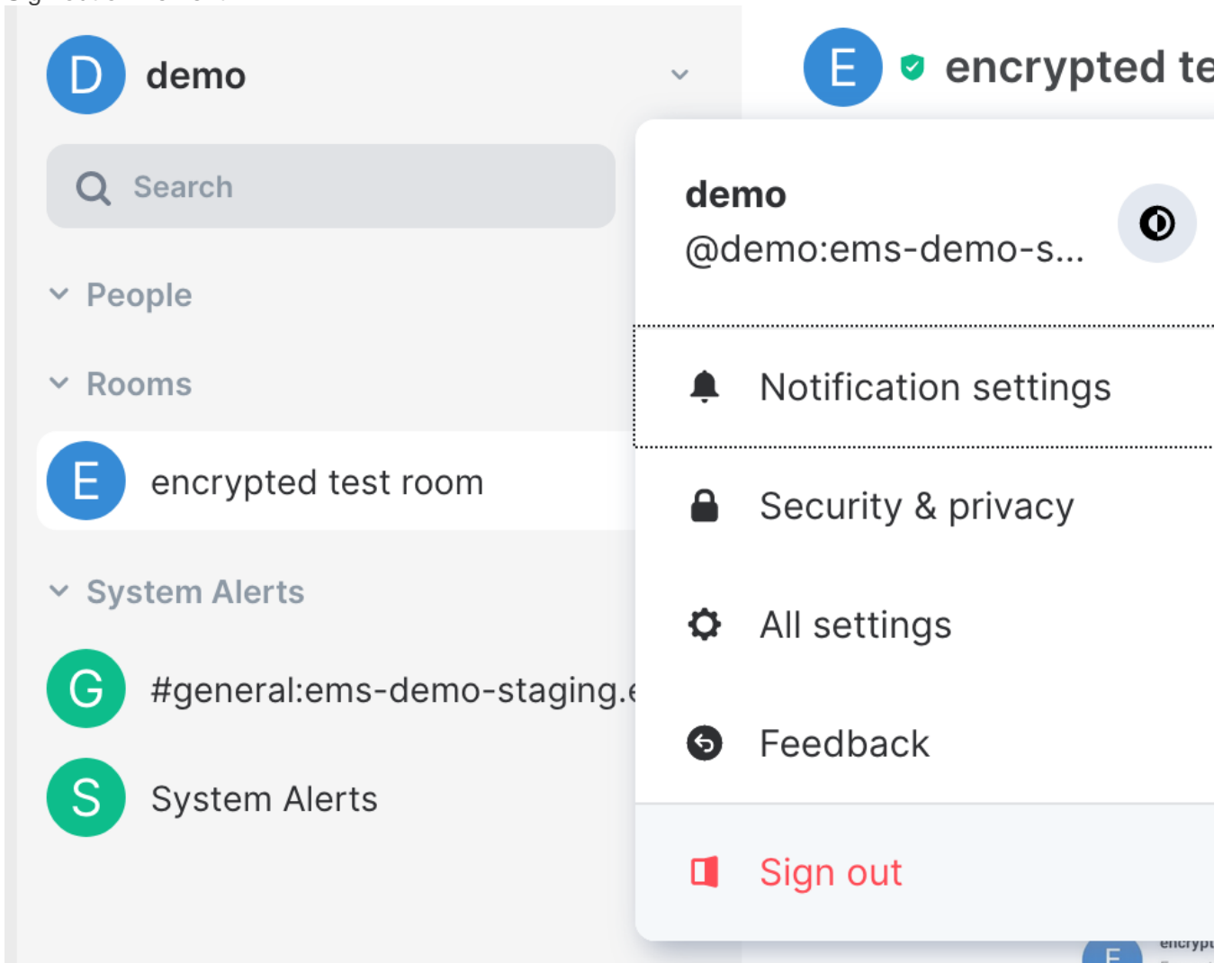
2. Click Sign out

3. Click "Not sure of your password? Set a new one "

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

English (US) ⌄

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@███████
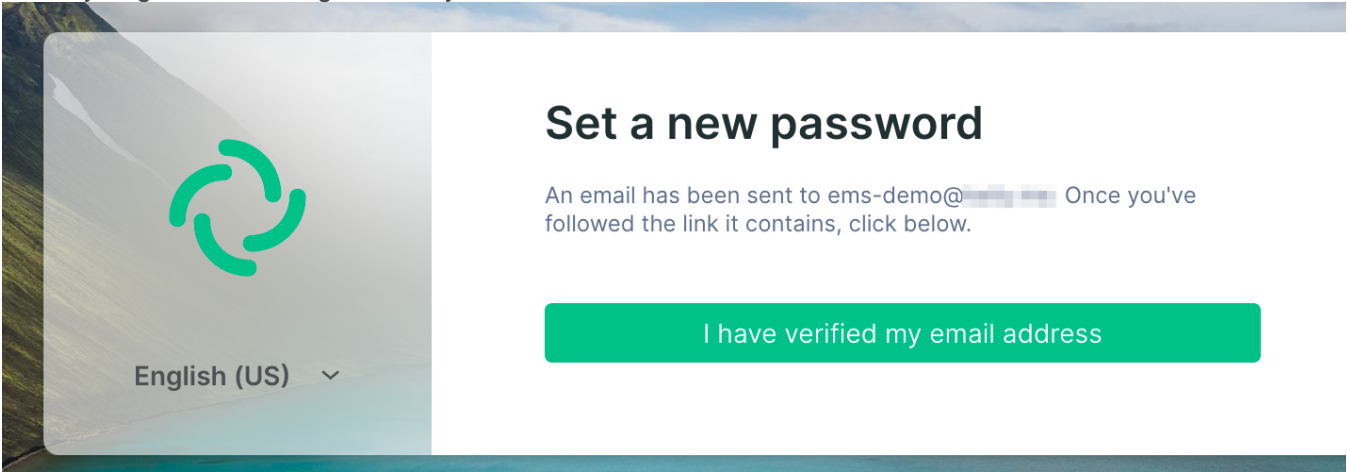
