

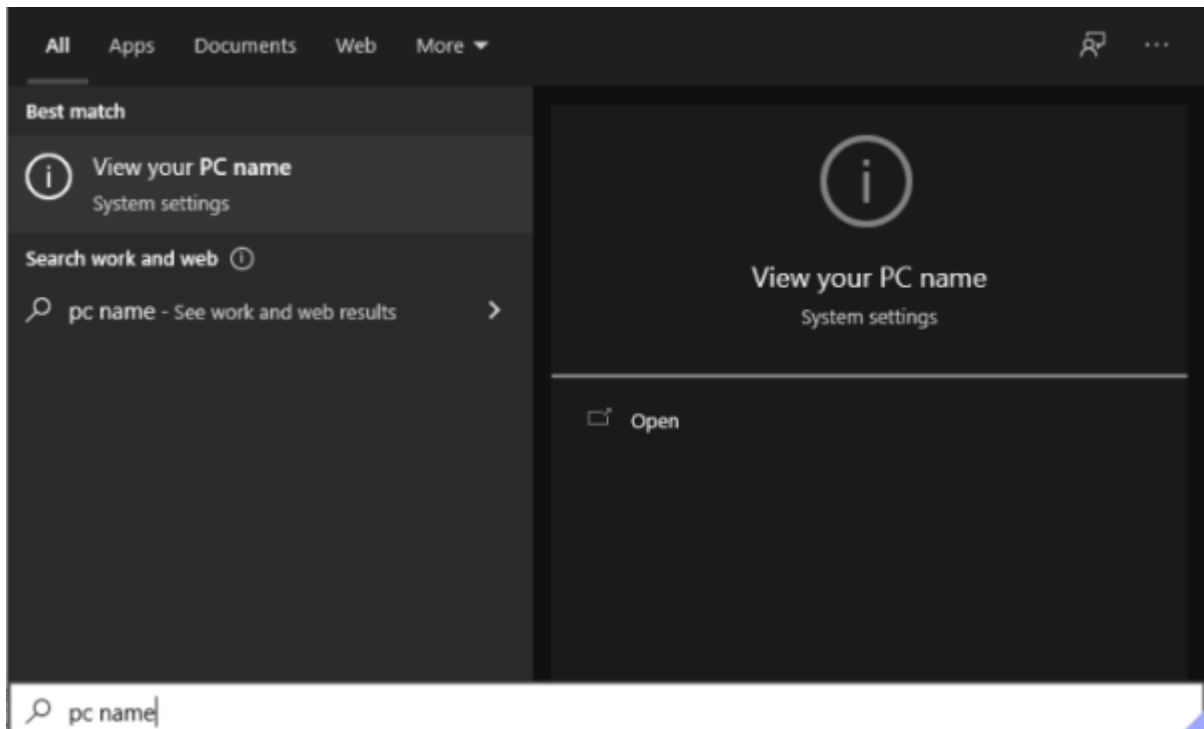
Assessor 2k User Support

General user support page for *Assessor 2k*

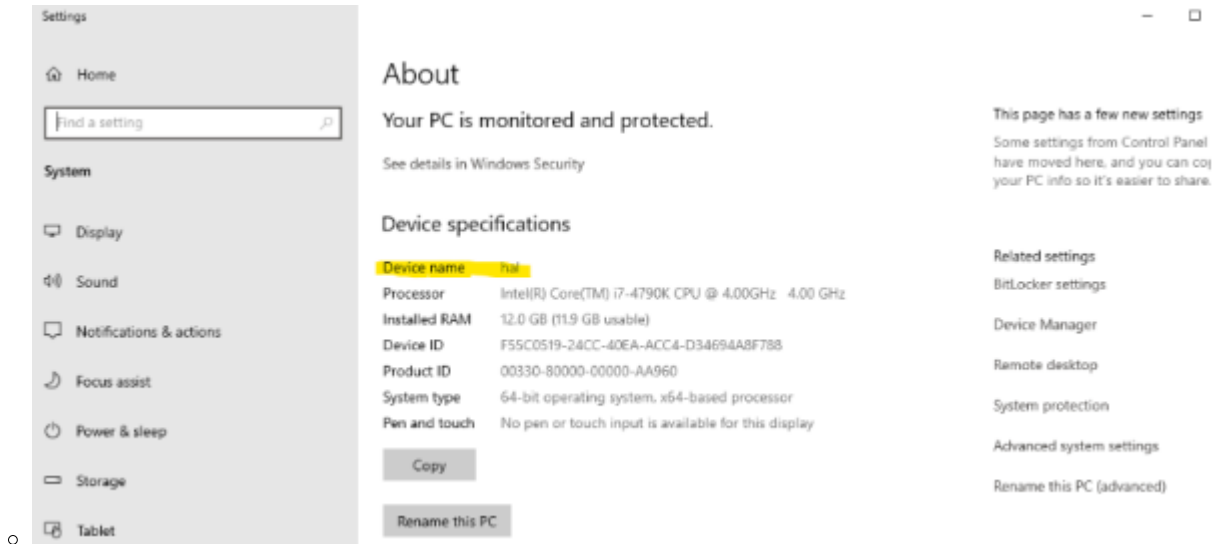
Requesting Assessor 2k User Support

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"**

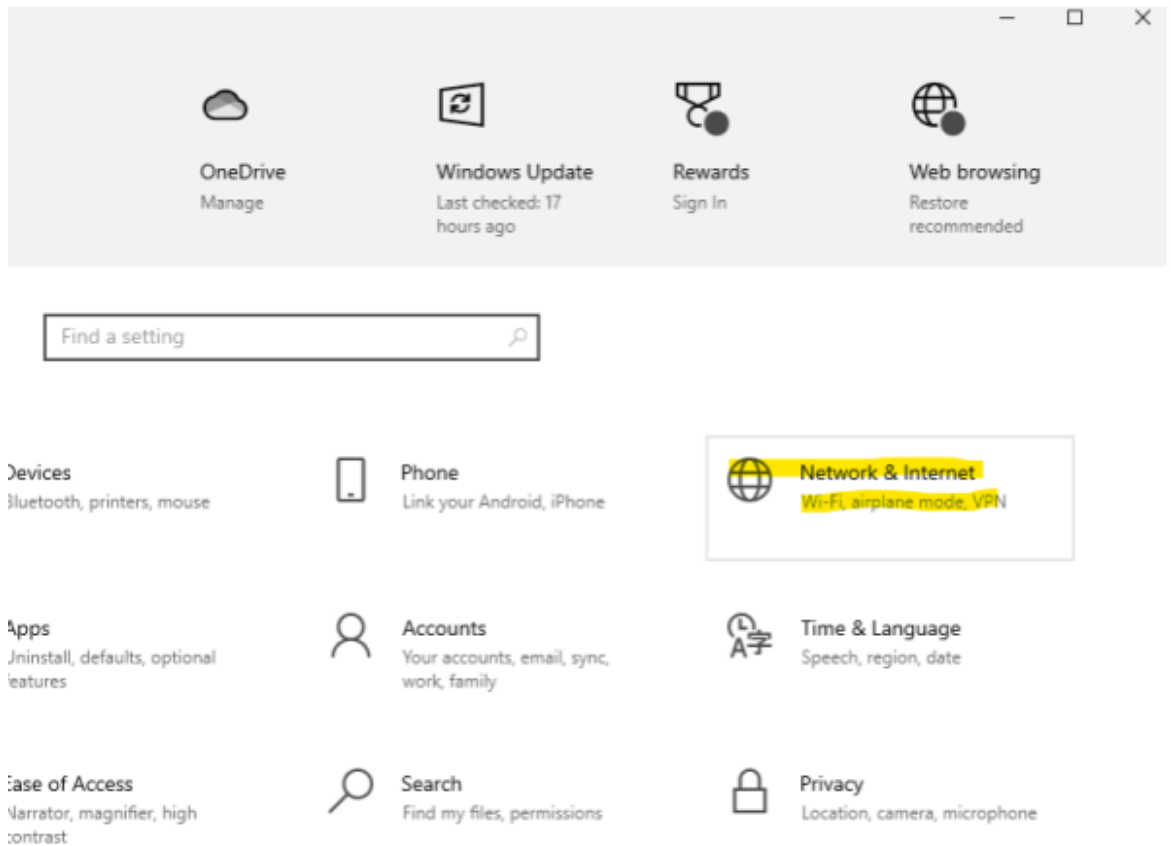


