Downloading and running "Computer Info Request by JoCo IT"

The file that downloads and runs gathers general information on your computer. This information includes the computer name, logged in user, operating system (including installation date and version number), brand and model of the: computer, hard drive(s), memory, and specs of the hard drive(s) and memory. You can open and view the text file that is generated before emailing it to view the information that is gathered.
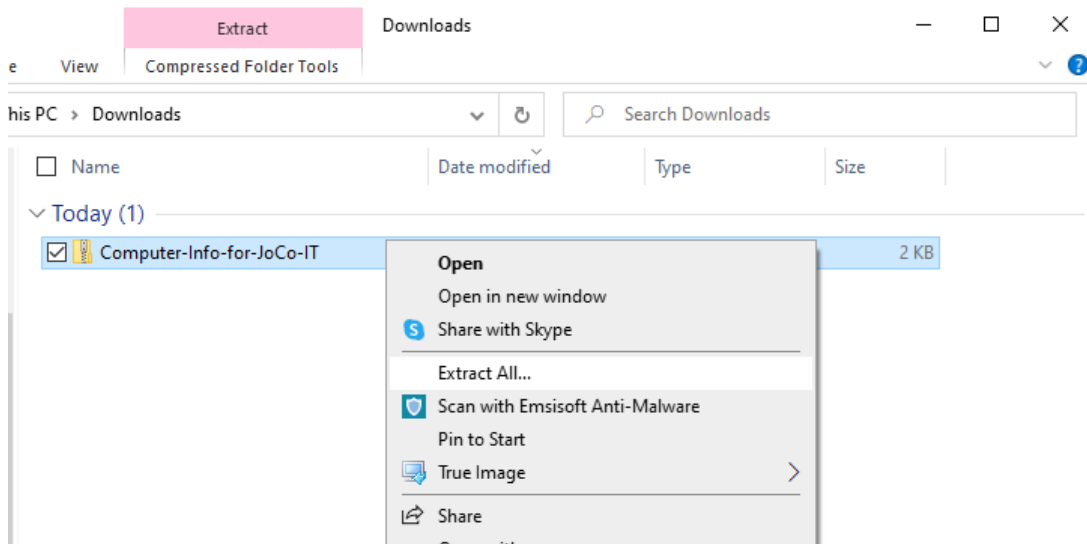
The process of downloading and running the file is:

