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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