

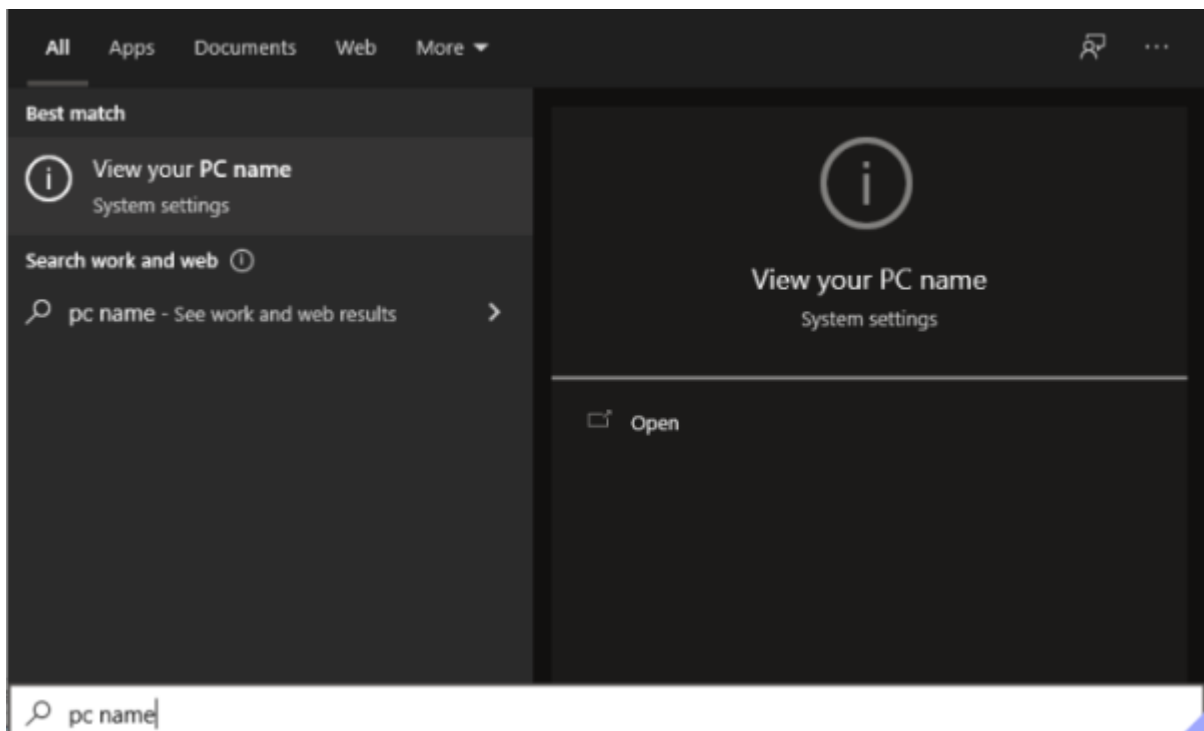
Assessor 2k User Support

General user support page for *Assessor 2k*

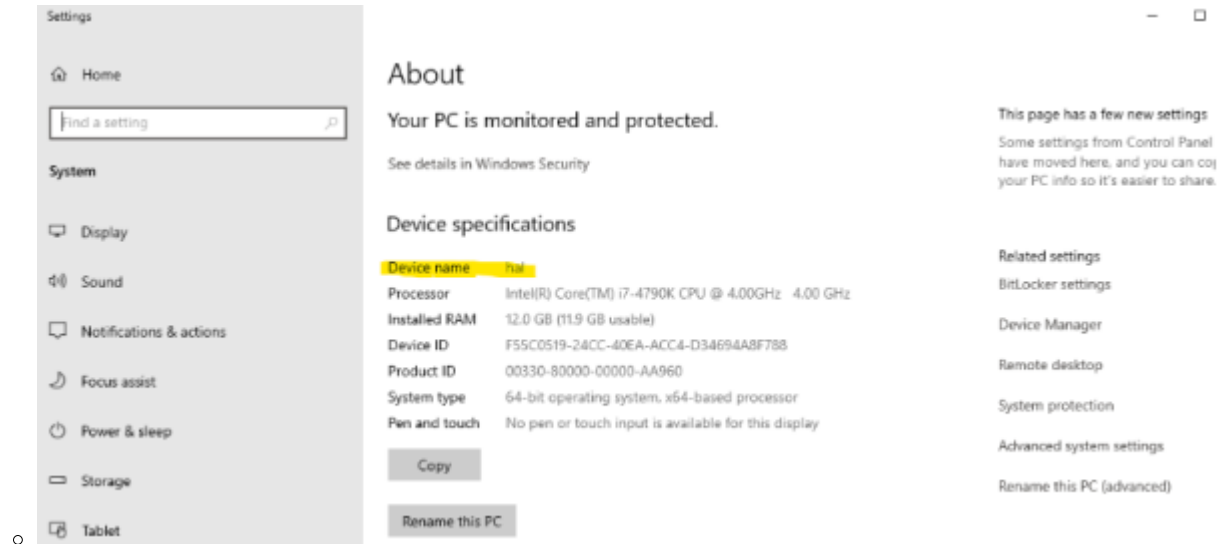
Requesting Assessor 2k User Support

When requesting support please include answers to the following questions:

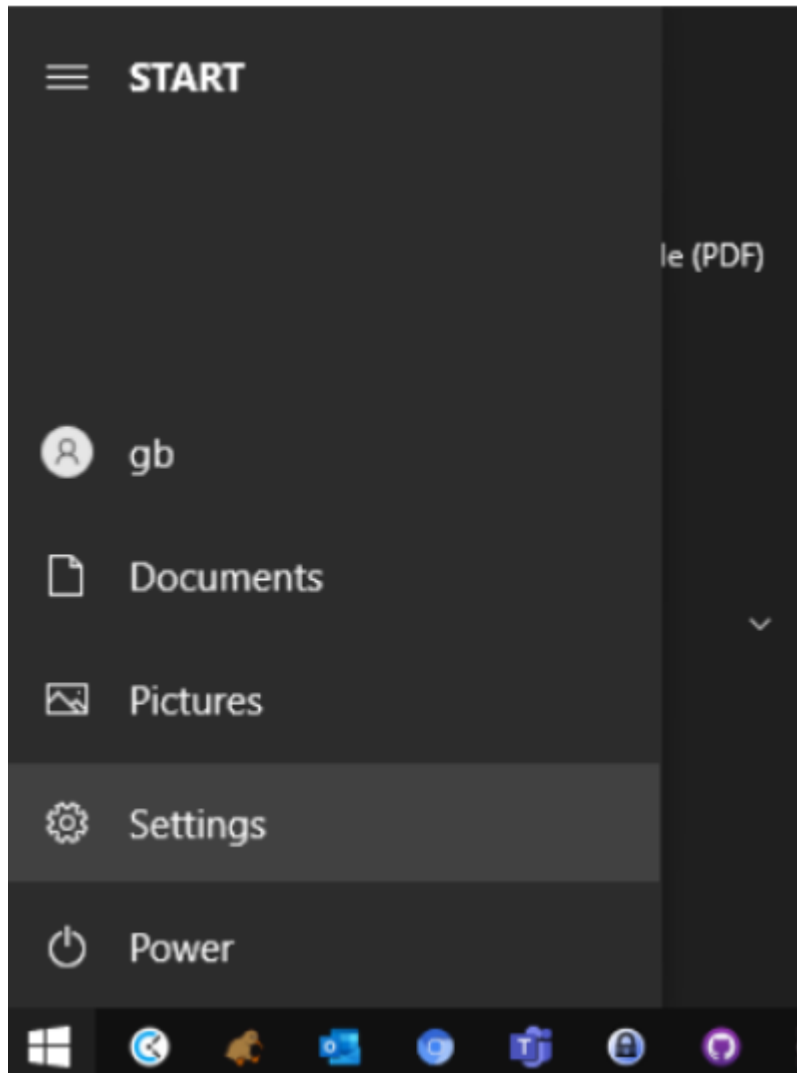
1. Which computer are you currently experiencing the issue on? (*i.e.*, *TaxRE110*, *TYL7626* and/or *IP address*)
 - If unsure, **click the Start button and type "pc name" and select "View your PC name"**

