E-Learning Department
University IT Services (RZ)
Albert Ludwig University of Freiburg

Reset security phrase

Wath's wrong?

An error has occurred in the Client element (Windows, Mac and Linux), which is required for communication via our matrix server. This leads to an incorrect key backup. Although the encryption is set up locally when you first log in with the Element client, it is not written back to the server correctly. Although it is possible to continue chatting in this state, the messages received so far can no longer be decrypted when logging out and in again.
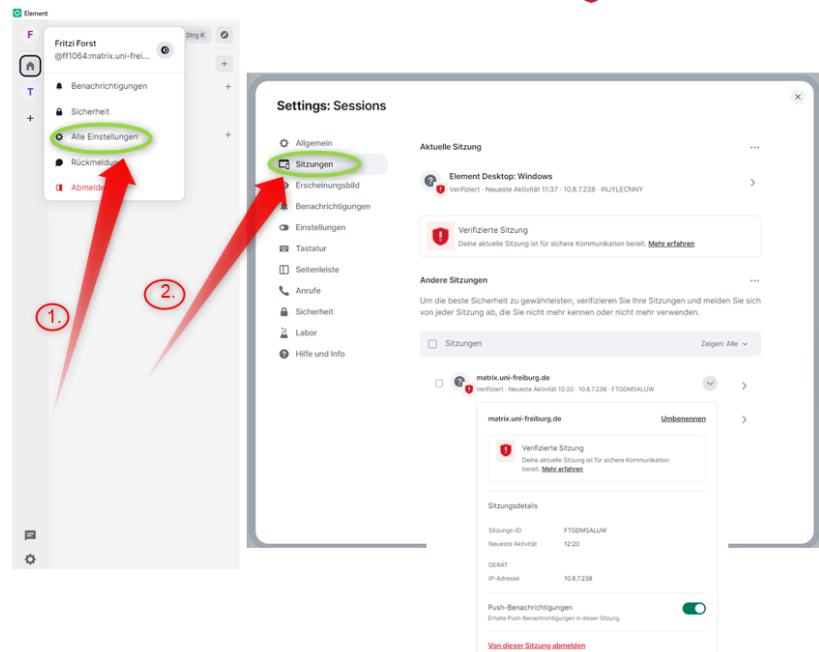
Fortunately, the error has been found and you can fix it yourself!

How do you know if you are affected by this problem?

A warning symbol in the form of a red sign with an exclamation mark appears next to the messages you have sent:

Also, your session is *not* verified:

In this guide, we will show you step by step how to rectify this error. If you get stuck at any point, please contact our Matrix support team: matrix-support@rz.uni-freiburg.de

Inhalt

Quick guide

Step 1: Export your E2E room keys under "Security" to be able to decrypt your previously sent and received messages later.

Step 2: Log out of all sessions listed in the session overview.

Step 3: Log out using the logout button and reset the security phrase in the login process. Restart the login process until you are prompted to verify your security phrase or reset it. Select "Reset here" and follow the instructions.

Step 4: After successful login, you will have a new security phrase set up and a verified session. Now import your E2E room key again to decrypt your previous messages.

Please scroll down for step-by-step instructions

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Step-by-step instructions
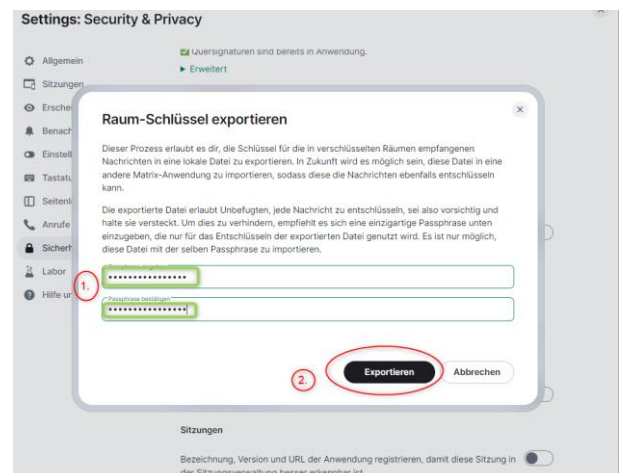
1.) Step 1: Export room key

