

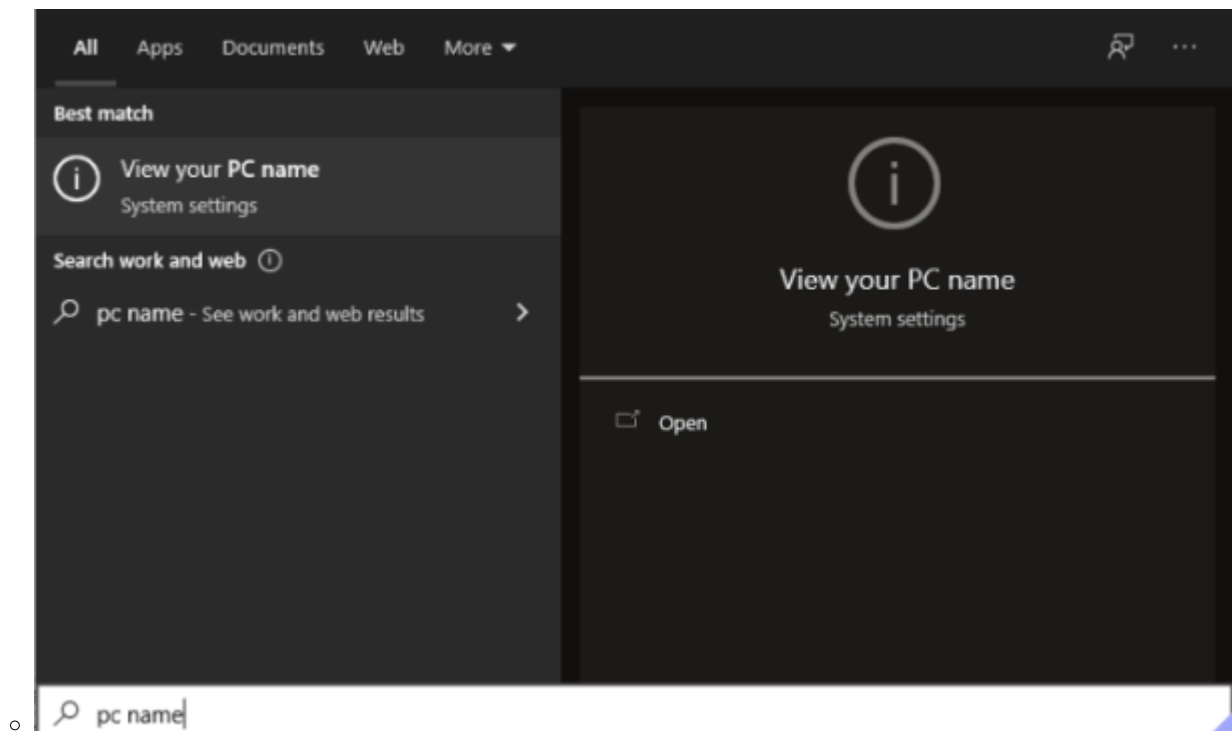
# Assessor 2k User Support

General user support page for *Assessor 2k*

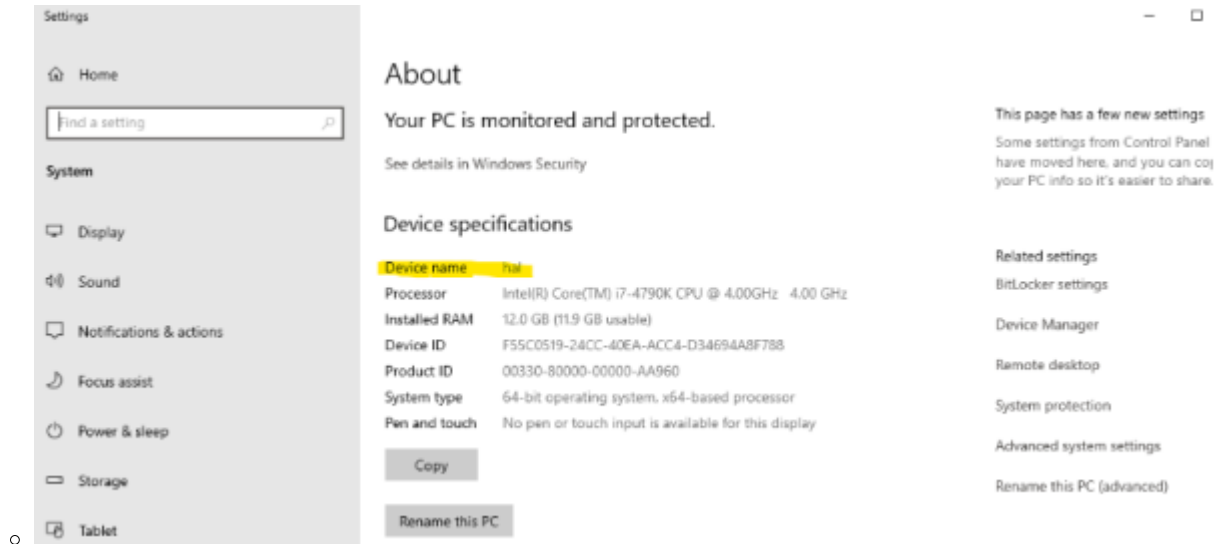
## Requesting Assessor 2k User Support

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

