

# 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:**

```
===- Which computer are you currently experiencing the issue on? //(i.e.,
TaxRE110, TYL7626 and/or IP address)//===
  * If unsure, **click the <key>Start</key> button and type "pc name"** and
select **"View your PC name"**\ \
  * {{:assessor:2021-12-07_14-50-16.png?nolink&600|}}\ \
  * Find your computer name next to "Device Name" (My computer is named
"hal"):\ \
  * {{:assessor:2021-12-07_14-52-15.png?nolink&600|}}\ \
  * **To find your IP address:**
  * Click the <key>Start</key> button and go to Settings -> Network &
Internet\ \
  * {{:assessor:2021-12-07_14-55-33.png?nolink&400|}}\ \
  * {{:assessor:2021-12-07_14-56-32.png?nolink&600|}}\ \
  * If connected via Ethernet, select **Ethernet -> Properties.** If
connected via WIFI select **Wifi -> Properties.**\ \
  * {{:assessor:2021-12-07_14-58-58.png?nolink&600|}}\ \ \
  * Scroll down to **Properties** and **//click// the <key>Copy</key>
button**\ \
  * {{:assessor:2021-12-07_15-00-21.png?nolink&600|}}\ \
  * the information above is now copied to your clipboard.\ \
  * **Paste into your support request.** The pasted text will look similar
to this:\ \
  * {{:assessor:2021-12-07_15-10-06.png?nolink&600|}}\ \
===- Which user are you currently logged in as? //(i.e., tylerre10)//===
  * If unsure, **click the <key>Start</key> button**, then **hover over the
"Person" icon:**
```

## Assessor 2k Tips

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