Some Help With

Connecting to a remote device

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Ensure AnyDesk is installed on both **local** and **remote** devices. You need the remote device's **AnyDesk ID** (9–10 digits) or **Alias** to start a session.

> Learn more about ID and Alias in **this article**.

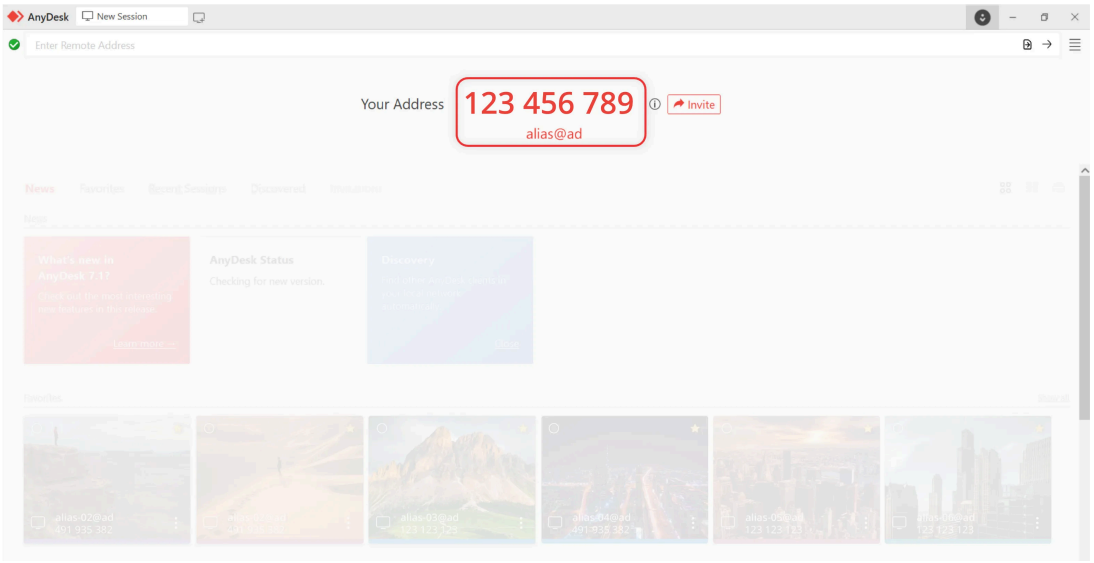
Depending on the remote device's configuration, you'll either:

- Enter the *Unattended Access password*, or
- Wait for the Remote User to manually *accept* the session.

To connect to a remote device

1. Get the remote device's **AnyDesk ID** or **Alias**.

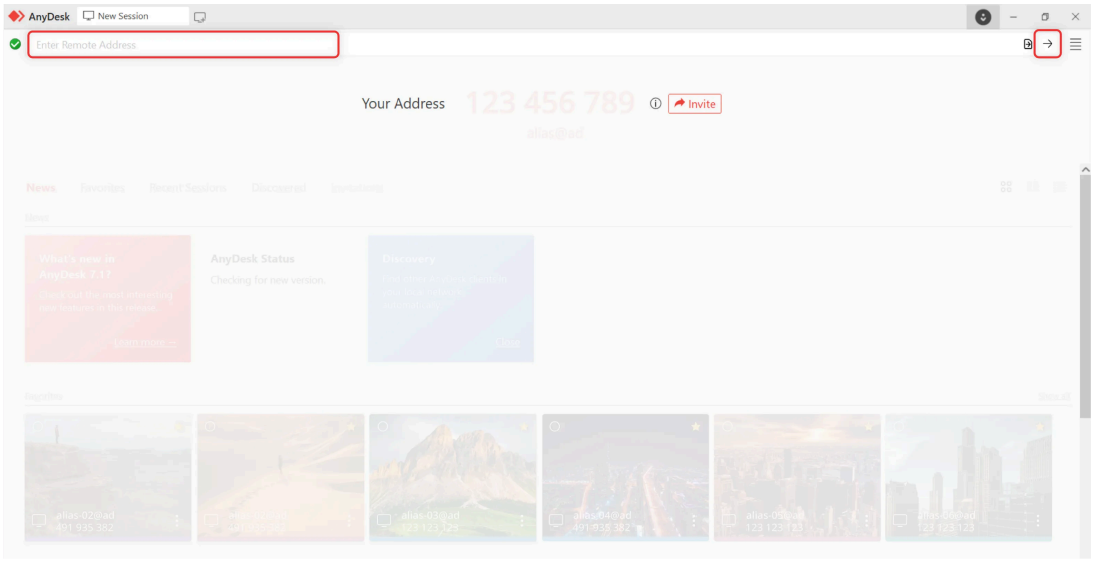
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2. On the local device, from which you want to connect to the remote device, enter the **AnyDesk ID** in the **Remote Address** field and click

