

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

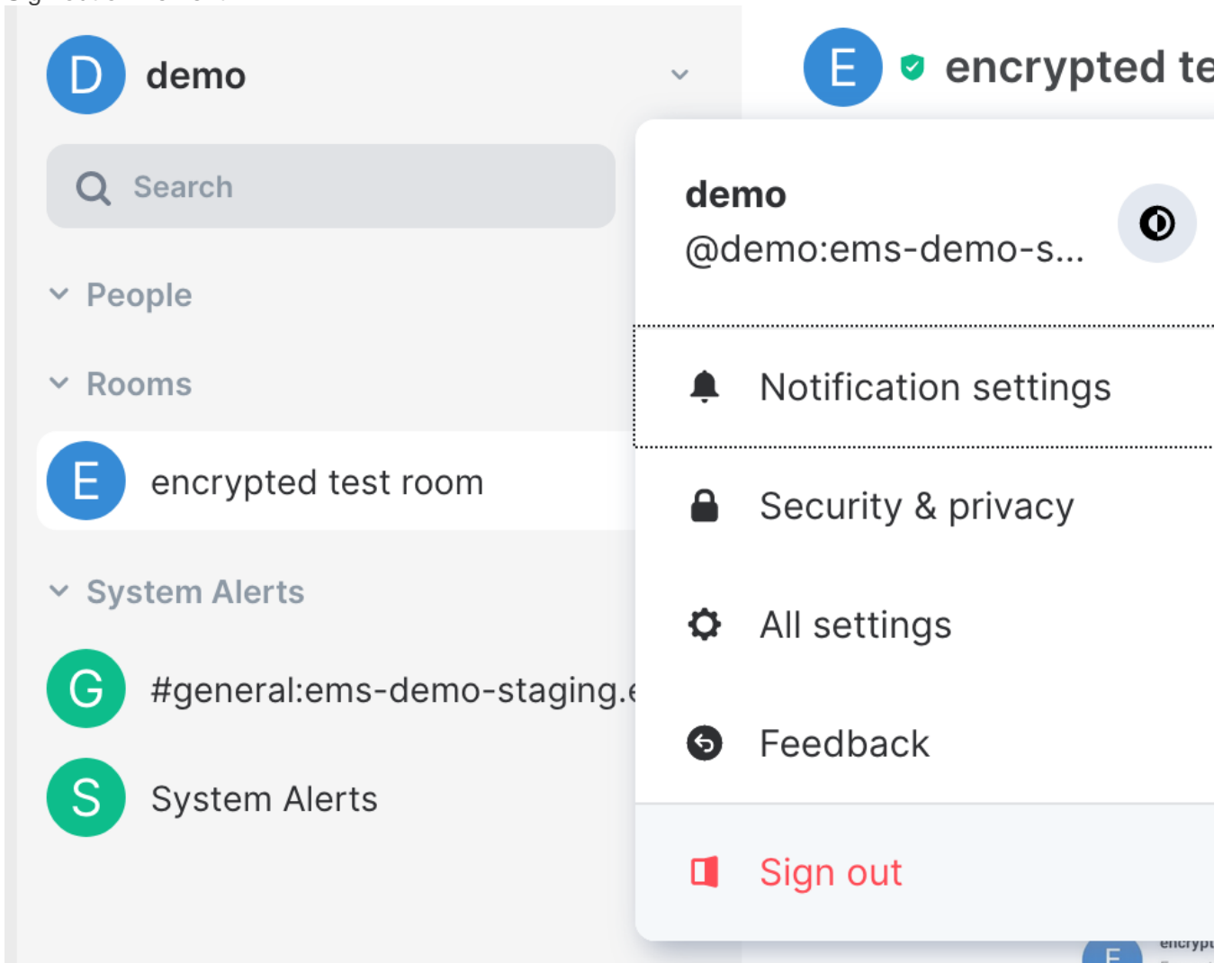
- All your sessions are connected to Secure Backup
- All sessions have backed up all their keys ([Check Cross Signing Status](#))
- You have your correct key backup passphrase available

