

To: james | personal genius [REDACTED]
From: [REDACTED]
Sent: Sat 1/13/2018 7:28:50 PM
Subject: Re: Question when you have a moment...

thank you James!! it is on my desktop computer where I see this...on my phoneI am also being asked to do a software update for iOS 11.2.2 it provides a security update and is recommended for

On Jan 13, 2018, at 1:16 PM, james | personal genius [REDACTED] wrote:

So... on your phone? (I haven't had coffee yet.)
If it's on your phone, open Settings > Your Name @ top > iCloud and if prompted enter your iCloud password there. If it's on your desktop, then go System Preferences > iCloud and enter if prompted.

If nether of those places are prompting you, ignore it.

Thank you,

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

On Jan 13, 2018, at 12:54 PM, [REDACTED] wrote:

I see it on my icon down in my tool bar that I have an "update" (the number 1 is in a red circle in the right hand corner of the icon) Then I click the icon and the iCloud box comes up...it has a triangle with and exclamation point and states: Update Apple ID Settings Some account services require you to sign in again

On Jan 13, 2018, at 12:49 PM, james | personal genius [REDACTED] wrote:

Context? When/where are you seeing this message? What did you do now?

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6

<http://personalgenius.co>

On Jan 13, 2018, at 12:47 PM, [REDACTED] wrote:

Hi James! Hope you are enjoying your
Saturday...you do not need to answer me
now!

"iCloud preferences wants to make changes to my account" Do I want
this?! ha..I'm not sure...Can you let me
know...?

thank you!

[REDACTED]