

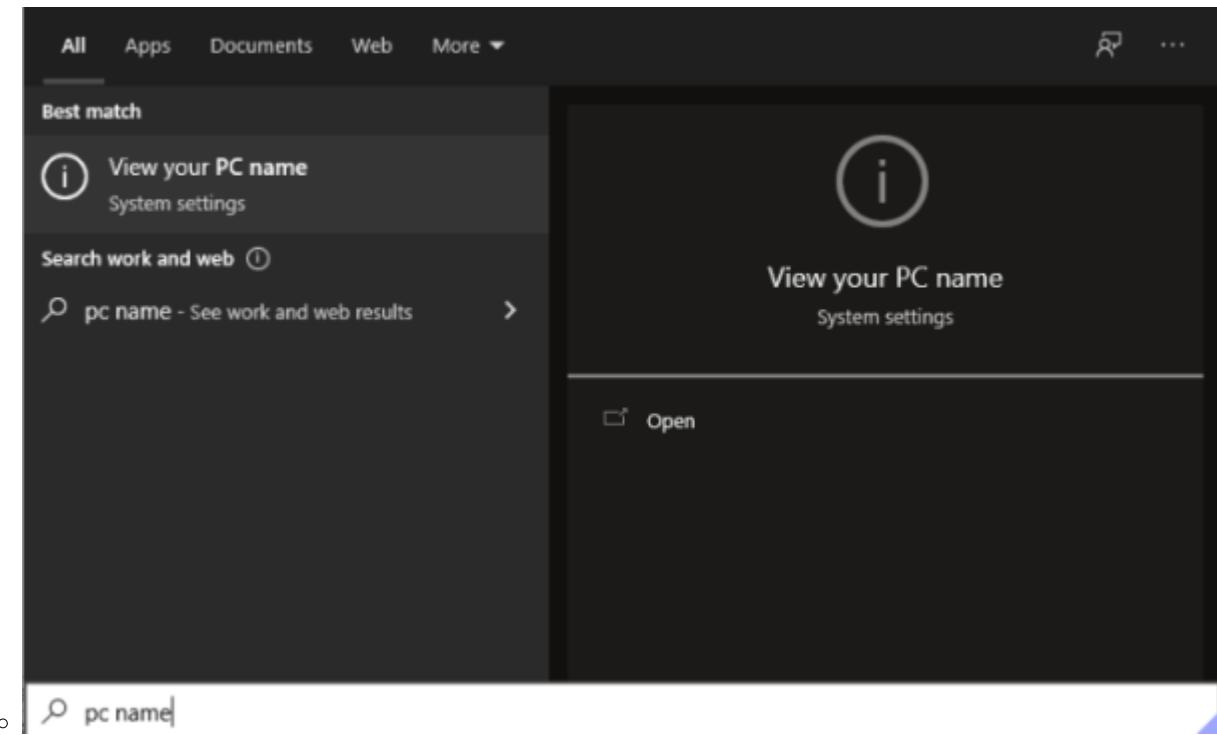
# Assessor 2k User Support

General user support page for Assessor 2k

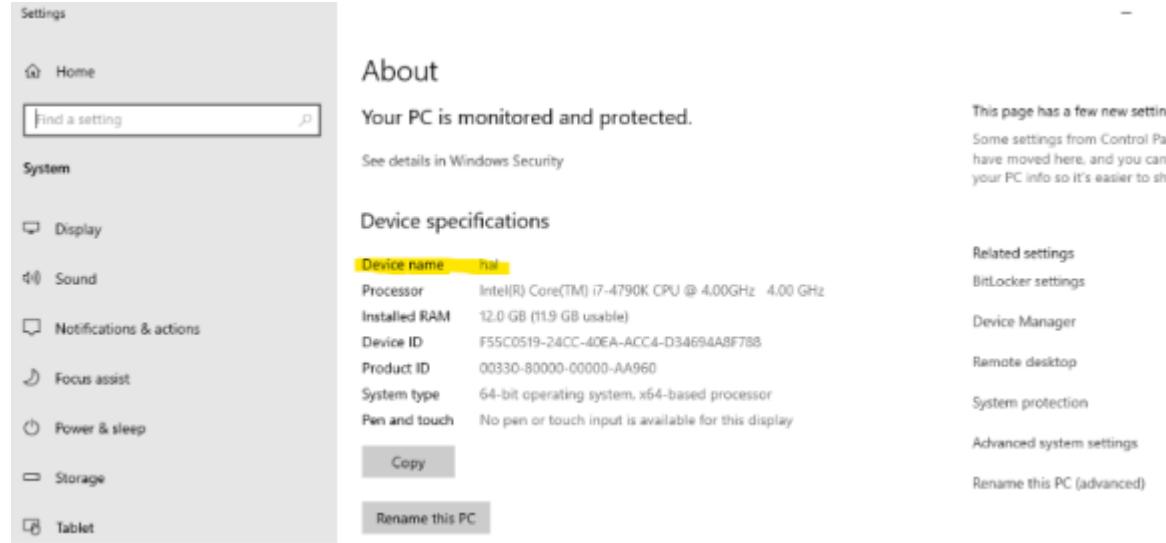
## Requesting Assessor 2k User Support

**When requesting support please include answers to the following questions:**

1. Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626 and/or IP address)
  - If unsure, **click the Start button and type "pc name" and select "View your PC name"**



- Find your computer name next to "Device Name" (My computer is named "hal"):

