Some Help With

Could not send the authentication request to IDP

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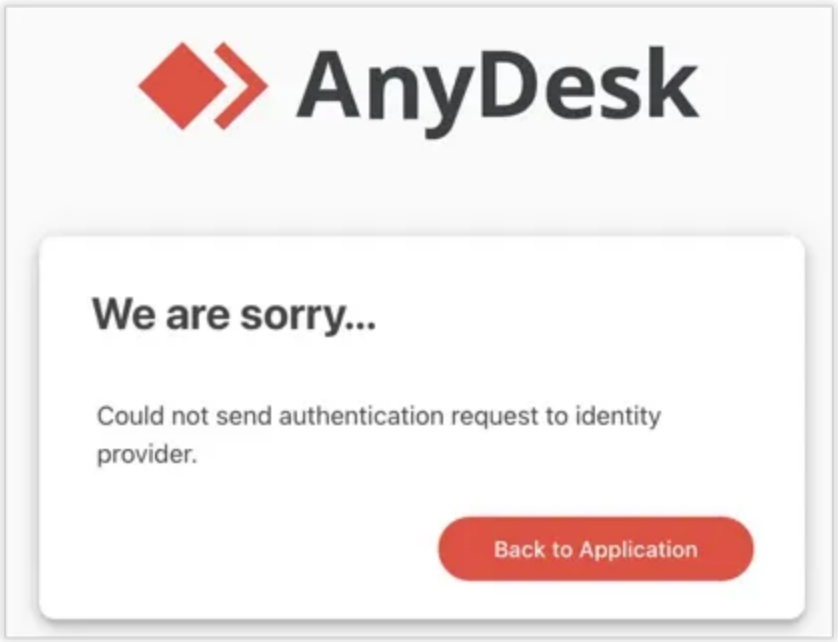

idp setup issue 1.webp

Cause

This error appears when attempting to sign in to my.anydesk II via SSO. It usually means that the Identity Provider (IDP) link between my.anydesk II and your organization's IDP is misconfigured.

🚨 **IMPORTANT**

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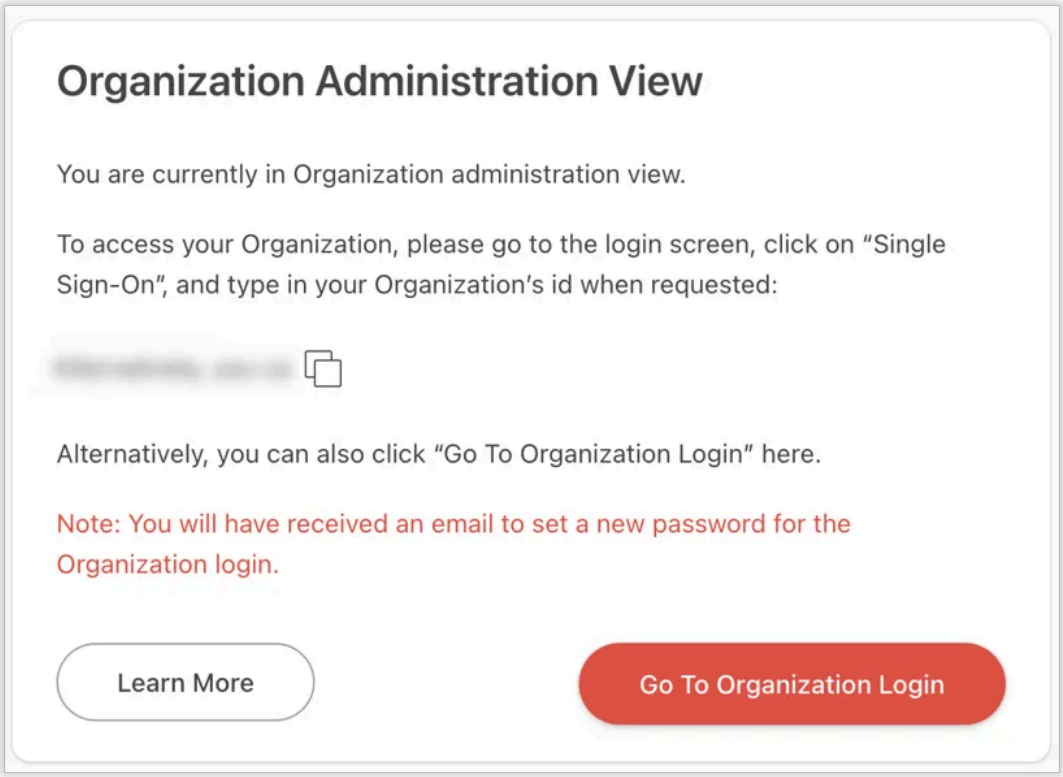
Contact your organization's **administrator** to resolve the issue.

Solution

To re-establish SSO access to my.anydesk for your organization:

1. Sign in to my.anydesk II using the Ultimate account's ownership credentials.
2. Go to the **Dashboard** tab.
3. In the **Organization Administration View**, click **Go To Organization Login**.



idp setup issue 2

4. You will be redirected to the organization login page.
5. Sign in using the organization's administrator credentials.
6. Navigate to the **Organization** tab and check the IDP configuration for errors or warnings.
7. Update the IDP data or settings to correct any setup issues.

Once the IDP link is configured correctly, SSO access to **my.anydesk II** should be restored for all users. If issues remain, verify the IDP metadata (certificate, endpoints, login URL) against your identity provider's documentation.