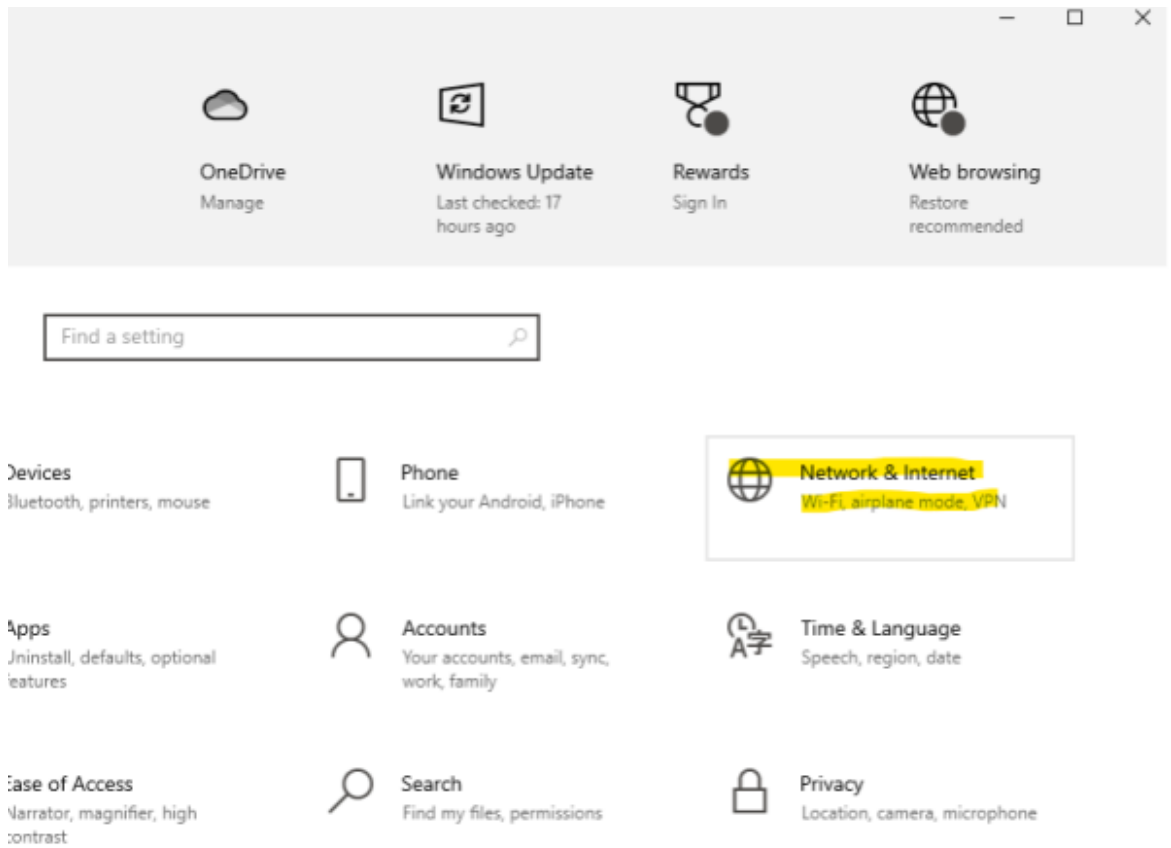


- Find your computer name next to "Device Name" (My computer is named "hal"):

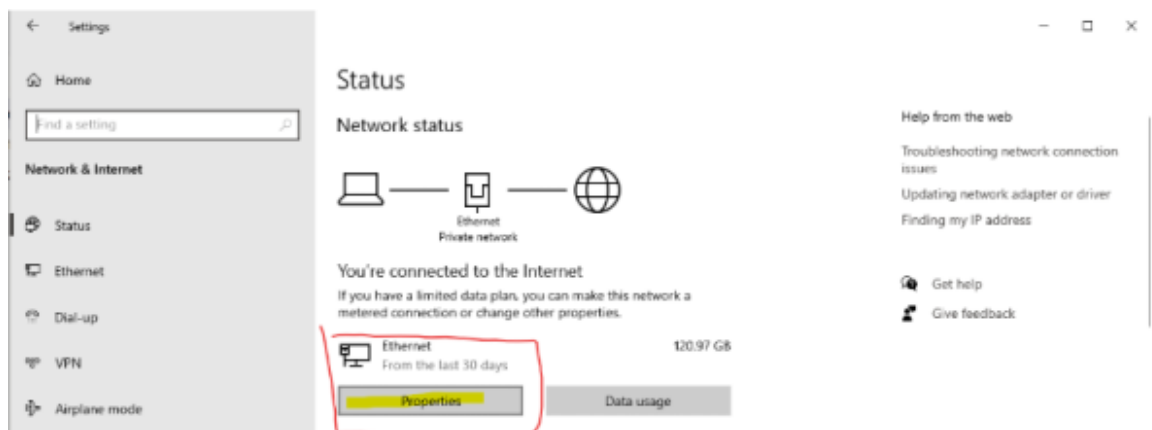


- **To find your IP address:**
 - Click the Start button and go to Settings → Network & Internet





- 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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