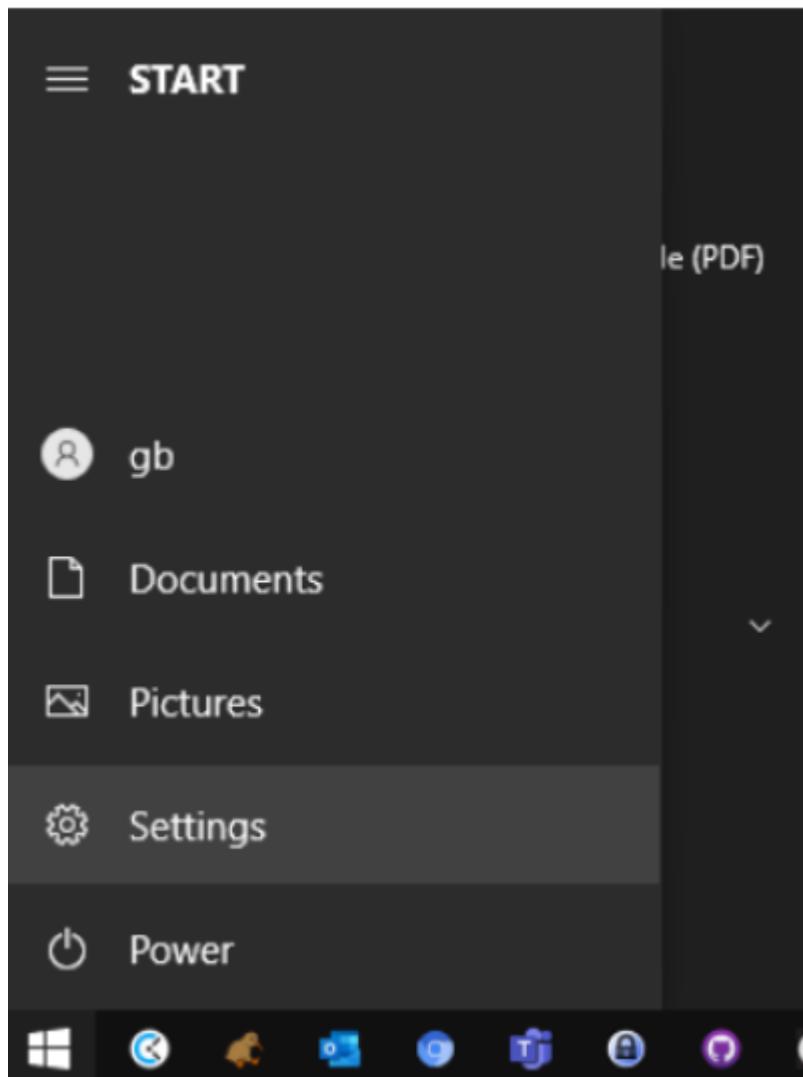


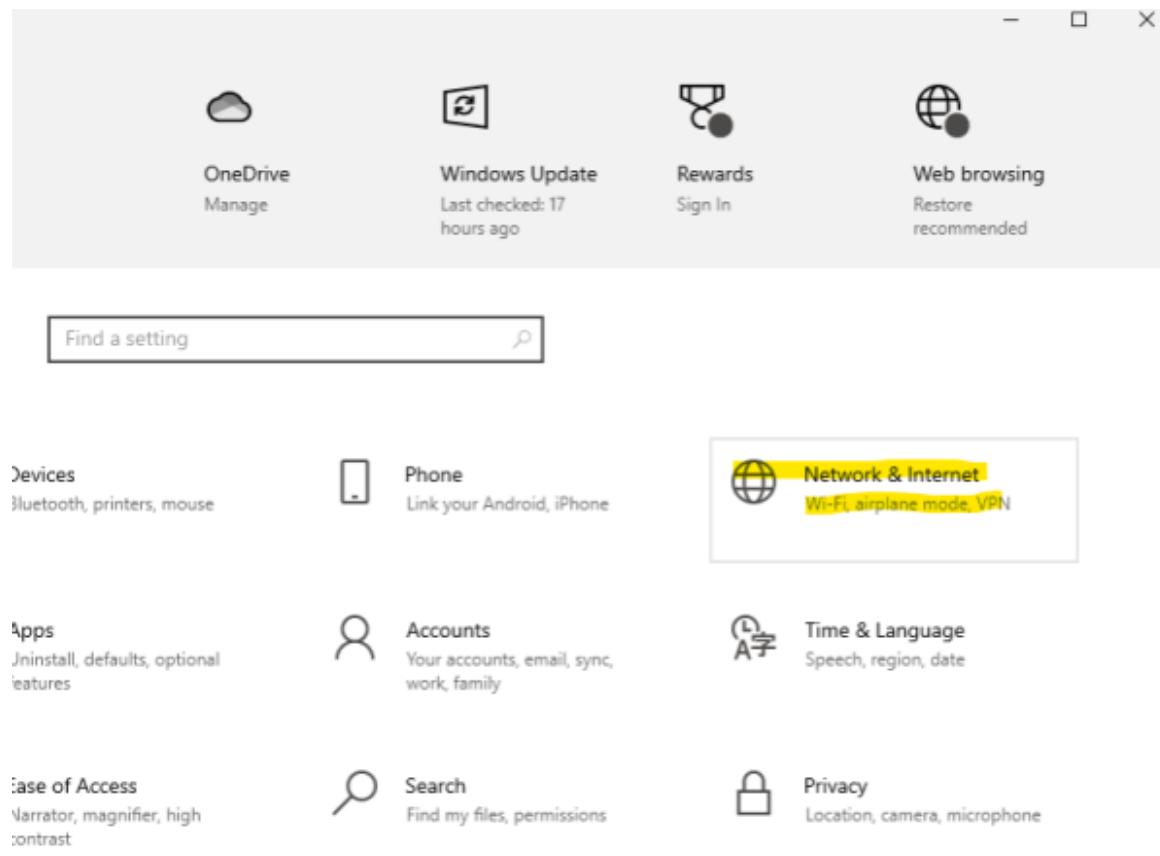
The screenshot shows the Windows Settings app with the 'About' page selected. The left sidebar lists 'Home', 'System' (with sub-options: Display, Sound, Notifications & actions, Focus assist, Power & sleep, Storage, and Tablet), and a 'Find a setting' search bar. The main content area displays the following information:

- About**: Your PC is monitored and protected. See details in Windows Security.
- Device specifications**:
  - Device name: [redacted]
  - Processor: Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz
  - Installed RAM: 12.0 GB (11.9 GB usable)
  - Device ID: F55C0519-24CC-40EA-ACC4-D34694A8F788
  - Product ID: 00330-890000-00000-AA960
  - System type: 64-bit operating system, x64-based processor
  - Pen and touch: No pen or touch input is available for this display
- Related settings**: BitLocker settings, Device Manager, Remote desktop, System protection, Advanced system settings, Rename this PC (advanced).