In order to be able to restore your previous messages after troubleshooting, you should definitely back up your E2E room key. To do this, click on **your name (initial letter)** in the **top left-hand corner** to open **All settings.**
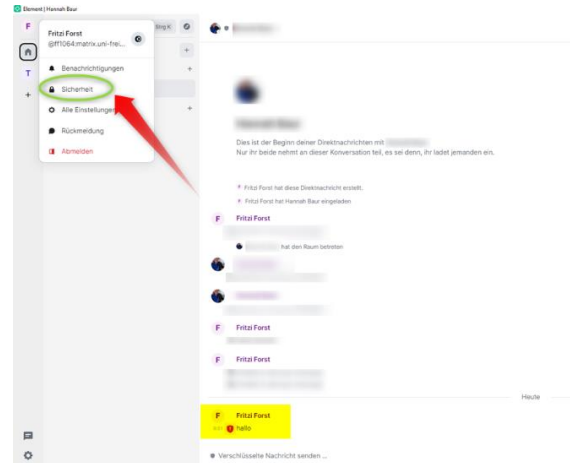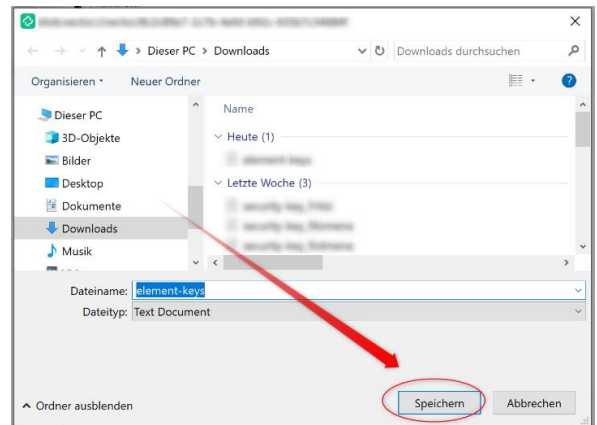
You will find the encryption under the **Security tab**. Click on **Export E2E room key**.
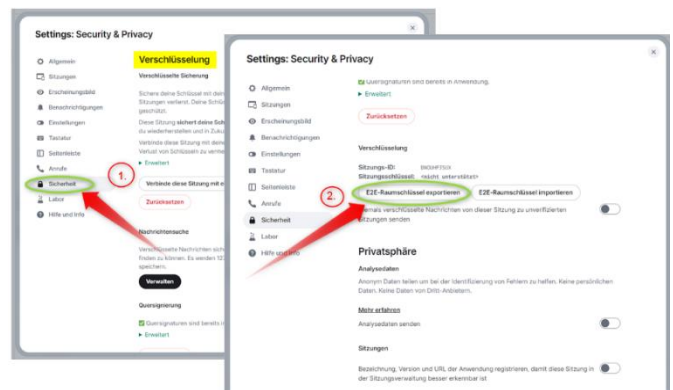
Enter a passphrase (= set and remember your own password! Avoid using the university password!) and **confirm** it. Then click on **Export.**

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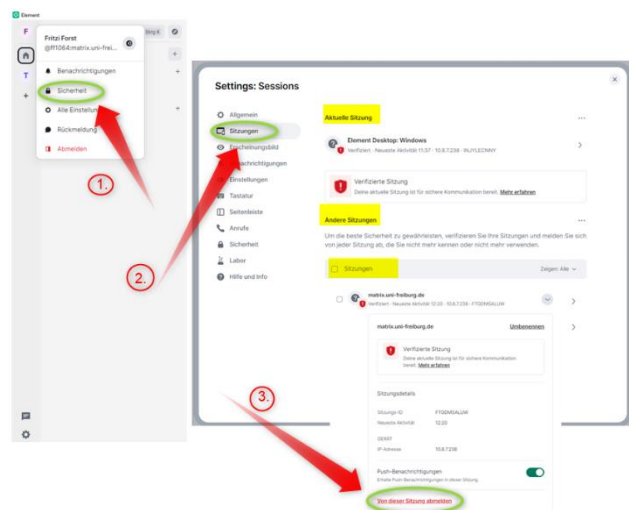
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**Save the room key** (element key) in a safe place. Import this E2E room key again at a later date.

2.) Step 2: Logging out of other sessions

Click on **your name to open All settings**. Click on **Sessions**. If there are other sessions, **log out of them** by clicking **Log out of this session**. Repeat this process until you have logged out of all other sessions.
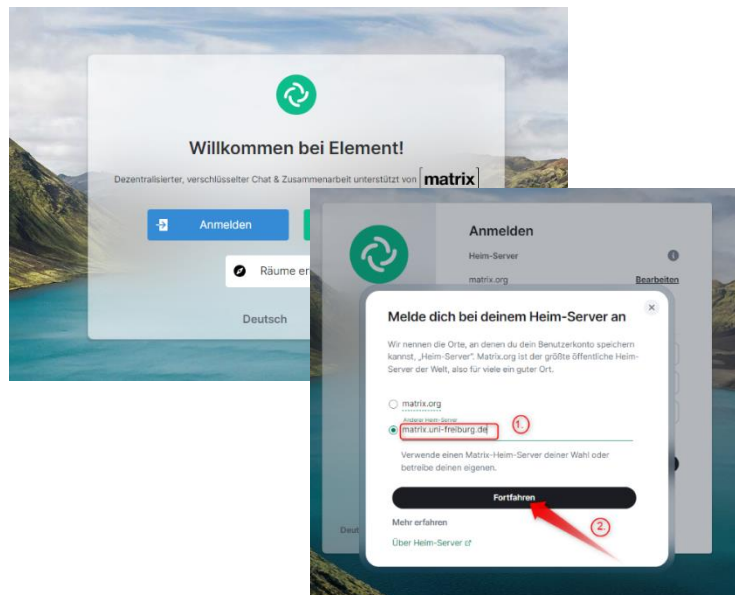

