

# 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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