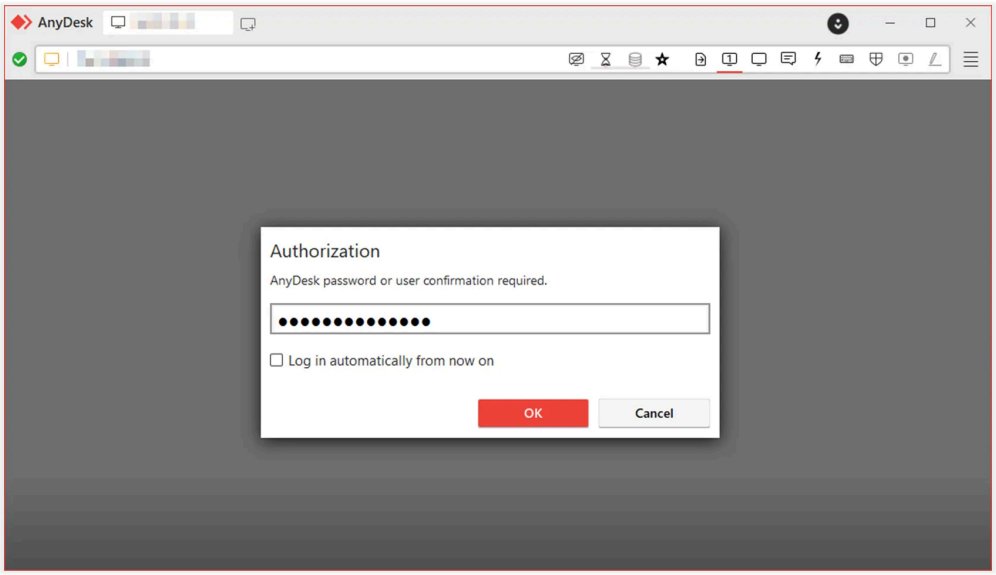
   →

   or press **Enter**.