- Find your computer name next to "Device Name" (My computer is named "hal"):

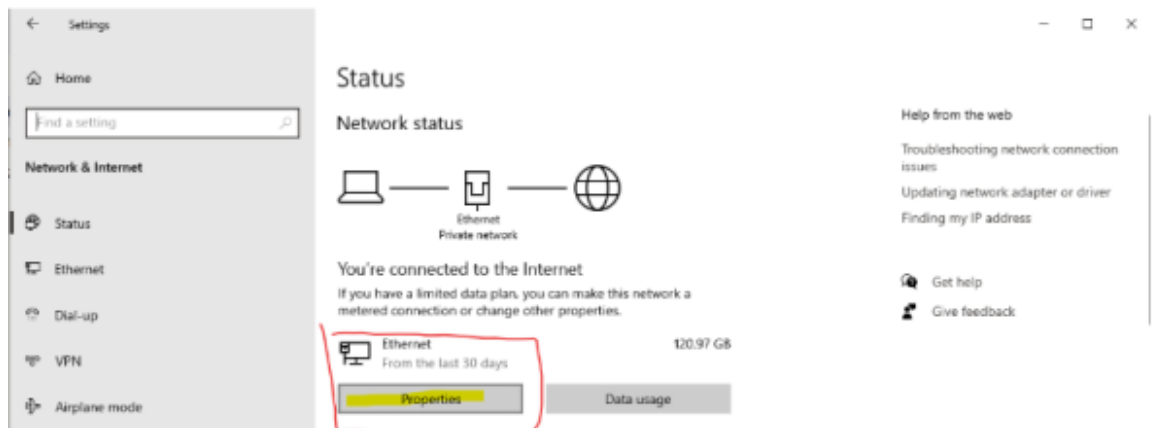


- **To find your IP address:**
 - Click the Start button and go to Settings → Network & Internet





- 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

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