

**To:** James Ce[REDACTED]  
**Cc:** James Ce[REDACTED]  
**From:** [REDACTED]  
**Sent:** Mon 7/14/2014 6:33:42 PM  
**Subject:** Re: 1:00 apptointment

super :) thanks!

On Jul 14, 2014, at 2:24 PM, james | need mac help <[REDACTED]> wrote:

Great, cause if that didn't work you'd have to update the iPhone OS. (Google dropped iOS 6 support in Google Drive a while ago.)

As long as it's working tho, you can stick with the "classic" OS. ♦

James Ce  
 Certified Support Professional 10.6

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

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On Jul 14, 2014, at 2:10 PM, [REDACTED] wrote:

ok on password. thanks  
and yes, now I see your test file on my phone

On Jul 14, 2014, at 2:05 PM, james | need mac help <[REDACTED]> wrote:

All things Google (gmail, calendar, drive, etc) use the  
!34s\*\*\*\*b\*\*\*\*\* 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.

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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 P@\*\*\*\* 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 P@\*\*\*\*\*9 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?

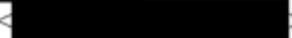
James Ce

☐ Certified Support  
Professional 10.6

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On Jul 14, 2014, at 12:12 PM, ,  
< > 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 

thanks! 