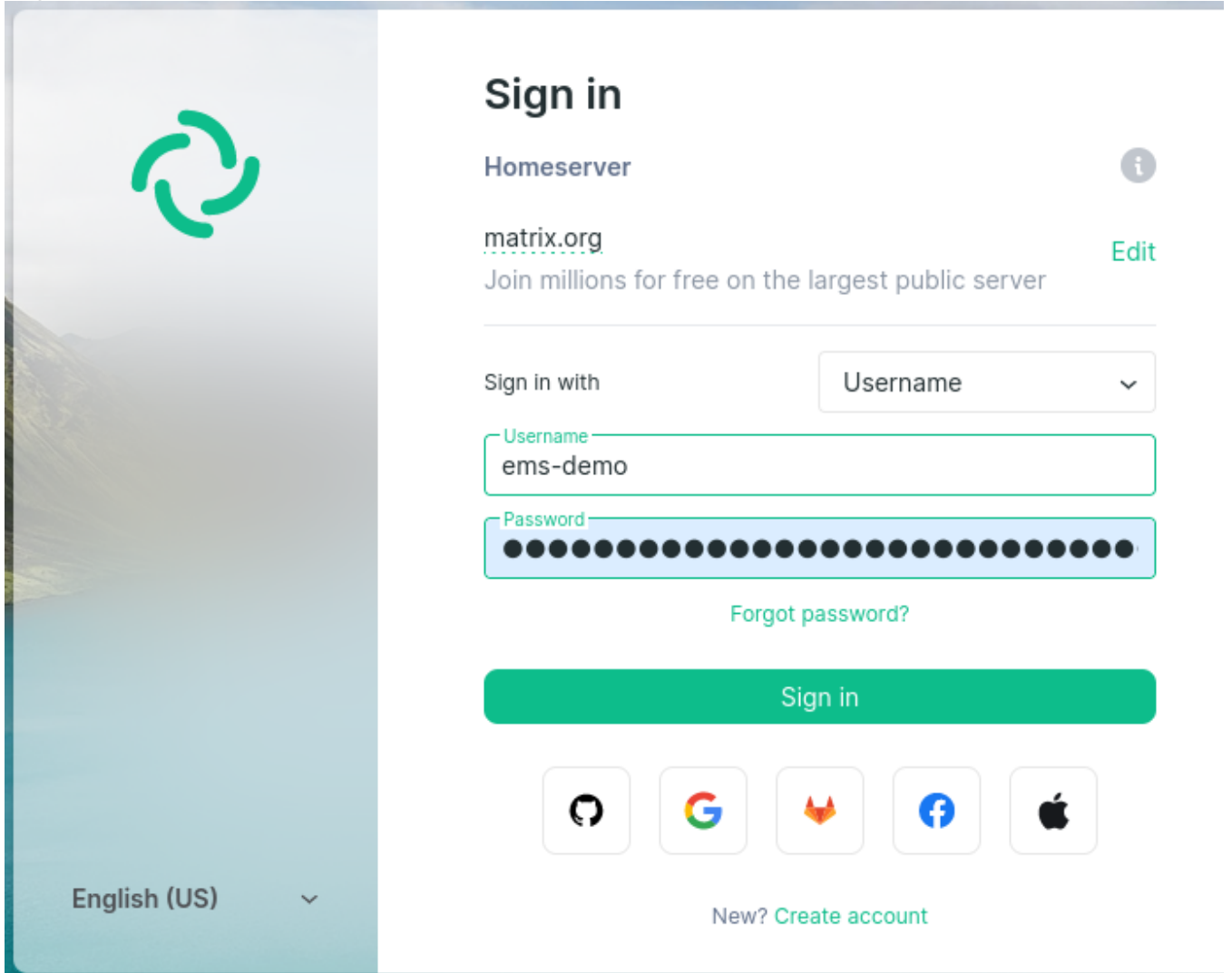


Verify new Login

When you log in to a new device/session, you must verify the login and connect it to cross signing and secret storage to access your backed up encryption keys for historical messages. This assumes you already have configured cross signing, see [Set up Cross Signing](#).