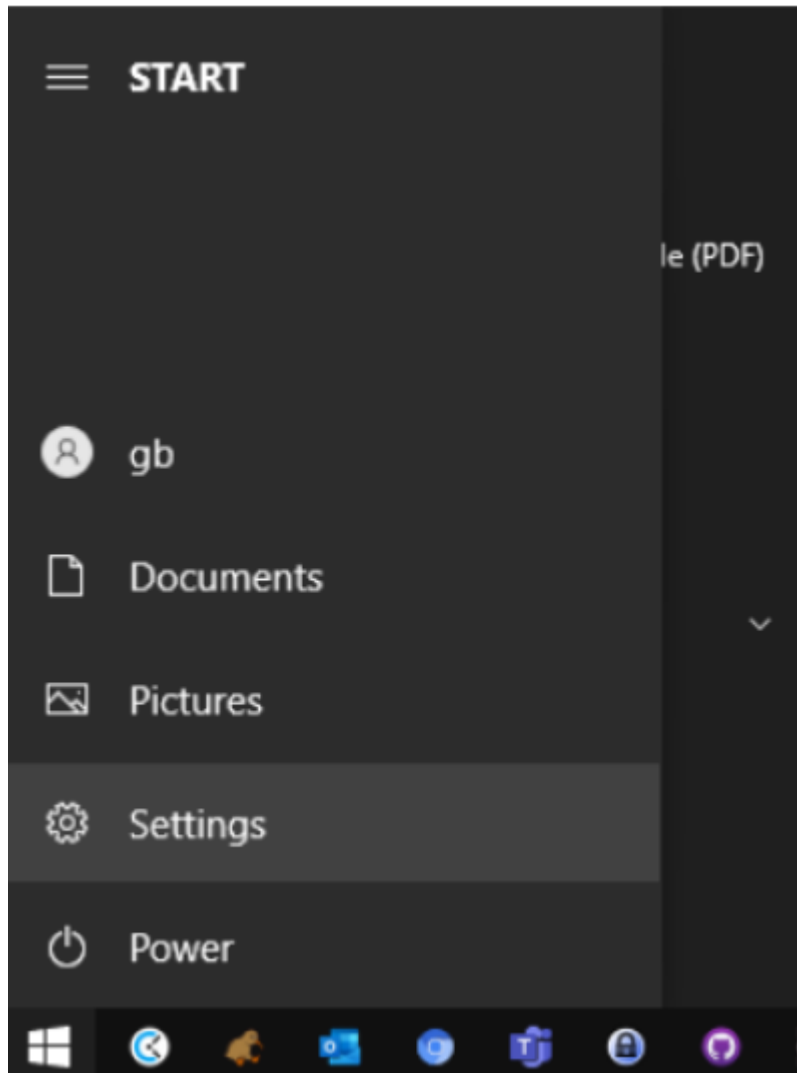
1. Which computer are you currently experiencing the issue on? (*i.e.*, *TaxRE110*, *TYL7626* and/or *IP address*)
  - If unsure, **click the Start button and type "pc name"** and select **"View your PC name"**

