

# How can I fix the "Another user has connected to the session" error message?

**Meta Title:** How Can I Fix the "Another User has Connected to the Session" Error Message?

**Meta Description:** Learn how to resolve the "Another user has connected to the session" error message and regain control. Get quick fixes and solutions now!

There can only be one RDP connection active at once on the Windows remote desktop server.

Learn how to fix the "Another user has connected to the session" error message by following the below solutions:

- **You have many devices signed in** - It's possible that one of them still has an old connection from when you improperly disconnected. Make sure to double-click the logoff icon on your Ace Cloud hosted desktop to prevent receiving this error message in the future.
- **You are giving someone else access to your account login details** - To change your password, go to <https://selfcare.acecloudhosting.com>, and to add a new user, send us an authorization email at [Support@acecloudhosting.com](mailto:Support@acecloudhosting.com). This will allow the user who is accessing your account to receive the new login information.
- **Someone else is accessing your account without your approval** - Reset your password quickly by visiting <https://selfcare.acecloudhosting.com/> or if you need password reset from our end or wish to activate 2FA (Two-Factor Authentication)/MFA (Multi-Factor Authentication), email us at [support@acecloudhosting.com](mailto:support@acecloudhosting.com).

## Benefits:

Here're the 2 benefits of fixing the error:

- **Data Security:** If an unauthorized person has acquired access to the session, the error message can be a security warning. By resolving the issue, you can protect your data and lower the possibility of unwanted access or data breaches by ensuring that only authorized users can connect to the session.
- **Enhanced User Experience:** Resolving errors can be time-consuming and irritating. A better and more satisfying user experience is offered by fixing the error. It enables you to concentrate on your task without unneeded distractions or technological issues.

**Conclusion:**

The "Another User Has Connected to the Session" issue notice can be addressed and resolved to guarantee uninterrupted work, protect data integrity, foster collaboration, boost security, and enhance the user experience inside the session.

If you're still having trouble fixing the error and need more help, feel free to contact us at +1- (888)415-5240.