

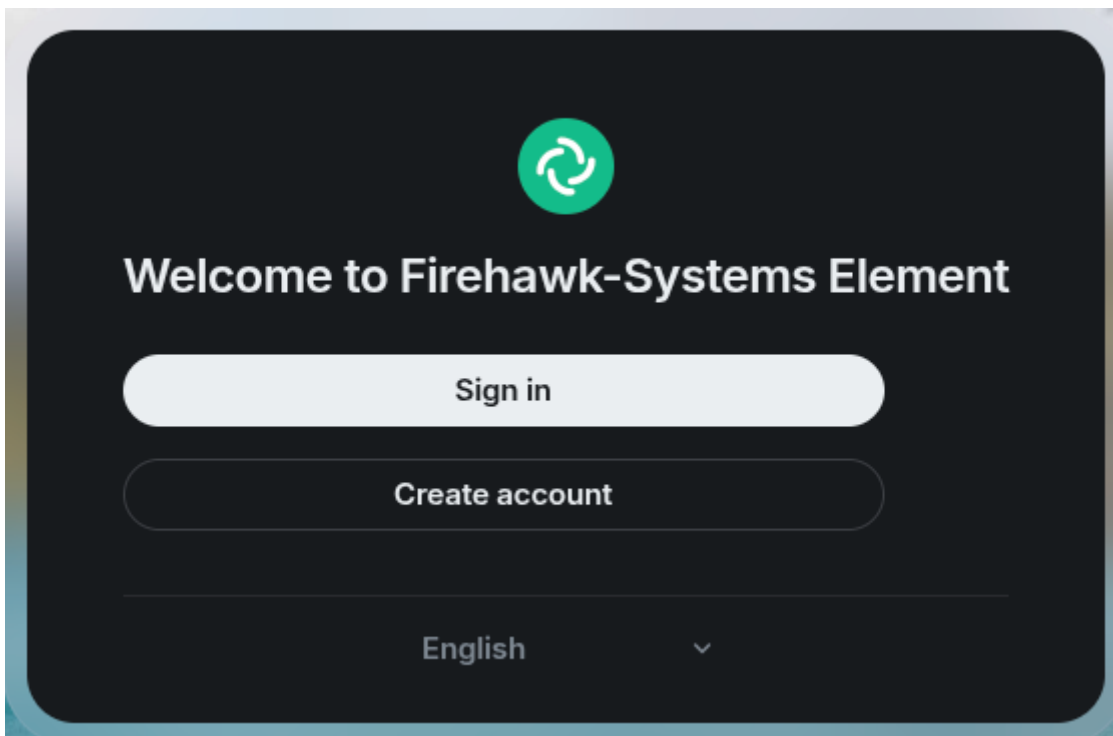
First-time Login

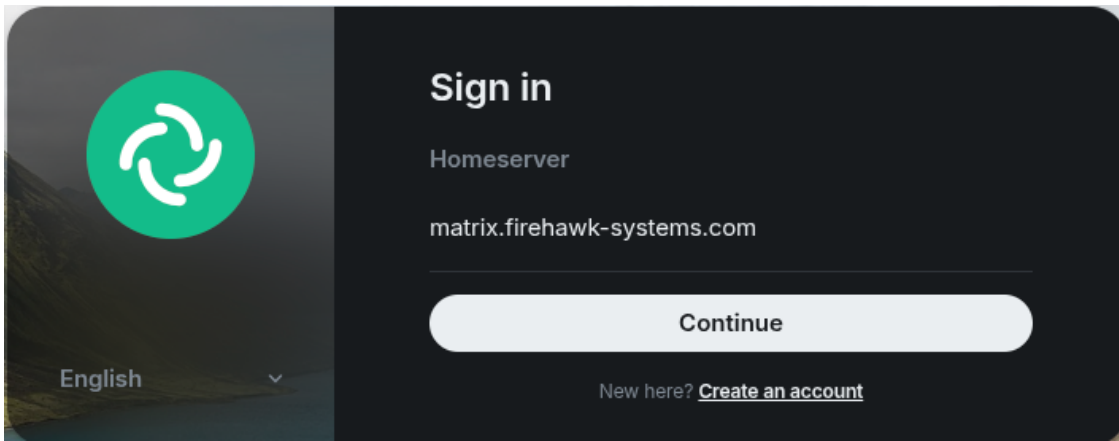
It is strongly recommended to create a Firehawk-Systems account before accessing Matrix-Synapse/Element