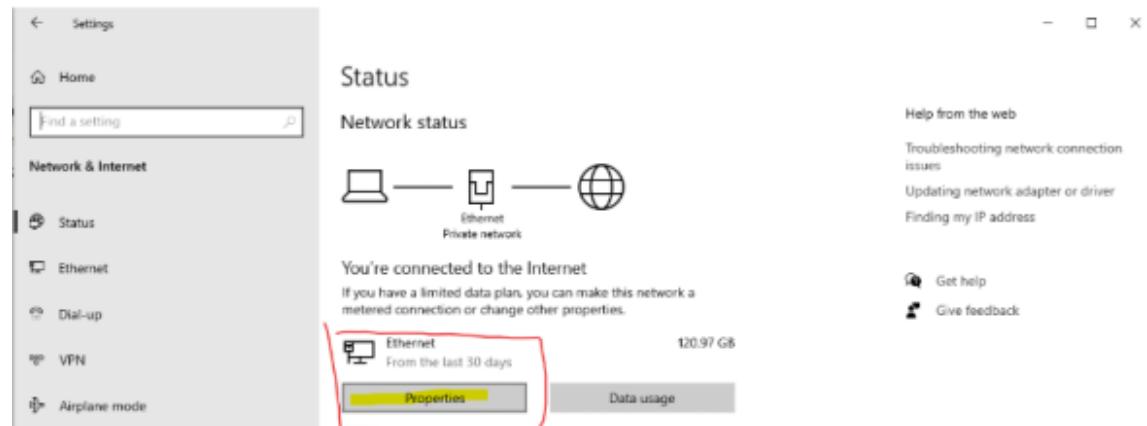
- **To find your IP address:**

- Click the **Start** button and go to Settings → Network & Internet





- If connected via Ethernet, select **Ethernet** → **Properties**. If connected via WIFI select **Wifi** → **Properties**.



- Scroll down to **Properties** and **click the Copy button**

## Properties

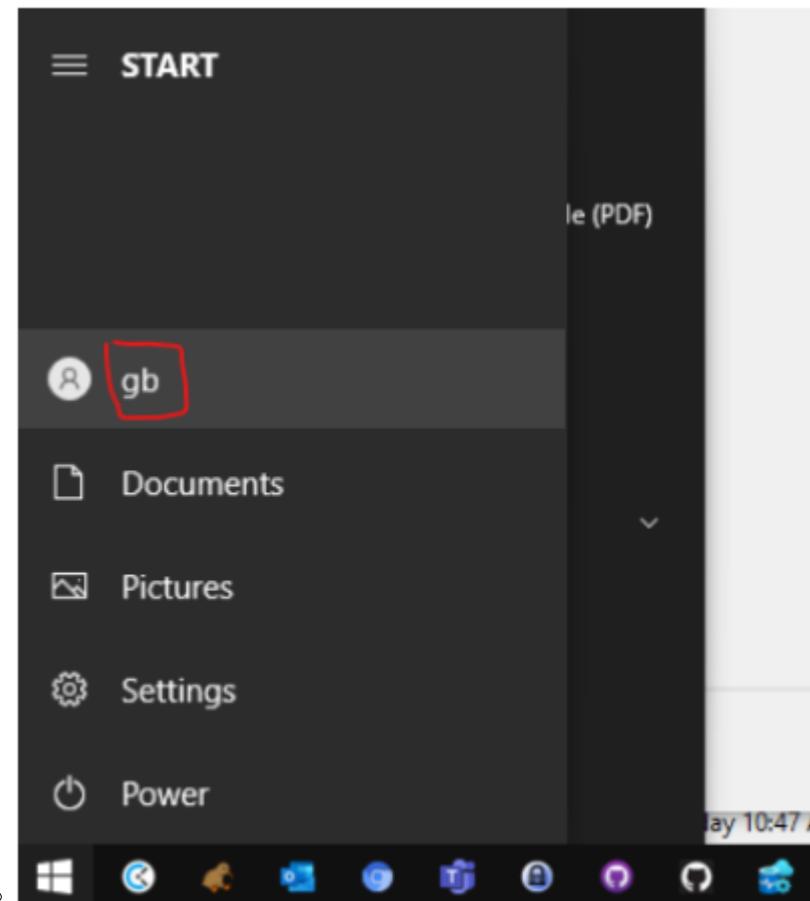
Link speed (Receive/Transmit): 1000/1000 (Mbps)  
Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2  
IPv4 address: 10.28.0.104  
IPv4 DNS servers: 10.28.0.1  
Primary DNS suffix: home  
Manufacturer: Intel  
Description: Intel(R) Ethernet Connection (2) I218-V  
Driver version: 12.19.0.16  
Physical address (MAC): 1C-87-2C-74-56-4F

**Copy**

- the information above is now copied to your clipboard.
- the information above is now copied to your clipboard.
- Paste into your support request.** The pasted text will look similar to this:

