

# 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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