

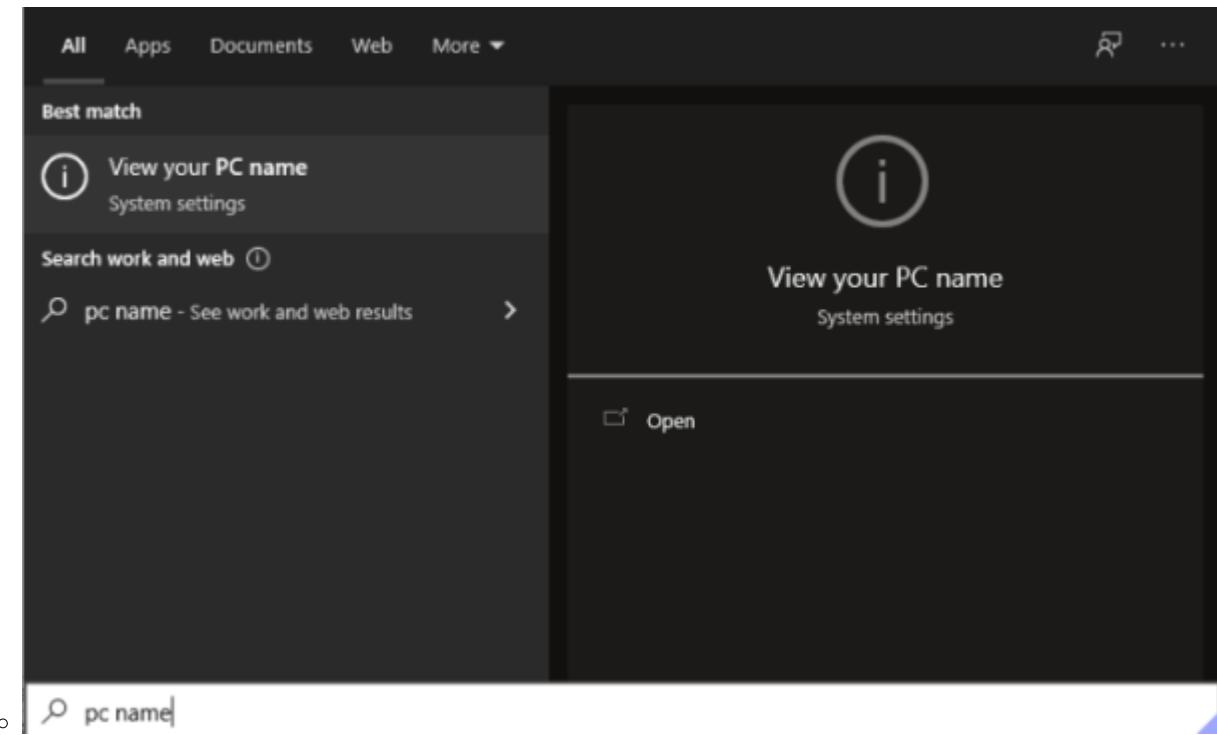
# Assessor 2k User Support

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"):

Settings

Home

Find a setting

System

Display

Sound

Notifications & actions

Focus assist

Power & sleep

Storage

Tablet

## About

Your PC is monitored and protected.

See details in Windows Security

### Device specifications

Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz	Related settings
Installed RAM	12.0 GB (11.9 GB usable)	BitLocker settings
Device ID	F55C0519-24CC-40EA-ACCA-D34694A8F788	Device Manager
Product ID	00330-80000-00000-AA960	Remote desktop
System type	64-bit operating system, x64-based processor	System protection
Pen and touch	No pen or touch input is available for this display	Advanced system settings

**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-ACCA-D34694A8F788

**Product ID:** 00330-80000-00000-AA960

**System type:** 64-bit operating system, x64-based processor

**Pen and touch:** No pen or touch input is available for this display

**Copy**

**Rename this PC**

This page has a few new settings. Some settings from Control Panel have moved here, and you can get your PC info so it's easier to share.