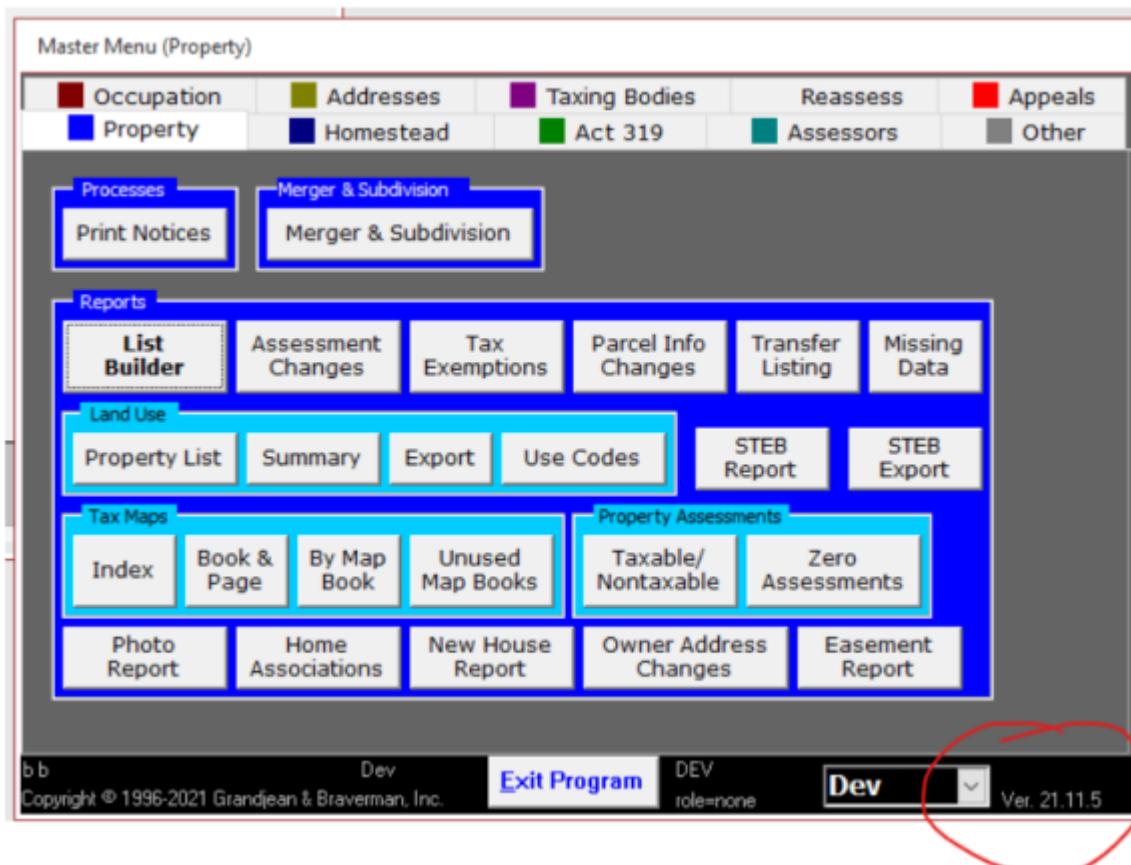
Link speed (Receive/Transmit): 1000/1000 (Mbps)  
Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2  
IPv4 address: 10.28.0.104  
IPv4 DNS servers: 10.28.0.1  
Primary DNS suffix: waynecountypa.local  
Manufacturer: Intel  
Description: Intel(R) Ethernet Connection (2) I218-V  
Driver version: 12.19.0.16  
Physical address (MAC): XX-XX--XX-XX-XX

- 2. Which user are you currently logged in as? (i.e., *tylerre10*)
  - If unsure, **click the Start button**, then **hover over the "Person" icon**:



3. What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")

- See the bottom right corner of the master menu:



