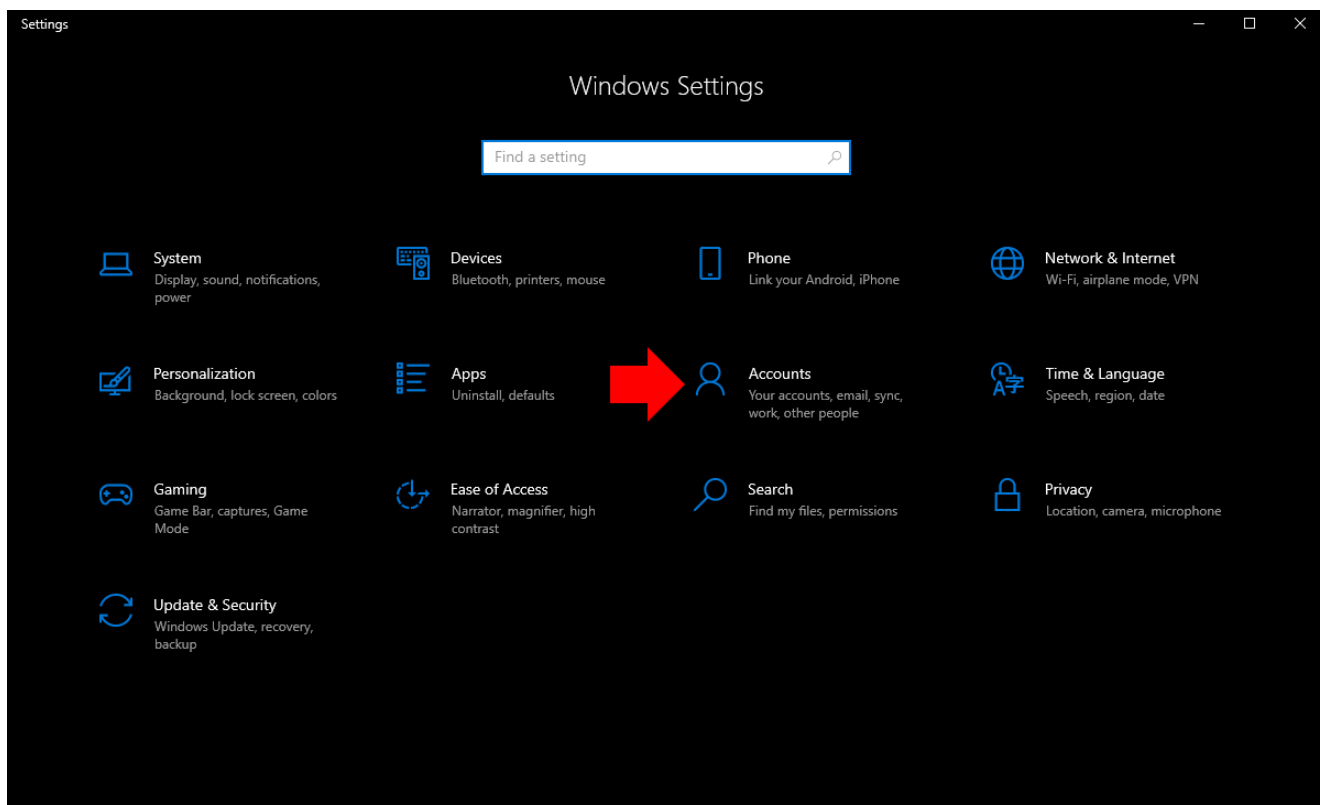# BYOD Enrollment – "Your device is already connected to your organization" or "Your device is already setup in another organization."
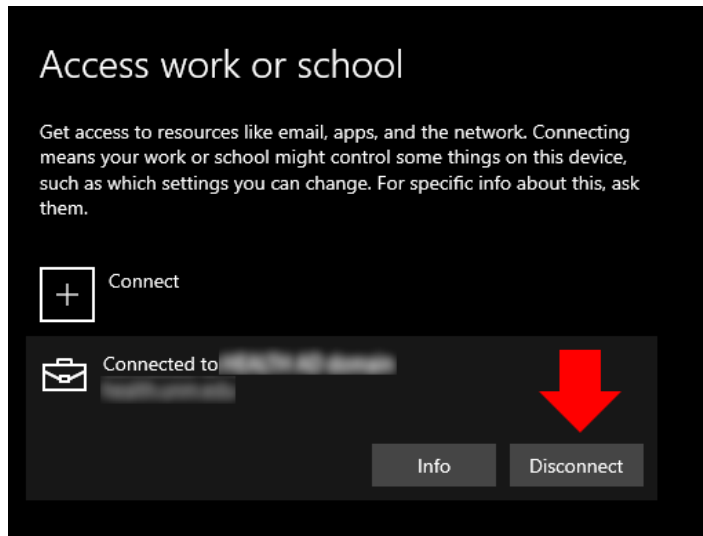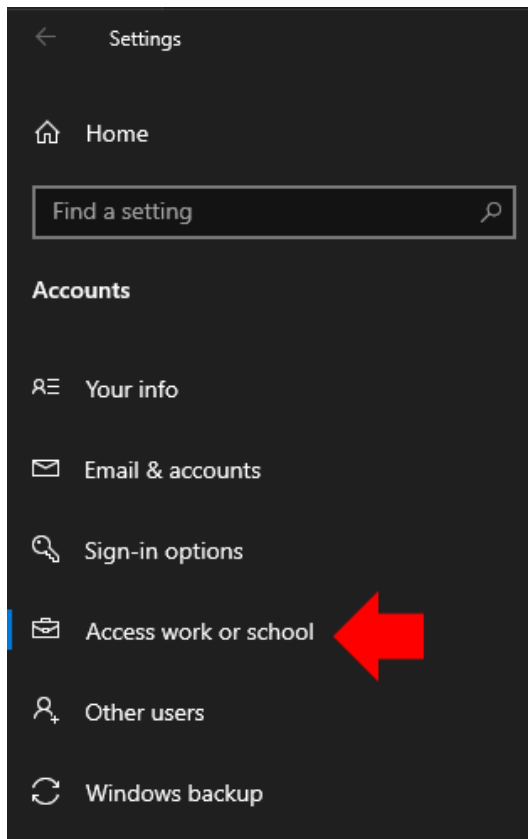
Affecting: BYOD Windows Devices

Description: During the enrollment process for Bring Your Own Device (BYOD) come users have encountered "Your device is already connected to your organization." This will occur when a user has used the "Add a School or Work Account" to their computer in the Windows Settings using a Main Campus (@unm.edu) email address. If the user has connected their device to a different organization, they will receive "This device is already setup in another organization."

Resolution: The user must remove all other Work or School account on their device.

1. Over Settings
2. Navigate to 'Accounts.'
3. Navigate to 'Access work or school.'
4. A list of connected accounts to the device will be listed here. Click on the name of the connection, it will display a 'Disconnect' button. Press the 'Disconnect' button.
5. Allow some time for the removal of the account from the device.
6. Re-attempt enrollment from the Company Portal app.

BYOD Enrollment – Device is Already Enrolled/Device is Setup with Another Organization
Created By: Cass Sanchez   May 31, 2024

Note: Confirmation of enrollment to an organization can be performed by opening the Command Prompt and entering the following command:

dsregcmd /status

Multiple fields of information will be displayed, look for the 'Work Account' section. It will display the following information for verification: