University Depot

Updated User Manual

**Slippery Rock University of Pennsylvania**

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Getting Started

This is a web-based application developed through and by students at Slippery Rock University. The purpose of the project is to develop a software capable of achieving a variety of tasks with regards to buying and selling products within a university setting. This application is still in the development phase; therefore, this manual was created with intent of informing the individuals working on the project with the foundations of the project.

To get started working on the application, reference the ‘Updated Install Manual,’ which can be located within the Documents folder within the assigned project file.

After successful installation, development of software can begin. This application provides the developers with two user accounts that are intended to be used for testing the software. The credentials to these accounts are as follows:

**Regular User Account:**

Username: userName

Password: testPass

**Administrative User Account:**

Username: useradminwidget

Password: useradmin

Utilize these accounts to gain access to the web page via regular or administrative user. The following pages will provide insight into how to effectively use the application.

Index Page

This is the landing page for the website reference Figure 1. Its intention is to prompt the user to select one of the categories presented before them. From this page, the following actions can be performed.

1. **Sign Up** – redirects the user to the sign-up page containing form to create new user.
2. **Log In** - redirects the user to the home page (varies depending on account privilege).
3. **Browse** - redirects the user to another page (allows an individual to browse listings without an account).
4. **Mission Statement** – redirects and displays mission statement and expectations.
5. **FAQ** - redirects and displays Facts and Questions.
6. **Work With Us** - redirects to form that can be submitted for review.

Graphical user interface

Description automatically generated

Figure 1

Sign-Up Page

This is the sign-up page for the website reference Figure 2. Its intention is to allow creation of a new user. From this page, the following actions can be performed.

1. **Personal** – under this category the user is required to input the following data:
   1. First Name.
   2. Last Name.
   3. Email.
   4. Phone Number.
2. **Account** – under this category the user is required to input the following information:
   1. Username.
   2. Password.
   3. Confirm-Password
   4. Optional Input:
      1. Bio.
      2. Profile Image.
3. **Security Questions** – provides three security question the user must answer for account creation.
   1. Each question can be clicked to reveal other questions to choose from.
4. **CAPTCHA** - This is a verification image called a CAPTCHA. The CAPTCHA will display a random series of letters/numbers and the user will need to copy them into the “CAPTCHA ANSWER” correctly.

Graphical user interface, text, application

Description automatically generatedFigure 2

Email Verification

After successful account creation, the user will be informed that the account is created and will need to verify the account via email for the application. Reference Figure 3.

Timeline

Description automatically generated

Figure 3

As mentioned above, an email containing a verification link will be sent to the user. The link will redirect them to verify email by inputting username and verification code. Reference Figure 3.1.

Graphical user interface, text, application, chat or text message

Description automatically generated

Figure 3.1

Login Page

This is the login page for the website reference Figure 4. Its intention is to allow a user to sign-in to their account. From this page, the following actions can be performed.

1. **Username TextCtrl** – requires username input from user.
2. **Password TextCtrl** – requires password input from user.
3. **Forgot Username or Password** – This will redirect user to steps needed to reaquire account information.
4. **Don’t have an Account, Sign-up** – redirects user to sign-up page.
5. **Sign** **In -** redirects user to home page if credentials are valid else prompts user to re-enter correct information.
6. **Back –** will take the user back to the landing page.

Graphical user interface, application, website

Description automatically generated

Figure 4

The Home Page

Once you log in you will be brought to the home page – if your role is an administrator, you will be brough to the employee page. The home page has several buttons at the top which can lead you to different pages on the site. The ‘User Account’ button will redirect the user to view/edit his/her/they account. On the left side of the screen are the tabs ‘Home,’ ‘Sell Items,’ ‘Messages,’ ‘Tickets,’ and ‘Friends.’ The Home screen will display Purchased Items, Sold Items, and Your Listings. Sell Items will redirect the user to creating a new listing. Messaging will open the message center. Tickets will display any pending or solved tickets sent or drafted by the user. Friends will display any friends the user has and allow the user to add new users. All these tabs will be explained in greater detail later in the manual.

Graphical user interface, application, table

Description automatically generated

Figure 5

Searching

Searching can be done in two ways, the first is simply by selecting the search button located at the top of the home page. This will direct you to the search page where filtering can be done. See Figure 6.