If you don't have a Firehawk-Systems account, follow this process <https://knowledge.firehawk-systems.com/books/managing-your-account/page/requesting-an-account>

Account Creation

Navigate to <https://chat.firehawk-systems.com> then click on "Sign in"





Note the Homeserver URL <https://matrix.firehawk-systems.com> will be required when logging in to Element X or Element Classic

After clicking Continue, you will be taken to Matrix Authentication Service at <https://mas.firehawk-systems.com>. Click on "Continue with Firehawk-Systems"



Sign in

Please sign in to continue:

Username or Email

Password

[Forgot password?](#)

Continue

OR

Continue with Firehawk-Systems



Don't have an account yet? [Create Account](#)

You will then be taken to Authentik login page, where you can login with your Firehawk-Systems account

FIREHAWK SYSTEMS

Welcome to authentik!

Log in to continue to Matrix Auth App.

Email or Username *

Email or Username

Log in

If you cannot login, email support@firehawk-systems.com with the title "REQUEST - Matrix-Synapse Access: <my username>"

The next page will confirm information and allow profile information to be set. Details from the Identity Provider are used by default.

Uncheck the "Use" box if you want to change the information



Import your data

Confirm the information that will be linked to your new matrix.firehawk-systems.com account.



Firehawk-Systems account

@myuser

Matrix ID

@myuser:matrix.firehawk-systems.com

Enforced by server policy

Email address

myuser@firehawk-systems.com

Imported from your Firehawk-Systems account

Display Name

My User



Use

Imported from your Firehawk-Systems account



I agree to the [Terms and Conditions](#)

Create Account

Click on "Terms and Conditions" then check the box. Do not create your account if you do not agree.

If prompted with the below page, press "Continue"



Continue to Firehawk-Systems Element?

This will set up Firehawk-Systems Element
(chat.firehawk-systems.com) with
your matrix.firehawk-systems.com account.



My User

@myuser:matrix.firehawk-systems.com

Continue

Use another account

Cancel

Your account setup is NOT complete yet! Keep reading

Set up Secure Key Backup

You will see a popup to "Back up your chats" - this is essential for synchronizing messages to multiple devices. Click "Continue"

Back up your chats

Your chats are automatically backed up with end-to-end encryption. To restore this backup and retain your digital identity when you lose access to all your devices, you will need your recovery key.

