

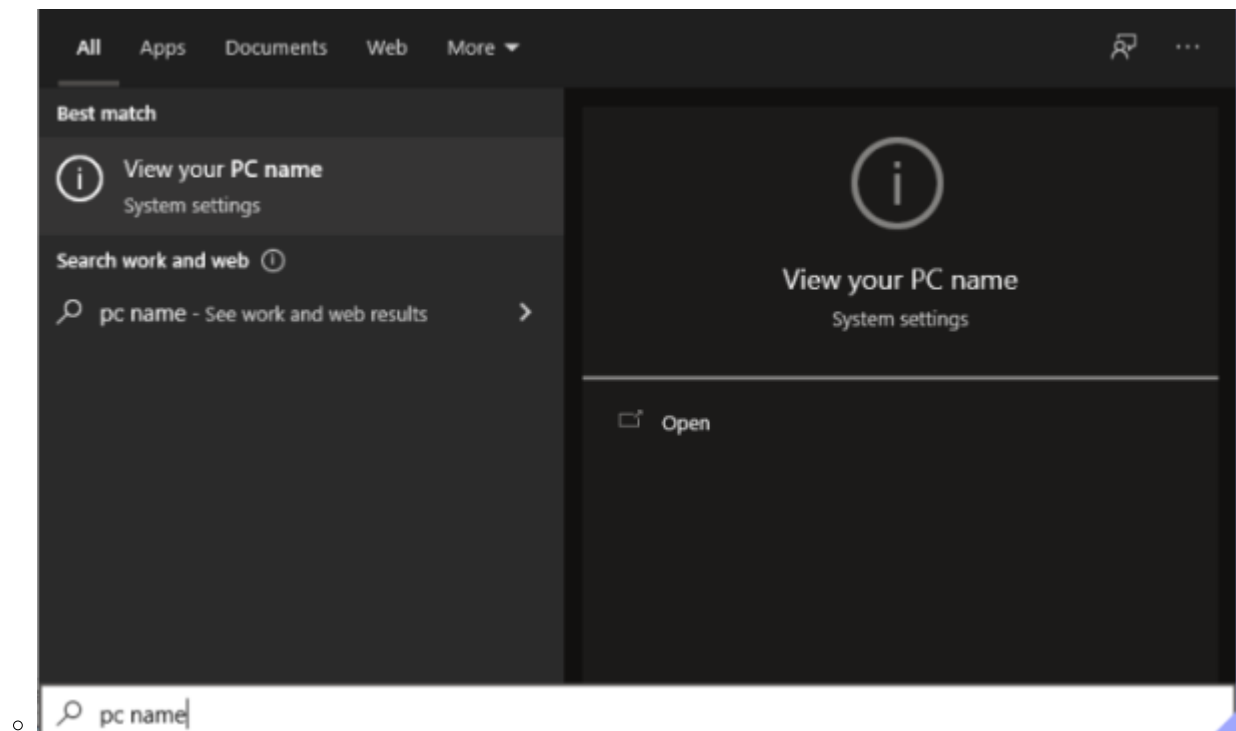
# Assessor 2k User Support

General user support page for *Assessor 2k*

## Requesting Assessor 2k User Support

When requesting support please include answers to the following questions:

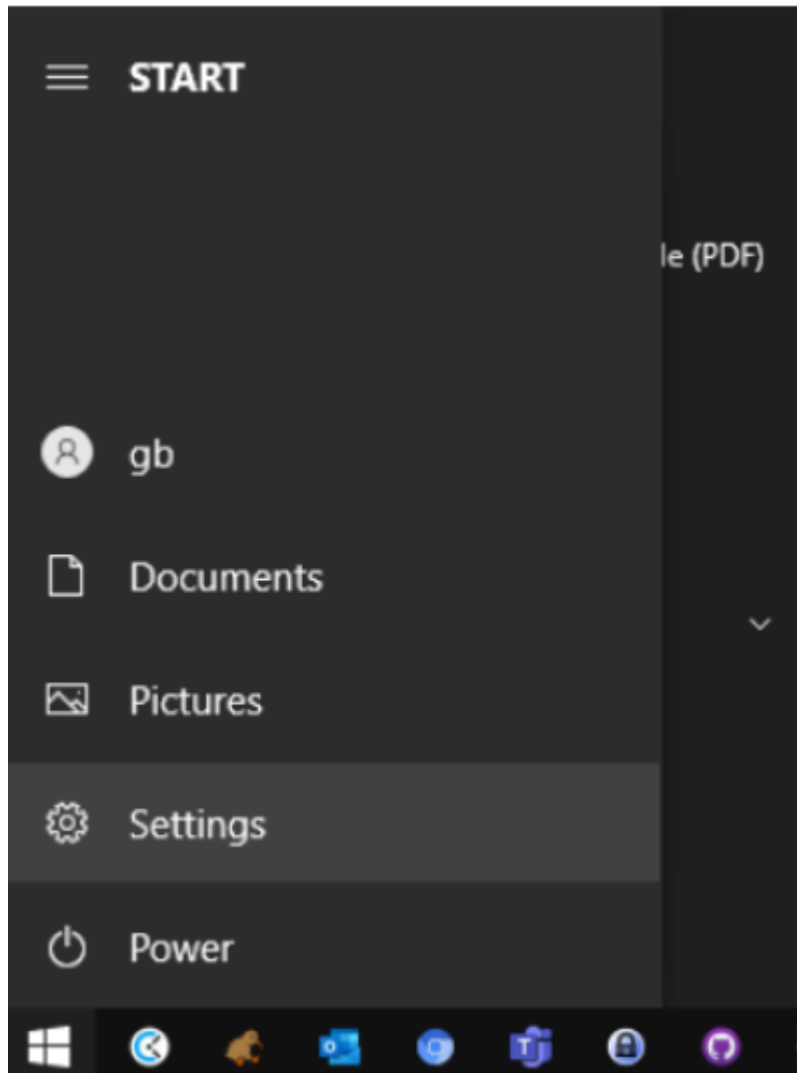
1. Which computer are you currently experiencing the issue on? (*i.e.*, *TaxRE110*, *TYL7626* and/or *IP address*)
  - If unsure, **click the Start button and type "pc name"** and select **"View your PC name"**



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

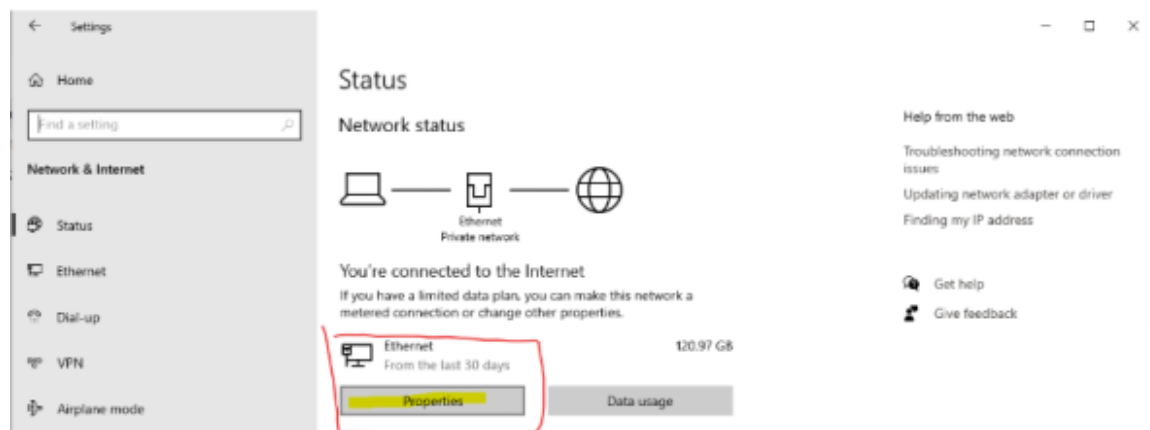


- To find your IP address:
  - Click the Start button and go to Settings → Network & Internet