A screenshot of a computer

Description automatically generated

Figure 6

The second method involves filtering items directly from the home page. This can be done by selecting the filter button at the top of the home page, which will activate a drop-down menu for filtering techniques to choose from. See Figure 7.

Graphical user interface, application

Description automatically generated

Figure 7

Messages

This is the messaging center, allows the users perform a variety of functions. Reference Figure 8.

1. **Inbox** – displays any messages the user has been sent.
2. **Sent** – displays the messages that the user ha sent to others.
3. **Spam** – folder in which contains potential spam messages.
4. **Trash** – folder in which holds the deleted messages from inbox/spam.
5. **Compose** – opens dialogue box for user to send a message.
6. **Back** – sends the user back to the previous tab they had selected.

Timeline

Description automatically generated with medium confidence

Figure 8

User Account

The user account button activates a drop-down box that leads to two separate pages regarding user account information. See Figure 9.

Graphical user interface, application

Description automatically generated

Figure 9

Personal Information Page:

This page displays the personal attributes of the account such as name, username, userid, email address, etc. See Figure 9.1. It also allows the user to edit their personal info or return to home.

Graphical user interface, text, application, email

Description automatically generated

Figure 9.1

Payment Information Page:

This directs the user to a page where they can enter payment options. The tabs on the left allow for credit cards, PayPal, and Direct Deposit. See Figure 9.2

Graphical user interface, application, website

Description automatically generated

Figure 9.2

Selling Manual

To create a new listing, the user must click the ‘Sell Items’ tab located on the home page. Once redirected, the user is prompted to select a category for the listing, see Figure 10.

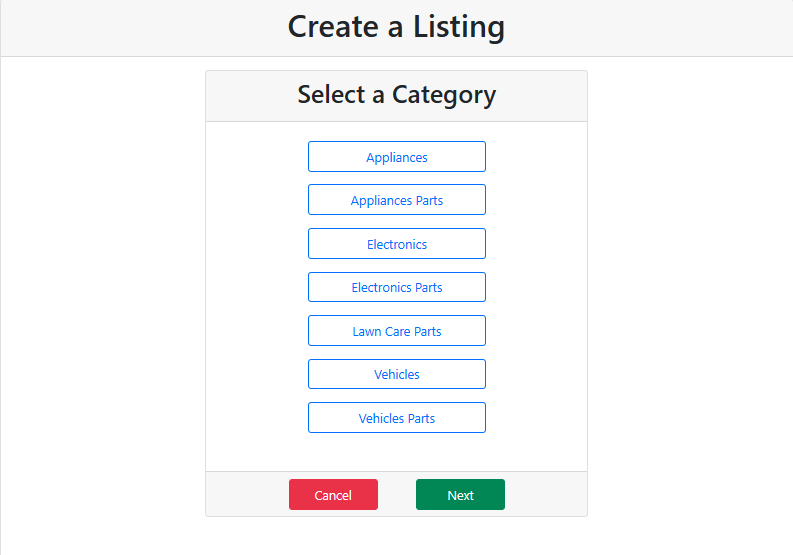


Figure 10

After selecting a category, a menu including sub-category options will appear. The user must select a sub-category. See Figure 10.1.

Graphical user interface, application

Description automatically generated

Figure 10.1

After selecting a sub-category, the user will be prompted to enter the listing specifications of the item. See Figure 10.2.

Graphical user interface

Description automatically generated

Figure 10.2

After providing the listing information, the user will be directed to another menu prompting for price, quantity, and photo of item. See Figure 10.3.

Graphical user interface, text, application, email

Description automatically generated

Figure 10.3

After adding this information, the listing will be created. The user is redirected to the home page where the listed item can be seen.

Browse

The browse section was recently implemented, and it displays listings both for the view of registered and unregistered users. Provides some details regarding the product and allows the individual to view listing if registered, else redirects to login page to get further attributes. Reference Figure 10B.

Graphical user interface, application

Description automatically generated

Figure 10B

Buyer Manual

This section is to be further investigated, the previous group states that implementations have been made, however, no other user accounts have been documented for testing of this implementation. See notes at the end of the manual for further details.

