Some Help With

What are session requests?

TABLE OF CONTENT

Who is this feature for?

What can I do with session requests?

How to start using AnyDesk Assist with Session Request feature?

FAQ

Session Requests is a feature in AnyDesk 9.0.1 for Windows and in AnyDesk 9.1.0 for macOS designed to simplify and speed up remote support. It allows support agents to connect to remote users quickly by sending a session link, eliminating the need to exchange AnyDesk IDs. Once the user accepts the session via the provided link, the support agent can start assisting immediately.

This feature is for Support teams and organizations needing efficient and secure remote support solutions.

> For instructions on how to manage session requests, see **this article**.

Who is this feature for?

This feature is designed to help **IT admins and support agents** provide seamless support within their organization. Session Requests are available for users with:

- **Ultimate (Cloud) license**.
- **AnyDesk 9.0.1 or later (Windows and macOS).**

It's especially useful for streamlining support processes:

- **For support agents**
  Support agents can create and manage session requests directly within AnyDesk client and my.anydesk II. A dedicated list (Session Queue) shows all requests assigned to that queue,

allowing agents to connect directly to end users and resolve their issues - without relying on external tools or ticketing systems.

- **For end users** If an end user needs help, they can Request a Session within AnyDesk client. This provides the support agent with all the necessary details about the issue, enabling them to connect and assist quickly.

What can I do with session requests?

Depending on the User Permissions you have within AnyDesk, you can do the following:

- Create and manage session requests
- Assign them to support agents
- Schedule session requests
- Add session request to session queue

Key benefits

- **Efficient connection:** No need to exchange AnyDesk IDs.
- **Unified management**: Create, track, and assign session requests within the AnyDesk client or my.anydesk II.

How to start using AnyDesk Assist with Session Request feature?

As a license owner, you can create customized AnyDesk clients for both support agents and remote users. The customized clients will differ based on their roles: one for support agents and another for remote users.

To create a Custom Client with Session Request feature, do the following:

for support agents

for remote users

Create a custom client for support agents:

1. Sign in to my.anydesk II account, click **Builds**, and **Create Build**.
2. There are two ways of how you can enable the **Session Request** feature, do one of the following:

- Scroll down to the **Client Settings** section and turn the **Enable Session Requests** toggle on.
- Go to **Advanced Settings** and in the **Overrides** section, add the following advanced keys:

```
_module=anydesk-9.0.1 ad.session_queue.init=1
```

Plain text

Copy

3. Customize your build as required and click **Create**.
4. Download the build to start using the AnyDesk client with Session Requests feature.

> 🚨 **IMPORTANT**
>
> Support agents have to be logged in to their account in AnyDesk to access Session Requests.

Create a custom client for remote users:

1. Sign in to my.anydesk II account, click **Builds**, and **Create Build**.
2. There are two ways of how you can enable the **Request a Session** feature for remote users, do one of the following:
   - Navigate to the **Client Settings** section and turn the **Enable Session Requests Button** toggle on.
   - Navigate to **Advanced Settings** and in the **Overrides** section, add the following advanced keys:

```
_module=anydesk-9.0.1 ad.session_queue.help_button=1
ad.session_queue.help_button.text=yourtext
```

Plain text

Copy

**yourtext* - the text that appears on the button

3. Customize your build as required and click **Create**.

4. Download the build and share with remote users to start using the AnyDesk client with Request a Session feature.

FAQ

What is the Session Requests feature in AnyDesk 9.0.1?

Session Requests is a feature designed to simplify and speed up remote support by allowing support agents to connect to remote users quickly through a session link.

Who can use the Session Requests feature?

The feature is available for users with an Ultimate (Cloud) license, AnyDesk 9.0.1 or later on Windows or AnyDesk 9.1.0 for macOS.

Can I use Session Requests on macOS or Linux?

No, currently Session Requests is a Windows-only feature, but support for other operating systems is coming soon.

What should I do if the session link doesn't work?

Ensure the user checks their email's spam folder or resend the link from the **Session Requests** page either in my.anydesk II or the AnyDesk client.

Is the Session Request feature available for dynamic clients?

No, the Session Request feature is not available with dynamic clients; it requires a compatible static client.

A feature in AnyDesk that allows support agents to connect with users via a session link without needing the user's AnyDesk ID, streamlining remote support.

A feature that organizes multiple session requests into dedicated team-based queues, allowing support teams to manage requests more efficiently.

Settings that define what actions users can perform within the AnyDesk application, such as accessing certain features.

A tailored version of AnyDesk that can be configured for specific organizational needs, including branding and functionality.

Configuration options available in AnyDesk that allow users to customize security settings, session preferences, and more.