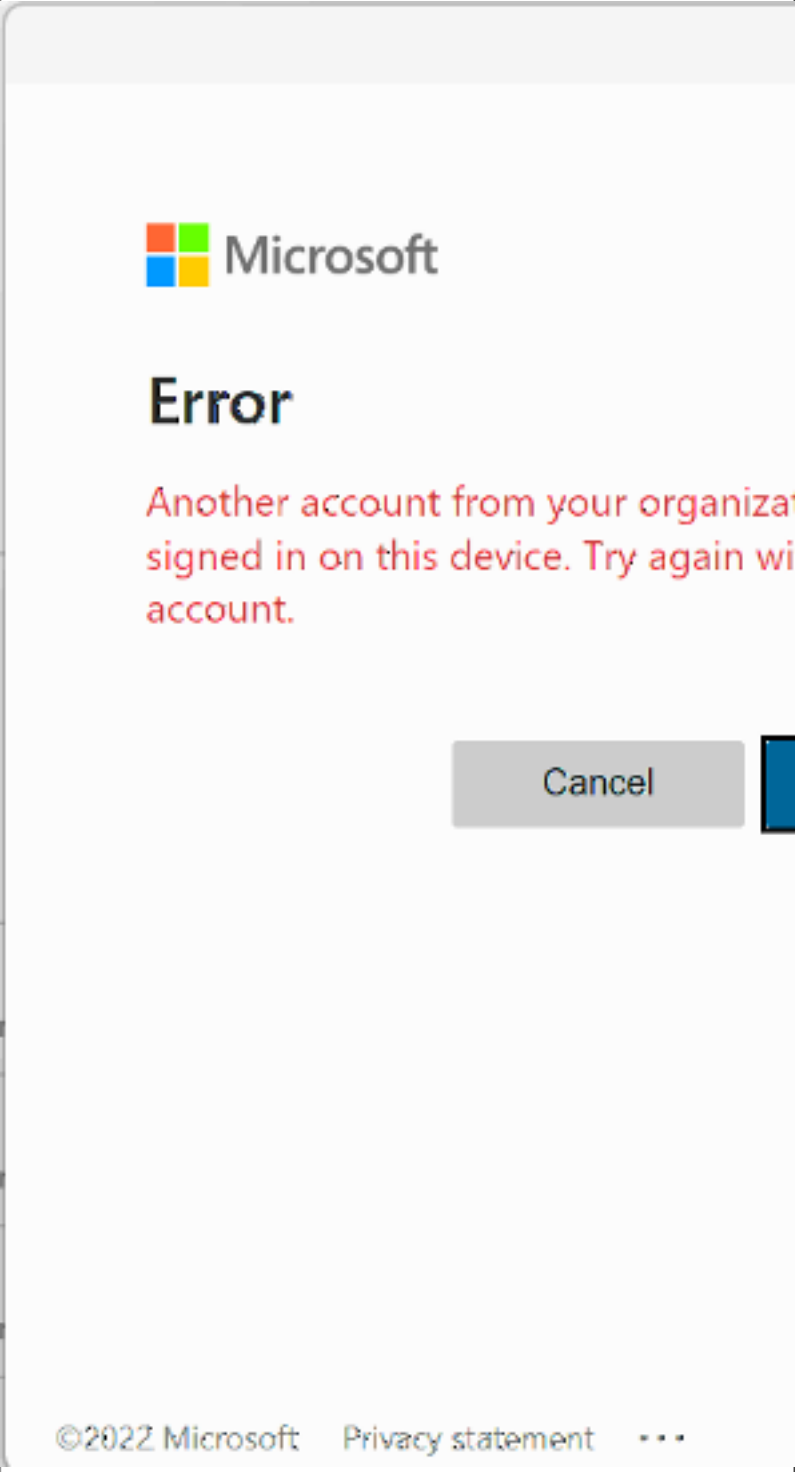


# Resolving Error: “Another account from your organization is already signed in”

| Step # | Task   | Screenshot  |
|--------|--|---|
| 1      | <b>Issue:</b> Signing into a known good Office 365 account results in the error message, “Another account is already signed in on this device try again with a different account.” |  |

2

In Windows navigate as follows

“Settings -> Accounts -> Accounts -> Access work or school”

Remove all entries, *except* any AD domain entries.

## Accounts > Access work or school

Get access to resources like email, apps, and the network. Your work or school account will be used to access these resources on this device when connected.

