

To: [REDACTED]
Cc: James Ce [REDACTED]
From: james | need mac help
Sent: Mon 7/14/2014 6:05:07 PM
Subject: Re: 1:00 appointment

All things Google (gmail, calendar, drive, etc) use the [REDACTED] password.

If the test file shows up on your computer but not the phone... Can you try to log out of google drive on the phone and then log back in?

James Ce
 Certified Support Professional 10.6

Need Mac Help, Inc.
[REDACTED]
<http://needmachelp.com>

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On Jul 14, 2014, at 2:02 PM, [REDACTED] > wrote:

HI James...thank you for correcting the keychain issue. Will I be using the [REDACTED] password if i encounter this issue again? (hopefully not!)
I see the "_Hi [REDACTED].txt" on my computer here at the office but not on my phone...
On Jul 14, 2014, at 1:52 PM, james | need mac help <[REDACTED]> wrote:

Hi!

So your machine @ 71st St was still trying to use your [REDACTED] password for gmail/calendar. There were several conflicting entries in the Keychain for these accounts, so it's likely that was what was confusing things. I've deleted all the entries and recreated one set with the correct password. Hopefully that will keep the problem from returning.

It looks like there were 8 pending emails that sent when I fixed this... I hope you still wanted those to go — I couldn't stop them.

Google drive looks correct here. I created a test file on the root of your gDrive folder called "_Hi [REDACTED].txt", can you confirm that you see it on your phone and computer there?

James Ce
□ Certified Support Professional 10.6

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[REDACTED]
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On Jul 14, 2014, at 12:12 PM, [REDACTED] > wrote:

Hi James...i am at the office today...i don't think it is necessary for me to be over at 71st...if you have any questions, give me a call [REDACTED]

thanks! [REDACTED]