

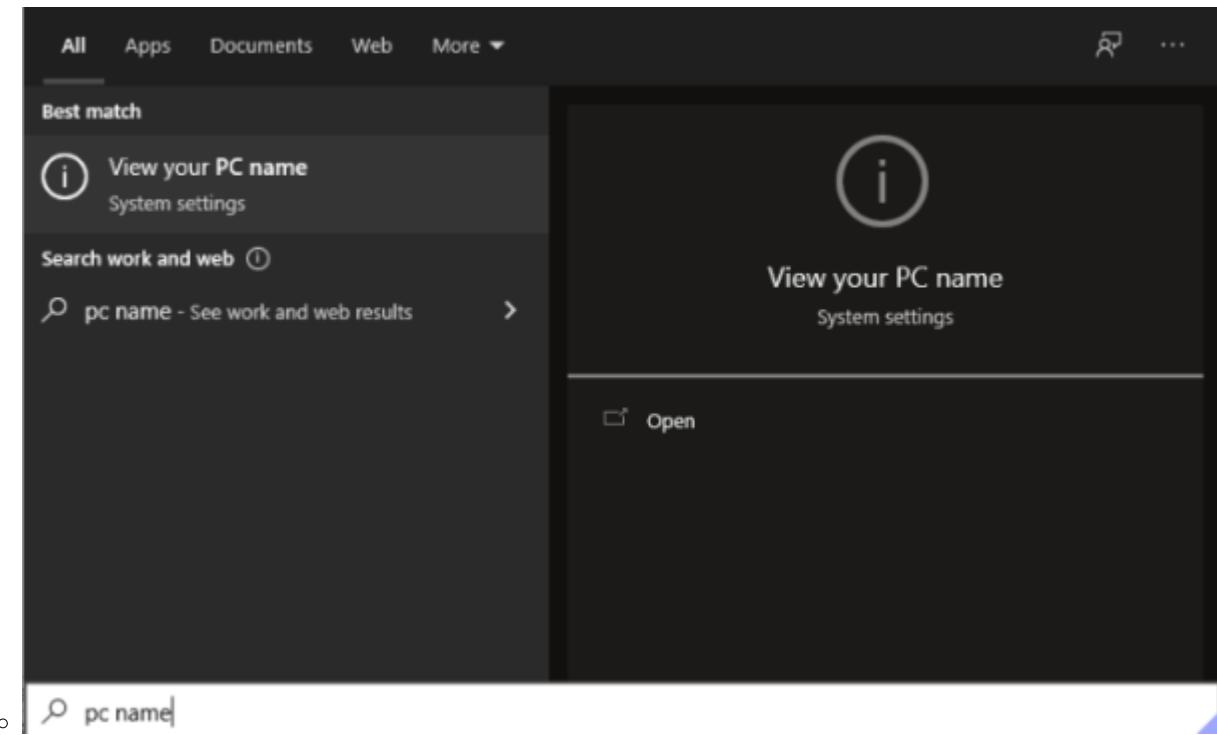
Assessor 2k User Support

General user support page for Assessor 2k

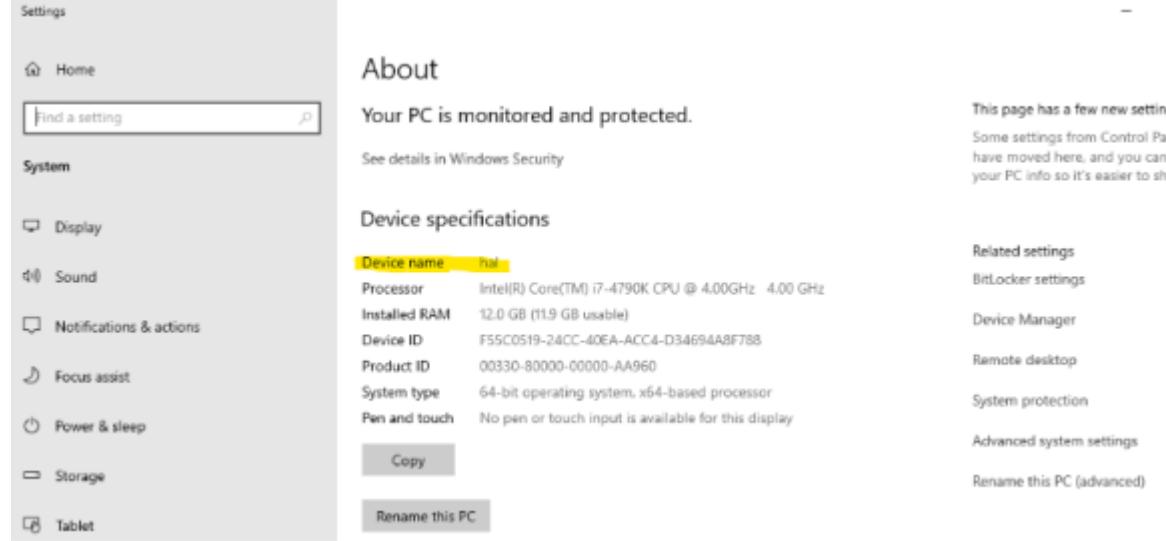
Requesting Assessor 2k User Support

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"):



