
Subject: Re:
From: Eric B Jones <eric@recovery-compass.org>
To: Amy McCellon <amyjo043@gmail.com>
Date Sent: Friday, October 31, 2025 12:56:43 PM GMT-07:00
Date Received: Friday, October 31, 2025 12:56:43 PM GMT-07:00
Attachments: 2025-10-31-SpinLife Order Confirmation #153023714.pdf_Preview_10_31.png_Topaz Gigapixel AI_10_31.png

Hi Amy,

Great news on the wheelchair! I just received confirmation from SpinLife that the order is complete and will ship within 2-3 business days. I've attached the order confirmation for your records. The wheelchair should arrive at 300 Hidden Falls Drive within about a week.

As I mentioned earlier, I chose the model with height-adjustable, desk-length arms specifically so Kathy can pull up to a table and use her computer comfortably. I've also attached a quick-start guide for when it arrives - the key features are that the armrests flip back and the legrests swing away to make transfers safe and easy.

Regarding the computer: I think I can explain what happened. When Kathy was still at home before her surgery, her former goddaughter Leslie (who had been acting as POA at the time) had made changes to the home network and router. After Kathy's surgery, when it became clear that Leslie had been misusing her access, I worked to secure Kathy's network to protect her accounts and personal information.

I spent a couple of very long days resetting the Amplifi router and changing the network settings to prevent any unauthorized remote access. I didn't touch Kathy's computer itself - my focus was entirely on the network/internet security side of things. However, it's possible that when the network reset, Windows may have asked for her password again as a security measure, or a system update may have triggered a password prompt.

The simplest solution: If Kathy remembers any password she's used in the past for that computer, try that first. If that doesn't work, the Etex tech or a local computer repair person should be able to reset the Windows password in about 15-20 minutes. It's a very common fix.

I know this is frustrating for her, and I wish I could be there to help directly. But I'm confident that a local tech can get her back online quickly so she can shop and email her friends.

As I mentioned, I'll be away until mid-next week, but I'll be checking my phone periodically for any true emergencies.

Thank you again for everything you're doing for her. She's so fortunate to have you there.

All the best,
Eric

P.S. as you can see I erroneously put my California address for the shipping address but immediately chatted with customer service and confirmed its been replaced with Kathy's Gilmer address.

On Fri, Oct 31, 2025 at 9:02 AM Amy McCellon <amyjo043@gmail.com> wrote:

Kathy said to send the wheelchair.

Also her computer is not working. It is not where it was when she left it she said. She was wondering if it was something you did? It's now asking her for a password. She said she doesn't remember it asking her for one before. She would like to shop Amazon and email her friends.

Her tv was also not working. We called Etex and they came out and fixed it but could not do the computer.

On Fri, Oct 31, 2025 at 10:31 AM Eric B Jones <eric@recovery-compass.org> wrote:

Hi Amy,

Thank you so much for letting me know. I'm so glad to hear she's settling in at home.

I'm actually taking a couple of much-needed days to rest and recharge this weekend, but I will be sure to give her a call when I get back mid-next week. Of course at any time if there is an emergency i'll be checking my phone and email but just a bit more sparingly than usual. And if Kathy is set on the wheelchair I picked I can send ASAP, just say the word. Is there something specific she needs at this time? I'll be sure to address before leaving on my trip.

I know she is in the very best hands with you there. Please give her my love and tell her I'll talk to her soon.

All the best,
Eric

On Thu, Oct 30, 2025 at 4:55 AM Amy McCellon <amyjo043@gmail.com> wrote:

Kathy would like for you to call her. Please and thank you.

She is doing great at home. Still settling in.

Thank you,
Amy

Order Number: 153023714

ORDER ITEMS



Cruiser III

Base Price \$235.00

Qty 1

(Model) 18" Seat Width with Height-adjustable, Flip-back, Desk length armrests, Swing-Away Legrests - \$30.00

Item Total \$265.00

SHIPPING TO

Eric Jones

5634 Noel Dr

Temple City, CA 91780

ORDER SUMMARY

Order Date 10/31/2025

Total Items 1

Item Total \$265.00

Shipping FREE

Tax FREE

TOTAL \$265.00