Some Help With

# What are concurrent connections?

TABLE OF CONTENT


Benefits of Concurrent Connections

Licensing for Connections

How to Add Connections


Concurrent connections are remote sessions that occur at the same time. The total number allowed is determined by your license.

---

## Benefits of Concurrent Connections

- **Enhanced Productivity:** Team members work in parallel.
- **Cost Efficiency:** Pay for connections, not for every user.
- **Easy Scalability:** Add capacity as your support volume grows.

---

## Licensing for Connections

| License | Default Connections | Expansion Limit |
|---|---|---|
| **Standard** | 1 | Up to 20 total |
| **Advanced** | 2 | Up to 50 total |

### How to Add Connections

If your team is growing and you experience session limits, we recommend **contacting your AnyDesk partner or our team**.

While add-ons can be purchased via the management portal, consulting with an expert ensures:

 © 2026 www.somehelpwith.com 

1. You choose the most cost-effective tier.
2. Your license is correctly configured for your specific use case.
3. You avoid the administrative overhead of multiple small upgrades throughout the year.

> 🦉 **Tip:**
>
> If you consistently reach your connection limit, it might be more beneficial to upgrade from **Standard** to **Advanced**, which offers a higher default limit and more robust management features.