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



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

## Properties

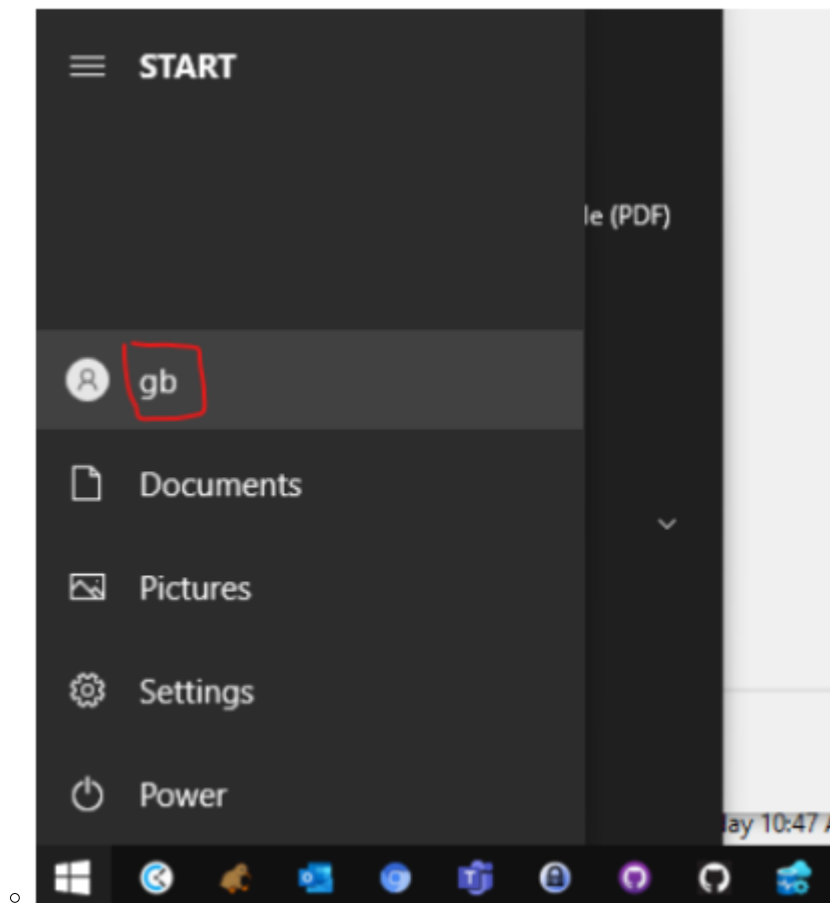
Link speed (Receive/Transmit): 1000/1000 (Mbps)  
Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2  
**IPv4 address: 10.28.0.104**  
IPv4 DNS servers: 10.28.0.1  
Primary DNS suffix: home  
Manufacturer: Intel  
Description: Intel(R) Ethernet Connection (2) I218-V  
Driver version: 12.19.0.16  
Physical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

Copy

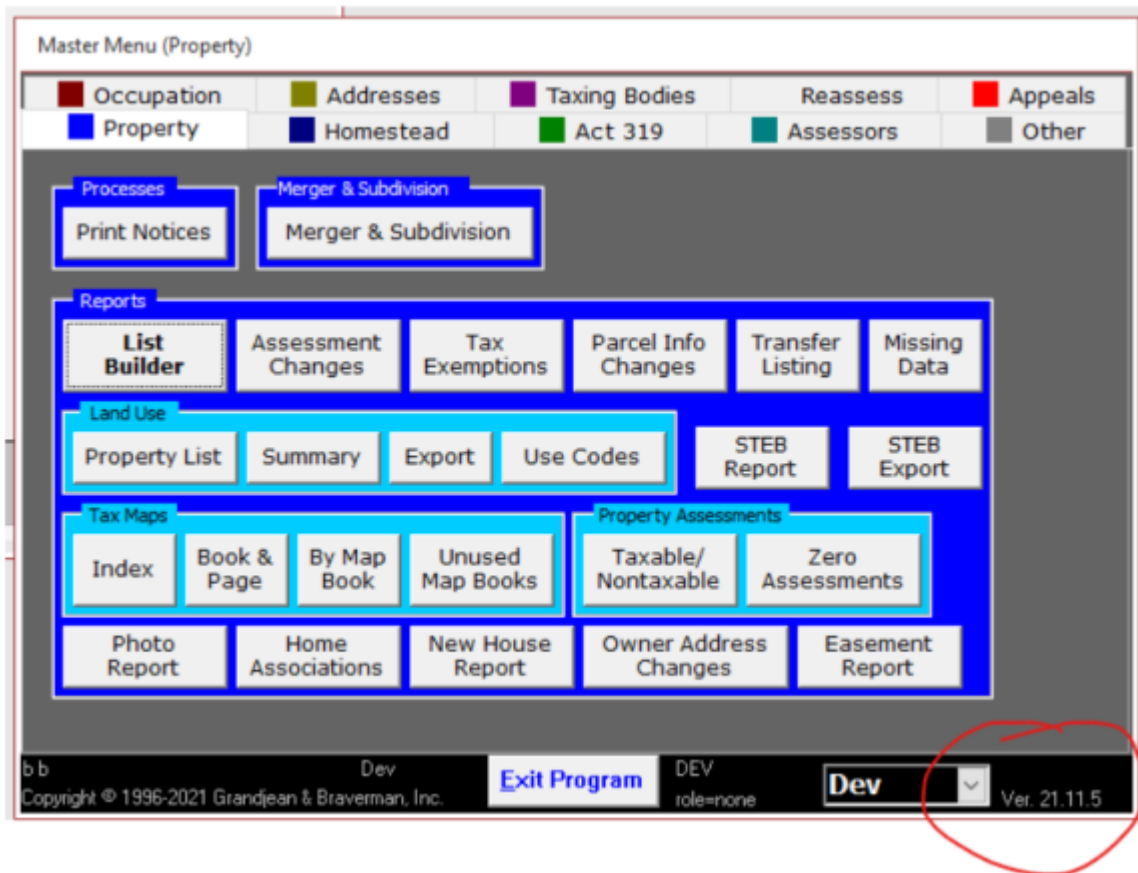
- the information above is now copied to your clipboard.
- the information above is now copied to your clipboard.
- **Paste into your support request.** The pasted text will look similar to this:

