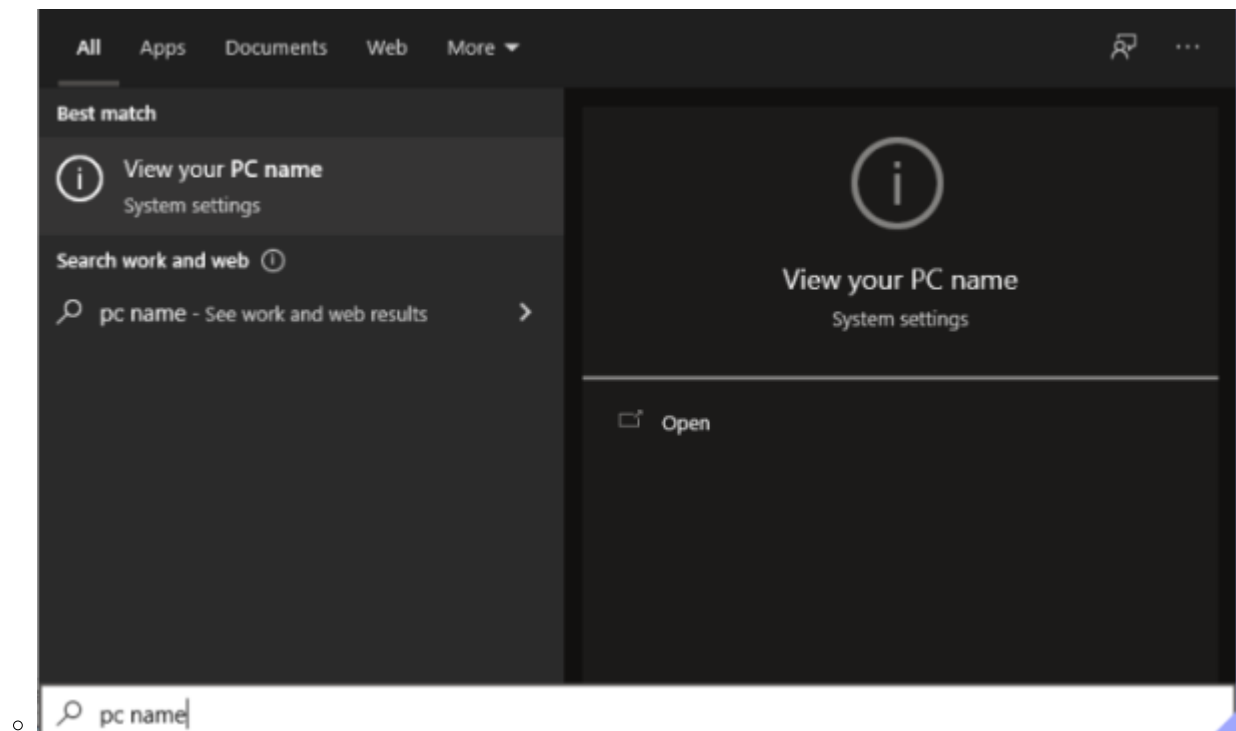# Assessor 2k User Support

General user support page for *Assessor 2k*

Requesting Assessor 2k User Support

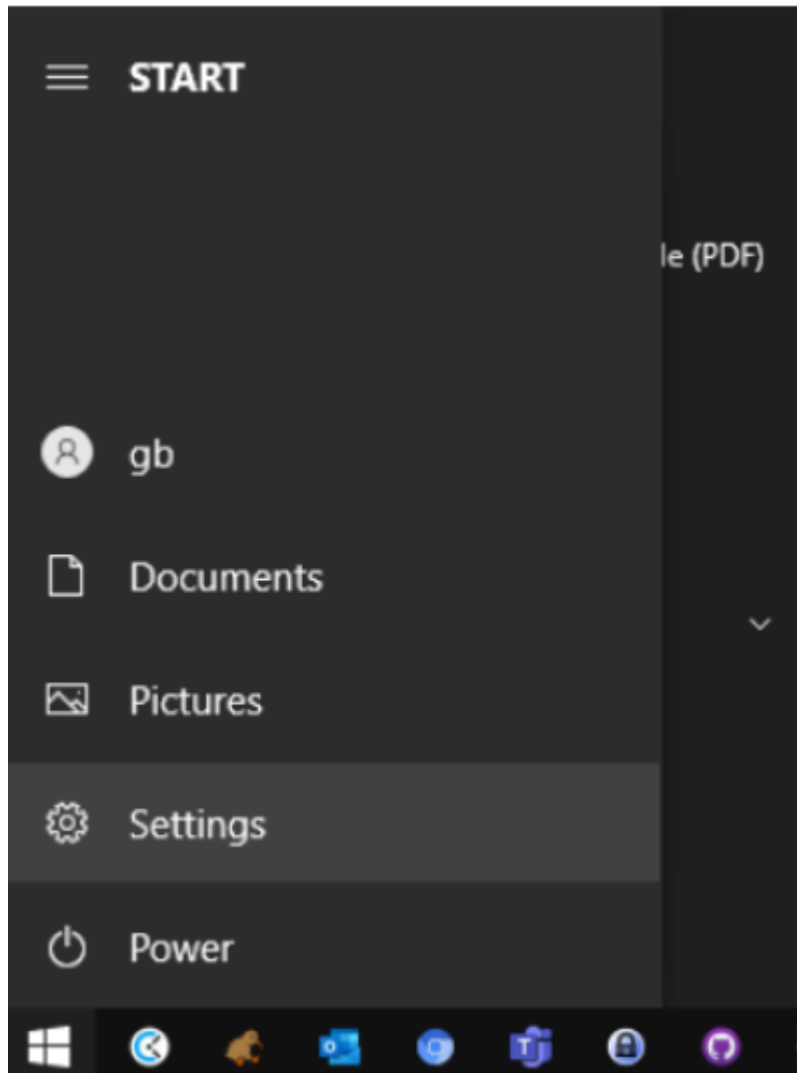**When requesting support please include answers to the following questions:**

