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**From:** james | personal genius <[REDACTED]>  
**Sent:** Sunday, December 10, 2017 3:03 PM  
**To:** jeffrey E.  
**Cc:** Bella Klein; Richard Kahn  
**Subject:** Re:

The good news is that I was able to reset the password via email to the [REDACTED] <mailto:[REDACTED]> address.

The new passcode is [REDACTED]

The account is now unlocked. It should work for purchases, etc. now.

The bad news is that I still can't log into appleid.apple.com <http://appleid.apple.com> to update the recovery information without security questions:

Which city did your parents meet?  
Who is your favorite teacher?

Worse news is that all the Apple TVs (and iMacs and iPads etc) in all the houses will now be logged out of iTunes.

=br class="">  
James Ce  
your Personal Genius  
· Certified Support Professional 10.6<=div> http://personalgenius.co<=a> <http://personalgenius.co/> <=iv> On Dec 10, 2017, at 9:14 AM, jeffrey E. <jeevacation@gmail.com <mailto:jeevacation@gmail.com>> wrote:

Do you think it is HER BIRTHDAY?</div>

On Sun, Dec 10, 2017 at 3:13 PM James | personal genius <james@personalgenius.us <mailto:[REDACTED]>> wrote:

[REDACTED] ? Passcode is [REDACTED]

Kalin set it up so the security questions are hers. If we can avoid resetting the passcode, we should. That account is on everything... Apple TVs @ every House, etc. =

She helped me get into the gmail account, so maybe the questions/answers are the same?

For gmail, recovery email address was [REDACTED] (she doesn't have access to that address anymore)

What was first car=was either [REDACTED]

Thank you,

James Ce  
your Personal Genius  
<http://personalgeni=s.co>

=/div>

On Dec 10, 2017, at 8:42 AM, jeffrey E= <[jeevacation@gmail.com](mailto:jeevacation@gmail.com) <<mailto:jeevacation@gmail.com>>> wrote:

<=iv>

help. cant get into . my apple id.&n=sp; says security answer my birthday is wrong. . cant be.=br>

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pl=ase note

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<=iv dir="ltr"> please note

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