

**To:** [REDACTED]  
**From:** james | personal genius  
**Sent:** Tue 11/13/2018 12:52:02 AM  
**Subject:** Re: My calendar is not on my phone?

I'd suggest two three things to try to fix it:

1. Force Quit the Google Calendar app:

Swipe up from the bottom of your phone screen halfway and hold. This should give you the multitasking menu where the recent apps are all cards. Swipe the Google Calendar card up to the top to force close it.

Now reopen gCalendar and try to manage accounts again

If it still doesn't work:

2. Force restart your phone:

Press the up volume button and release, then the down volume button and release then press and hold the right side button and KEEP IT HELD IN until the Apple logo appears on the screen, then release.

Once the phone finishes restarting, try gCalendar again.

If it STILL doesn't work,

3. Delete the Google Calendar and reinstall:

Press and hold on the gCalendar icon until it jiggles, then. Press the X to delete it.

Once it is deleted, open the App Store, find and reinstall it. Once it finishes installing, add your account.

Thank you,

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

On Nov 12, 2018, at 7:31 PM, [REDACTED] wrote:

nope. nothin  
can't even really click on it

On Nov 12, 2018, at 7:30 PM, james | personal genius  
[REDACTED] wrote:

Add a Google account doesn't do anything when you tap it?

Thank you,

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

On Nov 12, 2018, at 7:28 PM, [REDACTED] wrote:

ha...well, my men are at football practice, so I am cooking!  
Here is my dilemma...when I click on the Google Calendar app it says Select Google Accounts ...under this is a plus sign (+) next to it it says Add a Good account with an arrow..I can't click on any of it  
sending screen shot

On Nov 12, 2018, at 7:13 PM, james | personal genius <[REDACTED]>  
wrote:

I thought men were supposed to be the hunters / providers of the species?!

Thank you,

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

On Nov 12, 2018, at 7:11 PM, [REDACTED]  
wrote:

Ok. Super ! I will watch video

and try this very soon. Must get  
dinner going for my men!

Sent from my iPhone

On Nov 12, 2018, at 7:04 PM, james | personal genius

[REDACTED]  
wrote:

K. Google Calendar  
is different.  
In google calendar  
> tap the  
hamburger menu  
(three lines) to the  
left of November >  
tap Settings > tap  
Manage Accounts  
at the bottom.

If your email is there add it, if it is there. Switch it on

Here's a video of the same.

<Video.MOV>

Thank you,

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

On Nov 12, 2018, at 6:59 PM, [REDACTED]

[REDACTED] wrote:

OK I  
think I  
like  
recall  
now

what is  
happen  
ing. At  
one  
point  
on my  
other  
phone  
I  
would  
add in  
line  
items  
to my  
calenda  
r. I  
wanted  
the  
calenda  
r to  
email  
me  
each  
time I  
put a  
line  
item in  
at the  
time I  
designa  
ted.  
The  
calenda  
r that I  
was  
using  
was  
not  
doing  
it. So  
you did  
someth  
ing  
special  
and  
hooked

me up  
with  
another  
calendar.  
Do  
you  
recall  
this? I  
have 2  
calendars  
on  
my  
phone.  
One  
just  
says  
calendar  
(I  
don't  
use  
that  
one)  
and the  
other  
says  
Google  
Calendar.  
That is  
the one  
I add  
in my  
line  
items  
to and  
it will  
email  
me  
whatever I  
typed  
in at  
the  
time I  
have

input it  
at.

Sent from my iPhone

On Nov 12, 2018, at 6:37 PM, james | personal

genius



>

wrote:

That's the prompt for turning the calendar  
OFF.

What are you doing??!! LOL

Cancel that and tell me why you think your  
calendar is not on your phone, please.

Thank you,

James Ce

your Personal Genius

☐ Certified Support Professional 10.6

<http://personalgenius.co>

On Nov 12, 2018, at 6:35 PM



wrote:

I was in iCloud. Oops. Now in gmail. I  
turned calendar to the on position and  
It's asking if I want to "keep on my  
phone". I would think yes I want to  
keep on my phone. Other options are  
delete and cancel

Sent from my iPhone

On Nov 12, 2018, at 6:27 PM, james |  
personal genius

wrote:

Are you in Gmail? Not in iCloud, right? Can you send me a screenshot (right side button & volume up button at the same time to take screenshot).

Thank you,

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

On Nov 12, 2018, at 6:25 PM,

[REDACTED] wrote:

It's asking if I want to merge accounts with iCloud. I would think yes but asking you first!

Sent from my iPhone

On Nov 12, 2018, at 5:53 PM, james | personal genius

[REDACTED]  
> wrote:

Settings > Passwords & Accounts > Gmail > switch Calendar to on.  
It must have turned off when we were having password troubles.

There's also a Google Calendar app

installed on your  
phone, in case you  
want to use it  
instead/as well.

On Nov 12,  
2018, at 5:51  
PM, [REDACTED]



wrote:

Hi James. My  
google  
calendar is not  
in my phone?

Help. Critical  
I have it. It's  
asking me to  
go to settings  
and manage  
account. I  
don't want to  
mess anything  
up. I don't see  
'manage  
accounts' in  
settings. (?)

Sent from my  
iPhone