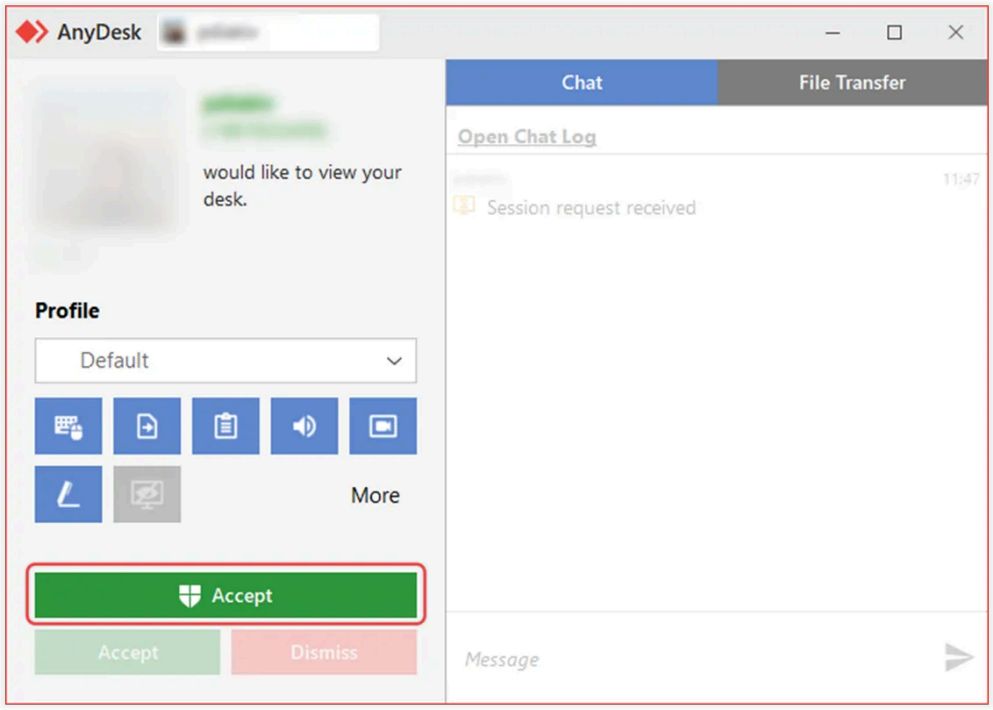


3. When prompted:

   - Enter the **Unattended Access** passwordthat you previously set up on the remote device, or



- Wait for the remote user to manually **Accept** the request.



Once connected, the session will start and you will see the Remote Desktop. You can now control the device, transfer files, and more.

To end a remote session

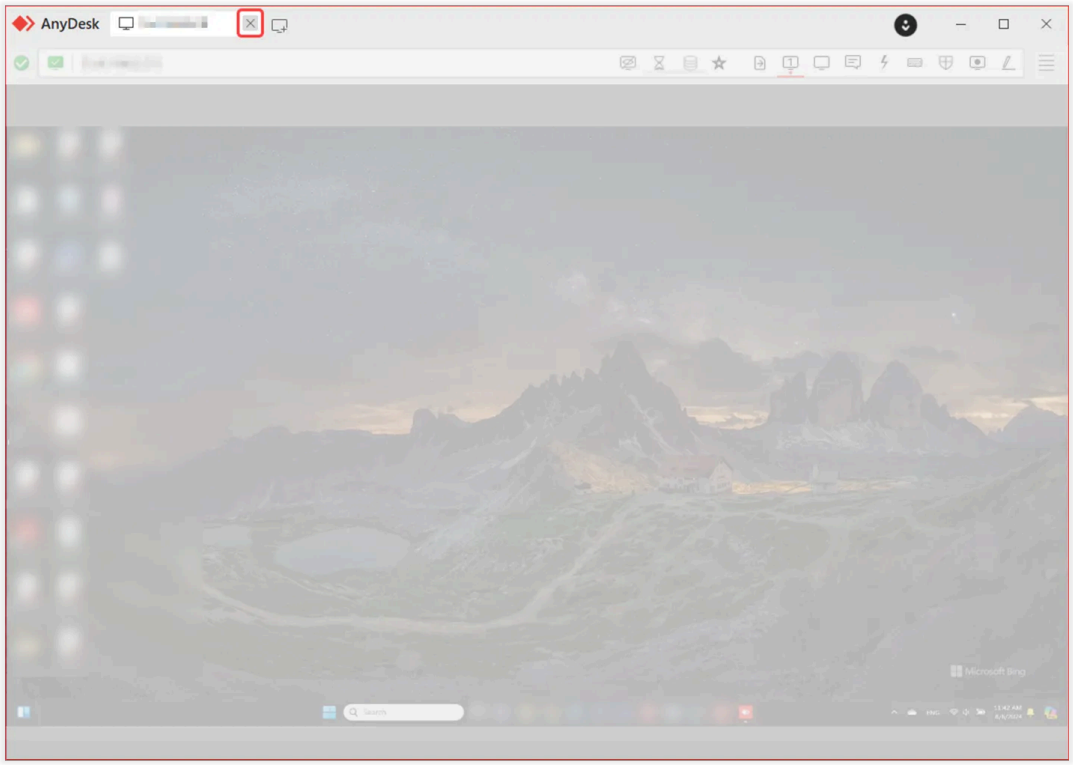
You can end a remote session at any time, either from the local (controlling) device or the remote (controlled) device.