1. Log in to Element with your username and password



Sign in

Homeserver i

[matrix.org](#) Edit

Join millions for free on the largest public server






Sign in with

Username

Password

[Forgot password?](#)

Sign in

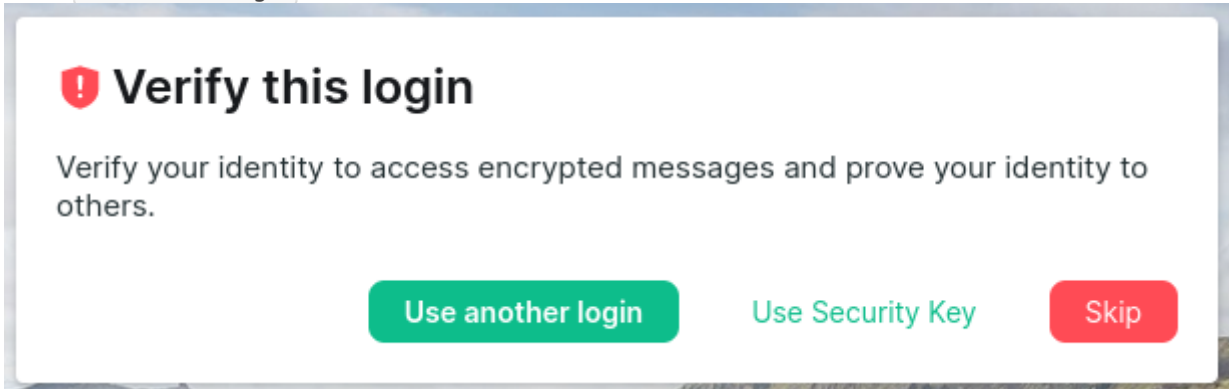
English (US) ▼

New? [Create account](#)

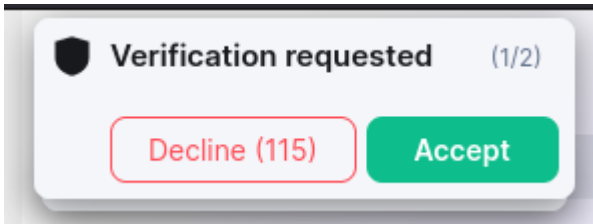
2. Choose one of the methods below for cross signing

