

To: james | personal genius
From: [REDACTED]
Sent: Sat 1/13/2018 7:30:05 PM
Subject: Re: Question when you have a moment...

thank you James!! it is on my desktop computer where I see this...on my phone I am also being asked to do a software update for iOS 11.2.2 it provides a security update and is recommended for all users...should I update this you think?
on another note, unfortunately the credit card thing is still not working for me...so weird...

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 neither 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 an 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
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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!
Lesley