

Reset Cross Signing

Only do this if you have forgotten or lost your cross signing backup passphrase.

Please read through the entire document before starting to make sure you understand the consequences of doing this.

- **If you have an active session**
- **If you DO NOT have an active session**

If you have an active session

1. You may wish to backup your keys before doing this just to be on the safe side if something goes wrong: See [Export and Import E2E Room Keys](#)
2. Click `Reset` in the `Cross-signing` section

Cross-signing

✓ Cross-signing is ready for use.

► Advanced


Reset


3. Click `Clear cross-signing keys`

4. Click **Generate a Security Key** or **Enter a Security Phrase** . Then **Continue**

Set up Secure backup

Safeguard against losing access to encrypted messages & data by backing up encryption keys on your server.

☒  **Generate a Security Key**
We'll generate a Security Key for you to store somewhere safe, like a password manager or a safe.


☐  **Enter a Security Phrase**
Use a secret phrase only you know, and optionally save a Security Key to use for backup.

Cancel **Continue**

5. Take note of your key then click **Continue**

Save your Security Key

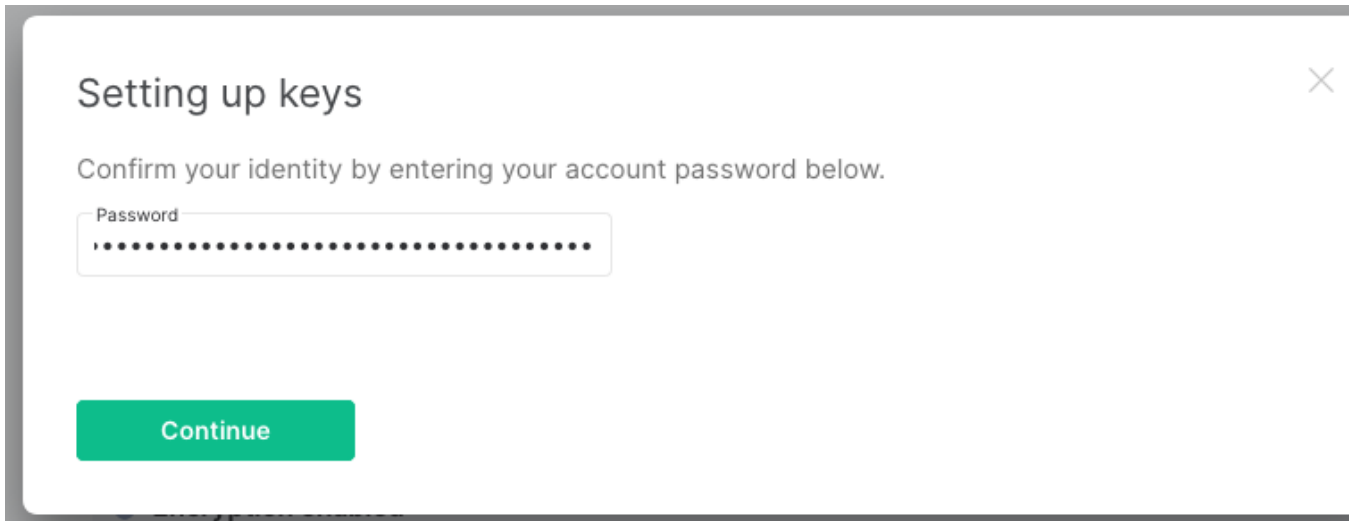
Store your Security Key somewhere safe, like a password manager or a safe, as it's used to safeguard your encrypted data.



Download or **Copy**

Continue

6. Enter your account password and click **Continue**



7. You can delete any untrusted sessions in Element [Security & Privacy](#) settings. Select the sessions you want to remove and click [Delete 1 session](#)

Security & Privacy

Where you're logged in

Manage the names of and sign out of your sessions below or [verify them in your User Profile](#).
A session's public name is visible to people you communicate with


ID	Public Name	Last seen	
	ems-demo-staging.element.io (Firefox, macOS)	 @ 15:12	<div>Delete 1 session</div> <div>✓</div>

8. Optionally, [Sign out old devices no longer needed](#)

If you DO NOT have an active session

Doing this will destroy all your keys and you will NOT be able to access any historical encrypted messages.

1. Log in to Element



Sign in

Sign in to your Matrix account on `ems-demo-staging.ems.host`

Sign in with

Username

Username

demo

Password

.....

Not sure of your password? [Set a new one](#)

Sign in

Create account


English (US)

2. Click Skip


Verify this login

Confirm your identity by verifying this login from one of your other sessions, granting it access to encrypted messages.