Compare emojis using another login

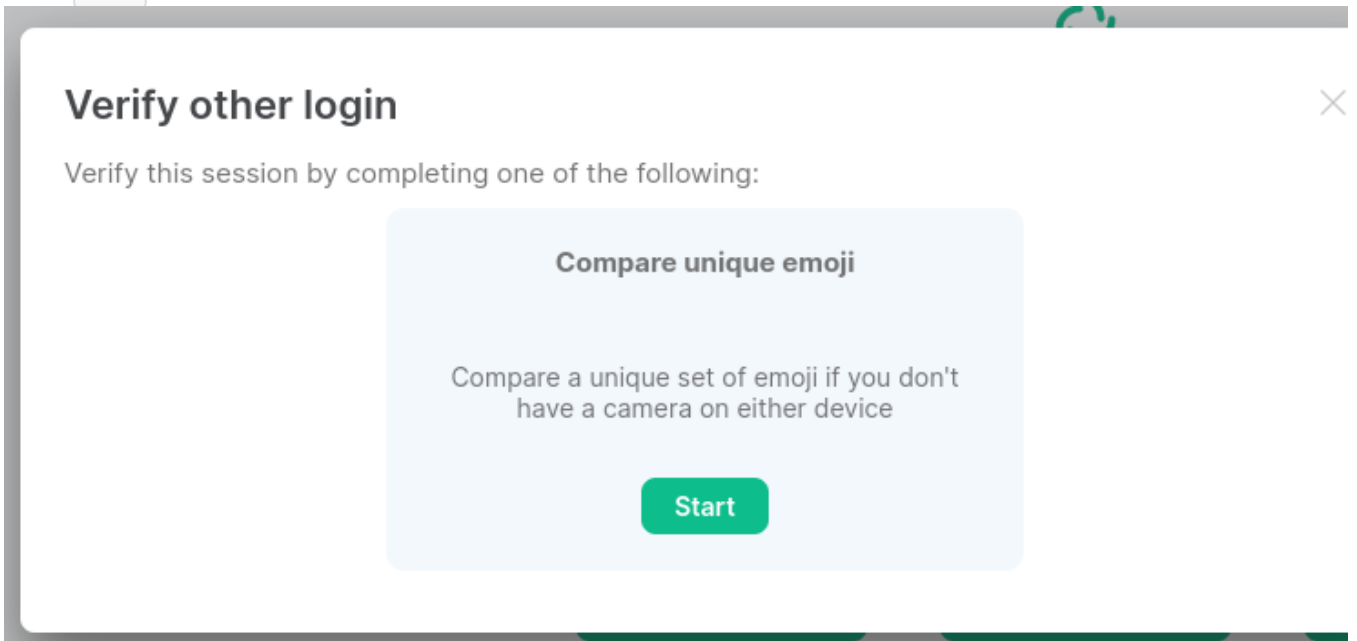
1. Click `Use another login`



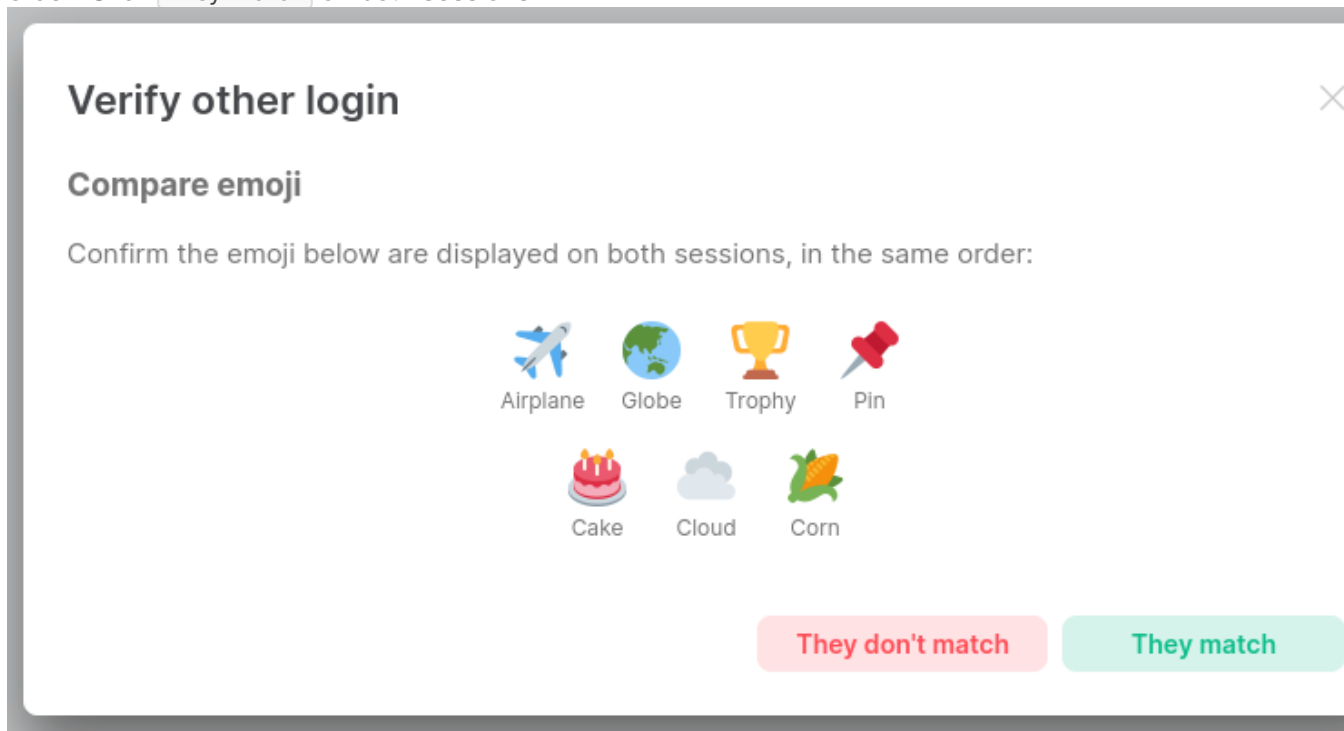
2. On another device/session that is connected to cross signing, click `Accept`