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:



o

## Support Request Template

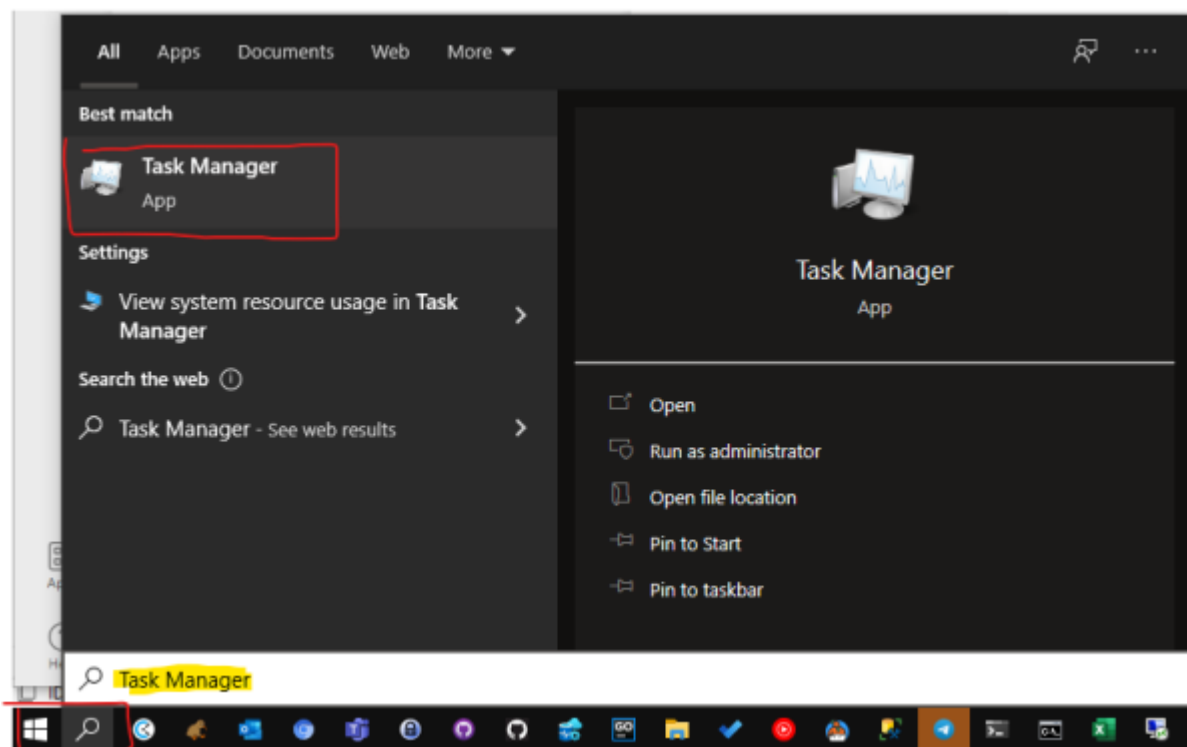
- Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626, and IP addresss)
- Which user are you currently logged in as? (i.e., tylerre10)
- What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
- Please describe the issue (**do** include any screenshots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

## Assessor 2k Tips

### How to force close Assessor 2k

Sometimes, especially when relinking between Central and Local, the Assessor program can get into a state where it is stuck and you are unable to exit the program. In that situation, follow these steps to force close Assessor2k:

1. Open task manager
  1. Click the **START** or **SEARCH** button and type "Task Manager", then click **"Task Manager"** under "Best match"



2.

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