

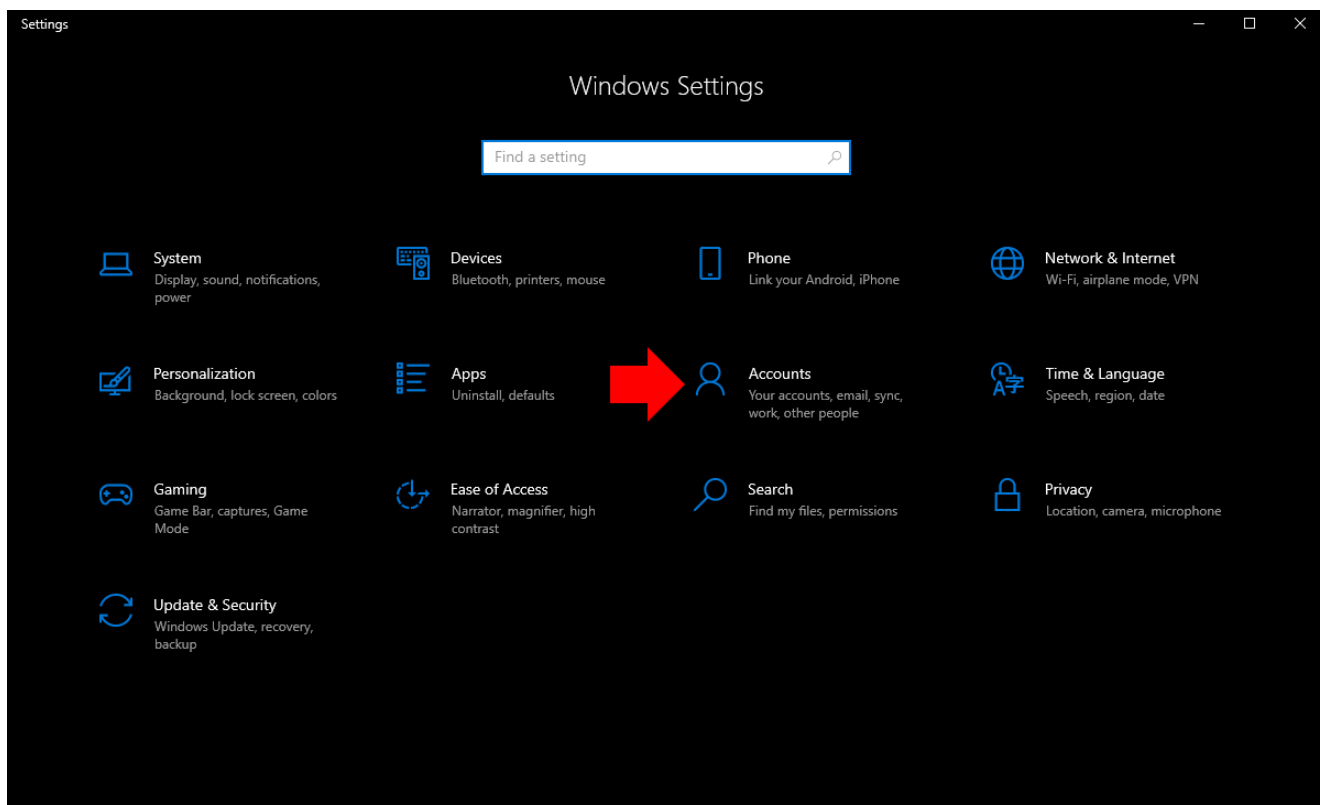
BYOD Enrollment – “Your device is already connected to your organization” or “Your device is already setup in another organization.”

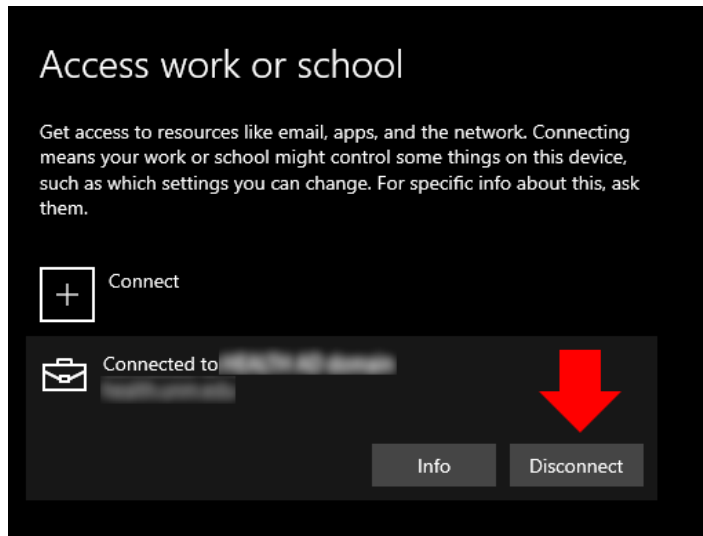
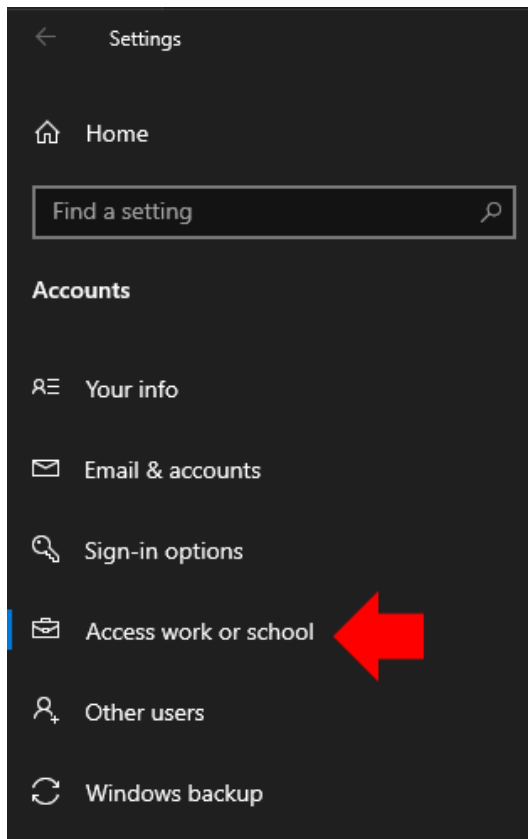
Affecting: BYOD Windows Devices

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.





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:

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***Example of 'dsregcmd /status' displaying UNM Main Campus Enrollment***

+-----+
Work Account 1
|+-----+
WorkplaceDeviceId : 0dc70174-8eb2-4efc-9df6-2195c1080aaa
WorkplaceThumbprint : 2798DABF364E7D60421E805C2D25C0E12AAEEF97
DeviceCertificateValidity : [ 2020-01-20 22:25:26.000 UTC -- 2030-01-20 22:55:26.000 UTC ]
KeyContainerId : e74697a5-6fde-44f7-8b1c-9ca02b988306
KeyProvider : Microsoft Platform Crypto Provider
TpmProtected : YES
WorkplaceIdp : login.windows.net
WorkplaceTenantId : 25aa9830-e0f9-482b-897e-1a3b3c855e5c
WorkplaceTenantName : University of New Mexico
WorkplaceMdmUrl : https://enrollment.manage.microsoft.com/enrollmentserver/discovery.svc
WorkplaceSettingsUrl :

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