Dismiss

Continue

Click "Get recovery key", then click "Continue" on the next screen

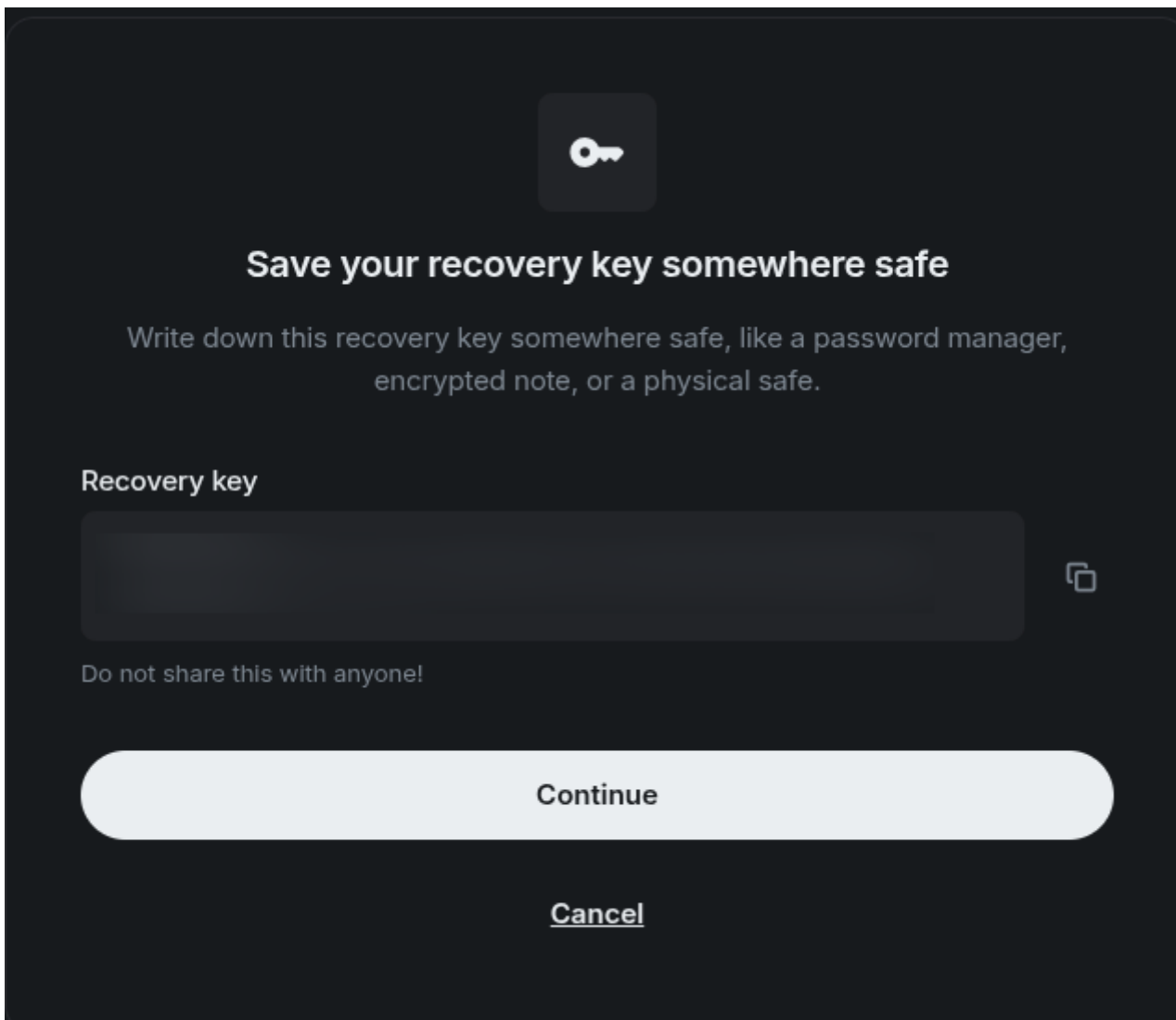
Backup •

Your chats are automatically backed up with end-to-end encryption. To restore this backup and retain your digital identity when you lose access to all your devices, you will need your recovery key.