This requires the latest Element on your other devices:



Element Web
Element Desktop



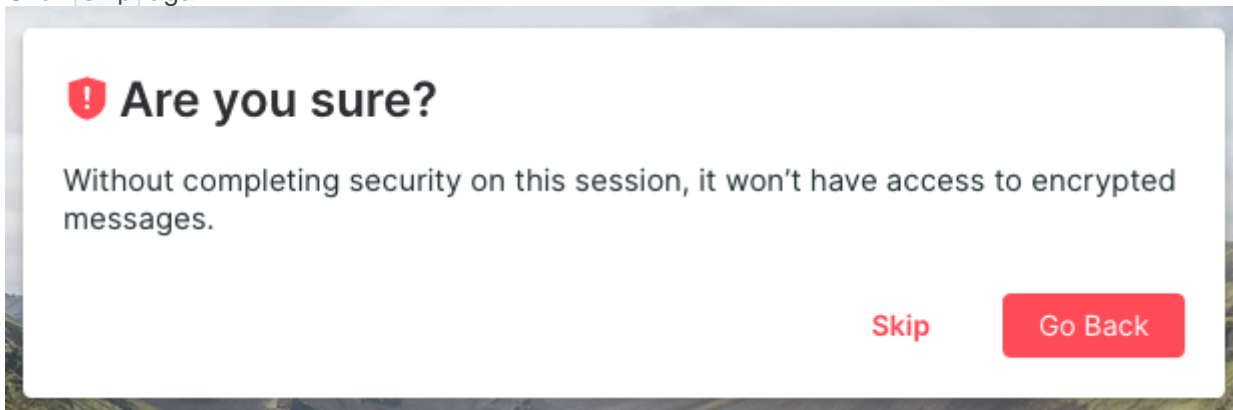
Element iOS
Element X for Android

or another cross-signing capable Matrix client

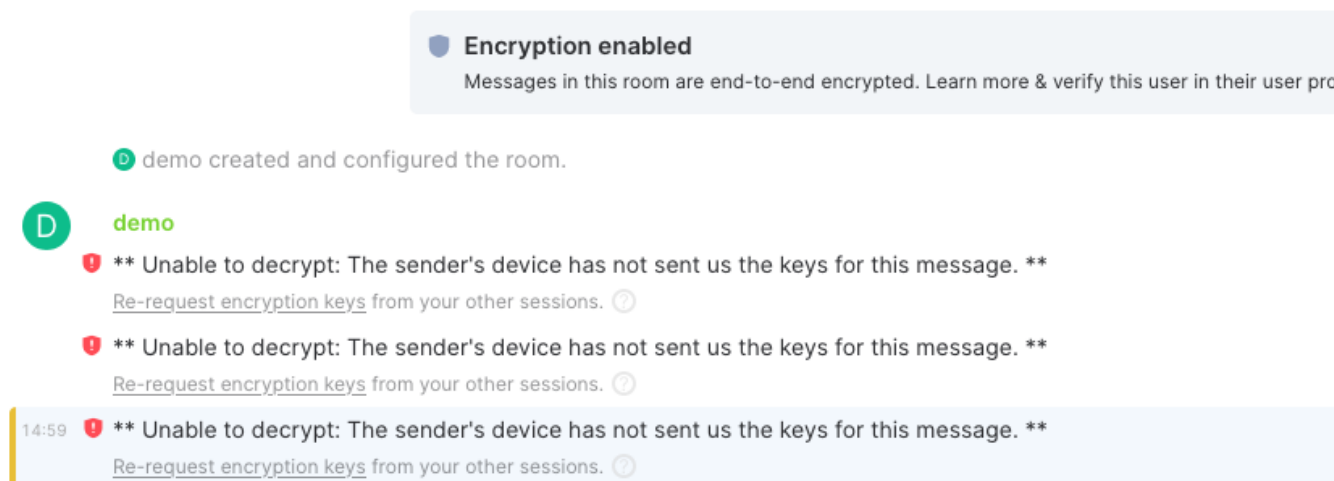
Use Recovery Key

Skip

3. Click **Skip** again



4. Do not connect to Key Backup or verify session when asked
5. Note that you will not be able to decrypt any previous messages after doing this



6. Follow the steps from [If you have an active session](#)

Sign out old devices

1. Go to Element **Security & Privacy** settings
2. Select the devices you wish to sign out

Where you're signed in

Manage your signed-in devices below. A device's name is visible to people you communicate with.

This device

☒ app.element.io (Firefox, macOS)
Last seen 10:27 at [REDACTED]

Sign Out

Rename

☒ Verified devices Deselect all

☒ app.element.io (Firefox, macOS)
Last seen 10:28 at [REDACTED]

Rename

☒ app.element.io (Firefox, macOS)
Last seen 10:27 at [REDACTED]

Rename

☐ app.element.io (Firefox, macOS)
Last seen 10:26 at [REDACTED]

Rename

Sign out 2 selected devices

- Click Sign out n selected devices
- Authenticate with your Matrix account password or via SSO

Authentication

Confirm your identity by entering your account password below.

Password

.....

Continue

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