**Sign in as an administrator to change device management settings.**

Add a work or school account



naturalnetworks.local

Connected to NATURALNETWORKS AD domain

### Related settings

Export your management log files

Your log files will be exported to: C:\Users\Public\Documents\MDMDiagnostics

Add or remove a provisioning package

Enroll only in device management

### Related support



Help with Access work or school

Using Remote Desktop

Configuring VPN

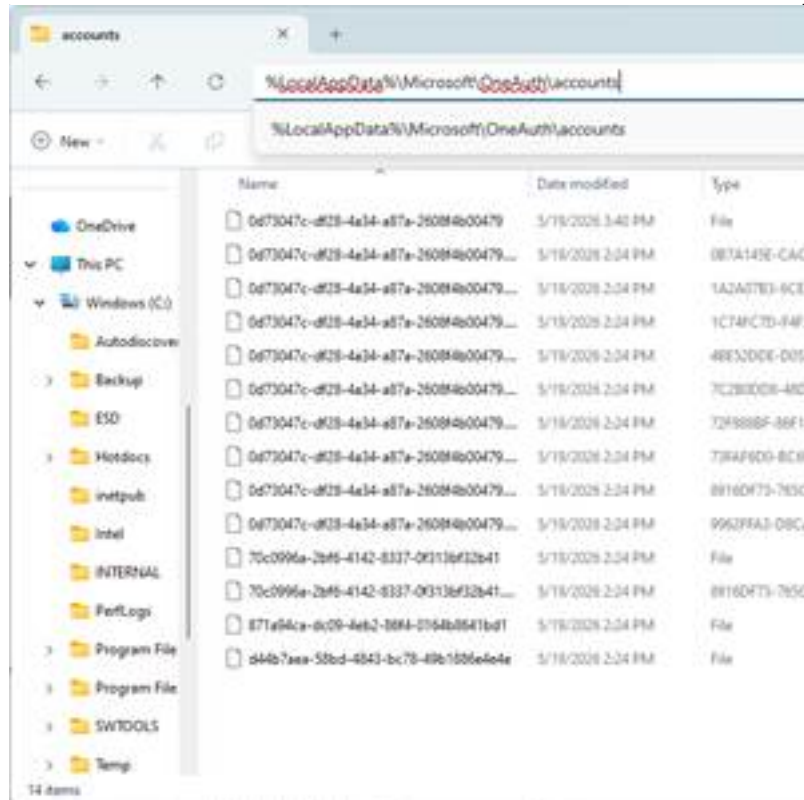
3

Open File Explorer.

Navigate to

“%LocalAppData%\Microsoft\OneAuth\accounts”