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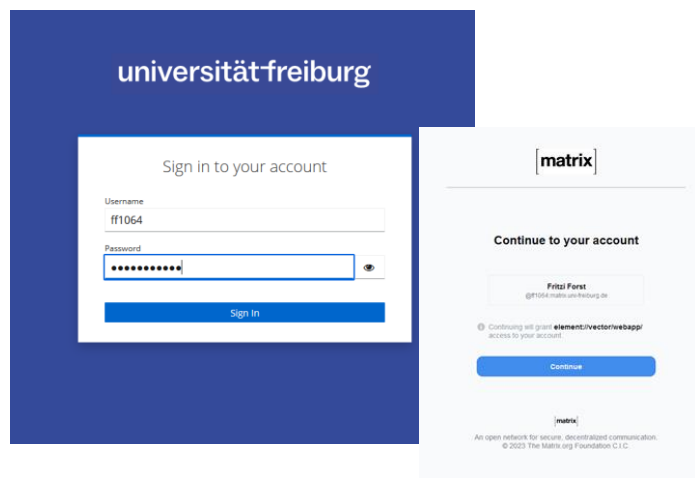## 3.) Step 3: Log out and reset security phrase

Now log out of the current session by **opening the settings** via your name (initial letter) at the top left and clicking on **Log out**.
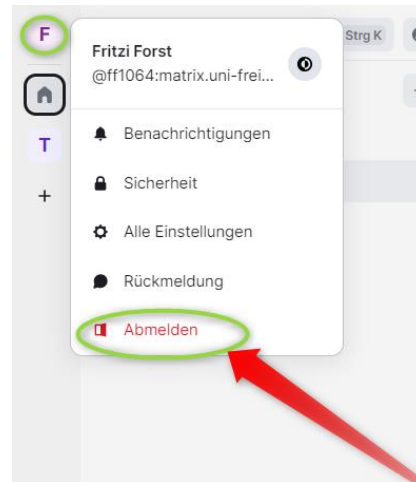
The login process that starts now should be familiar to you from the first registration. Make sure you set **the correct home server:** *matrix.uni-freiburg.de*

Log in with your **UniAccount** and click **Continue** in the new browser window that opens.

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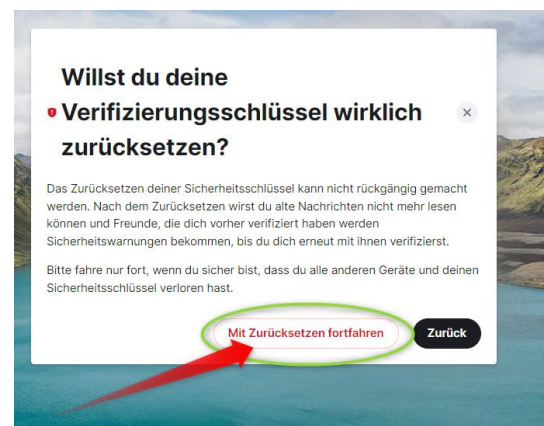
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Pay attention in the next step!

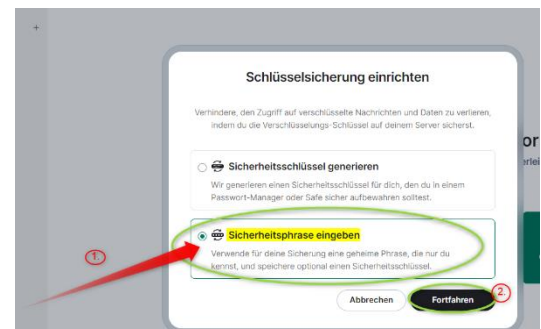Instead of entering the known security phrase, select: Reset it here

Confirm a second time:

Continue with Reset

(The second confirmation does not occur in all cases. If you are not prompted a second time, select "Enter security phrase" directly, see next step).
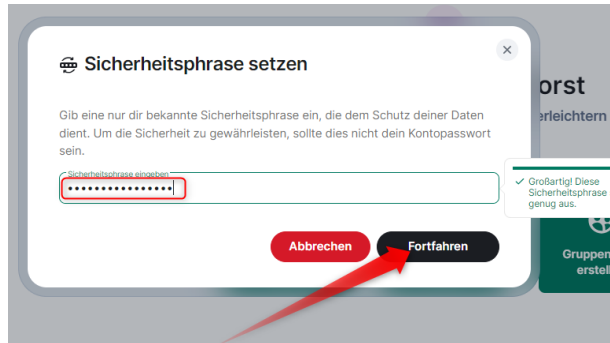
Now select **Enter security phrase** and then click **Continue**.

