

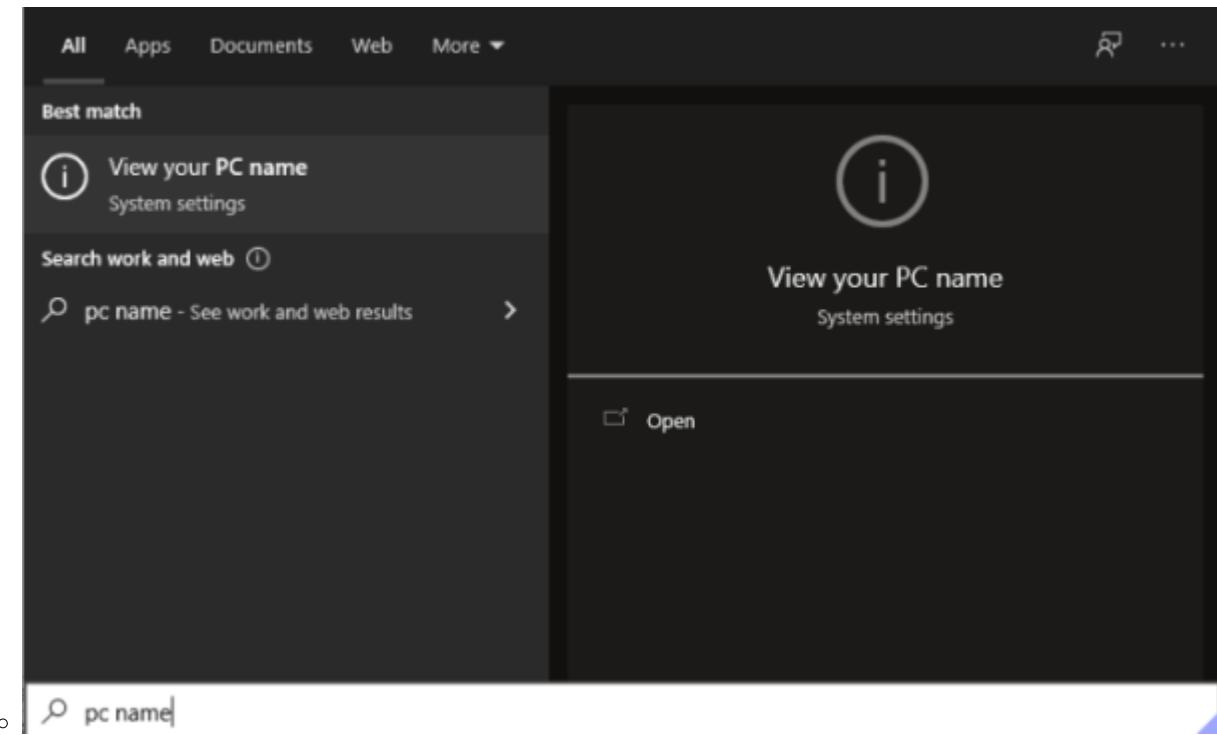
# Assessor 2k User Support

General user support page for Assessor 2k

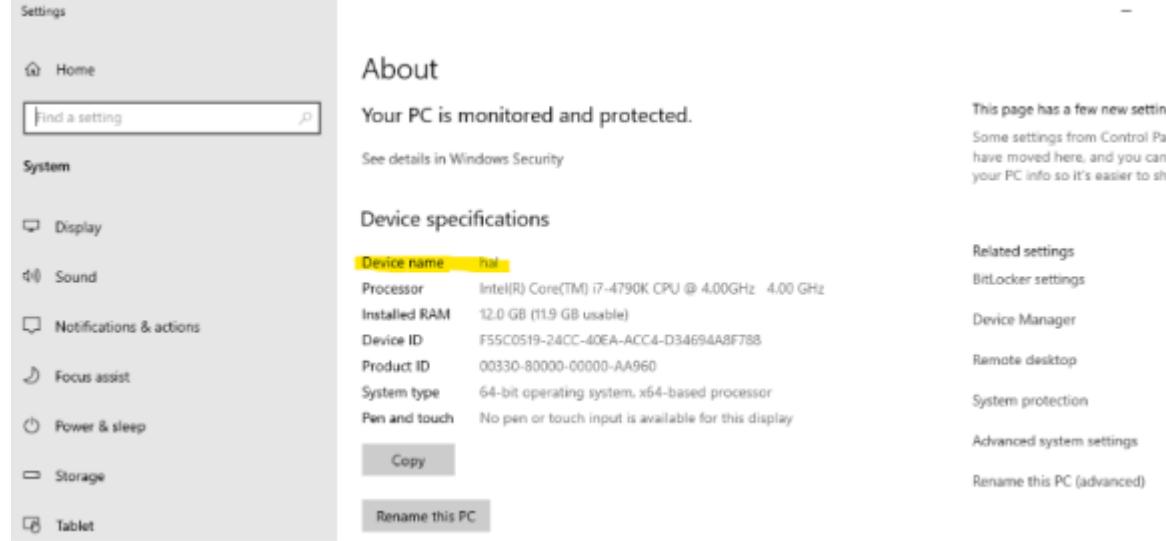
## Requesting Assessor 2k User Support

**When requesting support please include answers to the following questions:**

1. Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626 and/or IP address)
  - If unsure, **click the Start button and type "pc name" and select "View your PC name"**



- Find your computer name next to "Device Name" (My computer is named "hal"):



Settings

Home

Find a setting

System

Display

Sound

Notifications & actions