Ticket System – User Perspective

The ticket system via user is in the navigation tab on the left side of the home page. See Figure 11.

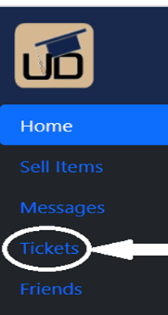


Figure 11

Upon entering the tickets tab, the user will land on the tickets page. The ‘My Tickets’ tab is open by default. The user is able to view the tickets as well as add a new ticket. See Figure 11.1.

Graphical user interface, application, Word

Description automatically generated with medium confidence

Figure 11.1

The ‘My Tickets’ tab displays any tickets that the user has created. The ‘Add Tickets’ tab prompt the user to input issue information. See Figure 11.2.

A picture containing graphical user interface

Description automatically generated

Figure 11.2

The created ticket as previously stated will appear in the ‘My Tickets’ tab. See Figure 11.3.Table

Description automatically generated

Figure 11.3

Employee Page

The employee page is the hub for the employees of this website. The admin role is the master controller and can see and do every task. The customer service and quality control roles have access to issues that users run into in the form of tickets. Tickets will contain a description of what occurred and the entities that were involved. The hiring agent can use the employee page to go over any of the applications that have been submitted to the website. Lastly, the sales role with have numerical data gathered from users, sellers, buys, etc. represented in various charts and tables for analysis and statistics. See Figure 12.

Graphical user interface, text, application

Description automatically generated

Figure 12

Ticketing System - Admin Perspective

As seen in Figure 12, the administrator home page contains a variety of functions that can be accessed via navigation bar on left side. The ‘Search Tickets’ tab can be utilized to handle ticket requests from the user. By clicking this tab you be redirected to /searchTickets page. See Figure 13.

Graphical user interface

Description automatically generated with medium confidence

Figure 13

A variety of functions can be performed from this screen. By clicking the ‘Ticket ID’ this will open the ticket details. This can be seen in Figure 13.1. By clicking on the ‘Reporter’ of the ticket, user details will be displayed to the administrator. See Figure 13.2. The ticket can also be assigned to an administrator by utilizing the drop-down box under ‘Update Assignee’ and clicking the submit button. This can be seen in Figure 13.

A screenshot of a computer

Description automatically generated

Figure 13.1

Graphical user interface, application

Description automatically generated

Figure 13.2

Add Employee – Admin Perspective

This tab can be located on the left side of the admin home page. This allows for administrators to add new employees (aka users and users w/ higher privileges). This is represented in Figure 14.

Table

Description automatically generated with medium confidence

Figure 14

Search Users – Admin Perspective

This tab is located on the left side of the admin home page. This allows for administrator to search for users of the application. Has implemented search bar to filter out specified users. See Figure 15.

Graphical user interface

Description automatically generated

Figure 15

As seen in the image, a variety of the categories have been hyperlinked. By clicking on the hyperlink under that category, filtering pertain to the category will occur according to the user initiated in first column of each row.

Search Items – Admin Perspective

This tab is located on the left side of the admin home page. This allows for administrator to search for items and sellers of the application. Has implemented search bar to filter out specified items and sellers. See Figure 16.

Graphical user interface, application

Description automatically generated

Figure 16

Item Info – Admin Perspective

This tab is located on the left side of the admin home page. This allows for administrator to collect data on the items that have been posted to the web page. The process begins by prompting the administrator to narrow down the items data being sought. See Figure 17.

Graphical user interface, text, application

Description automatically generated

Figure 17

After administrator selects category, the administrator will be prompted to select a sub-category. See Figure 17.1.

Graphical user interface, text, application, website

Description automatically generated

Figure 17.1

After selecting a sub-category, the application pulls all data corresponding to the items filtered by the administrator. It will redirect the administrator to a page in which allows for the .csv file containing the data to be downloaded for inspection. See Figure 17.2.

