

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

From:

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

Permanent link:

https://grandjean.net/wiki/assessor/assessor_user_support?rev=1638907954

Last update: **2021/12/07 20:12 UTC**