Password
●●●●●●●●●●●●●●●●●●●●●

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
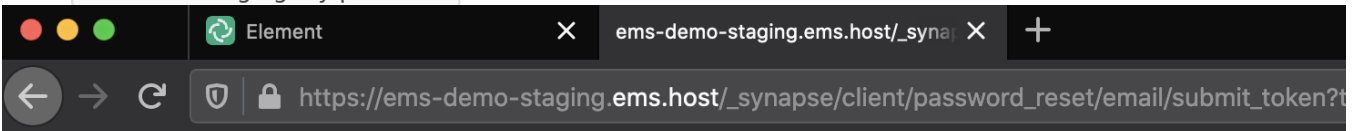
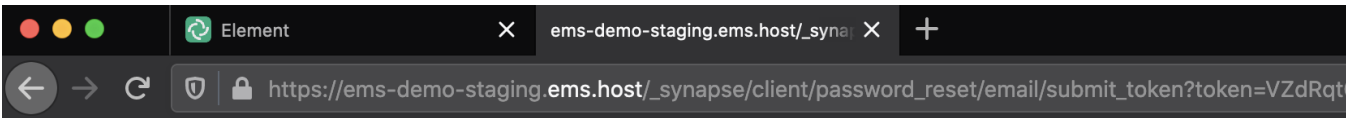## Set a new password

An email has been sent to ems-demo@███ ██ Once you've followed the link it contains, click below.

