# Understanding Your Element Accounts

There are two different accounts you will have when signing up with Element. The first is your EMS Account, it is used to manage your subscriptions and configure them. Second is your Matrix account, this is the account you login to via any Matrix Client, such as the Element Web App or Element Mobile / Desktop Apps, and actively use to message other users.

# EMS Account

When you sign up for a service with Element, you do so using your EMS Account. This account holds your personal details, company details (if applicable) and billing address / payment information.

Attached to this account are all your subscriptions, as well as the ability to manage those subscriptions' configuration, including creating additional subscriptions and cancelling existing ones.

You can access your account, and manage the above via the 'Admin Dashboard', you can find this by visiting Element.io selecting 'Sign In' then 'Admin Dashboard'. Alternatively you can access it directly from here EMS Control Panel.

All different subscriptions are managed through your EMS account, the admin dashboard will provide different management options depending on; if you host a homeserver with us; have an Element One account; or self-host using Element On-Premise.

You can find dedicated documentation depending on your subscription via EMS Cloud Documentation or Element On-Premise Documentation.

## Deleting an EMS account

If you wish to delete your EMS account entirely, you can do so from your user account page in the [EMS Control Panel](https://ems.element.io/user/account) by clicking the "delete account" button and confirming. This will delete all hosts and subscriptions before removing your user account.

# Matrix Account

Your Matrix account is created on the homeserver of your choice, and you use it via a Matrix client to message others, make calls and join rooms etc. Following setup of a subscription, you will be provided your homeserver details, this maybe something you specified yourself or set depending on your subscription.

See our Matrix Account Management documentation for information covering creation and management of your Matrix account.

## Cloud Hosted

If you have chosen for us to host your own dedicated homeserver in the cloud, you will need to create an account on the homeserver. Deployed alongside the homeserver is a dedicated Matrix web client accessible, by default, from the homeserver URL. When using this client, your homeserver URL will already be applied for you.

Alternatively you can use any other Matrix client of your choosing, simply make sure to correctly set your homeserver before registering for an account.

## Self Hosted

If you are self-hosting your homeserver, you will need to create an account on the homeserver. As part of your configuration during the On-Premise setup process, you will have specified a sub-domain for your dedicated Matrix web client. You can access that URL to get started, when using this client, your homeserver URL will already be applied for you.

Alternatively you can use any other Matrix client of your choosing, simply make sure to correctly set your homeserver before registering for an account.

## Deactivating your Matrix Account

If you'd like to deactivate your Matrix Account, check our Deactivating a Matrix Account page for guidance.

# Element One

An Element One subscription is essentially a combination of both an EMS account and a Matrix account. While they are technically separate, your EMS account is used to authenticate accessing your Matrix account so you'll only have 1 login. It is however worth reading the above sections to understand the differences between them.

If you have signed up for an Element One account, you will have created your Matrix account, i.e. `@example:one.ems.host`, as part of the setup flow. A dedicated Matrix web client is accessible via Element One. When using this client, you'll be prompted for your EMS account login, which will seamlessly log you into your Matrix account.

Alternatively you can use any other Matrix client of your choosing, simply make sure to correctly set your homeserver to `one.element.io` and you'll be able to login using your EMS account.

### Deleting an Element One account

You can manage or cancel your Element One subscription on by logging into the EMS Control Panel Element One page.

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