3. Click `Start`



4. Compare the emojis on your new and old sessions. They should be the same emojis and in the same order. Click `They match` on both sessions

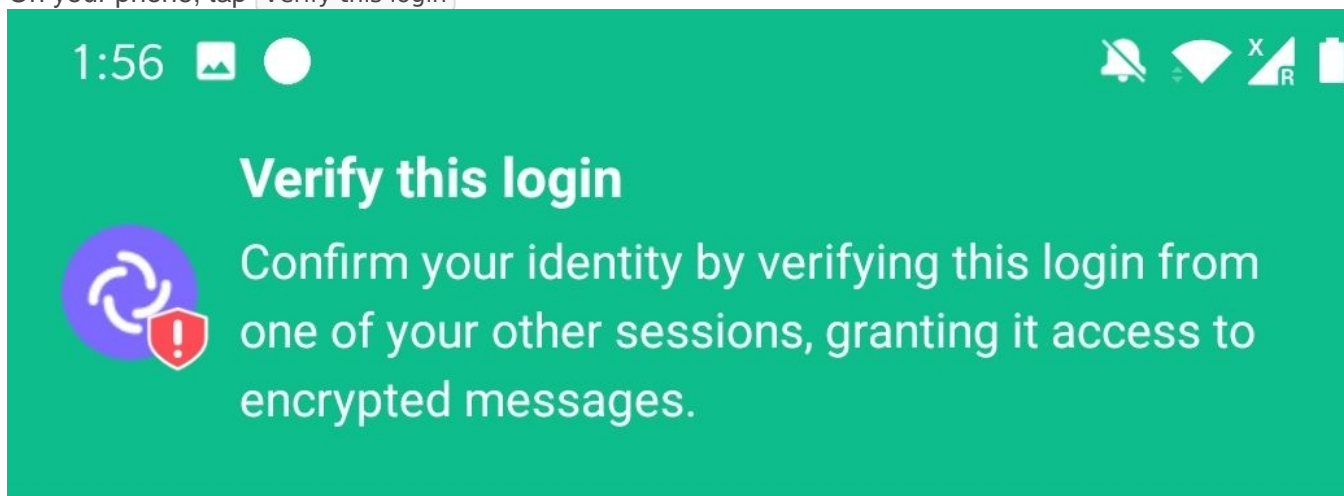


5. If all was successful, you should get this green shield on both sessions. Click `Got it`. Your new device/session is now verified and will download your backed up message encryption keys

Scan QR code on another login

Login is here demonstrated on Element Android

1. On your phone, tap `Verify this login`



2. Your phone is now waiting for you to accept from another device
3. On another device/session that is connected to cross signing, click `Accept`
4. On your phone, tap `Scan with this device`



Verify this login

Scan the code with your other device or switch and scan with this device

Scan with this device



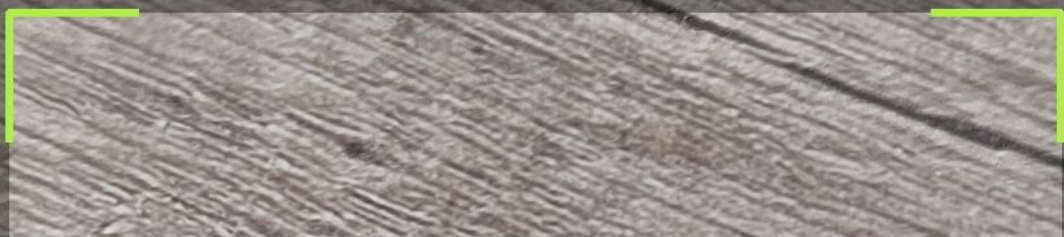
Can't scan

Verify by comparing emoji instead



5. Using your phone, scan the QR code shown on your other session

2:07



Verify other login



Verify this session by completing one of the following:

Scan this unique code



or

Compare unique emoji

Compare a unique set of emoji if you don't have a camera on either device

Start

6. Your phone waits for you to confirm green shield on your other session. Click



Verify this login

Almost there! Waiting for confirmation...



