

To: [REDACTED]
Cc: james | need mac help [REDACTED]; Rich Kahn [REDACTED]
From: Sara | Need Mac Help
Sent: Fri 7/11/2014 7:28:25 PM
Subject: Re: Password not working still

Wednesday at 10am?

Need Mac Help, Inc.
[REDACTED]
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On Jul 11, 2014, at 2:58 PM, [REDACTED] wrote:

Actually, I was just told [REDACTED] needs help with her computer as well. She will be in NY late Monday. Could we have James to Jeffrey's home one day between Tues or wed?

Sent from my iPhone

On Jul 11, 2014, at 2:52 PM, Sara | Need Mac Help [REDACTED] > wrote:

Hi [REDACTED]

How about Monday afternoon? 1:30pm?

Best,
Sara

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On Jul 11, 2014, at 1:58 PM, [REDACTED] wrote:

I will need to make an appt with you to have this issue rectified. Possibly Mon or wed next week?

Sent from my iPhone

On Jul 11, 2014, at 1:30 PM, james | need mac help
[REDACTED] wrote:

Your Gmail password is [REDACTED], try entering that & remember in keychain.

James Ce
 Certified Support Professional 10.6

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On Jul 11, 2014, at 1:03 PM, [REDACTED] wrote:

The drop down window keeps coming down that says:

Mail cannot connect to the Google account "Gmail" Then there is a box to fill in with your password. I keep typing in [REDACTED] and the window goes up then comes right back down again. All mail I have tried to send is in mi Outbox. It is the same issue I had before exactly.

Sent from my iPhone

On Jul 11, 2014, at 12:58 PM, james | need mac help
[REDACTED] wrote:

By "keychain"...
What specifically is happening? What

errors are you
seeing?

James Ce
□ Certified Support
Professional 10.6

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On Jul 11, 2014, at 12:51 PM


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Sent from my iPhone