Focus assist

Power & sleep

Storage

Tablet

About

Your PC is monitored and protected.

See details in Windows Security

Device specifications

Device name: hal

Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz
Installed RAM	12.0 GB (11.9 GB usable)
Device ID	F55C0519-24CC-40EA-ACC4-D34694A8F788
Product ID	00330-890000-00000-AA960
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

[Copy](#)

[Rename this PC](#)

This page has a few new settings

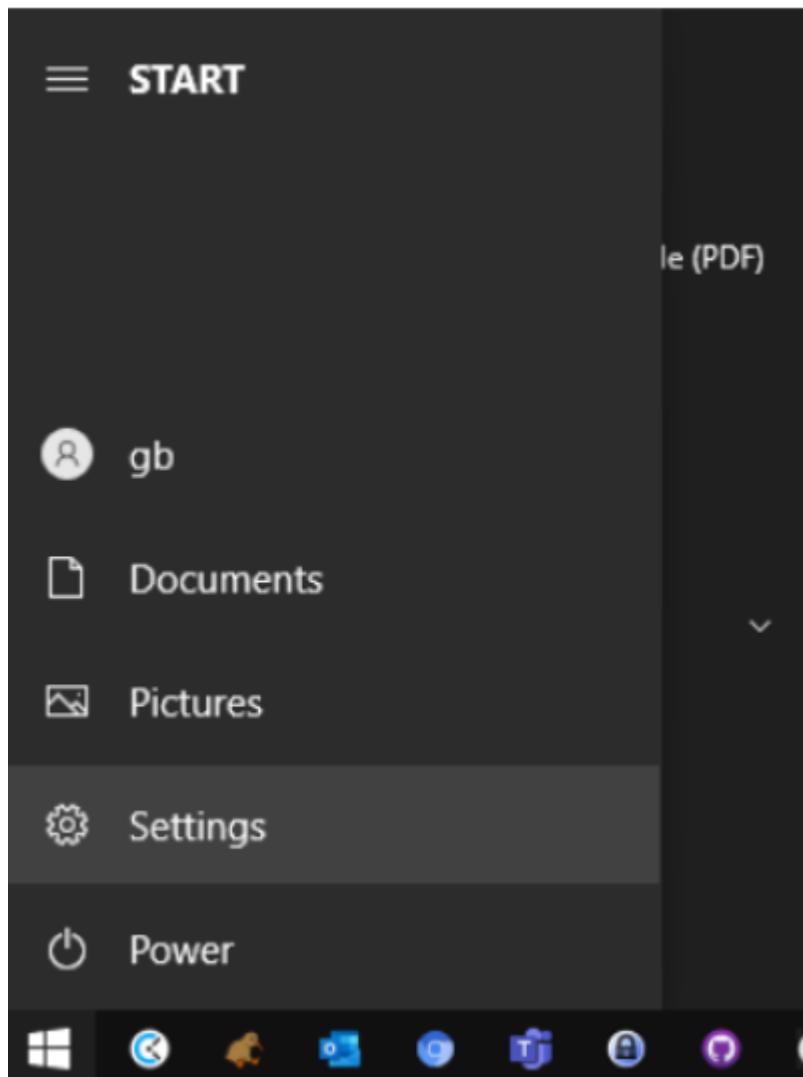
Some settings from Control Panel have moved here, and you can copy your PC info so it's easier to share.