1. When the link is clicked, the file will start downloading. Depending on the internet browser you are using, the file will either be in the bottom left corner (Chrome and newer Edge browsers), in the top right with a down arrow (Firefox), or a separate popup window (older Edge browsers).
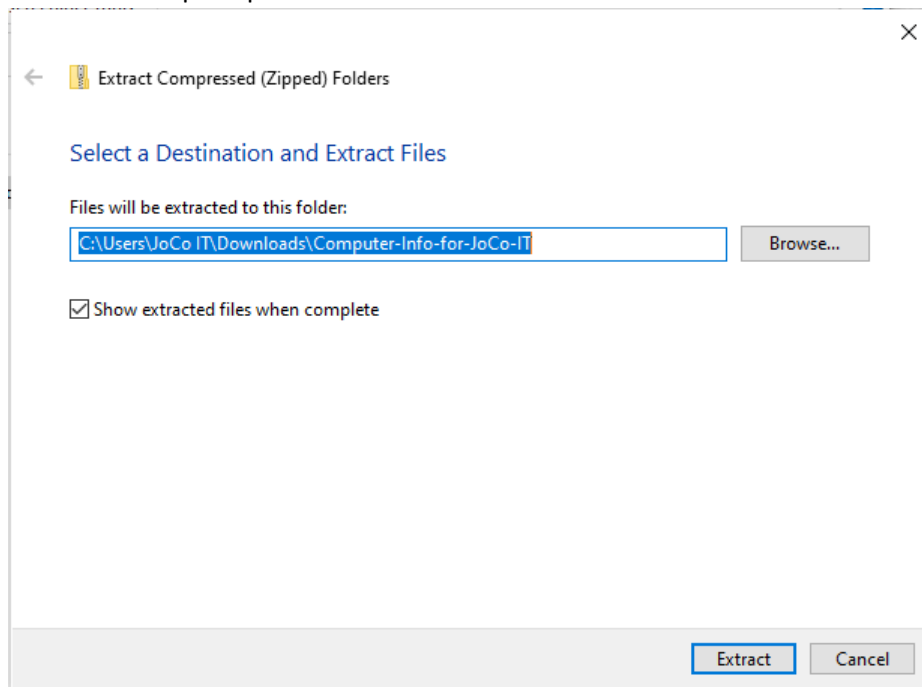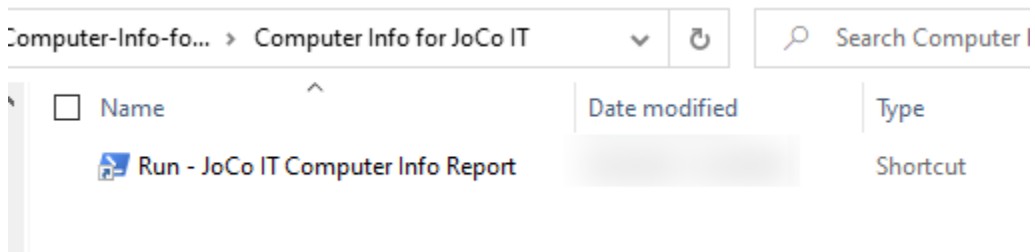
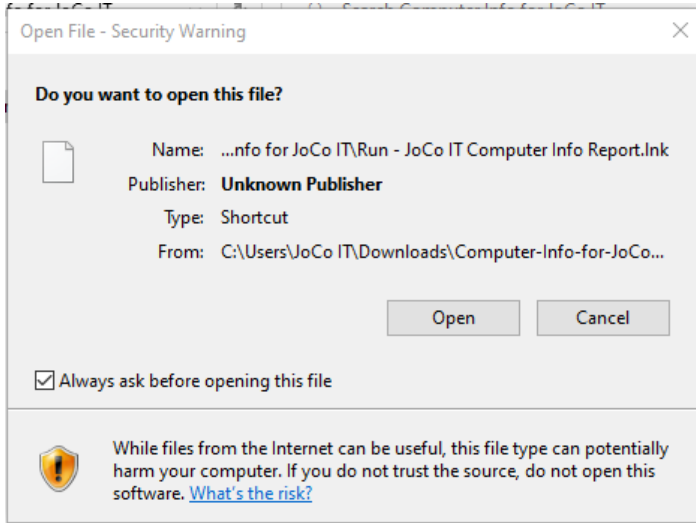2. Right click the file and left click on "Extract All…"
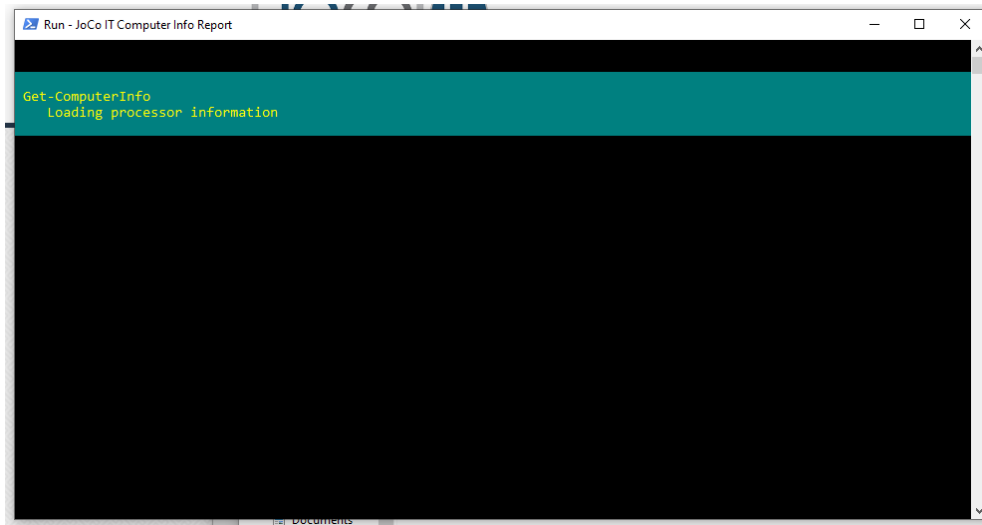

3. Click Extract if prompted.

4. Double click on the "Run…" file listed to run the computer information collection.

5. If prompted asking if you want to open the file, click Open.

6. You will temporarily see this window. The window will close when completed and your documents folder will open with the file selected that is generated by the report.

7. The file create by the report is selected. This file will need to be emailed to the requestor at JoCo IT or support@jocoit.com.