Waiting for ems-demo...



Verify other login



Verify by scanning

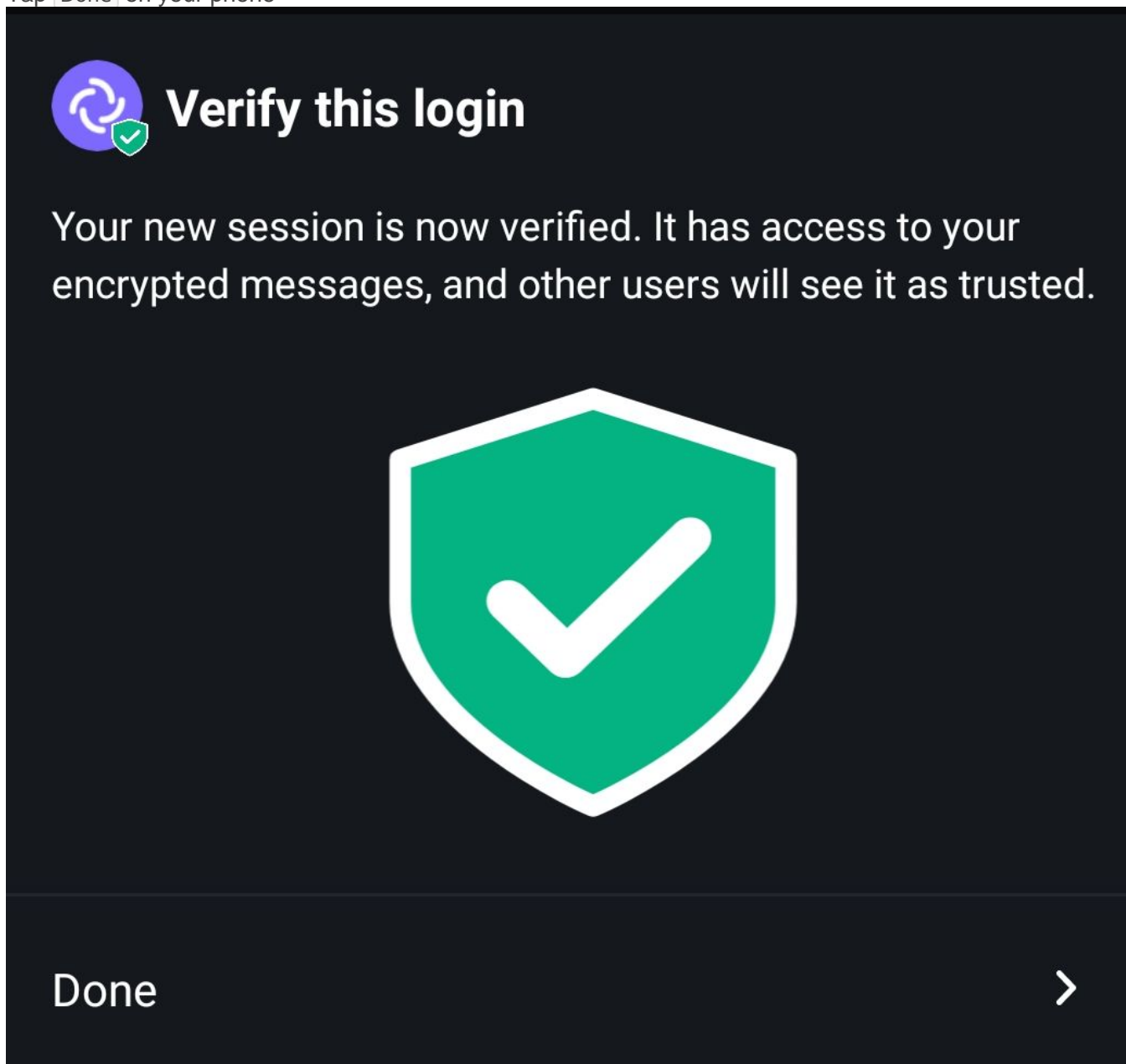
Almost there! Is your other session showing the same shield?