Move all folders and file to C:\Temp

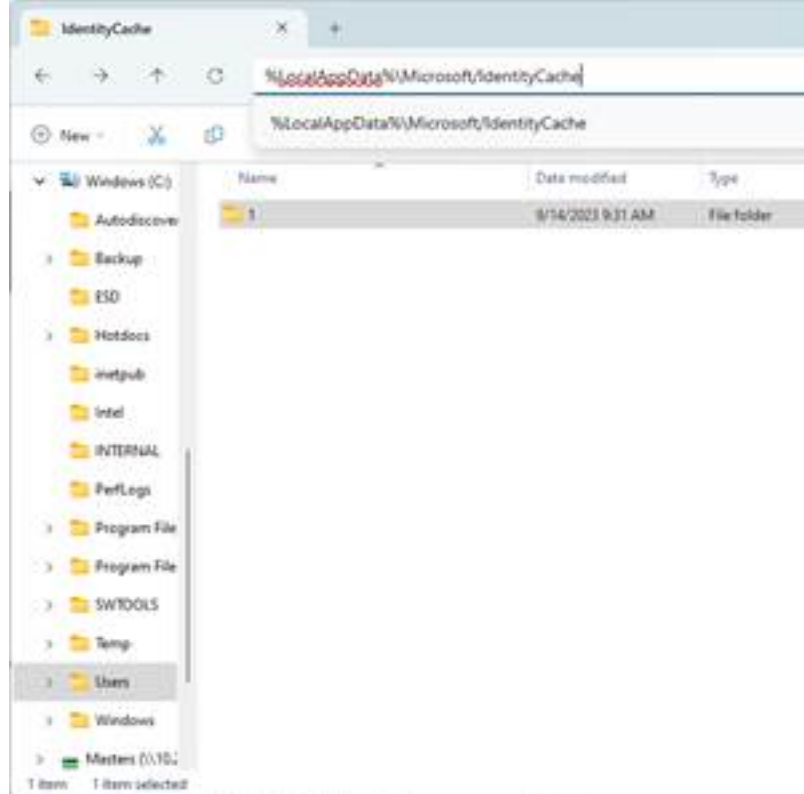


4 Open File Explorer.

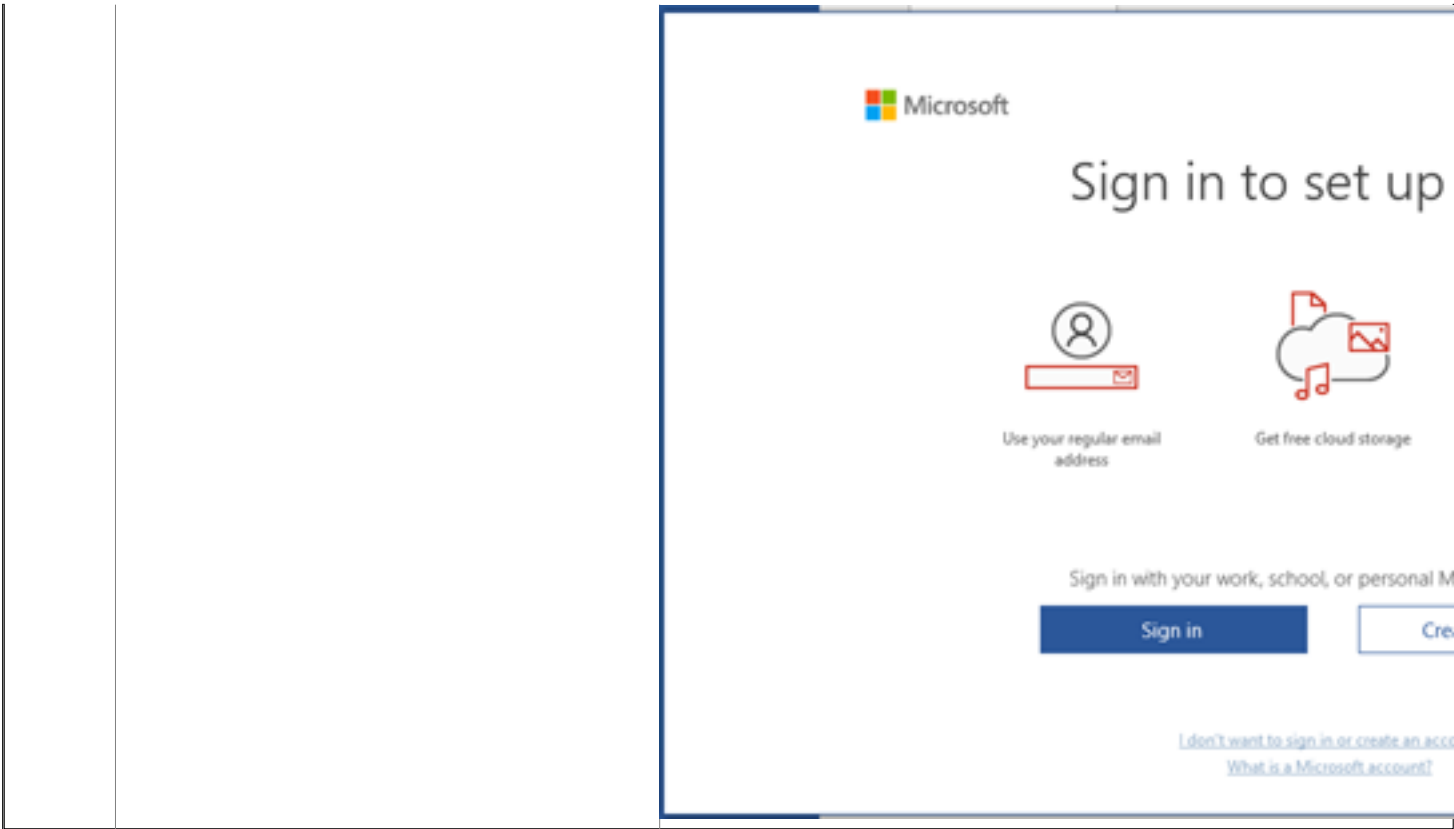
Navigate to

“%LocalAppData%\Microsoft\IdentityCache”

Move all folders and files to C:\Temp



5 Open Office and sign in.



Online URL: <https://kb.naturalnetworks.com/article.php?id=1006>