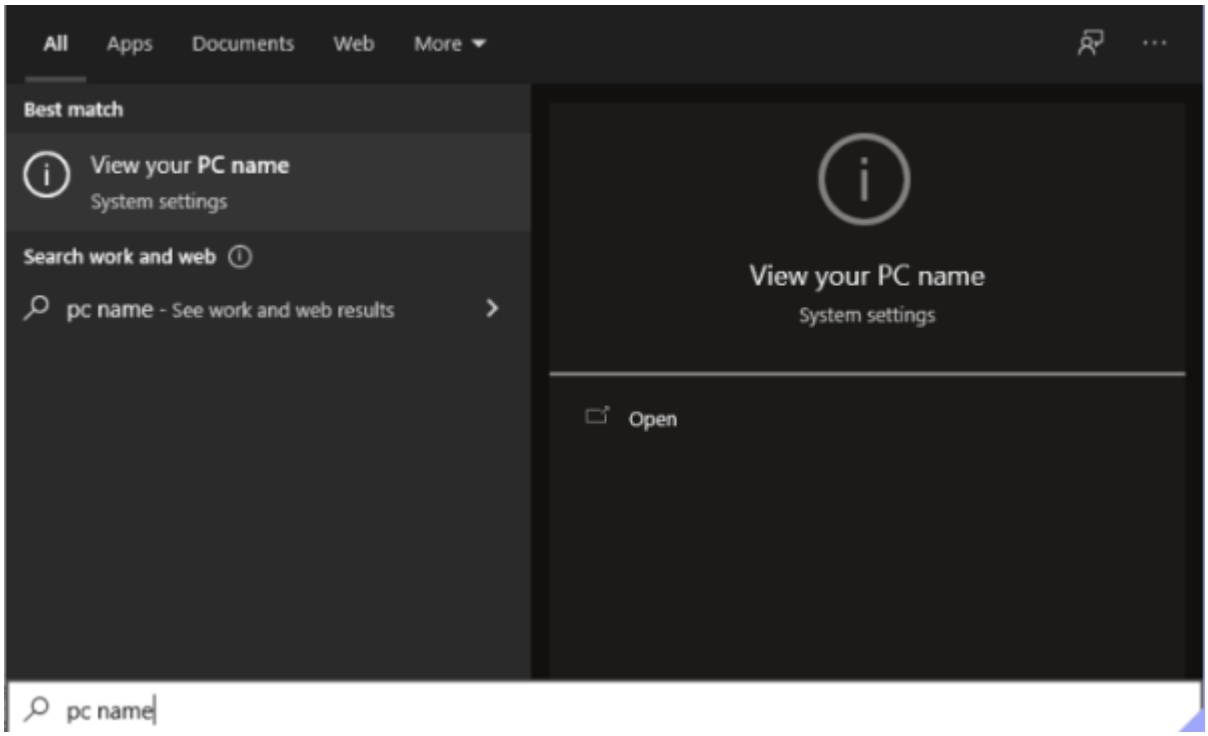
Assessor 2k User Support

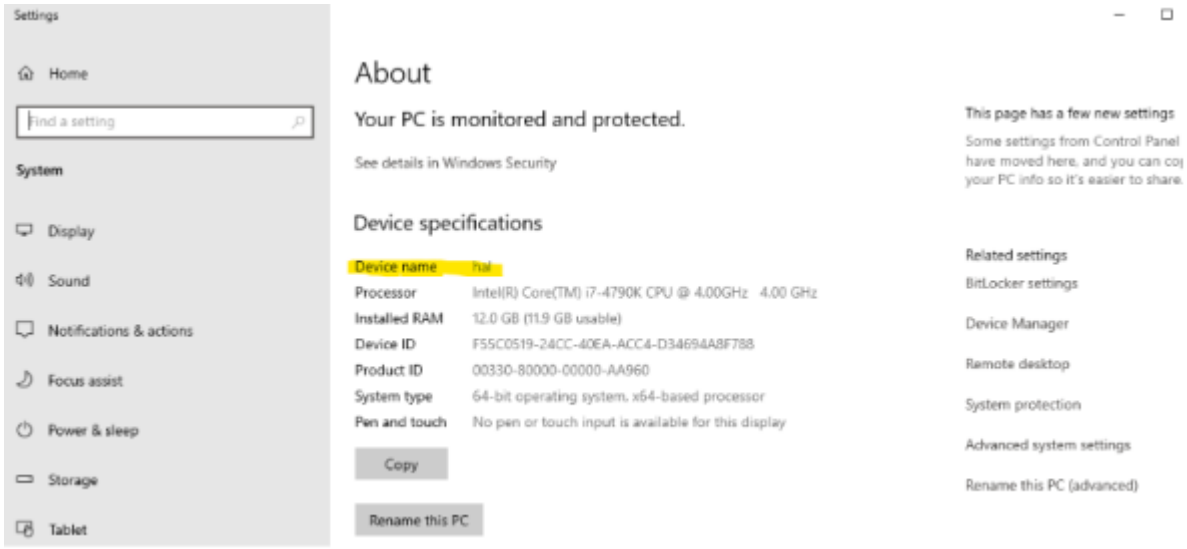
General user support page for *Assessor 2k*