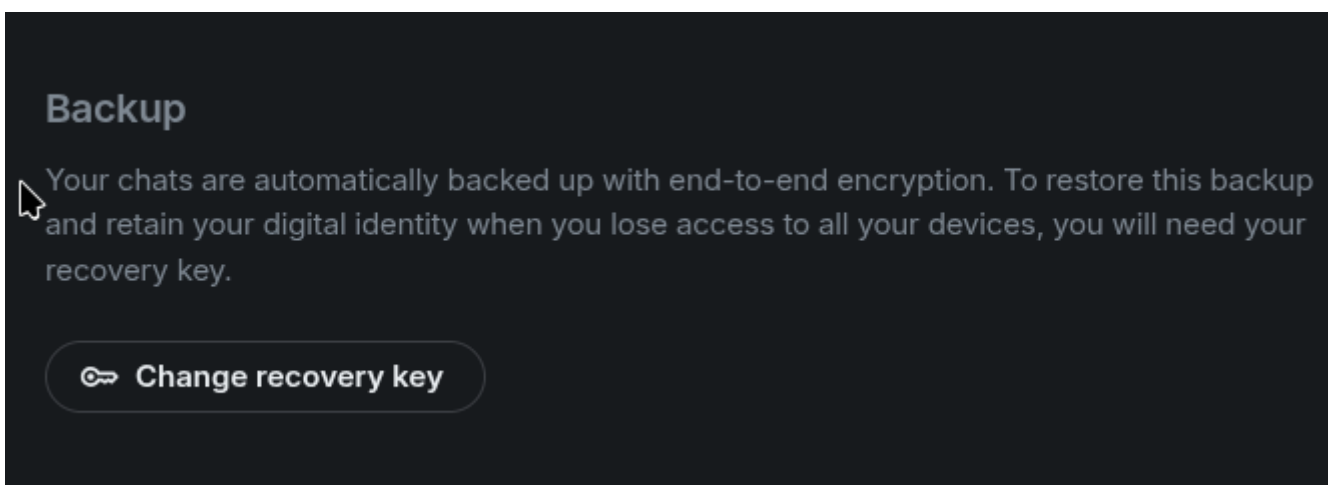
 Get recovery key

This key will be needed if you ever lose access to your last device logged into Element

Click the copy button to the right of the "Recovery key" and save it somewhere safe

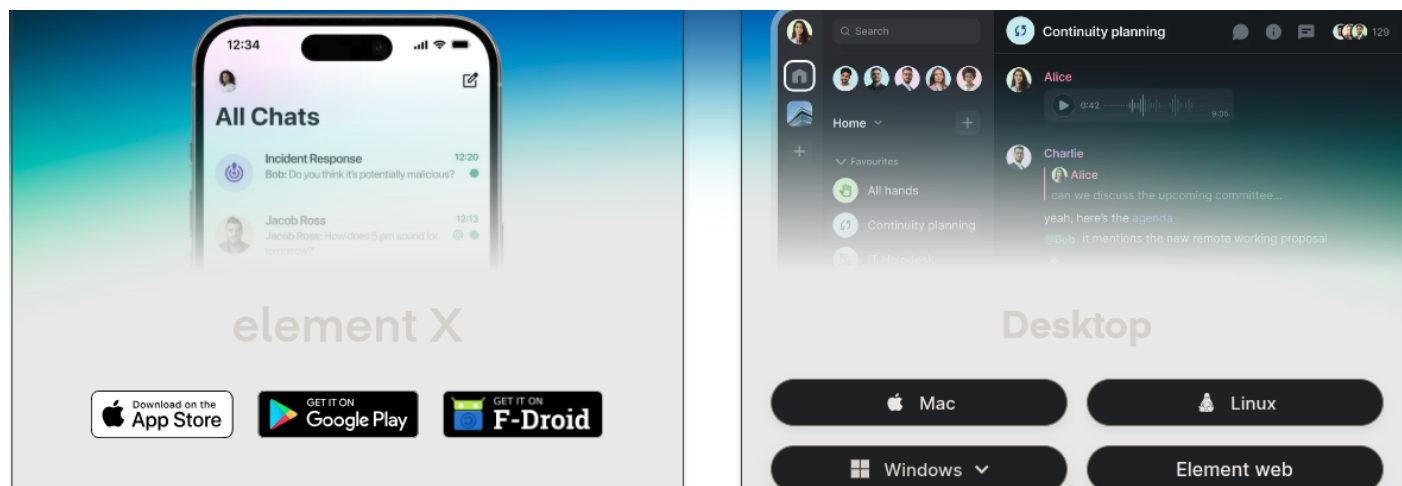


The next page will prompt you for the recovery key that was just generated. When complete, the Backup section should show "Change recovery key"