Set a new security phrase (avoid using the password of your UniAccount!). **Confirm** this by entering it again and click **Continue**.


Save the security key by **downloading or copying** it and saving it in a secure location on your PC (ideally using a password manager). This has the same value as the security phrase. Then click on **Continue**.


You will now see that the encryption of the backup was successful. Click on **Done**. **Confirm** the setup of the backup with a single sign-on and click on **Single Sign-on.**

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A browser window will now open (if it does not open automatically, look in the taskbar!). Select **Continue with Login Uni Freiburg**. Finally you will see the information "Thank you".
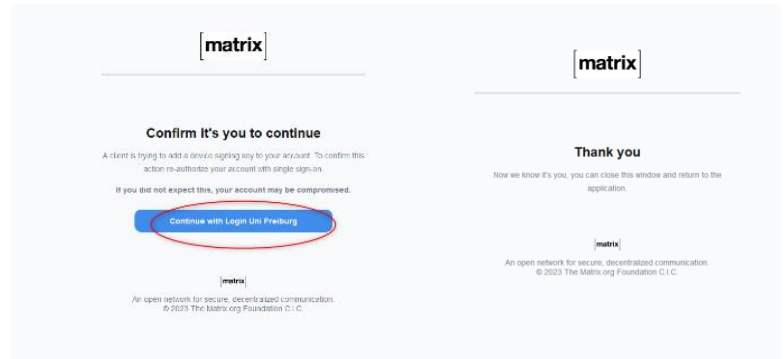
Check under **All settings/Sessions** whether your session is now verified. You can recognize this by a green warning sign with a tick. If this symbol appears, you have successfully set up your key backup. Otherwise, please contact our support team.
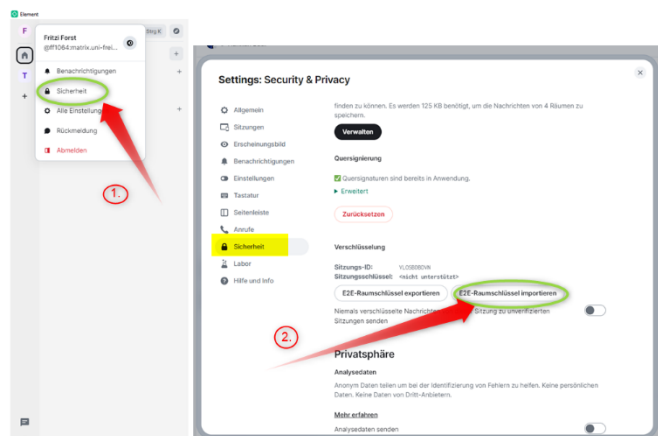

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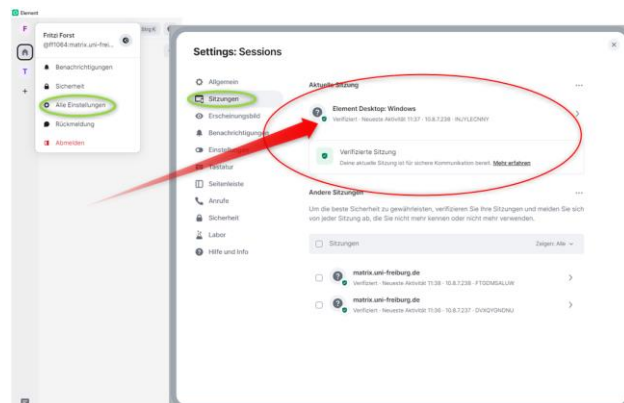
4.) Step 4: Import room key

We assume that your previous messages cannot be decrypted and that you will only see the information "*Unabled to decrypt message*".

To restore this, import your E2E room key by opening "All settings" again via your name in the top left-hand corner and calling up **Security**. Under Encryption, click on **Import E2E room key**.

Click on **Select file** and open the correct security file (element-key) that you have saved in a secure location on your PC (1). **Enter your newly set passphrase** (security phrase) (2) and select **Import** (3).

Your messages should now be decrypted and readable.

Abteilung E-Learning
Rechenzentrum
Universität Freiburg

5.) Support and contact

Further instructions on Matrix can be found in the Digital Teaching Toolbox:

https://ilias.uni-freiburg.de/matrix-support

Of course, our support team will also be happy to help you at:
matrix-support@rz.uni-freiburg.de

License information

Imprint: Albert-Ludwigs-University of Freiburg, Fahnenbergplatz, 79098 Freiburg

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