

**To:** Lesley Groff [REDACTED]  
**From:** james ce | personal genius  
**Sent:** Wed 9/2/2015 5:30:07 PM  
**Subject:** Re: How to sign out and sign back in to Google Drive on iPhone

I'd love to go to paris. The one day I spent there wasn't enough (especially since I was in a closet for most of it).

The internet setup there is very complicated, and we have communication problems (everything goes through Valdson, who doesn't understand what I'm talking about conceptually, let alone my English, to a tech that speaks in French). The walls there are impossibly thick and solid so we can get very little wireless signal from one room to another....

Anyway. Complicated. I hope they've sorted it out from his last visit there.



**James Ce**  
your Personal Genius

□ Certified Support Professional 10.6  
<http://personalgenius.us>

On Sep 2, 2015, at 1:23 PM, Lesley Groff [REDACTED] wrote:

ok yae! it is updating on the website so I should be good...

Oh no on Paris...unless you want to go to Paris!! I don't know if anything has been sorted out there! ...perhaps we will be in touch shortly...take care!

On Sep 2, 2015, at 1:22 PM, james ce | personal genius [REDACTED] wrote:

Oh god I hope they sorted out the network in Paris, then. (or not and he decides to send me there for a couple of days!)

The big thing is the website — it's the master.

If the files show up on the website, then they've uploaded. If they're not on any of the iMacs, then logging out / logging in to force a sync will fix it.



**James Ce**  
your Personal Genius

□ Certified Support Professional 10.6  
<http://personalgenius.us>

On Sep 2, 2015, at 1:19 PM, Lesley Groff

[REDACTED] wrote:

Ok, that is what I thought (well, something along those lines...that Word is confused...so am I a lot of the times!) When I get home tonight I will see if what I did here today shows up at home (after I log out/in) I was having this problem last week ...and when I would save Jeffrey's itinerary it was only in "My Documents (1)" and not in "My Documents" then when I got home, what I had saved here was not at home...I just need everything to sync and be the same everywhere...but lets see if by logging out/in with new password fixes all this stuff...thanks for all your help today! I guess we will see you next time...Jeffrey plans to leave tomorrow for Paris for awhile...

On Sep 2, 2015, at 1:11 PM, james ce | personal genius

[REDACTED] wrote:

My best guess is that there's a sync conflict caused by all the logging in and outs and Google doesn't know which version of the file(s) is(are) most current.

If you create a new file, does the name change on it?  
If you rename a file back to its original name, does it stay?

The only references to this problem I find online were caused by an old version of the desktop app two years ago, so I suspect it has to be how it's dealing with sync conflicts.

(No 2PM today, no problem. Yes, you'll need to update the passwords on the Office computer as well.)



**James Ce**

your Personal Genius

□ Certified Support Professional 10.6  
<http://personalgenius.us>

On Sep 2, 2015, at 12:57 PM,  
Lesley Groff

[REDACTED] wrote:

I was able to log out and back in here at Jeffrey's house and update my google doc...I went in to the web site you gave me below and I now see my updates...when I get home tonight I will do the same thing from my hosue...I figure when I go to the office I will need to repeat these steps...so now I have a question on my word docs and why is there now the #1 after "My Documents (1)" ? This morning I had "My Documents" (without the #1) as well as "My Documents (1)"...now I don't...and the (1) is new as of last week when I logged in to this computer...? this is my one issue remaining now...if you think you can tell me what this is or that all is well then maybe you don't need to actually come at 2pm? (since JE doesn't need you....)

On Sep 2, 2015, at 11:33 AM, james | personal genius

[REDACTED]  
wrote:

Yes to logout /  
login at home.

2PM would be perfect.



James Ce  
your Personal Genius

Certified Support  
Professional 10.6

[REDACTED]  
<http://personalgenius.us>

On Sep 2, 2015, at 11:28 AM, Lesley Groff <[REDACTED]> wrote:

the  
update  
s are  
not  
there...  
so that  
means  
I need  
to log  
out at  
home  
and log  
back in  
to  
google  
drive?  
Could  
you  
come  
after  
lunch?  
Maybe  
1:30/2  
pm?  
What  
is good  
for  
you?

On Sep 2, 2015, at 11:13 AM, james | personal

genius



>

wrote:

Can you log  
into <https://www.google.com/drive/> on the  
desktop and see if the files show on the site?

If not, that means the computer you made the change with hasn't uploaded those changes to Google drive -- probably because it's not actually logged in anymore.

What time would you like me to come by?



James Ce  
your Personal Genius

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Professional 10.6

<http://personalgenius.us>

On Sep 2, 2015, at 11:04 AM, Lesley Groff <[REDACTED]> wrote:

ok, did this...and it is still not bringing up the latest version of things...says last update was Aug. 31...I updated Jeffrey's itinerary yesterday...same with this computer...I have something weird going on...

On Sep 2, 2015, at 10:38 AM, james ce | personal genius

[REDACTED] wrote:

Yes. Remove is to remove your account from the phone.... Apparently Google Drive for iPhone allows you to have multiple accounts signed in at the same time, so to sign out you have to remove that account.

Once you remove it — and continue past the scary popup message that appears — you can sign in again.

This won't affect any of the files in your Google Drive account.



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On Sep 2, 2015, at 10:28  
AM, Lesley Groff

[REDACTED]  
wrote:

Thank you James...I can't  
seem to log out and log  
back in though...can't  
figure it out...should I  
'remove' my name....sounds  
so scary...to log out? that  
seems to be the only option  
i can find

On Sep 2, 2015, at 10:19  
AM, james ce | personal  
genius

[REDACTED]  
> wrote:

<IMG\_0543.jpeg>  
<IMG\_0544.jpeg>  
<IMG\_0545.jpeg>  
<IMG\_0546.jpeg>  
<IMG\_0547.jpeg>



**James Ce**  
your Personal Genius

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