

From: james | personal genius <[REDACTED]>
To: J <jeevacation@gmail.com>
Cc: Richard Kahn <[REDACTED]>
Subject: Re:
Date: Tue, 12 Feb 2019 17:48:30 +0000

Good morning, Sir.

The following things need to be done—they're pretty involved so maybe we install TeamViewer so I can do them remotely?

1. Sign out of iCloud (System Preferences > iCloud)
2. Go to Home folder/Library/Accounts (~/Library/Accounts) and move the contents to the trash
3. Open /Applications/Utilities/Keychain Access.app, search for iMessage (it should find several iMessage Signing Keys and iMessage Encryption Keys) and delete them.
4. Restart the computer.
5. Log into iCloud again (System Preferences > iCloud)
6. Open iMessage (and FaceTime) and confirm it's working

Thank you,

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

On Feb 12, 2019, at 6:43 AM, J <jeevacation@gmail.com> wrote:

my computer in palm beach continues to knck me out of "" messages? "

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please note

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