

**To:** James Ce [REDACTED]  
**From:** [REDACTED]  
**Sent:** Thur 11/9/2017 2:26:43 AM  
**Subject:** Re: question!...

ok, I moved the icon for "back up and sync" to my tool bar at bottom of my screen ...I click on it and it does nothing...still states created/modified/last opened WEd. Nov. 1 at 8:50am

On Nov 8, 2017, at 7:19 PM, james | personal genius <[REDACTED]> wrote:

If you launch the backup & sync application it should resume syncing you google drive folder.  
Or give an error, which you forward to me.

Thank you,

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

On Nov 8, 2017, at 7:17 PM, [REDACTED] > wrote:

OK,...I opened the applications folder and found the back up and sync...says last created and modified was NOV 1!!! that is not good...what next?

On Nov 8, 2017, at 7:13 PM, james | personal genius <[REDACTED]> wrote:

You're looking for "Backup & Sync" in your /Applications folder.  
If you can't find it, you should be able to download it again  
from <https://www.google.com/drive/download/>

Thank you,

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

On Nov 8, 2017, at 7:00 PM, [REDACTED] > wrote:

Hello...OK, so I don't have that same icon in the menu bar at the top right hand side of my screen that I was to look at re my microsoft word back up ....where do I need to go to check this out? I clicked on the Time Machine and My passport for mac is backing up now...2 minutes remain...but I am not sure that this is even what I am to look at!

sorry...feel like such a dunce!