I have verified my email address

English (US) ⌄

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

A password reset request has been received for your Matrix account. If this was you, please click the link below to confirm resetting your password:

https://ems-demo-staging.ems.host/_synapse/client/password_reset/email/submit_token?token=████████████████████&client_secret=████████████████████&sid=████████████

If this was not you, **do not** click the link above and instead contact your server administrator. Thank you.
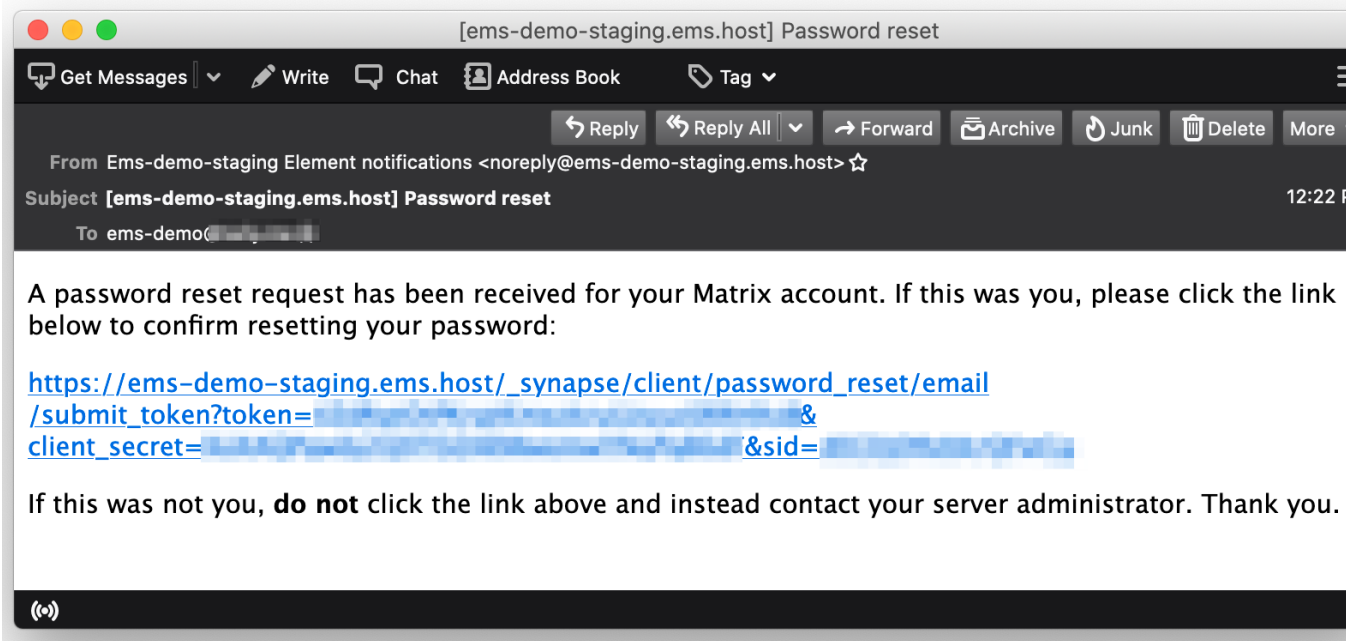
7. Click [Confirm changing my password]

You have requested to **reset your Matrix account password**. Click the link below to confirm this action