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"):
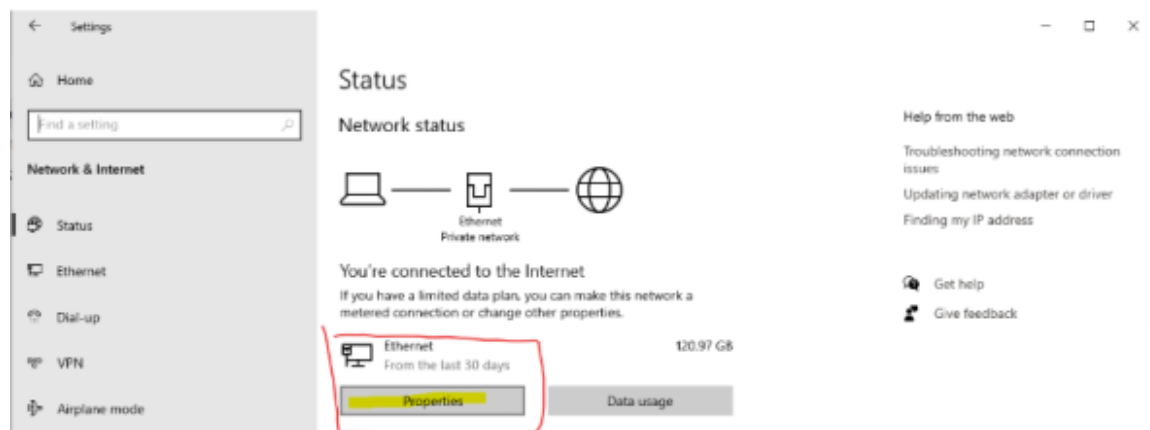
- **To find your IP address:**
  - Click the Start button and go to Settings → Network & Internet