End session from the local device

1. In the AnyDesk client, locate the active session tab at the top.
2. Click

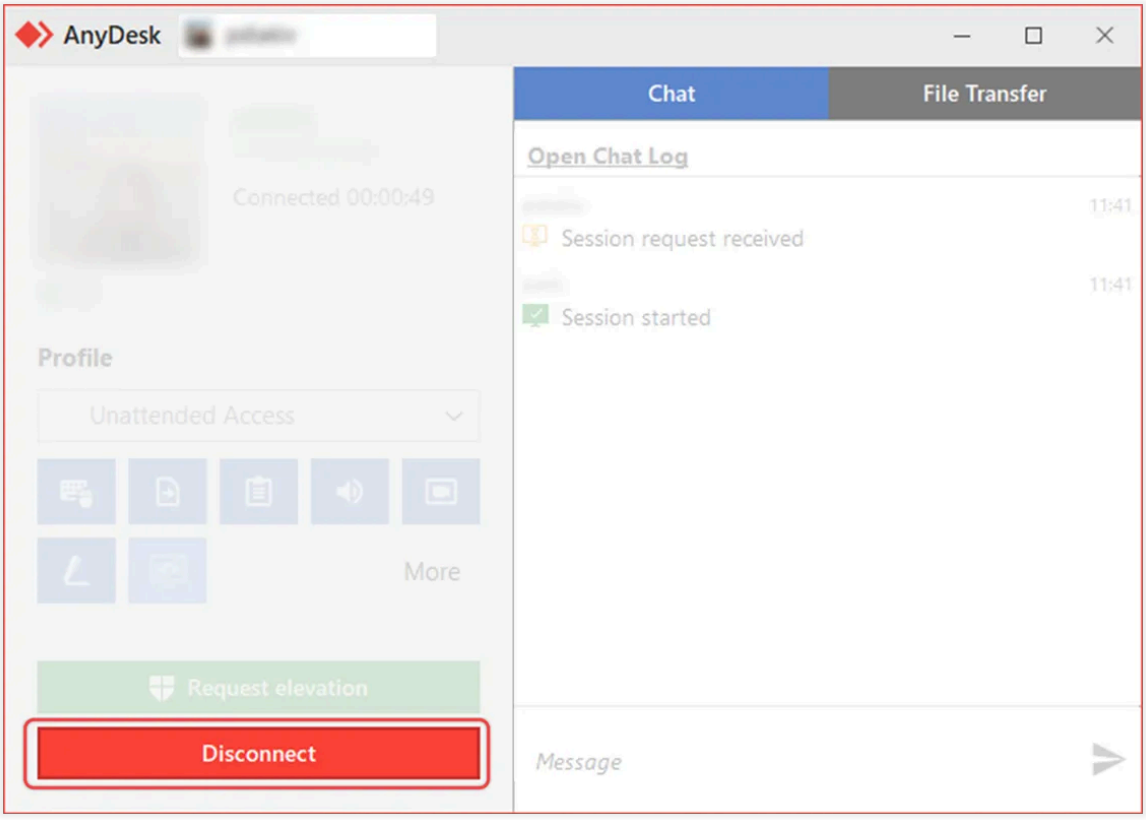


on the session tab.