If you did not mean to do this, please close this page and your password will not be changed.
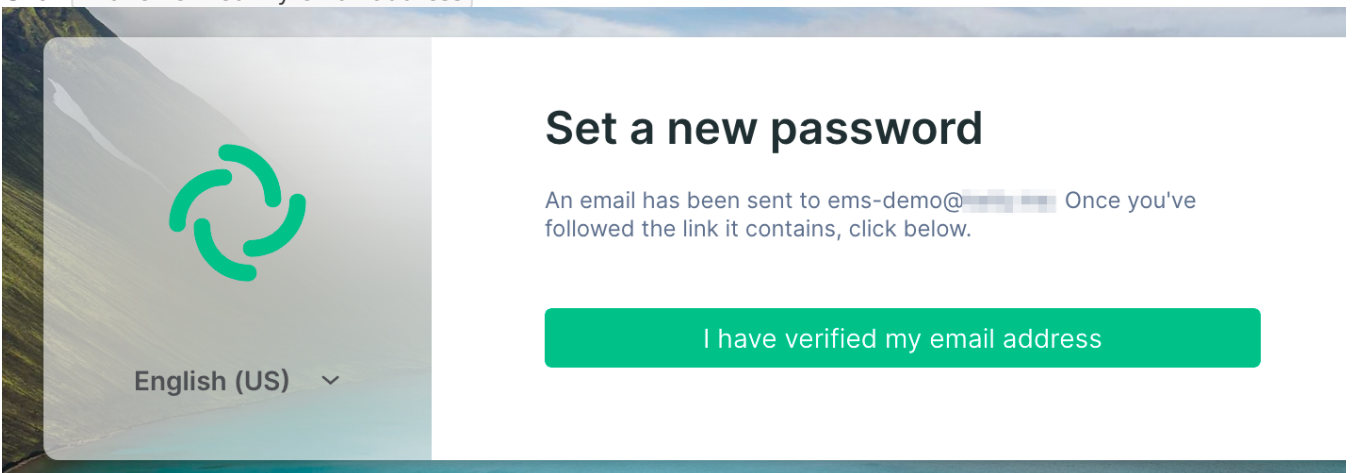
[Confirm changing my password]

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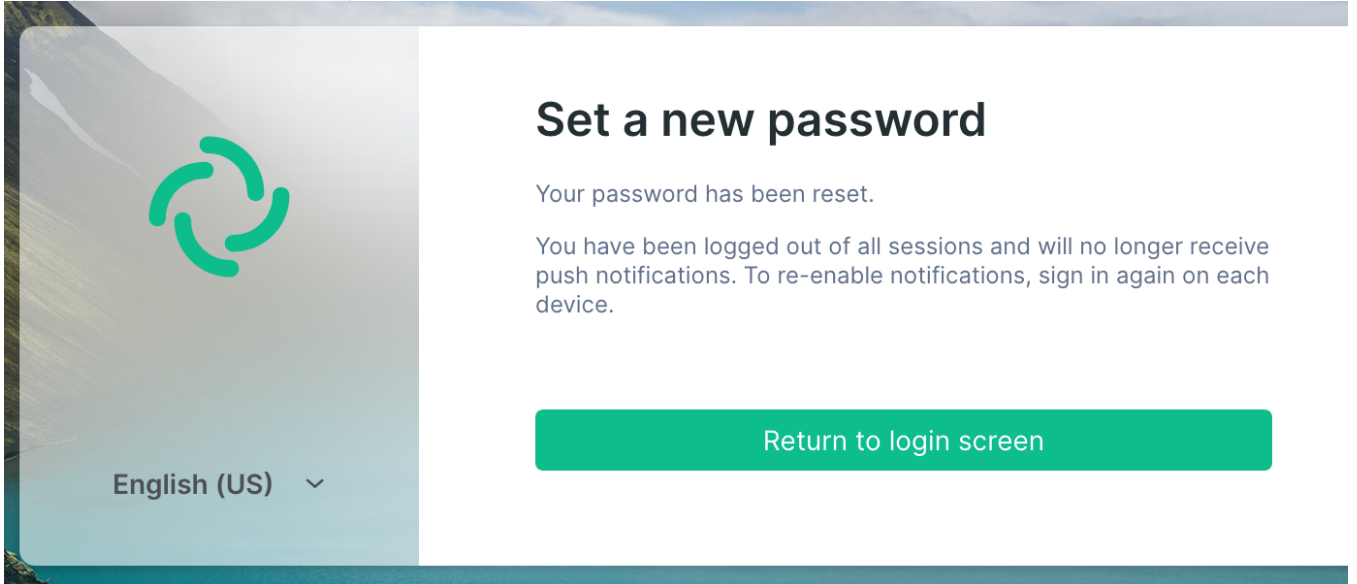

Your email has now been validated, please return to your client to reset your password. You may now close this wind

9. Click [I have verified my email address]

Set a new password

An email has been sent to ems-demo@█████ █ Once you've followed the link it contains, click below.

[I have verified my email address]

English (US) ⌄

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.

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