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

Assessor 2k User Support

General user support page for *Assessor 2k*

2025/08/03 20:40 UTC

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"

All Apps Documents Web	More 👻	<u>م</u>
Best match		
(i) View your PC name System settings		í
Search work and web ①		View your PC name
𝒫 pc name - See work and web results	>	System settings
		් Open
o D pc name		

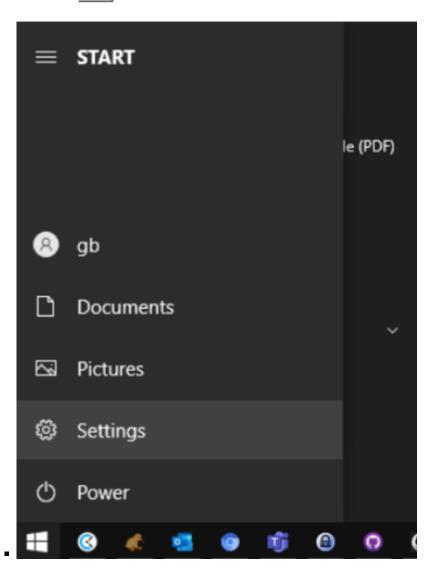
• Find your computer name next to "Device Name" (My computer is named "hal"):

Last update: 2021/12/07 20:11 UTC assessor_assessor_user_support https://grandjean.net/wiki/assessor/assessor_user_support?rev=1638907895

	Settings			
	ώ Home	About		
	Find a setting	Your PC is monitored and protected.		This page has a few new settings
	System	See details in Windows Security		Some settings from Control Panel have moved here, and you can coj your PC info so it's easier to share.
	Display	Device specifications		
	¢≬ Sound	Device name hal		Related settings
4		Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz	BitLocker settings
	Notifications & actions	Installed RAM	12.0 GB (11.9 GB usable)	Device Manager
		Device ID Product ID	F55C0519-24CC-40EA-ACC4-D34694A8F788 00330-80000-00000-AA960	Remote desktop
-	J Focus assist	System type	64-bit operating system. x64-based processor	
	O Power & sleep	Pen and touch		System protection
		Сору		Advanced system settings
	Storage	Copy		Rename this PC (advanced)
0	Tablet	Rename this	PC	

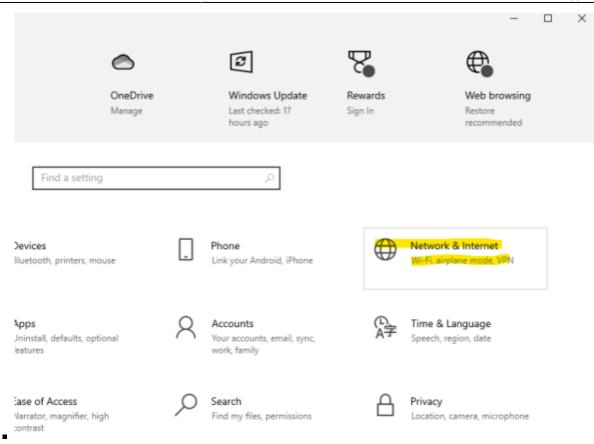
• To find your IP address:

• Click the Start button and go to Settings \rightarrow Network & Internet



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

← Settings			- 🗆 ×
	1	Status	
Find a setting	P	Network status	Help from the web
Network & Internet			Troubleshooting network connection issues
		니— 년 —— (#)	Updating network adapter or driver
🕏 Status		Ethernet Private network	Finding my IP address
Ethernet		You're connected to the Internet	Get help
🕆 Dial-up		If you have a limited data plan, you can make this network a metered connection or change other properties.	Give feedback
10° VPN		Ethernet 120.97 GB From the last 30 days	
Airplane mode		Properties Data usage	

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
Сору	

- 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

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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