Recovering your Matrix Account

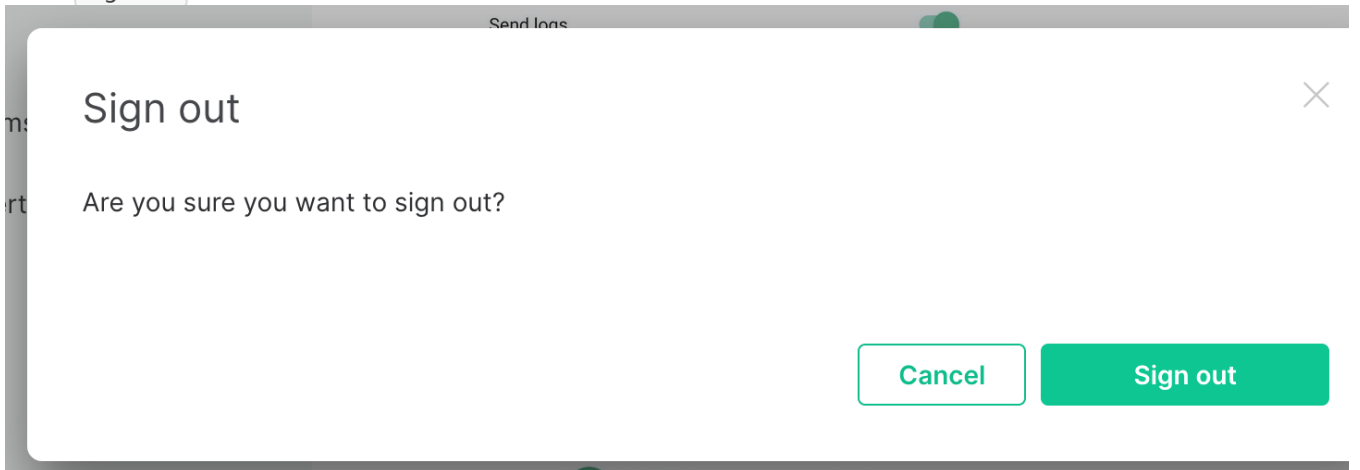
This will only work if you have an email address attached to your Matrix account. If you do not have an email address attached, contact the administrators of your homeserver.

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 "



English (US) ▾

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](#)

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@[REDACTED]

Password

●●●●●●●●●●●●●●●●●●●●

Confirm

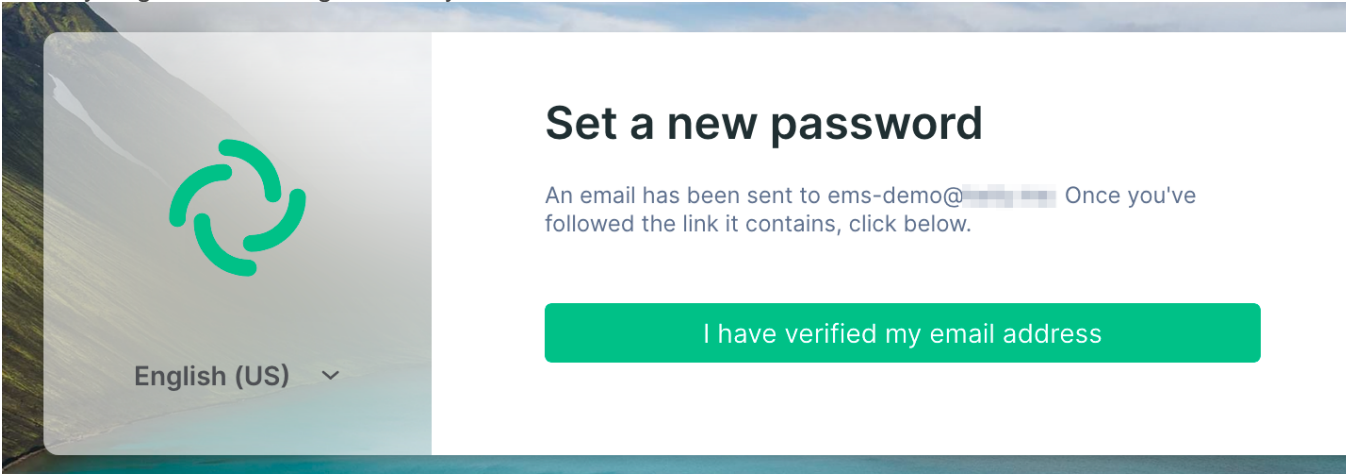
●●●●●●●●●●●●●●●●●●●●

A verification email will be sent to your inbox to confirm setting your new password.

