

To: james | need mac help [REDACTED]
Cc: Sara Rychtarik [REDACTED]
From: [REDACTED]
Sent: Thur 5/15/2014 10:57:02 PM
Subject: Re: Quick Question!

Tha k you so much for this explanation! Finally at home and was able to take care if my computer! I am up and running. :)

Sent from my iPhone

On May 14, 2014, at 10:53 AM, james | need mac help [REDACTED] > wrote:

From the Finder, click the Go menu at the very top of your screen and choose Applications.

Inside Applications, scroll down until you see Mail and double click it to open. This will put the icon back into the dock (the row of icons where your common programs are).

Once the icon is in the dock, click on it and hold it in for a couple seconds, then without releasing the hold, drag it to where in the dock it used to be.

I'm guessing your Gmail will just appear once mail is open again. Let me know if you're still having issues and I'll see if I can't give you more comprehensive instructions.

--
James Ce
 Certified Support Professional 10.6

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[REDACTED]

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On May 14, 2014, at 10:40 AM, [REDACTED] > wrote:

oh! and I did reboot...that is how the gmail account deleted itself I guess? When i restarted the computer, the icon for gmail with the "stamp and eagle" did not reappear...

On May 13, 2014, at 5:01 PM, james | need mac help [REDACTED] > wrote:

That means it couldn't send email with the mail settings it has.

I would reboot and try again, if that fails delete the gmail account and recreate it. The latter will force mail to redownload your messages from gmail.

James Ce
 Certified Support Professional 10.6

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On May 13, 2014, at 4:33 PM,  wrote:

shi*!
ok
however, I have a Circle w/the Exclamation Point next to "Sent Mail" says the mail has changed my accounts Mailbox Behaviors preferences to use the local Sent Messages (Gmail) mailbox...do I need to change something in settings?

On May 13, 2014, at 4:31 PM, james | need mac help
 wrote:

Sounds like you got lucky.
Usually the machine won't restart if you force shutdown.

James Ce
 Certified Support Professional 10.6

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On May 13, 2014, at 4:28 PM,

[REDACTED] wrote:

uh oh...I finally forced the computer off...left off for 20 seconds, then turned back on ...things seem to be working fine...did I corrupt stuff?! .. I didn't realize this was to take a longgggggg time. I was afraid I was messing things up by keeping the upgrade going...

On May 13, 2014, at 4:18 PM, james | need mac help

[REDACTED] wrote:

Can't stop an OS upgrade; will corrupt existing OS & new one.

The mavericks install takes a long time, best to be patient.
Sorry.

James
Cc

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On May 13, 2014, at 4:06 PM,



wrote:

Hi James I am at home today and finally tired to upgrade my software on apple computer to maverick. The progress bar has been stuck at about 1/4 percent for an hour. It is not progressing. The entire screen is gray except for the progress bar. When I hit escape, I hear the "bonk" sound. When I hold down the option key command key and escape key at the same time I hear a "bonk" sound. I can't get out of this. Is there a way to stop this upgrade? I don't know what to do. Can you help?



Sent from my iPhone