## Support Request Template

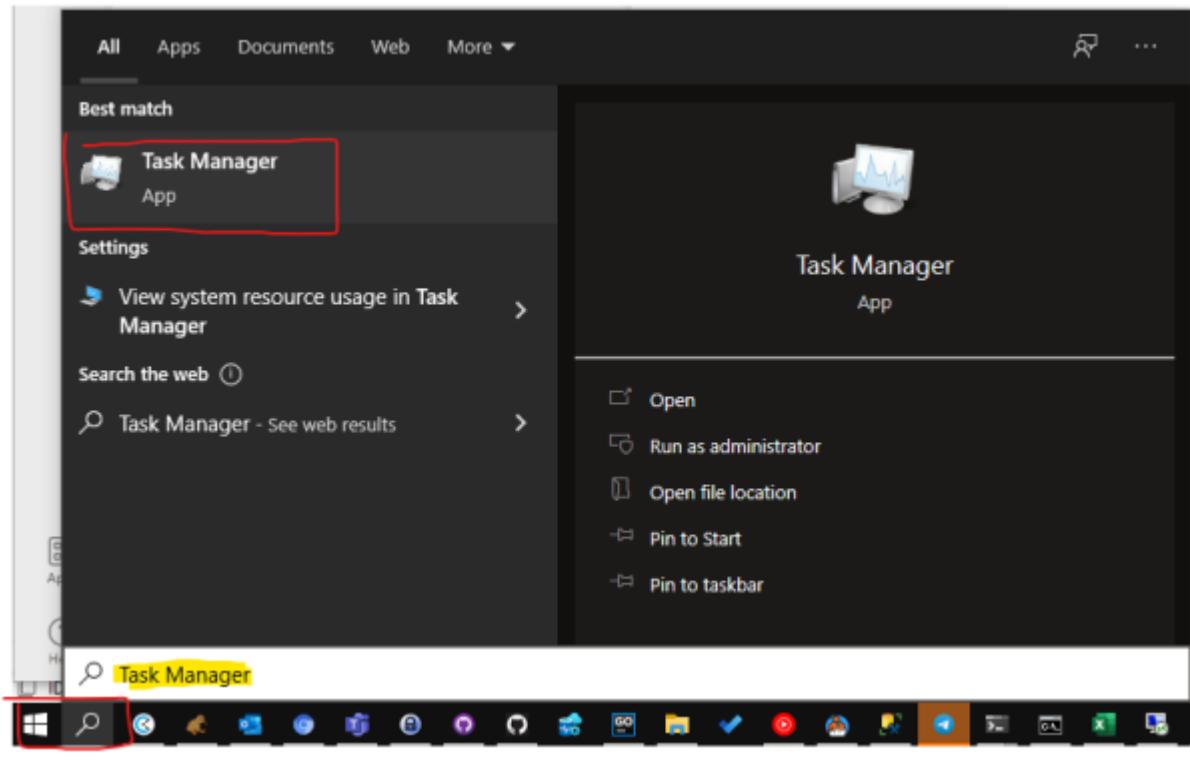
- Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626, and IP addresss)
- Which user are you currently logged in as? (i.e., tylerre10)
- What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
- Please describe the issue (**do** include any screenshots or text from error messages)

## Assessor 2k Tips

### How to force close Assessor 2k

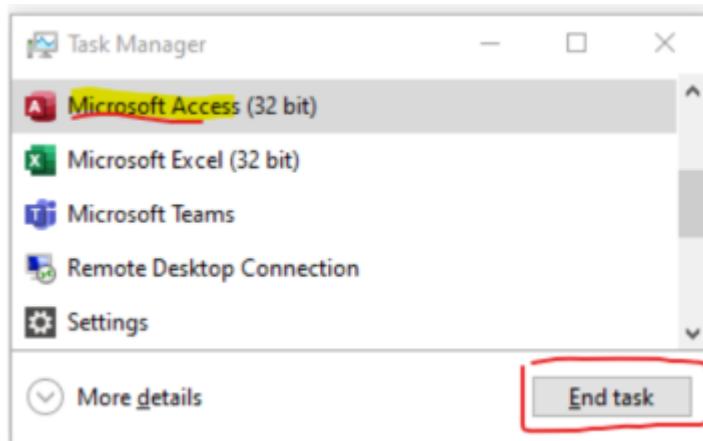
Sometimes, especially when relinking between Central and Local, the Assessor program can get into a state where it is stuck and you are unable to exit the program. In that situation, follow these steps to force close Assessor2k:

1. Open task manager
  1. **Click the START or SEARCH button** and type "Task Manager", then **click "Task Manager"** under "Best match"



2.

2. In the Task Manager window, find and select "Microsoft Access", then click **End Task**



3.

4. Assessor 2k should now be closed.

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