Connecting Element App

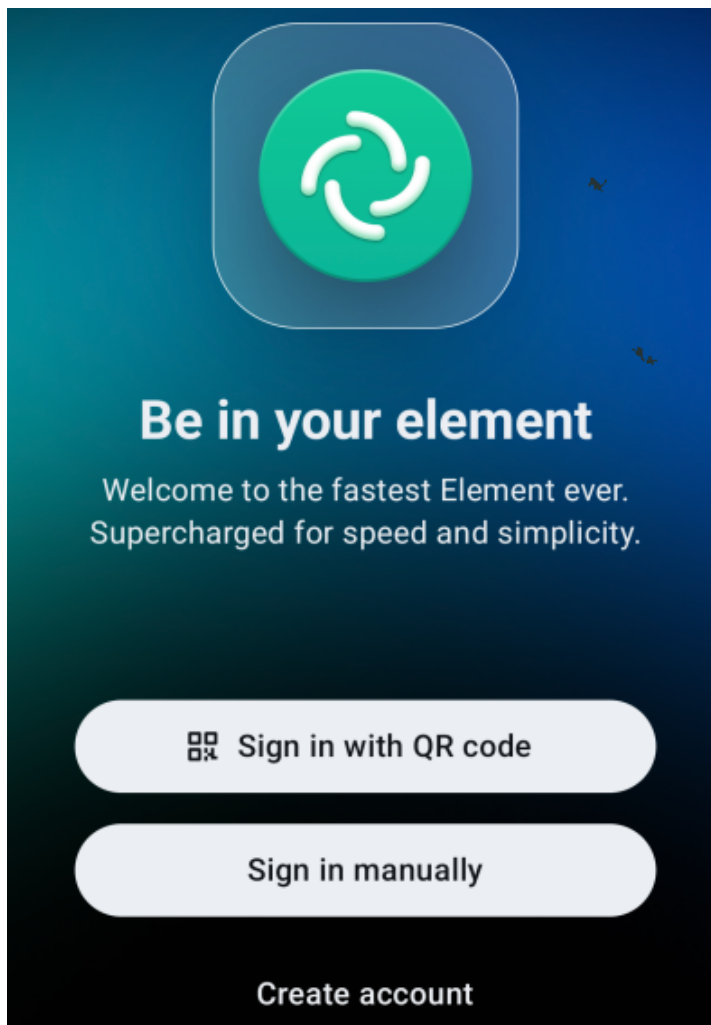
Navigate to <https://element.io/download> and select your system, then download and install the application



Element X

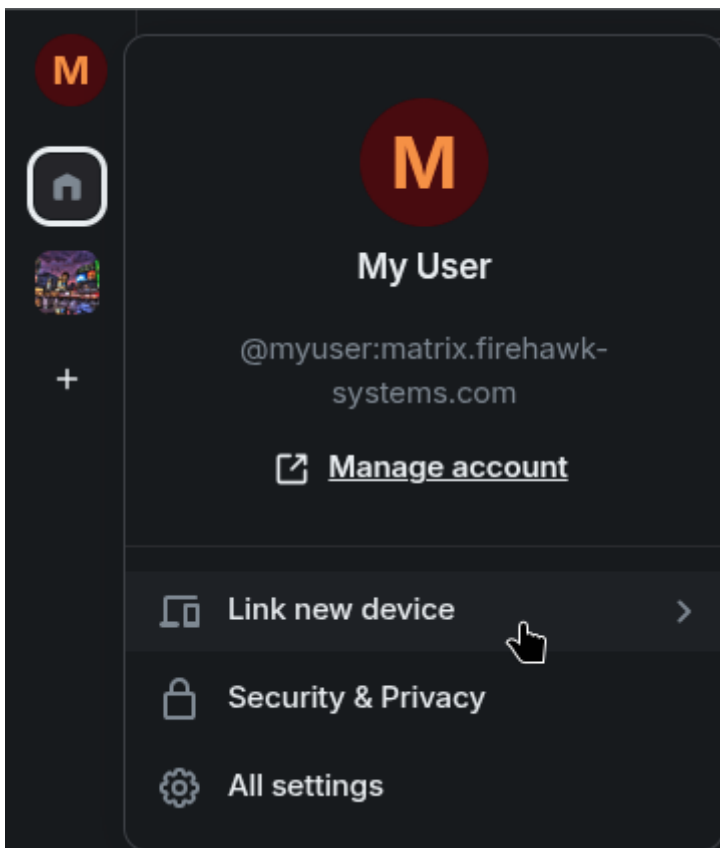
This process is easier if you have the session in Element Web from the previous step still open

Once you have downloaded Element X from the app store, open it.

