2025/11/03 14:40 UTC 1/6 Assessor 2k User Support

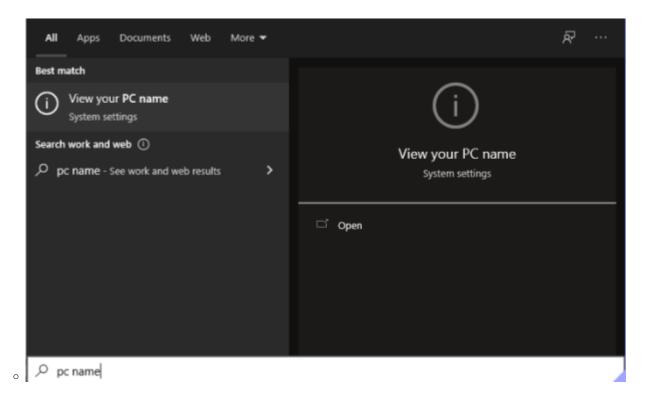
# **Assessor 2k User Support**

General user support page for Assessor 2k

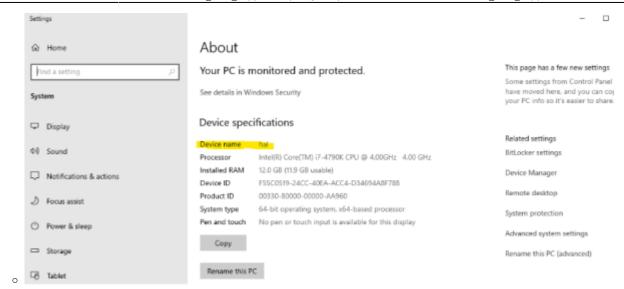
## **Requesting Assessor 2k User Support**

#### 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"

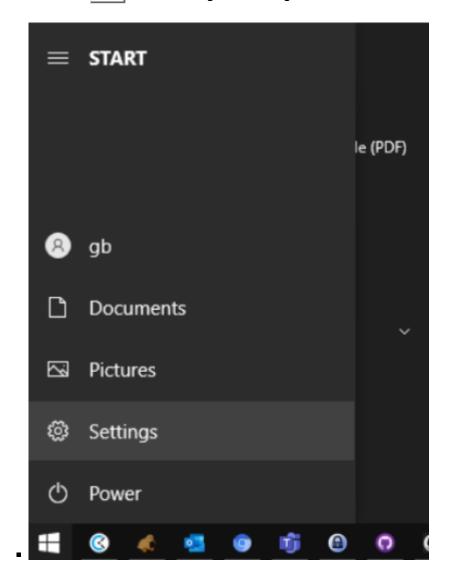


• Find your computer name next to "Device Name" (My computer is named "hal"):

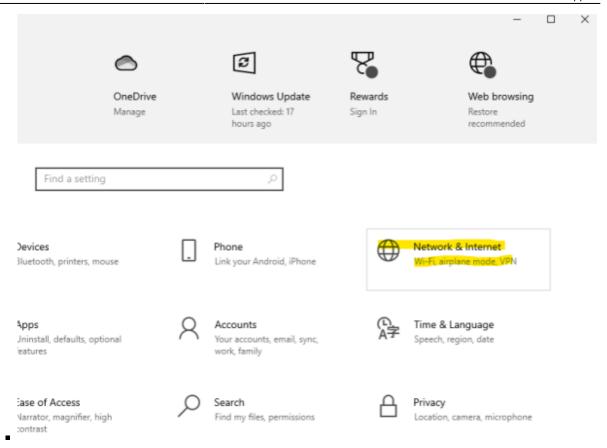


#### ∘ To find your IP address:

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



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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



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

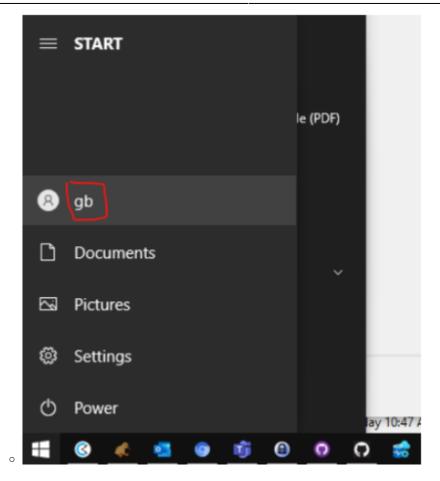
Description: Intel(R) Ethernet Connection (2) I218-V

Driver version: 12.19.0.16

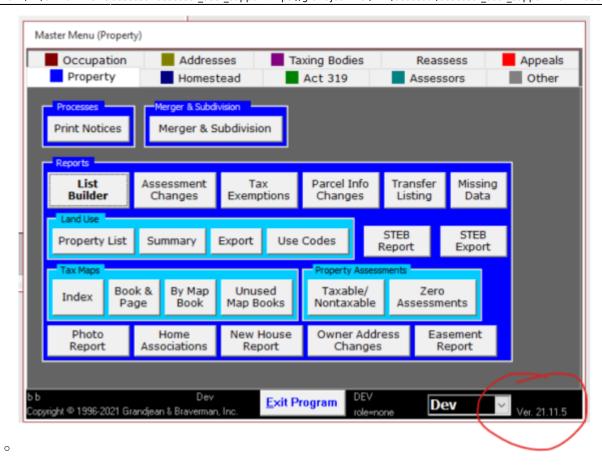
Physical address (MAC): XX-XX-XX-XX

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**

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