Some Help With

Set up URL handlers for remote sessions

TABLE OF CONTENT

How to use URL handlers

URL handlers by client type

- Standard clients
- Custom clients (my.anydesk I)
- Custom clients (my.anydesk II)

Initiate sessions from my.anydesk

Example use case

> **Relevant for:** Admin, IT agent
>
> **Platform:** Windows, macOS (6.3.1+), and Linux

You can use URL handlers to automatically launch AnyDesk and start a remote session. It's particularly useful for IT administrators and support teams who manage remote access through internal portals or dashboards.

> 💡 **NOTE**
>
> AnyDesk must be **installed** on your device for URL handlers to work.

How to use URL handlers

You can embed AnyDesk links using standard HTML. When you click the link, AnyDesk opens and sends a connection request to the specified ID or alias.

```
<a href="anydesk:user@namespace">Connect to AnyDesk</a>
```

XML

 © 2026 www.somehelpwith.com

Copy

URL handlers by client type

The format of the URL depends on the type of AnyDesk client you're using.

Standard clients

Use this format if you're using a standard AnyDesk client downloaded from the official website:

```
anydesk:<anydesk-id-or-alias>
```

Plain text

Copy

Example: `anydesk:123456789`

Custom clients (my.anydesk l)

Non-MSI custom clients

```
anydesk-<prefix>:<anydesk-id-or-alias>
```

Ruby

Copy

Example: `anydesk-abc12345:123456789`

MSI custom clients (Windows only)

```
anydesk:AnyDesk-<prefix>_msi:<anydesk-id-or-alias>
```

Php-template

Copy

Example: `anydesk:AnyDesk-abc12345_msi:123456789`

Custom clients (my.anydesk II)

Non-MSI custom clients

`anydesk:AnyDesk-ad_<prefix>:<anydesk-id-or-alias>`

Ruby

Copy

Example: `anydesk:AnyDesk-ad_abc12345:123456789`

MSI custom clients (Windows only)

`anydesk:AnyDesk-ad_<prefix>_msi:<anydesk-id-or-alias>`

Php-template

Copy

Example: `anydesk:AnyDesk-ad_abc12345_msi:123456789`

Initiate sessions from my.anydesk

You can also use this feature directly in the my.anydesk:

1. Go to the **Clients** tab.
2. Select the client you want to connect to.
3. Click **Connect** to launch a session using a URL handler.

> 🚨 **IMPORTANT**
>
> URL handlers in the management console work only with the **standard AnyDesk client** downloaded from our official website.

Example use case

If you use a web-based support dashboard, you can collect customer AnyDesk IDs through a form. These IDs can be automatically converted into clickable AnyDesk URLs. When an IT agent clicks the link, AnyDesk opens and starts the session immediately, no need to manually enter the ID.