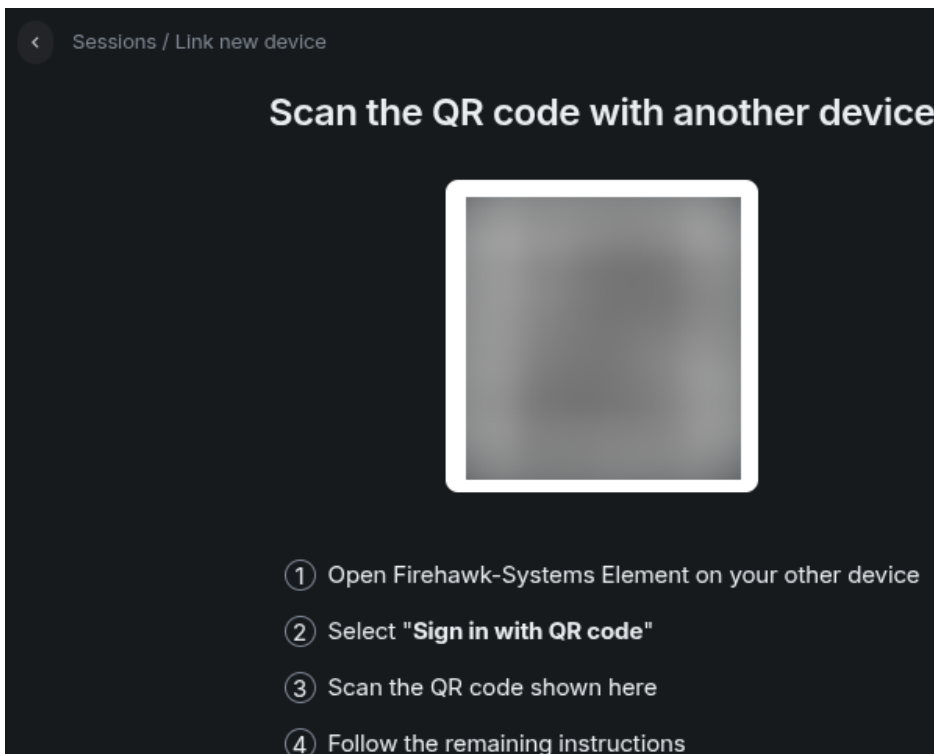


Login with QR Code

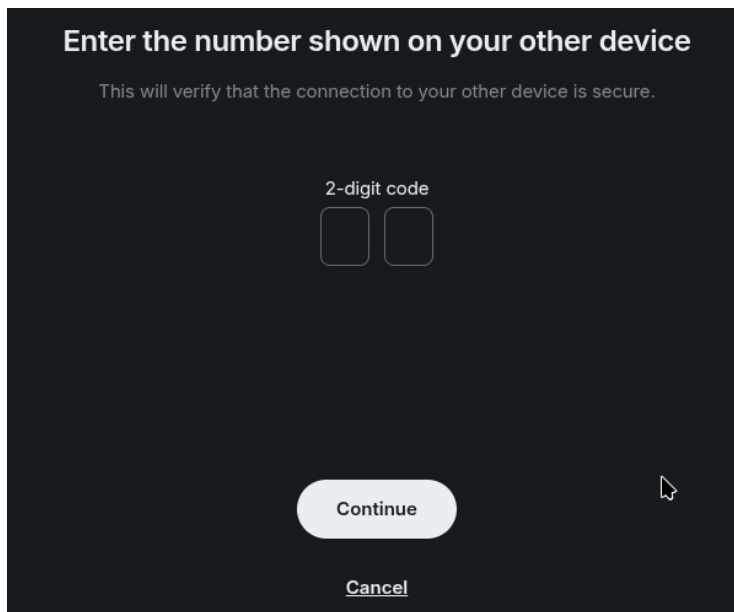
On Element Web, click on your profile, the "Link new device"