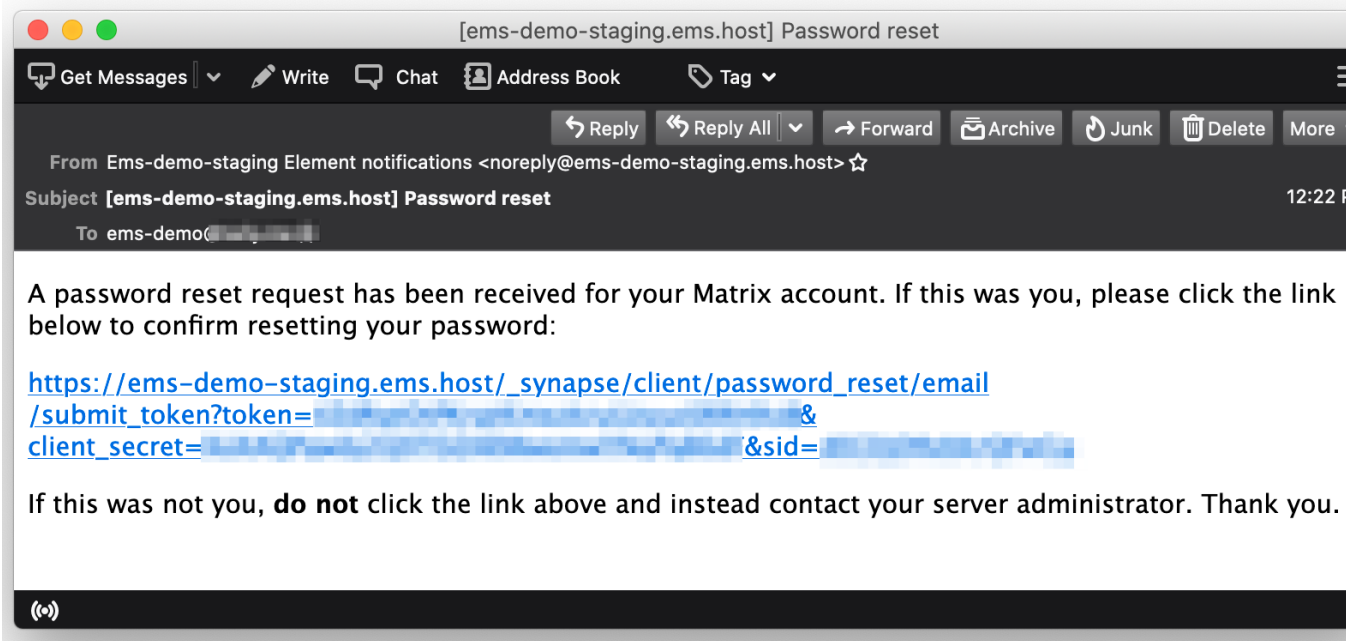
[Send Reset Email](#)

[Sign in instead](#)

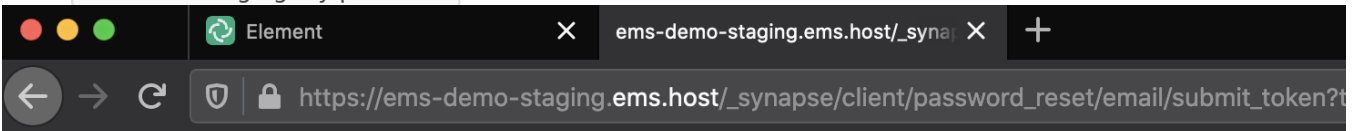
5. When you get this message, check your email



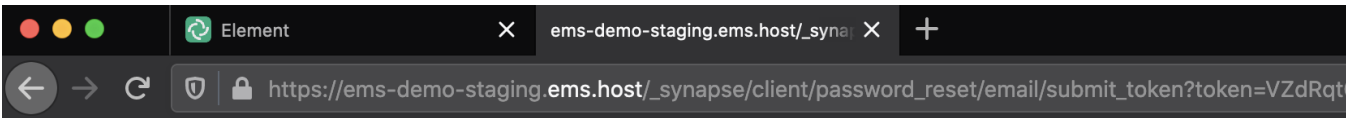
6. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open