End session from the remote device

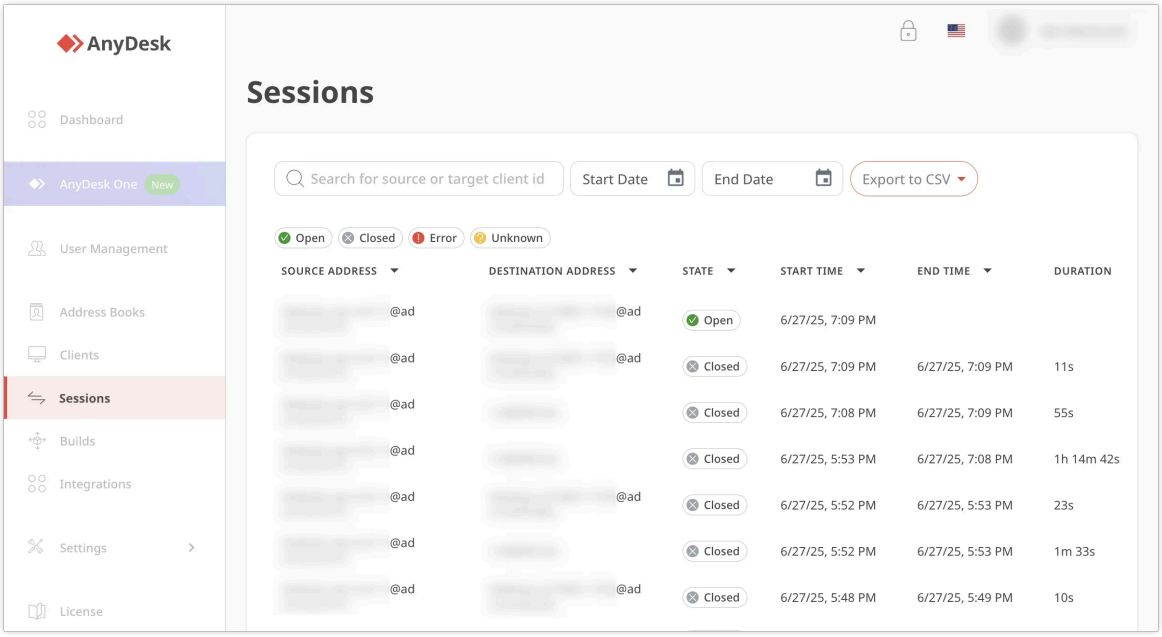
In the session control window, click **Disconnect** to end the session immediately.



End session from my.anydesk

> **Available for:** Admin, IT agent with corresponding permissions

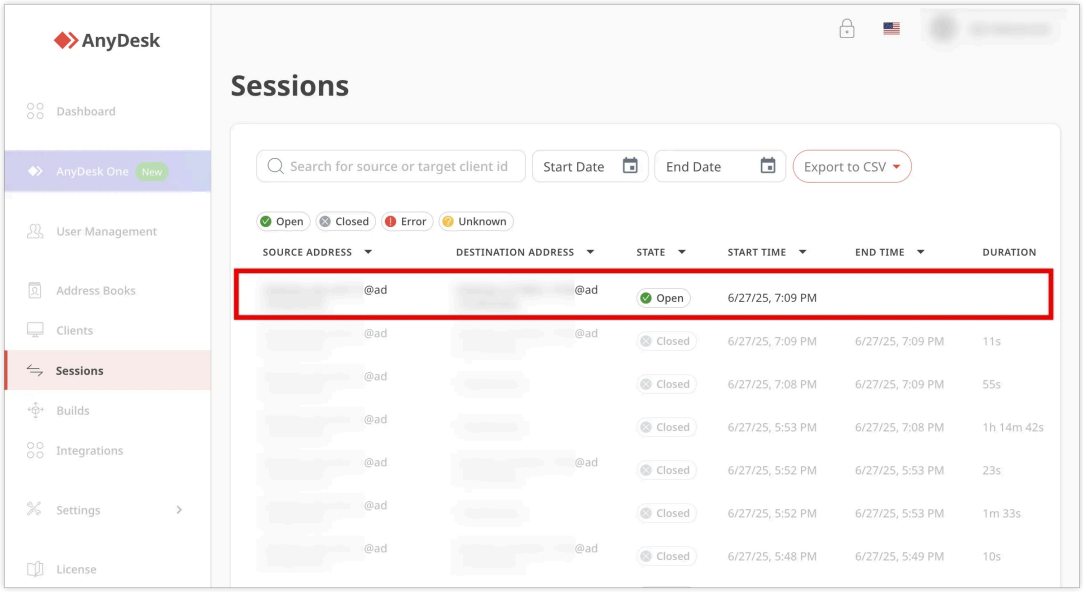
Active sessions from other devices using the same license are listed in my.anydesk management portal.



AnyDesk sessions overview showing open and closed session statuses with timestamps.