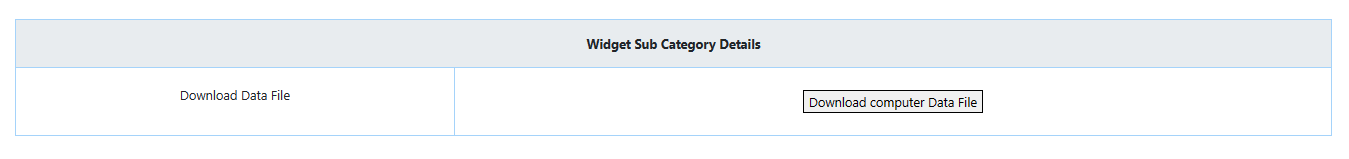


Figure 17.2

View a Message – Admin Perspective

This tab is located on the left side of the admin home page. This allows for administrator to view the inbox, outbox, and trash containers for each user. By selecting the hyperlinked text under each category, a new page will open displaying the contents of the selected category. See Figure 18.

Graphical user interface, application

Description automatically generated

Figure 18

Message Center – Admin Perspective

This is the messaging center, allows the admin perform a variety of functions. Reference Figure 19.

1. **Inbox** – displays any messages the user has been sent.
2. **Sent** – displays the messages that the user ha sent to others.
3. **Spam** – folder in which contains potential spam messages.
4. **Trash** – folder in which holds the deleted messages from inbox/spam.
5. **Compose** – opens dialogue box for user to send a message.
6. **Back** – sends the user back to the previous tab they had selected.

Chart

Description automatically generated with medium confidence

Figure 19

The administrator ‘Message Center’ is a replica of the user ‘Message Center’.

Conclusion

This is a user manual in accordance with the most recent version of the application software. Included below is a notes and reference category that contains the information from previous group manuals. It is there as a reference for later use in case of any unknowns arising while implementing new code and documentation to the project.

Notes and References

**Index Page Notes:**

A: Prompt user to login – redirects to Home Page

B: Browse Button – currently does nothing

C: Sign Up – redirects to the user sign up form

D: Verify Email – Use this link to unlock a new account with the verification code sent to your email upon signing up

E: Mission Statement: - Displays the “company’s” mission statement

F: FAQ- Displays a page with common questions and answers

G: Work with us – This directs to a page where anyone can submit an online application

**Sign Up Page Notes:**

A: A standard sign-up form. A username must contain at least 6 characters and be unique. Password must contain at least 8 characters 1 of which needs to be a special character such as (! @#$%)

B: This is a verification image called a CAPTCHA. The CAPTCHA will display a random series of letters/numbers and the user will need to copy them into the “CAPTCHA ANSWER” correctly.

C: These (will) contain links to various informative pages, click on them to check them out.

Sign Up Page: The user must fill out the form completely to begin the user creation process. Upon completing this form and clicking the “add user” button the new user will be brought to the secret questions page which sets questions for the user to answer that can later be used in recovering a lost or forgotten password.

Select each secret question from the drop-down menus by clicking on the question prompts. Once you have answered all 3 questions the user creation process is over, and you will have received an email with the verification code to allow the account to get started.

**Email Verification Notes:**

After a first sign up, the user is returned to the index page. On this page one simply needs to click the “Email Verification” button or “D” from figure 1.a. The user is prompted to type in their username and the verification code that was sent to their email address upon sign up. If the username and the verification code match then now the user is fully enabled to login.

**Login Page Notes:**

A: Redirects to form that will help a user recovery their username

B: Redirects to a form that will help a user recovery their password

C: Returns to the index page without doing a log on attempt

Login Page: The user must enter their username in the top field and password into the password field and then press the Sign In button to log on. If either are incorrect error messages will appear on screen. If one is having difficulty remembering their username or password use the links to start recovery.

**Home Page Notes:**

Once you log in you will be brought to the home page – if your role is an employee, you will be brough to the employee page. The home page has several buttons at the top which can lead you to different pages on the site. The User Account page allows you to view your account information, simply click on this button to view this page. The buttons below this are Create Widget, Logout, and Messages. Create Widget will allow you to make a posting on the site for you and other users to view. This will be covered in more detail in a later section. Logout will log you out of your current session and return you to the login index screen. Messages will take you to the messaging page to see messages from other users. This page will be covered in a later section.

