

From: james | personal genius <[REDACTED]>
To: Karyna Shuliak <[REDACTED]>
Cc: Lesley Groff <[REDACTED]>
Subject: Re: Karyna not receiving my emails?
Date: Fri, 08 Jun 2018 17:00:39 +0000

Hi. I'm in Lesley's office. 😊

Thank you,

James Ce
your Personal Genius
☐ Certified Support Professional 10.6
<http://personalgenius.co>

On Jun 8, 2018, at 10:43 AM, Karyna Shuliak <[REDACTED]> wrote:

Thank you James. Let's meet at 71st please.

On Jun 7, 2018, at 10:29 PM, james | personal genius <[REDACTED]> wrote:

1PM is still good. Should we meet at 71st or 66th?

I'll need access to your phone, your laptop and may need you to log into [iCloud.com](https://www.icloud.com) for me.

Thank you,

James Ce
[your Personal Genius](#)
☐ Certified Support Professional 10.6
<http://personalgenius.co>

On Jun 7, 2018, at 9:21 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

Sorry for the late response, had to check with JE on the timing. Does 1pm still work for you?

Thank you!

Karyna

On Jun 7, 2018, at 5:42 PM, james | personal genius <[REDACTED]> wrote:

I am available anytime after 1PM tomorrow (I'm booked in the AM).

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Jun 7, 2018, at 5:40 PM, Karyna Shuliak <[REDACTED]> wrote:

If you happen to have time tomorrow morning, that would be great!
Thank you!

On Jun 7, 2018, at 5:34 PM, james | personal genius <[REDACTED]> wrote:

It sounds like something is screwy with your email configuration—like a rule or filter is moving Lesley's messages out of your inbox.

Are you in town for me to take a look?

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Jun 7, 2018, at 5:19 PM, Karyna Shuliak <[REDACTED]> wrote:

And although I have read them now, they are still not shown in my inbox, unless I type in Lesley's name in search

On Jun 7, 2018, at 5:06 PM, Karyna Shuliak <[REDACTED]> wrote:

Something is definitely strange. None of Lesley's emails showed up on my phone during the day, until I typed in her name in search just now and then all of them appeared as new emails...

On Jun 7, 2018, at 12:07 PM, james | personal genius <[REDACTED]> wrote:

If they were sent during the time Google had blocked your phone, they'll be delayed and deliver the next time your phone's Mail.app is opened & catches up.

If she's not getting these messages for example, it's not related and will require further exploration (might be on the iCloud side, for example).

Thank you,

James Ce
your Personal Genius

□ Certified Support Professional 10.6

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On Jun 7, 2018, at 10:41 AM, Lesley Groff <[REDACTED]> wrote:

Karyna says she has not been receiving my emails...I just looked and have been sending to her icloud account...I have no idea if this is related to my issue with gmail or a coincidence ?