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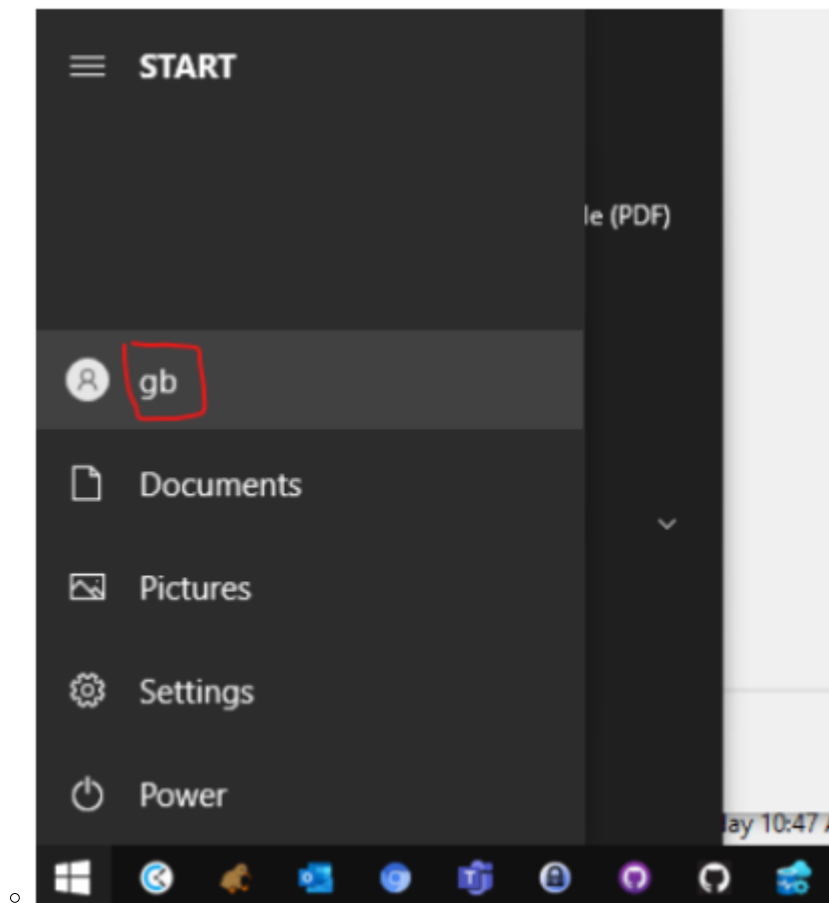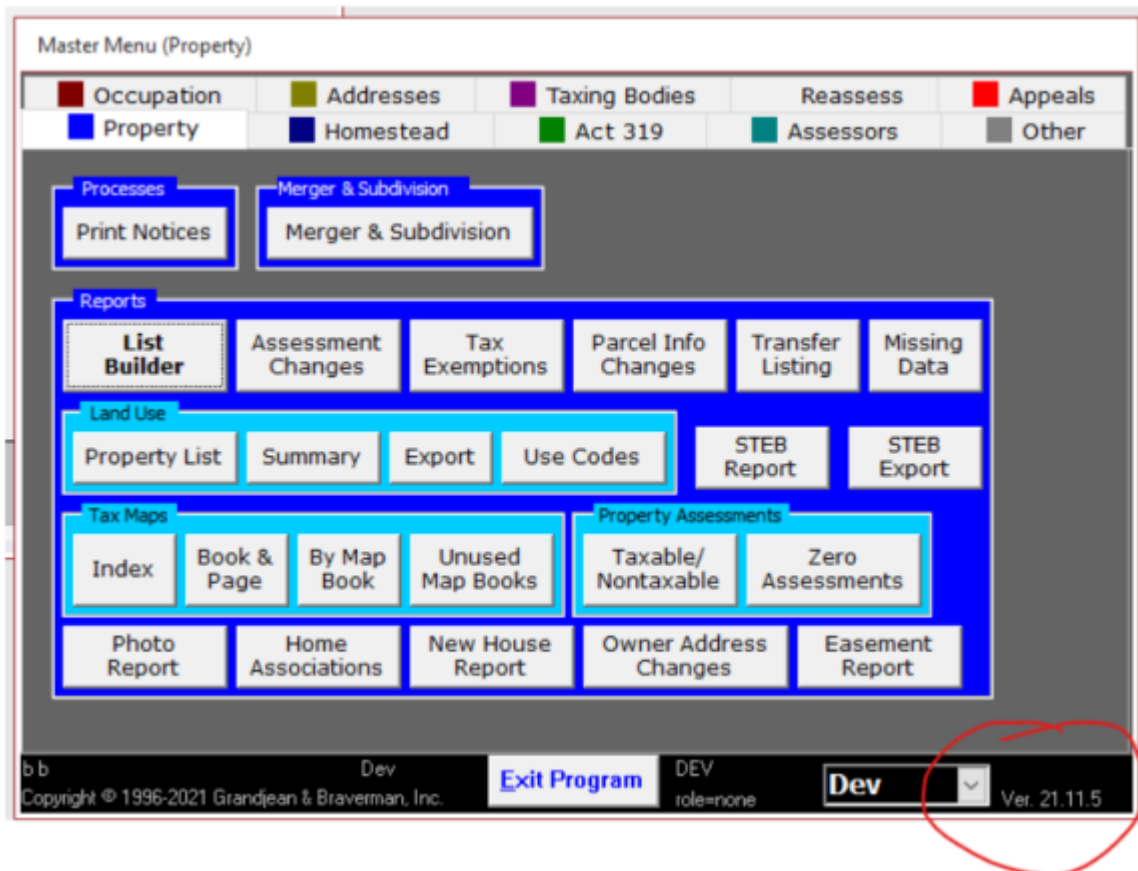
2. Which user are you currently logged in as? *(i.e., tylerre10)*
   - If unsure, **click the Start button**, then **hover over the "Person" icon:**

3. What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
   ○ See the bottom right corner of the master menu:

Support Request Template

—

- Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626, and IP addresss)
- Which user are you currently logged in as? (i.e., tylerre10)
- What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
- Please describe the issue (**do** include any screenshots or text from error messages)

Assessor 2k Tips