**Searching Notes:**

Below all of this is the search section of the home page. Here you can first select a category through the drop-down menu or leave it on all to search all items. If you just hit search or the enter key right after selecting a category, you will see all the listings from that category. Next, put in a term for the search bar such as ‘computer’ or ‘truck’ just like in Figure 3 and if any listings have that in their names or descriptions as well as the category you selected, then they will appear in the search results page when you hit search or hit the enter key. You can also filter by price by selecting greater than or less than a certain price. Simply use the drop-down menu that says greater than to choose ‘Greater Than’ or ‘Less Than’ and enter a dollar amount as shown in Figure 4. You can enter in USD by increments of 0.01. If you hit search or press the enter key after doing so it will display all listings with a price greater or less than the amount entered. Then when you hit search, it will consider all the parameters you set in the various options and show any listings that apply on the search result page as shown in Figure 5. This used the Electronics category, computer in the search bar, and greater than 50.02 as the price.

**Messages Notes:**

A: In this area we can compose a message to send to other users. The first text box you will enter the username of another account, the second is the subject – try to describe here what the message is about, the third text box is where you can type out the full message, and finally there is a send button – click this when you have filled out the above fields.

B: This button will send any highlighted message panes to the trash. You can highlight individual panes with “E” and all at once with “D” (NOT IMPLEMENTED YET).

C: This is where if you mouse over the subject in a message pane the pane will expand and turn blue and if you click a new page will display with the contents of the message.

D: (NOT DONE YET) This tick will highlight all the message panes in red. Once highlighted you can deselect some or click “B” to send all the red message panes to the trash.

E: Each of the individual ticks will highlight the message plane next to it in red. Any Panes that are red will be sent to the trash box if the button “B” is pressed.

F: This is a guide bar that sticks to the bottom of the page. It has buttons that will take you to each of the three mailboxes: the inbox, the outbox, and the trash. The trash will store your unwanted messages and after 30 days the messages will be completely removed from every one of your mailboxes. (A button will also be added to permanently delete a message)

**User Account Notes:**

The User Account page allows you to view the information for your account such as your Username, Display Name, Bio, and the date you joined. You can edit this information by clicking into the textboxes on the page and entering the new information. Then click the ‘Update Information’ button and it will take what you changed and update your profile with that information. There are some other buttons on this page that allow you to update payment and direct deposit details. Simply click on these buttons and enter the new information then click save.

**Create Widgets Notes:**

To create a listing, first click the ‘Create Widget’ button on the home page. This will bring you to a page to select a category for your listing as shown in Figure 4. For now, we are limited on the types of listings we can support so choose whatever is closest to the item you want to list then click next. Next you will be prompted to select a Subcategory, once again select the one closest to what you are selling and click next as shown in Figure 5. You will then see a page with several text boxes, drop down menus, and buttons. Enter the information to the best of your ability such as the model of the item or the brand as shown in Figure 6. Then click next or hit enter. Finally, you will be asked to enter a price and quantity, simply enter this information and click the last button. This will create your listing and allow it to be searched.

**Payment Notes:**

Payment information is used to add the credit card that you will use to purchase items from the marketplace. Navigate to the “User Account” page as described in the User Account section. Press the “Update Payment Details” button as shown in the below figure. This will open the “Update Payment Details Page,” shown in the below figure. The red “Cancel” button is used to return to the User Account page without making changes, while the blue “Update” button attempts to update your payment information. To successfully update your information, all the fields in the form must be fully filled out, with valid information for a credit card.