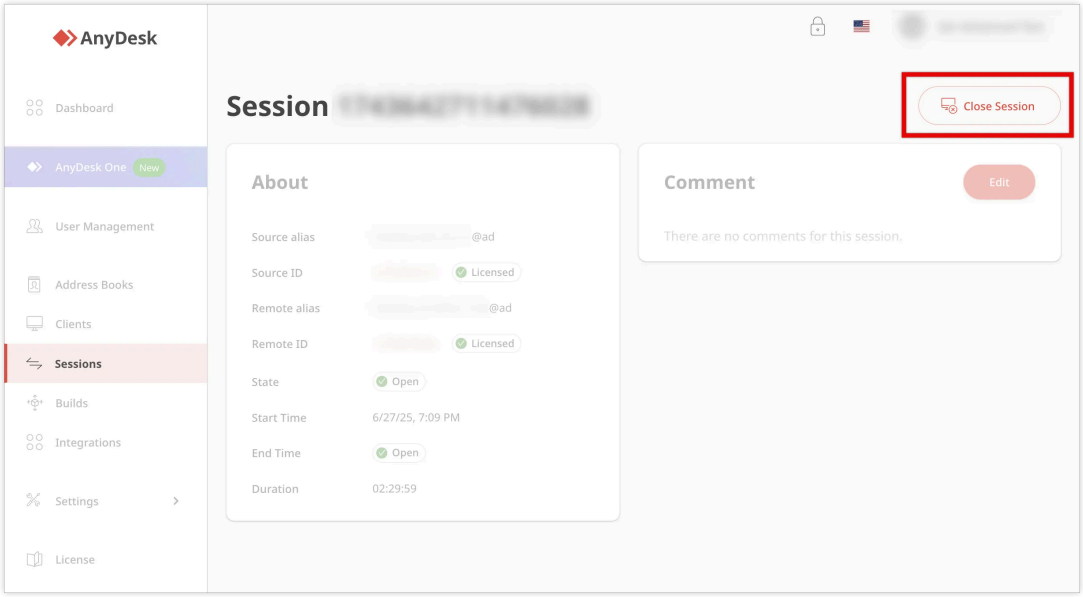
To end sessions for other devices tied to your license:

1. Sign in to my.anydesk and navigate to the **Sessions** tab.
2. On the **Sessions** tab, select the active session.



AnyDesk session details showing an open session with source and destination addresses.

3. On the **Session Details** page, click **Close Session**.



AnyDesk session details with options to close the session.

Platform compatibility

Here, you can find a table of supported platforms that are compatible with one another.

> 🦉 For more details on supported platforms, see **this article**.

From / To	Windows	macOS	Linux	Raspberry Pi	Android	iOS	ChromeOS
Windows	✅	✅	✅	✅	✅	✅	✅
macOS	✅	✅	✅	✅	✅	✅	✅
Linux	✅	✅	✅	✅	✅	✅	✅
Raspberry Pi	✅	✅	✅	✅	✅	✅	✅
Android	✅	✅	✅	✅	✅	✅	✅
iOS1	✅	✅	✅	✅	✅	✅	✅
ChromeOS2	✅	✅	✅	✅	✅	✅	✅

¹ Remote control to iOS/iPadOS requires a paid outgoing client. tvOS devices are outgoing-only at this time.

² Remote control to ChromeOS is only outgoing.

FAQ

What do I need to connect to a remote device using AnyDesk?

You need to ensure AnyDesk is installed on both local and remote devices, and you will require the remote device's AnyDesk ID (9–10 digits) or Alias.

How do I start a session with a remote device?

To start a session, enter the remote device's AnyDesk ID or Alias in the **Remote Address** field on your local device and click



or press **Enter**.

Is there a limit to the number of active sessions I can have?

Yes, if you exceed your licensed session limit, a warning will appear listing active sessions on your current device. This warning appears when you try to initiate a new session but have already reached the number of simultaneous sessions allowed by your license. You can manually terminate one of these sessions to start a new one.

To view or end sessions from other devices registered under the same license, go to the **Sessions** tab in your my.anydesk II management portal.

What platforms are compatible with AnyDesk?

AnyDesk supports various platforms including Windows, macOS, Linux, Raspberry Pi, Android, iOS, and ChromeOS.

A unique number automatically assigned to each installed AnyDesk app. It’s used to identify the device and connect to it remotely.

A feature that allows connections to a remote device without requiring manual approval on the other end, enabling access using just a password.

An individual whose device is being accessed or controlled by someone else using AnyDesk.

The ability to access and control a device from a different location using AnyDesk, facilitating remote support and work.