**9 Writing**

**Mailbag Deluxe:**

**Solutions to Common Problems**  
  
**Troubleshooting Guide**

**Problem:** The program **doesn’t open** when **I click the icon**.

**Solution:** **Remember to right click the icon to bring up the dropdown menu**.  
  
**Problem:** The program **doesn’t accept my email address** when **I start typing**.

**Solution:** **Click in the text box and make sure you see the cursor appear there before typing**.