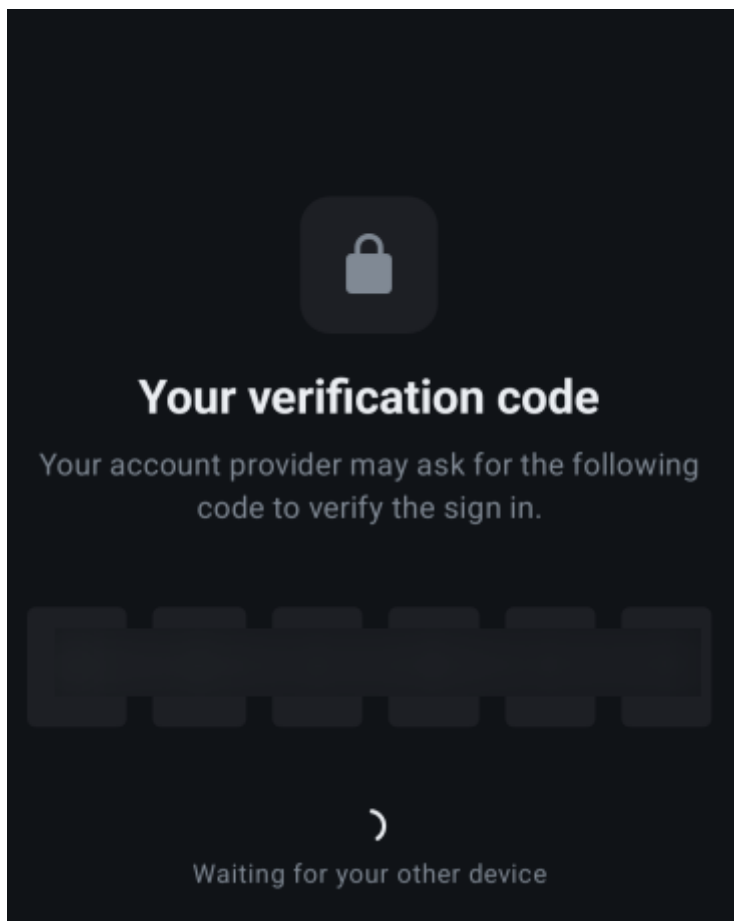
A QR code will then appear. On your mobile device, click "Sign in with QR code" then scan it



The mobile device will produce a two-digit unique code that needs to be entered



Once done, the mobile device will produce a six-character unique code that needs to be entered



Once done, a final confirmation will be shown. Tick the box and press "Grant access"



Give access to your account?

Another device wants to link Element X with your matrix.firehawk-systems.com account.
Make sure you recognise this device.



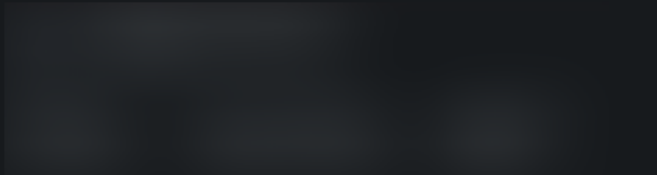
My User

@myuser:matrix.firehawk-systems.com



You are about to grant a remote device access to your account

Are you sure this is your device? Administrators or IT support would never ask you to accept this.



Yes, I confirm this is my device and I want to sign it in.

Grant access



Use another account

Sign in manually

If the QR method isn't possible or too difficult, select "Sign in manually".

You will be prompted for the homeserver, type in <https://matrix.firehawk-systems.com>



Enter your account provider

Account provider

 ×

If your account is provided by your company or a community, then change the account provider (example: companyname.com).

Continue

When you press "Continue", you should be presented with a screen similar to when you signed in to Element Web. Press "Continue with Firehawk-Systems" and log in to your Firehawk-Systems account.

Complete Login

If prompted with a "Help improve Element X" page, click "Not now"



Help improve Element X

Share anonymous usage data to help us identify issues.

You can read all our terms [here](#).

- ✓ We won't record or profile any personal data
- ✓ We won't share your data with third parties
- ✓ You can turn this off anytime

OK

Not now

You have completed the Element account setup/login

