Some Help With

my.anydesk I

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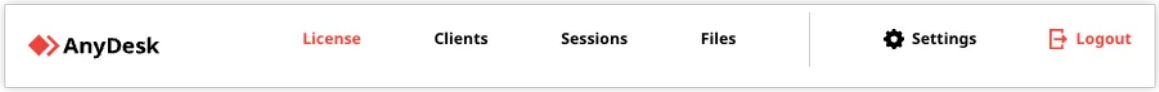
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> 🚨 **IMPORTANT**
>
> The **my.anydesk I** management console will soon be deprecated. **Migrate your account to my.anydesk II now**.

my.anydesk.com is the primary interface for managing your account, license, clients, and session history. For **Advanced** and **Ultimate** license holders, it also provides a custom client generator.

The portal is organized into main sections:

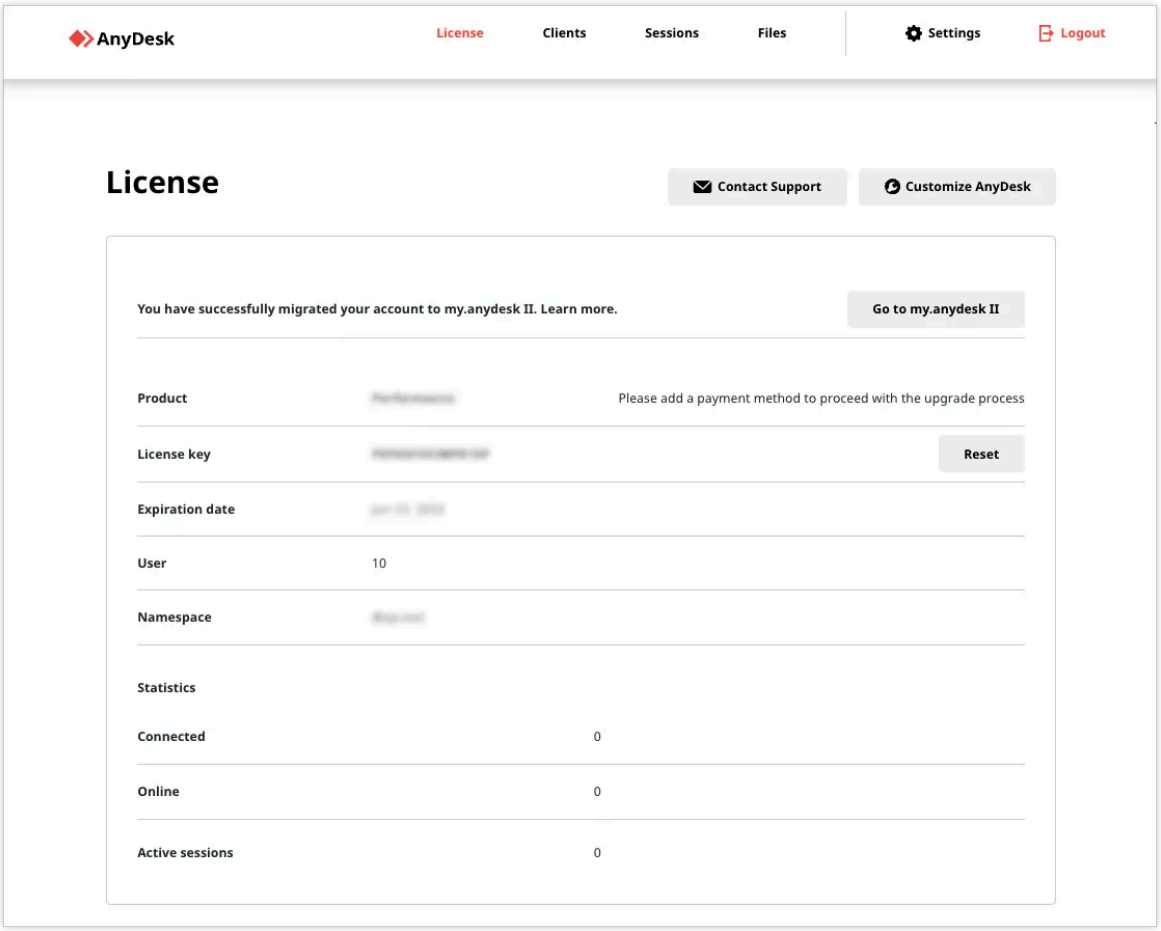


AnyDesk interface showing License, Clients, Sessions, Files, Settings, and Logout options.

License

Use the **License** tab to view your license and account information:

- **Product** - Current license type.
- **License key** - View or **Reset** your license key.
- **Expiration date** - Date until the license is valid.
- **User** - The amount of users available in your license.
- **Namespace** - Your custom namespace.
- **Connected/Online** - Statistics on clients currently linked to your license.



AnyDesk license information including product details, expiration date, and user statistics.

Clients

The **Clients** tab lists all devices registered to your account:

- **Export to CSV** - Download the list.
- **ID/Alias** - Unique identifiers for each client.
- **Details arrow** - Navigate to the *Client Details* page to manage Aliases or unlink devices.

Sessions

The **Sessions** tab provides a complete history of all remote connections performed under your license, including start/end times and duration. This data is essential for auditing and support tracking.

Files

The **Files** tab is where you manage your custom AnyDesk clients. You can view details OS, version, and prefixes, and generate public download links for your customized installers.

Settings

Use the **Settings** tab to manage your portal experience:

General

Modify localization settings (language/timezone), configure CSV export options, change your portal password, and enable **Two-factor authentication** for enhanced security.

Customer

View your account's contact details and registered information.

FAQ

For all matters related to **billing, payments, and invoices**, please contact your **authorized partner or account manager**. As these processes are managed externally to ensure personalized service, you will not find payment management options within the my.anydesk I portal.