Requesting Assessor 2k User Support

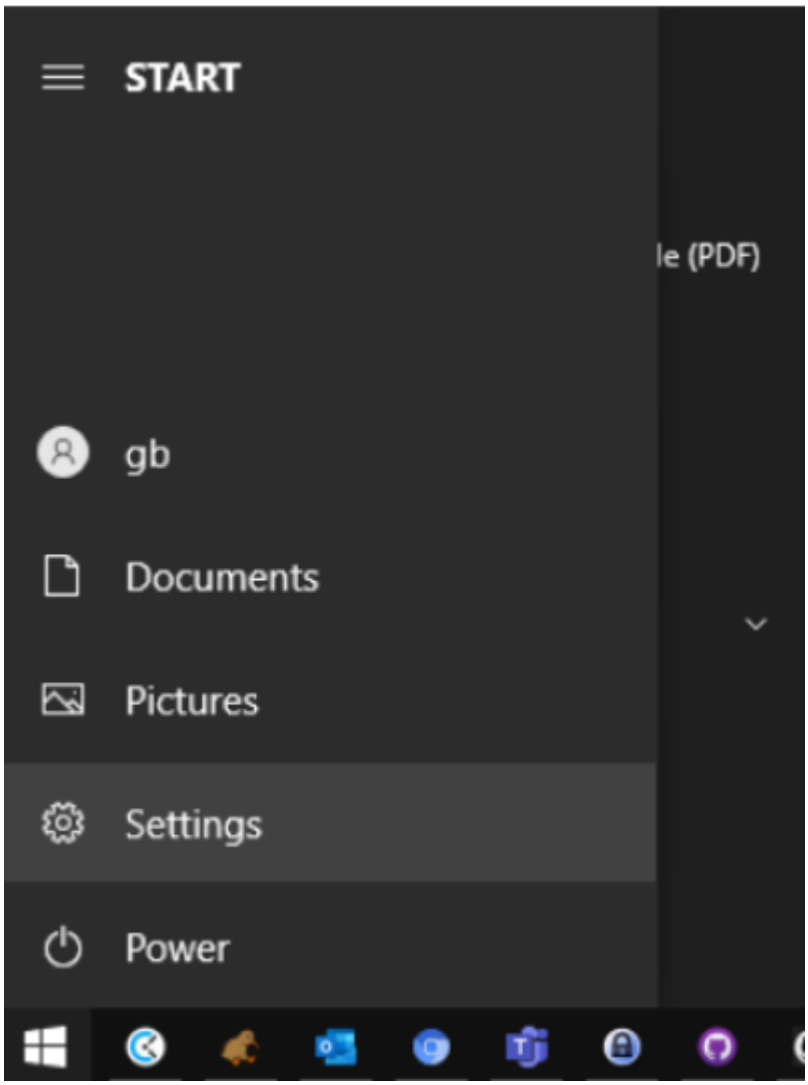
When requesting support please include answers to the following questions:

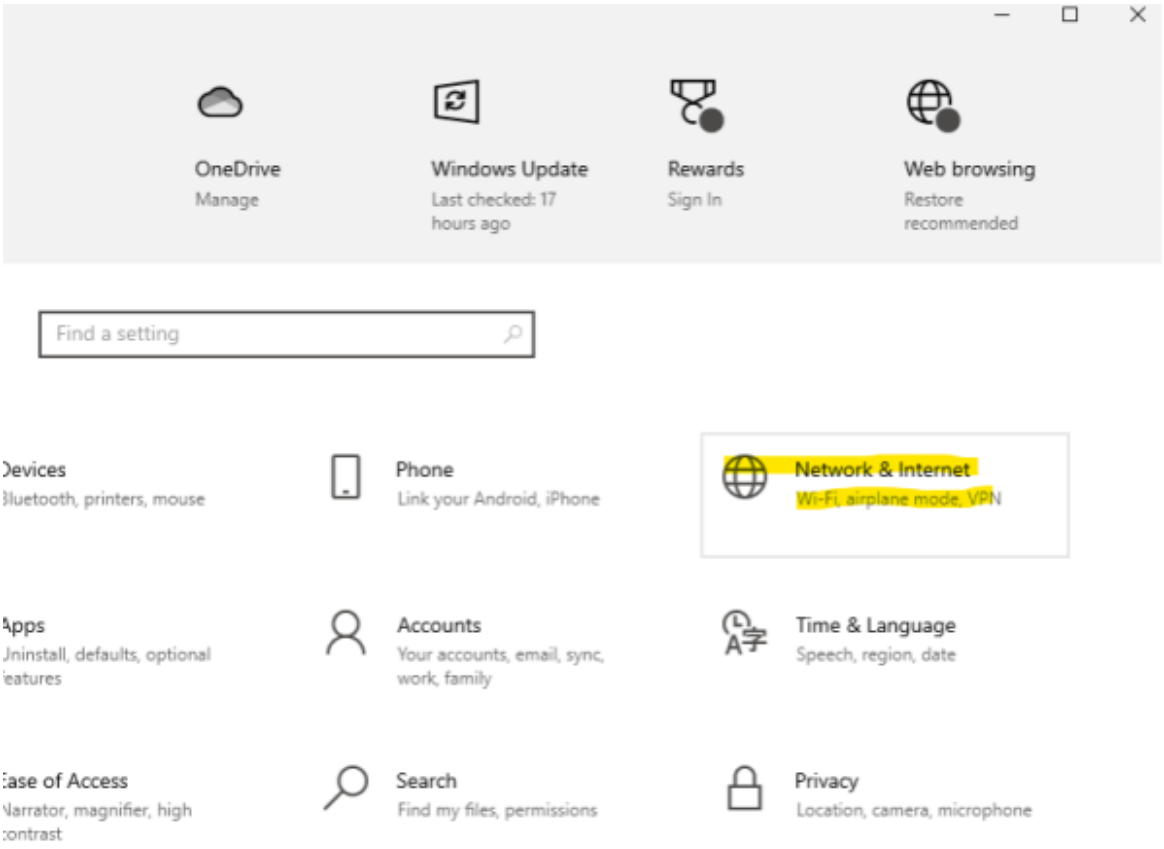
1. Which computer are you currently experiencing the issue on? *(i.e., TaxRE110, TYL7626 and/or IP address)*
    - If unsure, **click the Start button and type "pc name"** and select **"View your PC name"**
    - 

