Some Help With

Request a session

TABLE OF CONTENT

Requesting a session

Accepting the session request

> **License:** Ultimate-Cloud

> **Available for:** End-users requesting a session or accepting a session.

If you're a Remote User experiencing an issue on your device or need assistance from another department, you can request a remote session via AnyDesk. This allows a support agent to receive your request and remotely connect to your device to resolve the issue.

Requesting a session

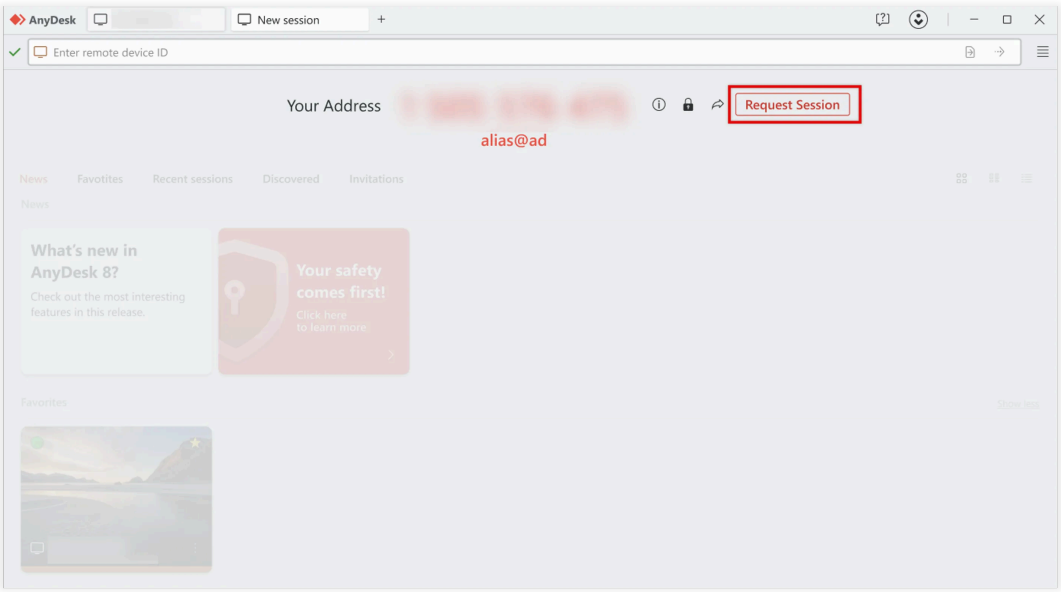
If you encounter an issue or require assistance from another department, you can request a session with a support agent.

> 🚨 **IMPORTANT**
>
> The ***Request Session*** feature is available only if AnyDesk Assist is downloaded on your device.

To request a session:

1. In the AnyDesk Assist client, click **Request a Session**.

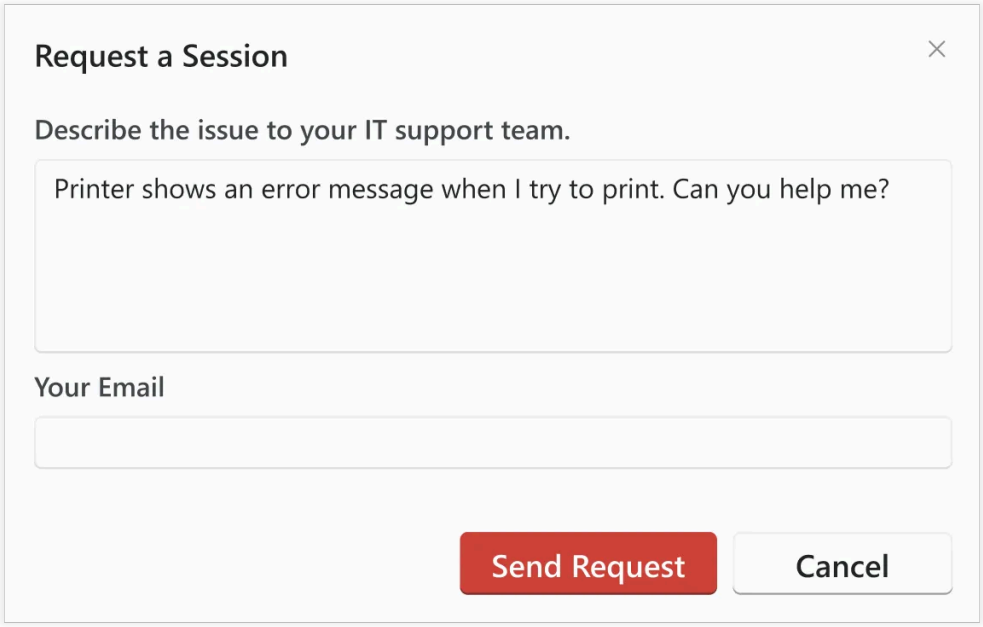
 © 2026 www.somehelpwith.com



AnyDesk interface showing remote device ID and request session button highlighted.

2. In the dialog that opens, fill in the following details:

    1. **Describe the issue** - provide a brief description of the problem.
    2. **Your Email** - provide your email address.



Form to request IT support for printer error message assistance.

3. Click **Send Request**. After sending the request, the **Accept** dialog window will appear. Use this to accept the session when you're ready.

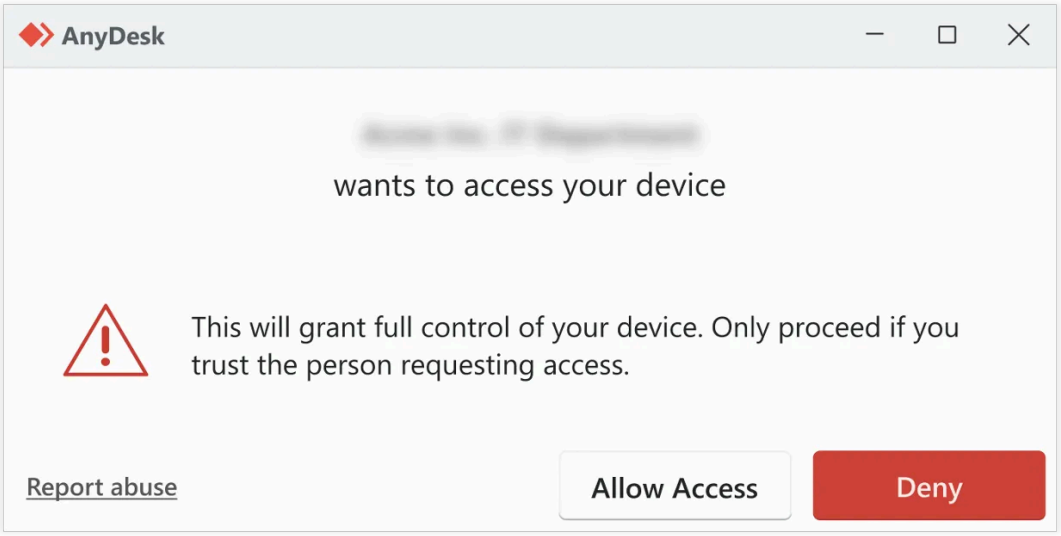
Once your request is sent, the support agent will receive it and connect to your device to assist you.

Accepting the session request

If you don’t have the AnyDesk Assist client downloaded and a support agent wants to connect to your device, you’ll receive an invitation link via email to accept the session request.

To accept the session request, follow these steps:

1. Open the email with a session link and click it to accept the session.
2. You will be redirected to a webpage to download the **AnyDesk Assist** client.
3. After downloading AnyDesk Assist, a dialog window will appear. Select **Allow Access** toaccept the session or **Deny** to reject it.



AnyDesk request for device access with warning about granting full control.

4. After you allow the session request, in the **Accept** dialog window, configure the permissions and click **Accept**.
5. The support agent will connect to your device and begin assisting you remotely.

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