BitLocker settings

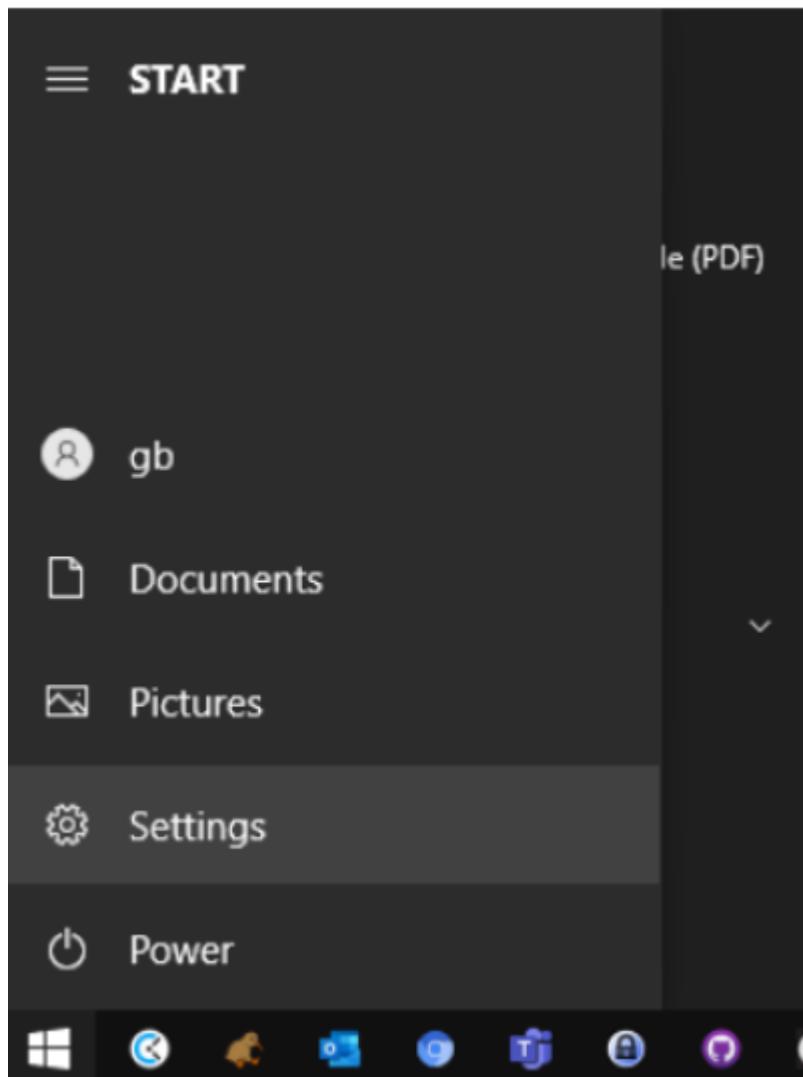
Device Manager

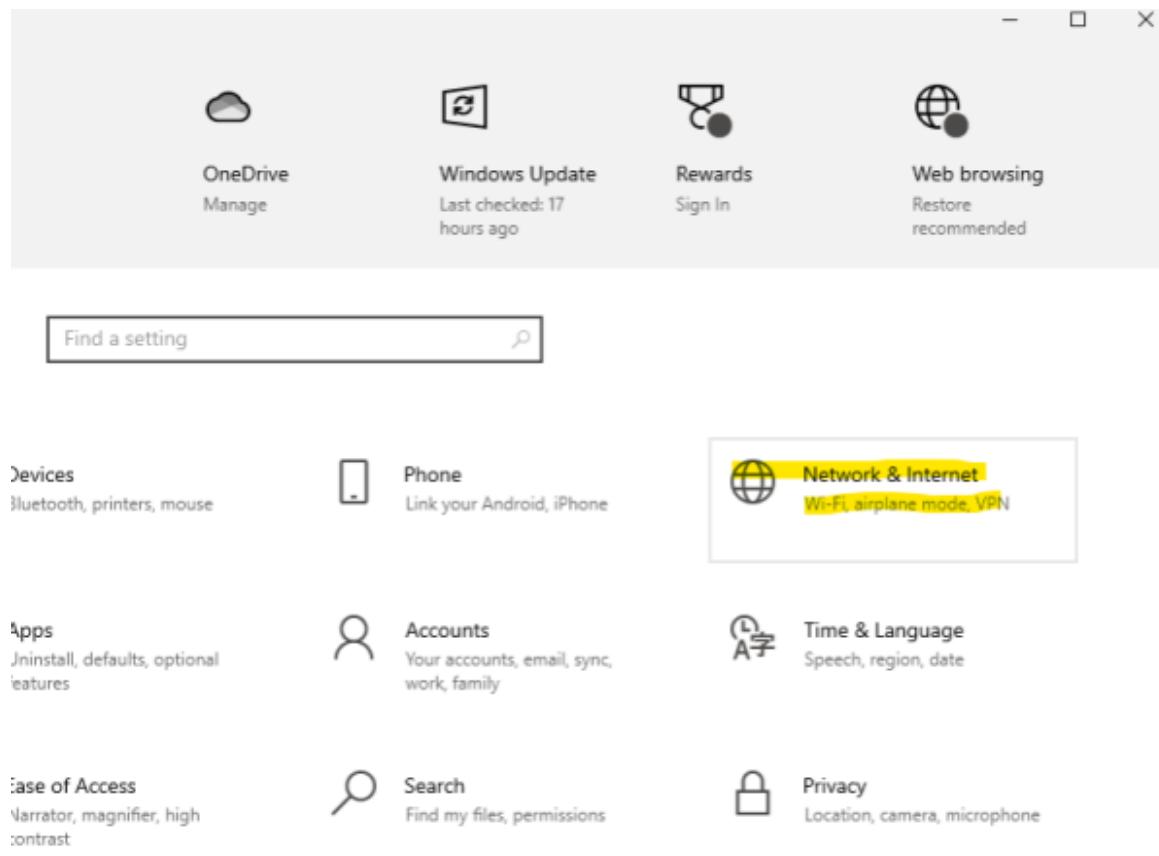
Remote desktop

System protection

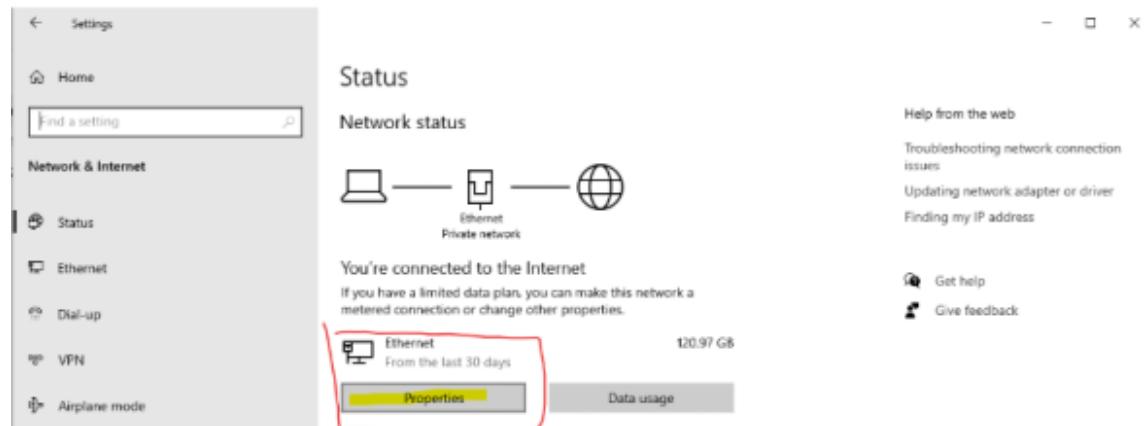
Rename this PC (advanced)

- **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.

- **Which user are you currently logged in as? (i.e., `tyerre10`) \* If unsure, click the `Start` button, then hover over the "Person" icon:\*\***

## Assessor 2k Tips

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



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