No

Yes

7. Tap **Done** on your phone

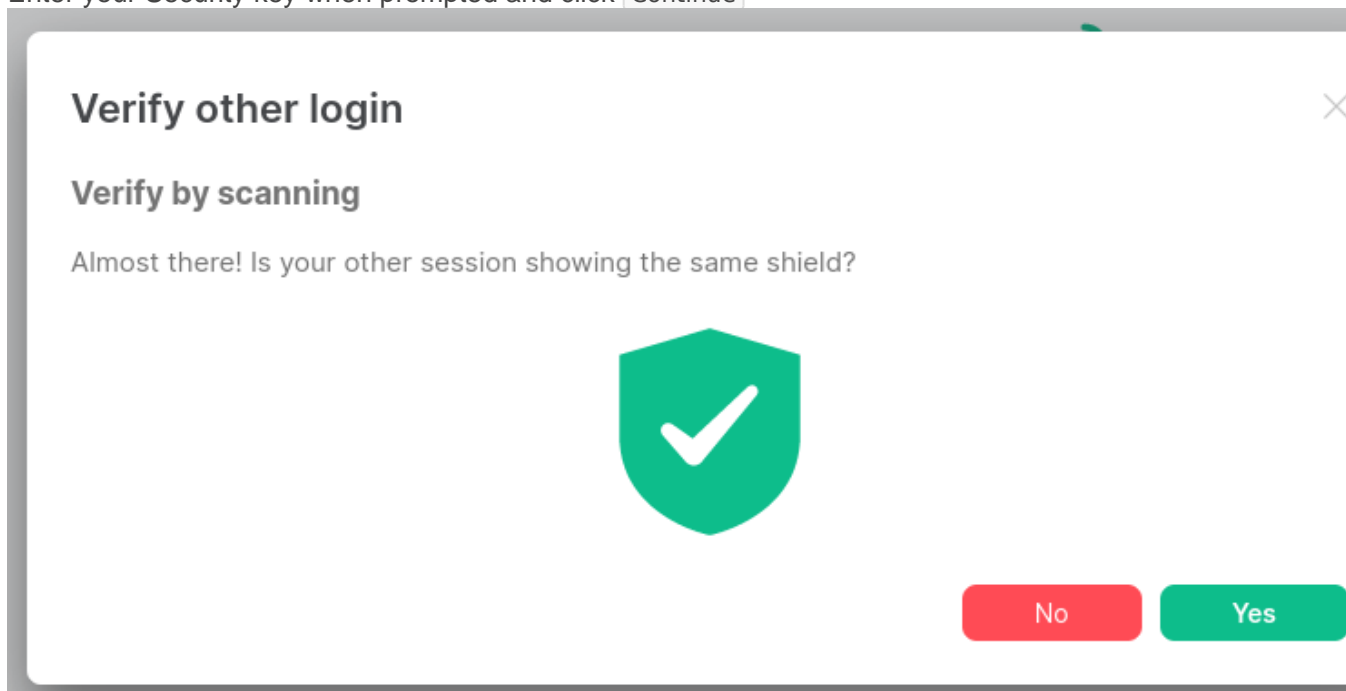


8. If all was successful, you should get this green shield on both sessions. Click **Got it**. Your new device/session is now verified and will download your backed up message encryption keys

Using your Security Key

1. Click **Use Security Key**

2. Enter your Security key when prompted and click



3. If all was successful, you should get this green shield on both sessions. Click . Your new device/session is now verified and will download your backed up message encryption keys

Revision #4

Created 18 April 2022 14:20:16 by Karl Abbott

Updated 13 June 2025 11:47:53 by Kieran Mitchell Lane