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

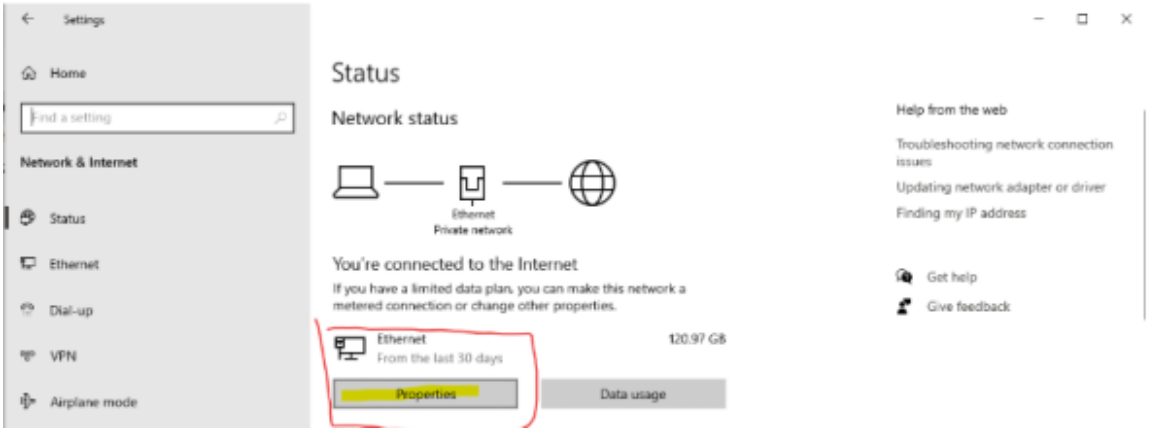


- **To find your IP address:**
  - Click the Start button and go to Settings → Network & Internet

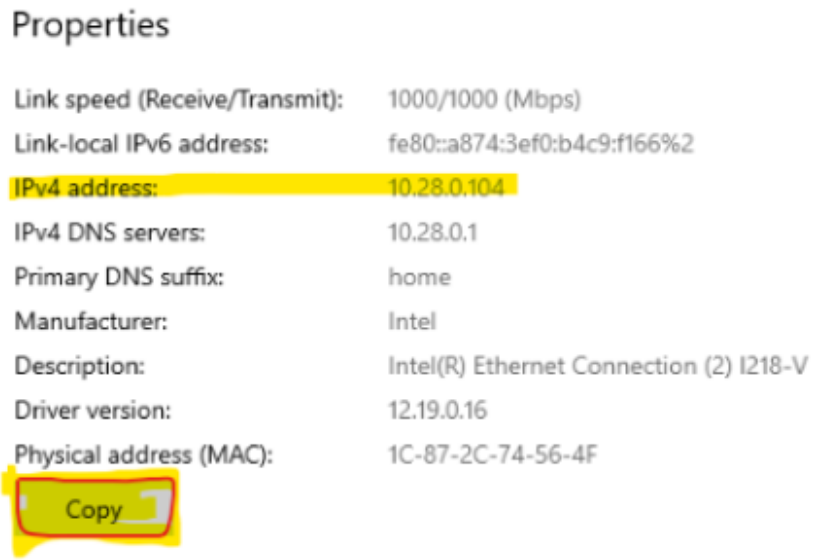




- If connected via Ethernet, select **Ethernet → Properties.** If connected via WIFI select **Wifi → Properties.**



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



- 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:**

Assessor 2k Tips

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

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Last update: **2021/12/07 20:11 UTC**