

# 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](mailto:support@matrix.org) does not reset passwords under any circumstances

1. Sign out of Element  
profile menu
2. Click Sign out  
sign\_out\_prompt
3. Click "Not sure of your password?" Set a new one "
4. Enter your email address, and a new password. Then click Send Reset Email  
set\_a\_new\_password
5. When you get this message, check your email  
set\_a\_new\_password\_pending\_email
6. Click the link in the email. Make sure it opens in new browser tab, leaving your Element client open  
verification\_email
7. Click Confirm changing my password  
password\_reset\_confirmation
8. You can now close this tab and return to Element  
email\_validated
9. Click I have verified my email address  
set\_a\_new\_password\_pending\_email
10. Click Return to login screen  
password\_reset\_success
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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Revision #3

Created 2 August 2023 10:19:45 by Kieran Mitchell Lane

Updated 14 August 2023 14:38:30 by Kieran Mitchell Lane