

Title: English Composition Test

Name: Juvelyn B. Coja

Date taken: 2024-09-17 08:52:48 AM

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[#1] What were you like in high school?

*I want to talk about first my junior high school days. During my high school days, I was not really that someone who liked to focus on my studies. Honestly, I dropped to lower sections 2 years before my junior high school ends. I did a lot of absences because I was lazy to go to school and listen whole day to the teachers' discussion. Also, I enjoyed playing games at school and having fun with my friends instead of studying.*

*Meanwhile, during my senior high school days, that when reality hit me. I realized that continuing my behavior during my junior high school days was not worth it. I started to study hard and got back on track like what I did during my elementary days. One of my motivation that time was my senior high school circle of friends and most especially, I aimed to boost my senior high school portfolio and academic achievement so I can get into my dream college which is now a university here in Negros.*

[#2] What song best describes your life?

*The song that best describes my life is ATEEZ's Fever. This song may be life degrading for others to listen to once they see the English translation of it since it is a Korean song. The song tailors and depicts the circumstances and hardships experienced mostly by youth that they cannot express. I am not really good with expressing myself and my feelings which caused that reason why this song has a sentiment value for me.*

*I would usually cry hearing this song on my playlist. And there are some times that I intently listen to this song all day long just to have a deep self-realization of what my life is experiencing. Though this song is about life's pain, I feel like this song helps me to continue living and embrace hardships as it symbolizes how strong I am. And one line from the song have been my motto, "Passion, Young, Fever".*

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Title: Answering Support Tickets Test

Name: Juvelyn B. Coja

Date taken: 2024-09-17 09:26:54 AM

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[#1] I've been trying to log in to my account for hours now. It says "Username or Password incorrect." I am 100% certain that I am entering the correct info. Do you know why this is happening? - Jenny

Hi Jenny,

Thank you for reaching out to us and for bringing this to our attention. This is Juvelyn and I am so sorry to hear that you are encountering a trouble with logging in to your account which says that your credentials are incorrect. I know that it must have been confusing for you but no worries! I will be more than happy to assist you with logging in to your account!

In regards to logging in to your account, the main reason why the system is not accepting your username or password is because of these following reasons: you may have mistyped a word especially with your password or you recently changed your information.

For now, you may try these steps to log in successfully:

1. Enter your correct username and when you are about to type the password, check or make sure the "Show Password" option is activated to make sure that you are typing the correct password as it is case sensitive.
2. If option one will still not work, click on "Forget Password" option and generate or create a new password that you can easily remember. Please note: The reset password link may be sent via SMS or email.

I hope this helps. And if you need further assistance or if you are still encountering the same issue, please do not hesitate to reach out to us again! Have a wonderful day!

Juvelyn C.

Email Support Representative

[#2] I am unable to open the Excel spreadsheet that you sent me yesterday (designed in Office 2007). I am currently using Office 2003. Can you please let me know how I can open the spreadsheet? - Jane

Hi Jane,

Good day! Thank you for letting me know about the issue that you are encountering with accessing the spreadsheet I sent yesterday. No worries, Jane. I'll help you have the access to it!

You mentioned that you are using the Office 2003 and it shows that the version you have is no longer compatible with the version I sent which is for Office 2007.

For you to open the spreadsheet, would you mind updating your current Office version to the most updated one? Rest assured that you will have access to the spreadsheet designed for Office 2007 as well as to the other applications provided by office provider. In this way, you will no longer have any issues with accessing files as your Office software program is already the updated version!

You may update your Office 2003 by updating your operating system version (Windows) or by going directly to the Office applications and download the most updated version. You can also do this on your Office applications one by one if you prefer!

I hope this helps! If you need further assistance from me, do not hesitate to let me know! I'll be glad to address and answer any of your concern!

 Kind regards,  
Juvelyn Coja

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