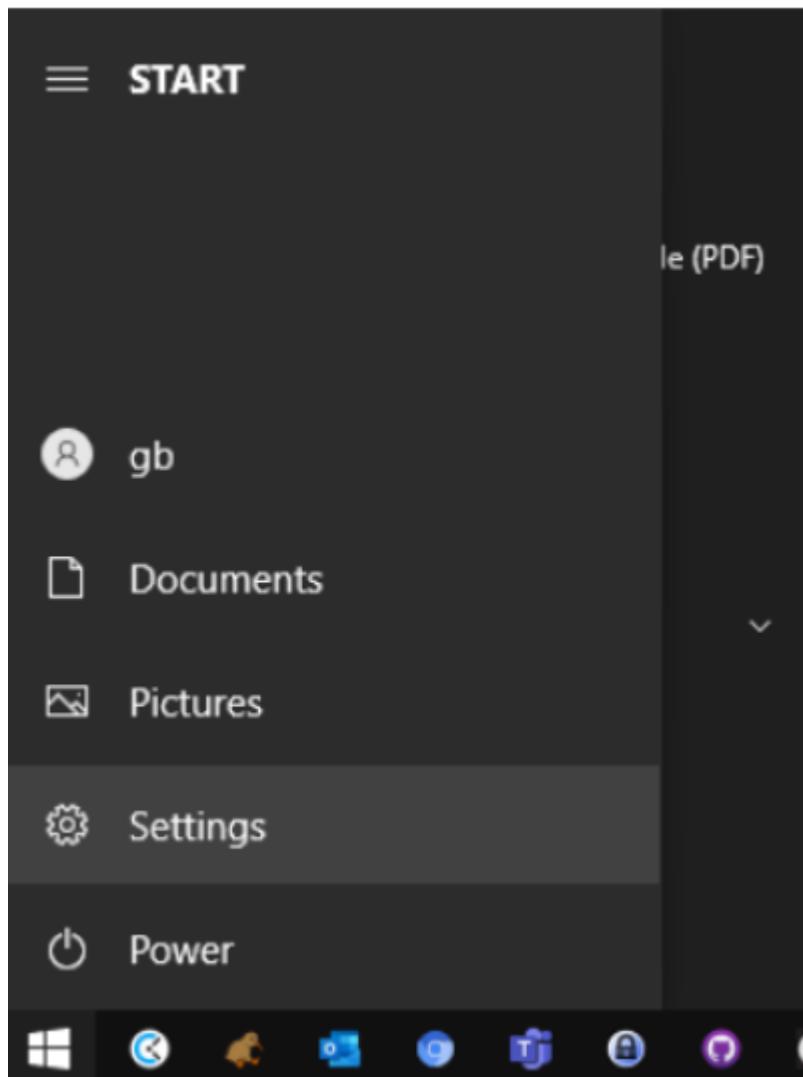
The screenshot shows the Windows Settings app with the 'About' page selected. The left sidebar lists 'Home', 'System' (with sub-options: Display, Sound, Notifications & actions, Focus assist, Power & sleep, Storage, and Tablet), and a 'Find a setting' search bar. The main content area displays the following information:

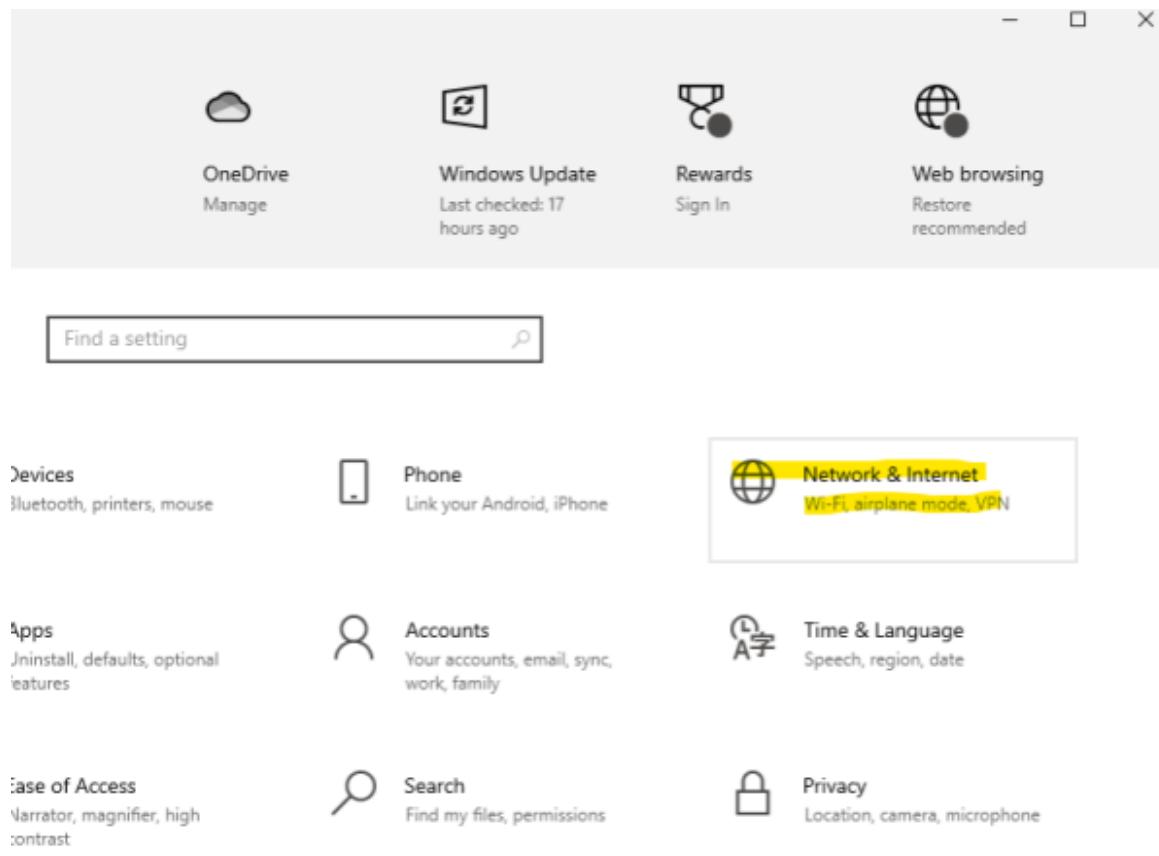
- About**: Your PC is monitored and protected. See details in Windows Security.
- Device specifications**:
 - Device name: [redacted]
 - Processor: Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz
 - Installed RAM: 12.0 GB (11.9 GB usable)
 - Device ID: F55C0519-24CC-40EA-ACC4-D34694A8F788
 - Product ID: 00330-890000-00000-AA960
 - System type: 64-bit operating system, x64-based processor
 - Pen and touch: No pen or touch input is available for this display
- Related settings**: BitLocker settings, Device Manager, Remote desktop, System protection, Advanced system settings, Rename this PC (advanced).

Buttons for 'Copy' and 'Rename this PC' are visible at the bottom of the main content area.

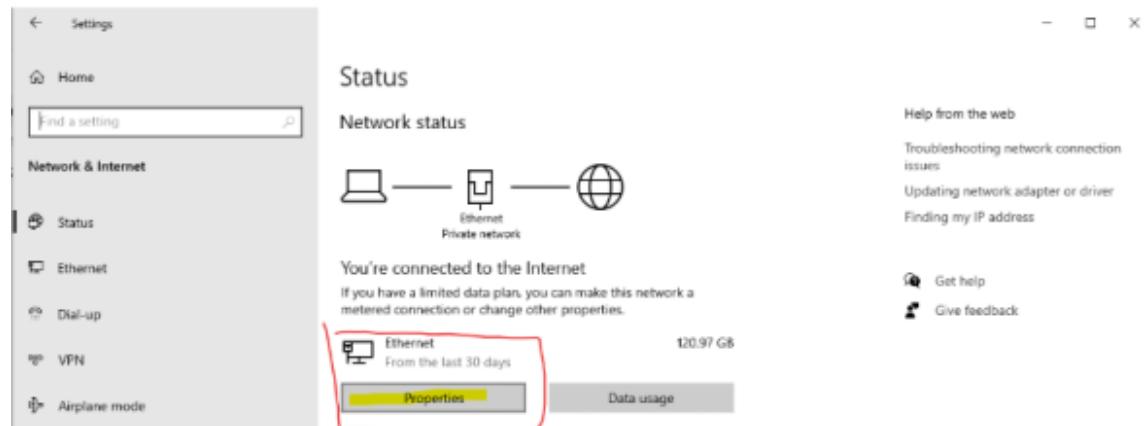
- **To find your IP address:**

- 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.
- 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

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



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