Some Help With

How can I reset my password for my.anydesk?

If you forgot your password or are unable to sign in to my.anydesk.com with your current credentials, you can reset your password. This will allow you to regain access to your my.anydesk account.

> 🦉 If you remember your password and just want to change it, see **this article**.

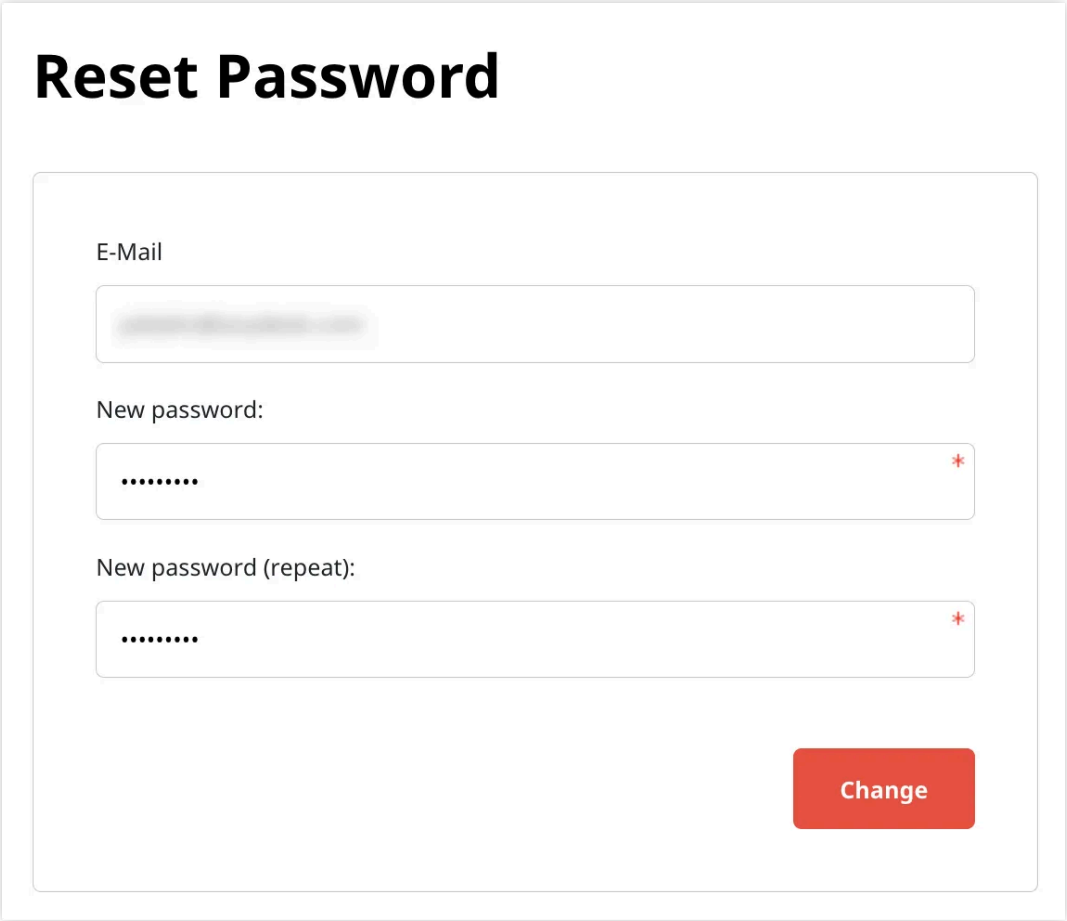
> 🚨 **IMPORTANT**
>
> my.anydesk I and my.anydesk II are separate portals, each with its own login credentials.
>
> You need to use the **correct email address and password** for the portal you want to access.
>
> Resetting your password on one portal does **not** affect the other.

my.anydesk II

my.anydesk I

To reset your password on my.anydesk I:

1. Go to the **Reset password** page, enter the email address associated with your AnyDesk license, and click **Reset**.
2. Open the email from **noreply@anydesk.com** and select the **link provided**.
   💡 *If you don't see the email, check your junk or spam folder.*
3. On the opened page, enter your email, new password and repeat it.



Form for resetting password with email and new password fields displayed.