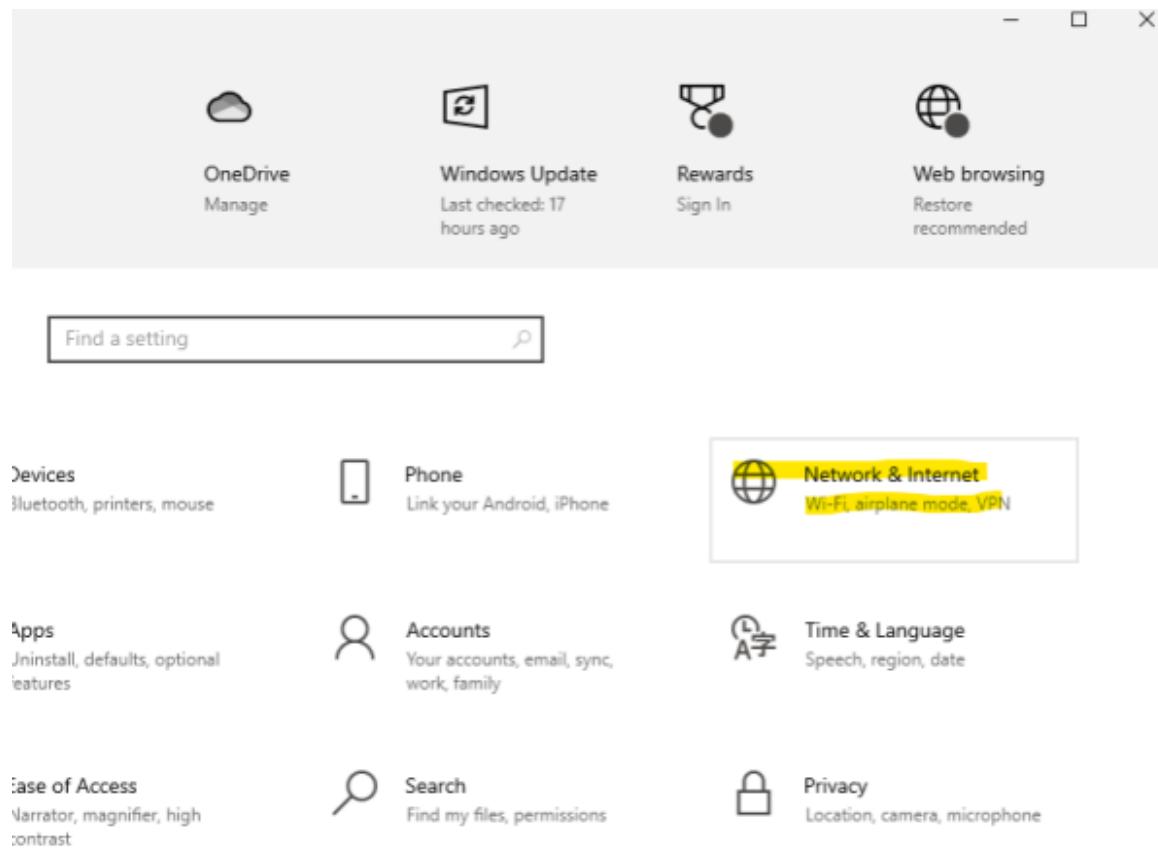
Related settings

- BitLocker settings
- Device Manager
- Remote desktop
- System protection
- Advanced system settings
- Rename this PC (advanced)

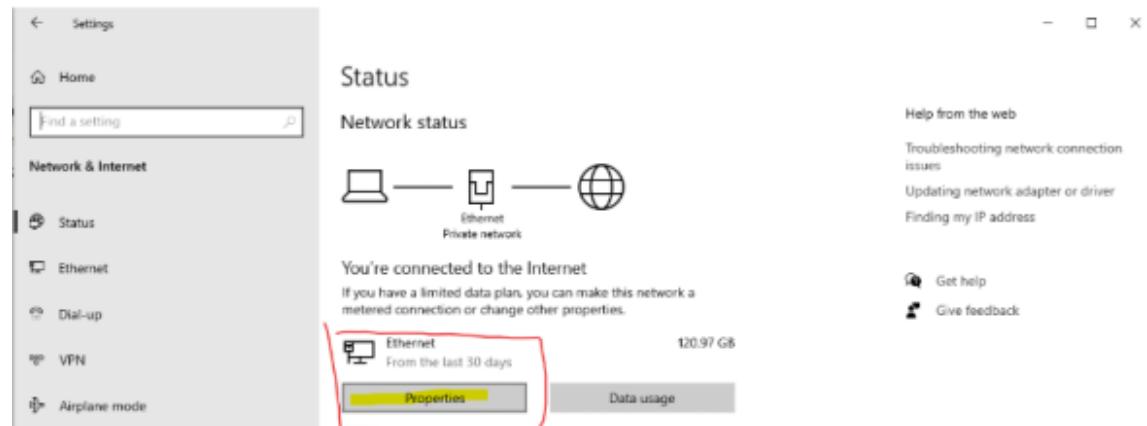
- **To find your IP address:**

- Click the **Start** button and go to Settings → Network & Internet





- If connected via Ethernet, select **Ethernet** → **Properties**. If connected via WIFI select **Wifi** → **Properties**.



- Scroll down to **Properties** and **click the Copy button**

## Properties

Link speed (Receive/Transmit):	1000/1000 (Mbps)
Link-local IPv6 address:	fe80::a874:3ef0:b4c9:f166%2
IPv4 address:	10.28.0.104
IPv4 DNS servers:	10.28.0.1
Primary DNS suffix:	home
Manufacturer:	Intel
Description:	Intel(R) Ethernet Connection (2) I218-V
Driver version:	12.19.0.16
Physical address (MAC):	1C-87-2C-74-56-4F

**Copy**

- the information above is now copied to your clipboard.
- the information above is now copied to your clipboard.
- Paste into your support request.** The pasted text will look similar to this:

Link speed (Receive/Transmit): 1000/1000 (Mbps)  
Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2  
IPv4 address: 10.28.0.104  
IPv4 DNS servers: 10.28.0.1  
Primary DNS suffix: waynecountypa.local  
Manufacturer: Intel  
Description: Intel(R) Ethernet Connection (2) I218-V  
Driver version: 12.19.0.16  
Physical address (MAC): XX-XX--XX-XX-XX

- 2. === Which user are you currently logged in as? (i.e., *tylerre10*) ===
  - If unsure, **click the Start button**, then **hover over the "Person" icon**:

## Assessor 2k Tips

From:

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



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Last update: **2021/12/07 20:13 UTC**