

Title: Answering Support Tickets Test

Name: Jovial B. Arevalo

Date taken: 2025-01-07 01:28:24 PM

[#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,

The error you are encountering may have to do with the information used to access the account. It maybe a recent change has happened to the account where a different email or password is being used. But not to worry simply forget the password and input the email you are using for the account and we'll send a password reset request to your email. That way you may change your email and return access to your account.

Hope this helps Jenny and if there are still issues that are happening related to your account, feel free to email back and we'll get right back to you. Have a good rest of your day.

[#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,

It may seem that the file I sent was made using the Office version of 2007, where you have opened to version 2003. All we need to do is to update to the newer version of Office and you'll be able to open the file sent to you. To update simply open your Office, go to the top left where it says Help and see if there isn't a bar that say 'check for updates'. If not, simply go to the Office site [paste link] and download the latest version of the program.

I hope this helps and if there are still issues that are related to your files, feel free to email back and we'll get right back to you. Have a good rest of your day.

English Composition Test S2-D2-B

General English Composition

Name

Jovial Arevalo

Date

01/07/2025

Give us three items you cannot live without and tell us why.

Three items I cannot live without are pencils, papers and pens. I am a creative and introspective person that cannot sit down with thoughts alone. Expression is my comprehension to the self and active eyes and busy hands keep the thoughts at bay. For one idea can come after another. The good the bad and the ugly. Expressed and put to this world to be dissected and discussed. And to remember names, and dates and important itineraries, I am also very forgetful.

What advice would you give your 15-year old self?

The advice that I would give to my 15-year-old self would be related to the art process. Which is to "let go". Obsession with the art process stunted growth in creativity and imagination. The process, the idea and the capabilities were always there, it merely lacked the courage and spit - spit in the faces of adversity and pretentious eyes - that we have not finished a single film. So let go, and let's make a cartoon.