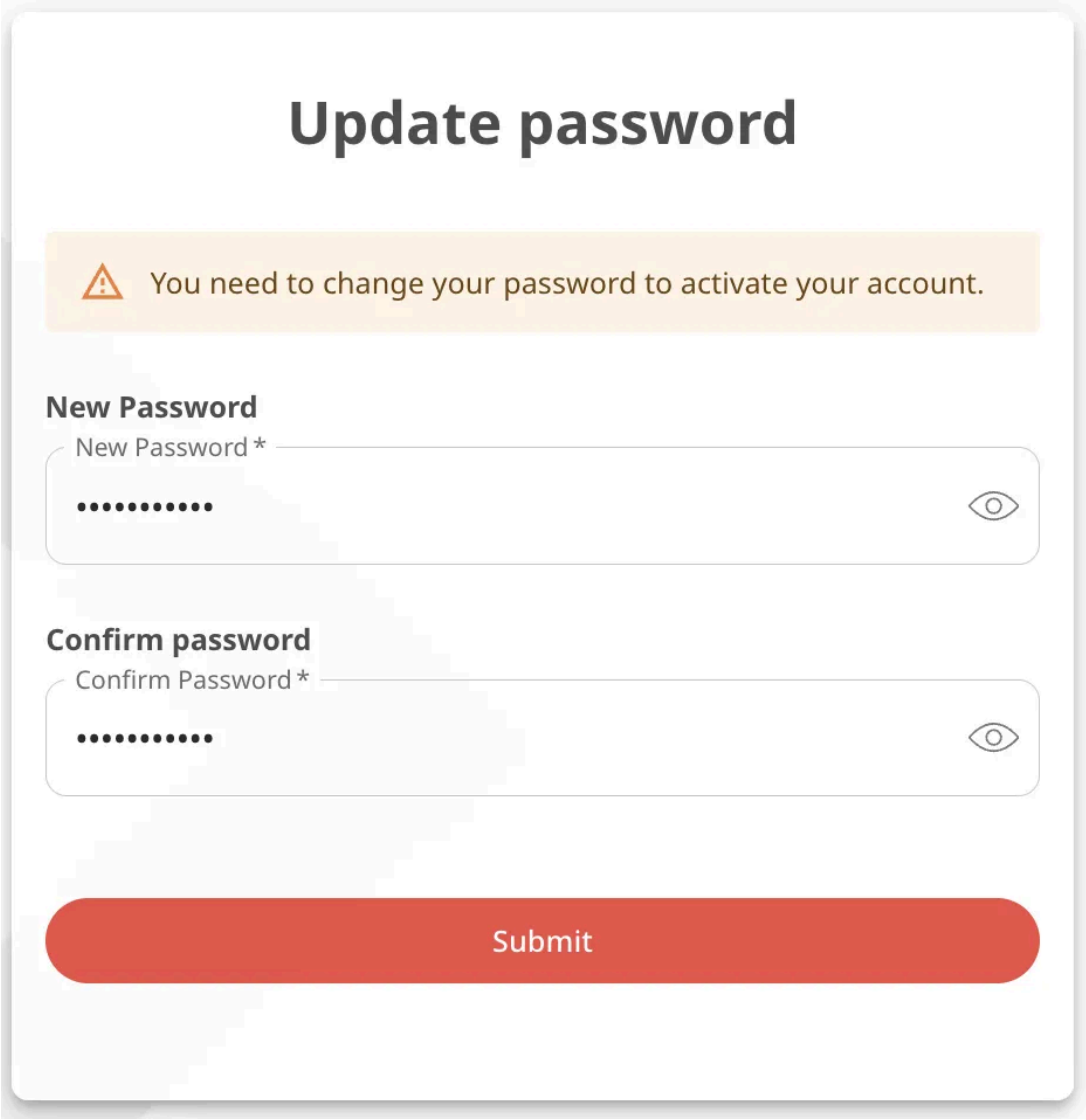
4. Click **Change**.

After that, you will be able to sign in to my.anydesk I with the new password.

> 🚨 **IMPORTANT**
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> If you purchased your license through one of our official resellers and forgot password to **my.anydesk I**, please contact your vendor representative to request a password reset. We will then send you a temporary password, which you can later change in the **Settings** tab on **my.anydesk I**.

To reset your password on my.anydesk II:

1. Go to the **Reset password** page, enter the email address associated with your AnyDesk license, and click **Submit**.
2. Open the email from **noreply@anydesk.com** and select the **Reset Password Link**.
   💡 *If you don't see the email, check your junk or spam folder.*
3. On the opened page, enter your new password and confirm it.



Form to update password with fields for new and confirm password, and a warning message.

4. Click **Submit**.

After that, you will be able to sign in to my.anydesk II with the new password.

I’m not receiving my password reset email

If you’ve requested a password reset but haven’t received the email, try the following steps:

- Check your **spam** or **junk** folder. Automated emails, such as password resets, are sometimes filtered by email providers or security software.
- Wait a few minutes. There may be a short delay in email delivery.
- If the email still doesn’t arrive and isn’t in your spam folder, contact our support team at support@anydesk.com.