7. Click 'Confirm changing my password'

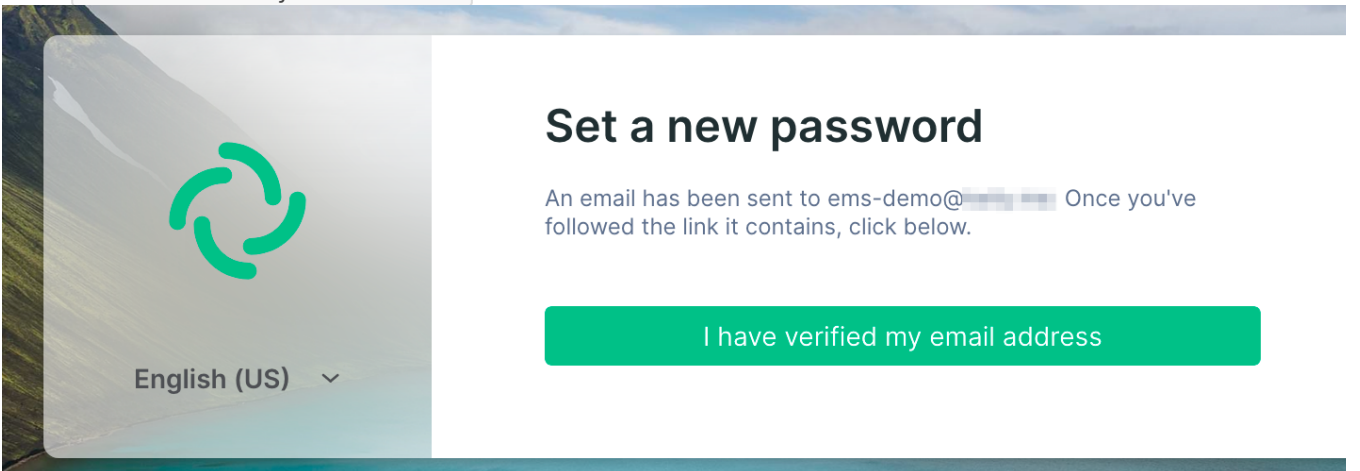


8. You can now close this tab and return to Element

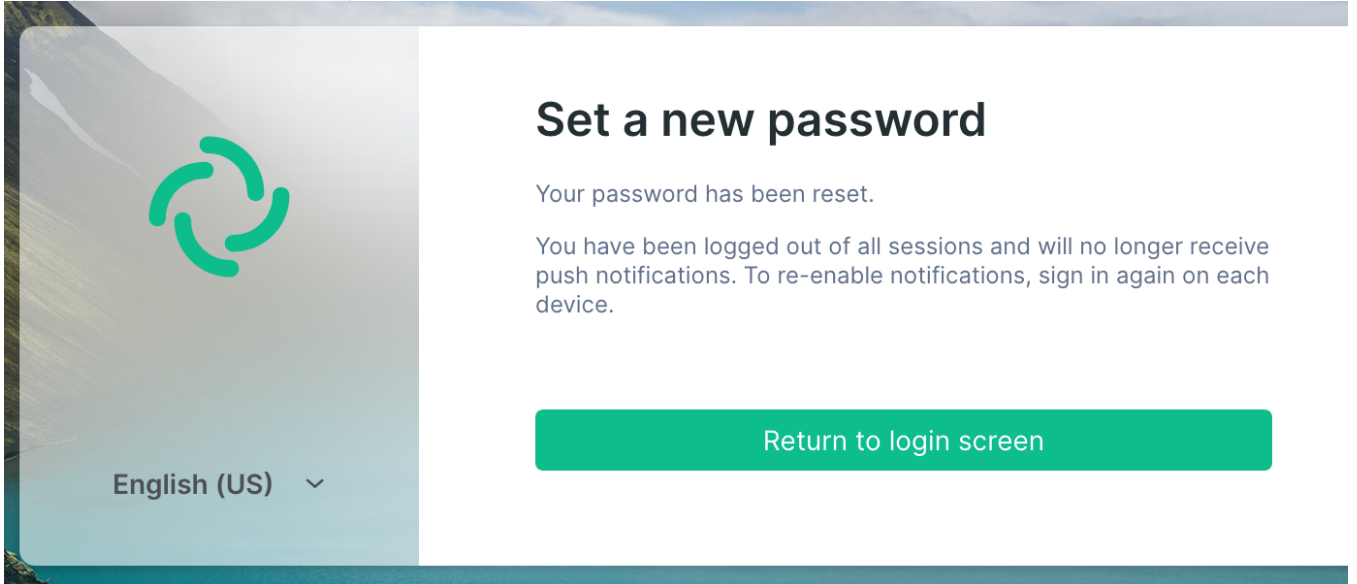


Your email has now been validated, please return to your client to reset your password. You may now close this window

9. Click 'I have verified my email address'



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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