Some Help With

Troubleshooting AnyDesk License Purchased on www.anydesk.com: How to Get Support and Transfer to Official Channel

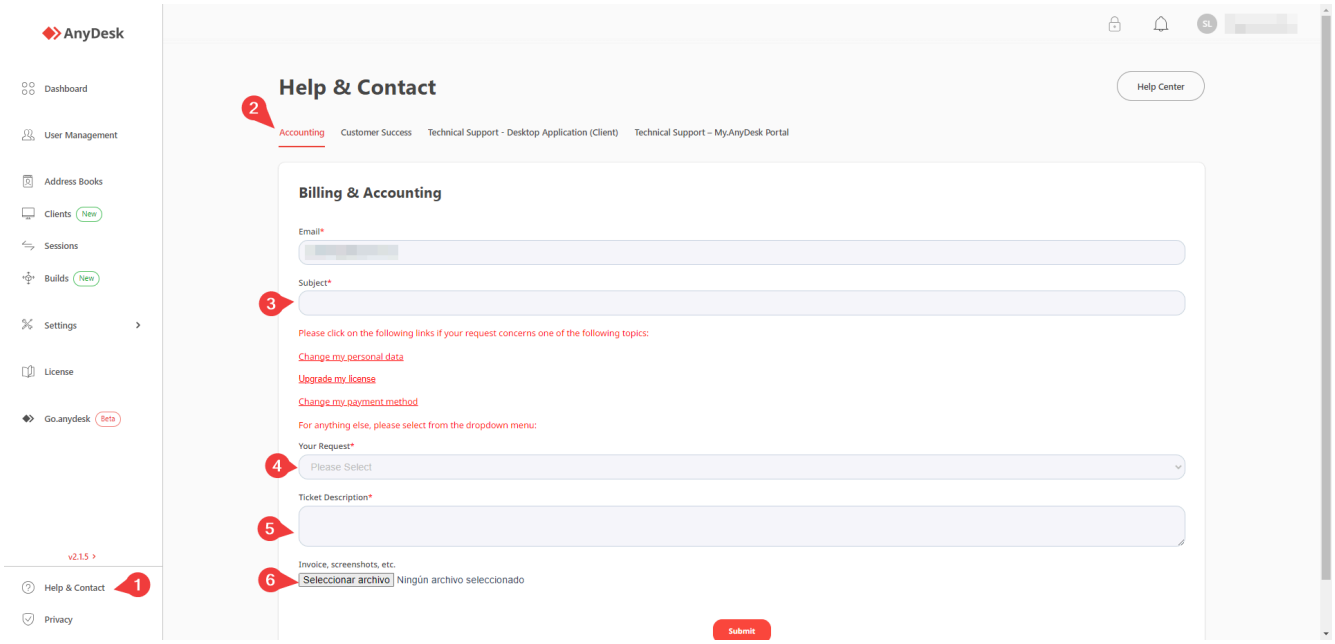
If you purchased your AnyDesk license on the www.anydesk.com website, you will need to resolve any issues with the online sales team, as we, as distributors, do not have visibility of licenses purchased there.

If you are interested in receiving support and service from the official local channel, in your language and your currency, contact us to transfer your contract to the official channel at the time of renewal.

If you do not have access to the AnyDesk portal, you can request support here: https://anydesk.com/contact/support

If you have access to the AnyDesk portal (at my.anydesk.com), you can easily communicate with the billing and accounting team.

1. Go to my.anydesk.com and log in to your account.
2. Navigate to the “Help and Contact” section.
3. Select the option for billing and accounting.
4. Provide as much detail as possible about your request and attach screenshots of any charges, invoices, or other documents that may be useful.


AnyDesk
Dashboard
User Management
Address Books
Clients
New
Sessions
Builds
New
Settings
License
Go.anydesk
Beta
v2.1.5
Help & Contact
Privacy
Help & Contact
Help Center
Accounting
Customer Success
Technical Support - Desktop Application (Client)
Technical Support – My.AnyDesk Portal
Billing & Accounting
Email*
Subject*
Please click on the following links if your request concerns one of the following topics:
Change my personal data
Upgrade my license
Change my payment method
For anything else, please select from the dropdown menu:
Your Request*
Please Select
Ticket Description*
Invoice, screenshots, etc.
Seleccionar archivo
Ningún archivo seleccionado
Submit
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2
3
4
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6