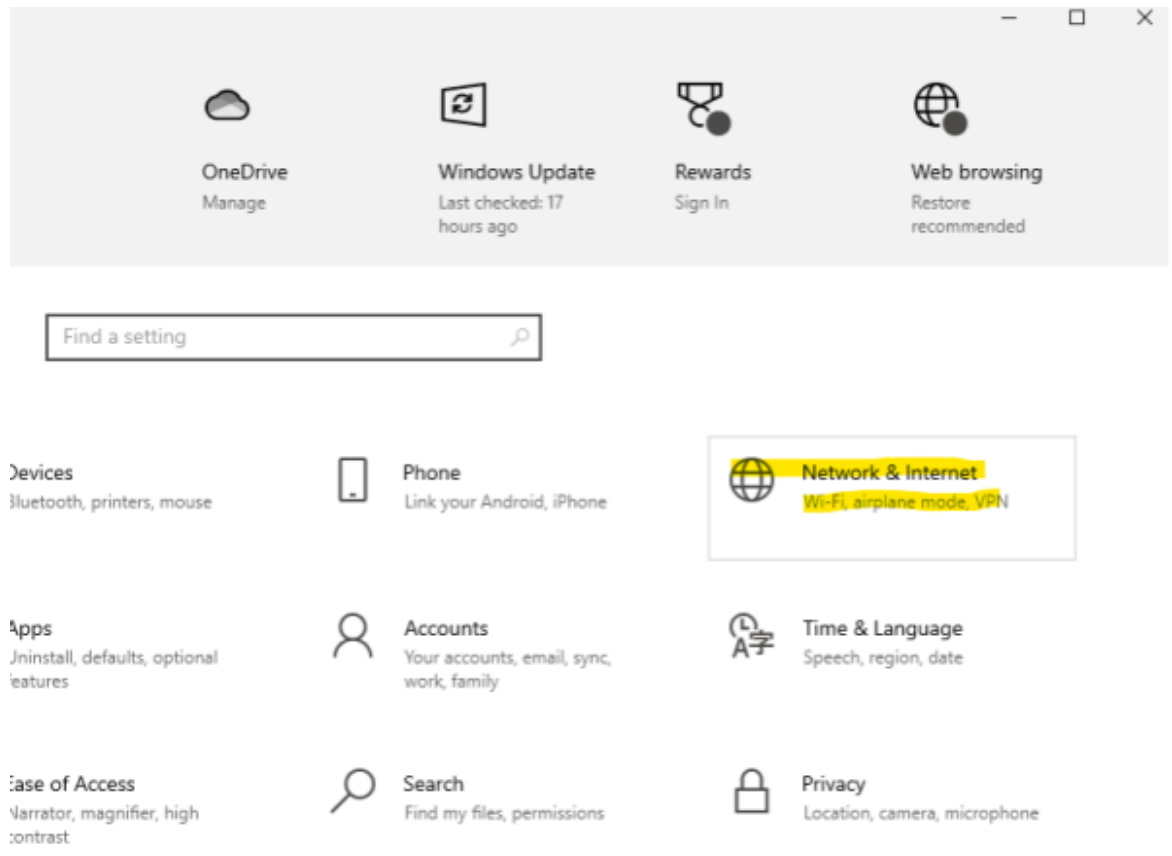


- Find your computer name next to "Device Name" (My computer is named "hal"):

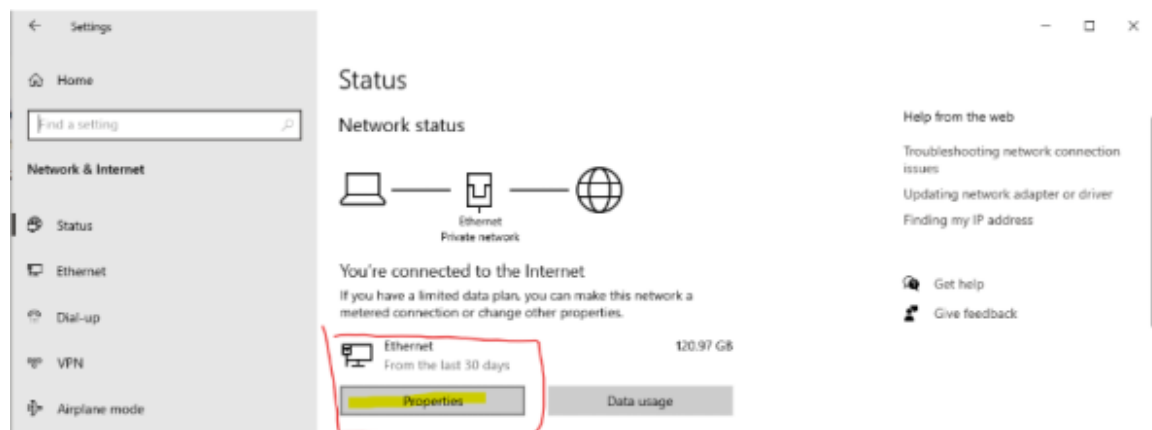


- To find your IP address:
  - Click the Start button and go to Settings → Network & Internet





- 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.

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

## Assessor 2k Tips

From:  
<https://grandjean.net/wiki/> - Grandjean & Braverman, Inc

Permanent link:  
[https://grandjean.net/wiki/assessor/assessor\\_user\\_support?rev=1638907280](https://grandjean.net/wiki/assessor/assessor_user_support?rev=1638907280)

Last update: **2021/12/07 20:01 UTC**