**Buyer Manual Notes:**

Begin by following the instructions for the “Searching” section to get a list of listings that you can purchase from. Select a listing you would like to purchase from by selecting the “View Listing” link, as shown in the below figure. Opening the listing will present you with the webpage in the following figure. To attempt to purchase an item, you must fill out the “Number to Buy” form at the bottom, and then press the “Purchase Items” button. The number of items bought must be greater than 0, and it cannot exceed the number of items available for purchase. This will open the page for confirming your shipping address, as shown in the below figure. To continue your purchase, you must fill out the form with the shipping address, like is shown in the below picture, and then press the blue “Purchase” button. The purchase can also be cancelled using the red “Cancel” button. Once the shipping address is confirmed, the page for finalizing the purchase will be opened, and is shown with the below figure. From here, you can purchase either via credit card, which uses your existing payment information, or by submitting a PayPal purchase. You can select which purchase method to use by expanding either of the dropdown items highlighted in red. In either case, a form must be filled out with valid payment information, and then submitted in the same fashion as was done for the “Confirm Shipping Address” page. Cancelling the purchase can be done by using the navigational bar alongside the top of the screen, or by pressing the red “Cancel” button that is shown when either of the dropdown menus are expanded. Follow the instructions in the “The Home Page” section to reach the home page. The list of purchases you have made will be shown as in the below picture. To view information about a purchase, click the “Open Purchase” link, such as the one highlighted in red, that is associated with the purchase you would like to view. This will open a page, like the one shown in the below figure, that shows all of the details of the purchase and its shipping information. Follow the steps described in the “Viewing Purchases” section to open the details of a purchase. The shipping address and shipping status are shown in the below figure, surrounded by the red circle.

**Selling Manual Notes:**

Follow the instructions under the “Create Widget” section. A Market Listing is created through this process.

As a seller, you can modify Market Listings that you have posted. Begin by following the instructions under the “Searching” section to find one of your widgets. From a successful search, select one of your Market Listings by pressing the “View Listing” button as highlighted below. This will open a market listing view, as shown below. This page is like the page that is seen from the “Purchasing Items” section, but with the available actions changed. Within the top bubble shown on the diagram, there is a button to return to the homepage, and another button that removes the Market Listing. Within the bottom circle on the diagram is a form that you can use to change the price or number of items available for this listing. As a seller, you can view the list of transactions from buyers. To do this, begin by following the steps under the “The Home Page” section. This will show the page like the one in the following figure. Alongside the bottom of the page, there is a listing of transactions where you are the seller. This section can be seen in the following diagram, within the red oval.

Follow the process to view your sold items. On the detailed page, there is a form at the bottom of the page that you can use to update the shipping information, which involves adding information on the carrier, as well as the shipping date and arrival date. Change these values and then press the submit button to add or update this information. The user will have already provided their shipping address to you while purchasing, which you can use while providing information to the carrier.

**Employee Page Notes:**

A: This column will contain operational buttons that are dependent on the employee role.

B: This column displays the results of searches such as searching a user and then displaying all the non-encrypted information in a table.

C: This last column will allow certain roles to make changes to the searched objects.

The employee page is the hub for the employees of this website. The admin role is the master controller and can see and do every task. The customer service and quality control roles have access to issues that users run into in the form of tickets. Tickets will contain a description of what occurred and the entities that were involved. The hiring agent can use the employee page to go over any of the applications that have been submitted to the website. Lastly, the sales role with have numerical data gathered from users, sellers, buys, etc. represented in various charts and tables for analysis and statistics.

**Ticket System User Notes:**

A: From the Normal user login-screen. The ticketing page will appear on the navigation bar to the left.

B: The user is now able to view the tickets he has created in the “My Tickets” option, create a new ticket in the “Create Ticket” option, or return to the homepage with the “Return” option.

C. If the “Create Ticket” option is selected, the user may now create a ticket. This will allow a subject and description to be filled out for the admin roles to view from

their separate log-in. Cancelling the ticket will take the user back to the “Create Ticket” page, while the Create Ticket button fill create a ticket in the system.

D. If the ticket is created, you will be taken to the My Tickets page that shows various details about the ticket. An ID is created for the ticket, along with the Subject that the user had previously created. The “State” of the ticket shows whether a ticket has been either “UNASSIGNED”, “UNANSWERED”, or “RESOLVED” depending on the admin’s progression of the ticket. This ticket information also includes when the ticket was created, when the ticket was assigned, the last time the ticket was updated, and when the ticket was resolved. The “Ticket Actions” may include the ability to re-open a closed ticket as seen in the “Resolved Ticket Example”, only if the ticket’s State is already resolved.

E. As you can see in Figure - My Tickets information, The ID of the ticket also functions as a hyperlink to the Ticketing Details page. This page shows the same information as before in larger and more readable scale, but most importantly features a messaging system between the user, and to the admin role that is assigned to the ticket. Typing a message into the Reply box, and hitting the submit option, allows the admin role who is assigned to the ticket to message and interact with the user of the ticket. The admin role assigned to the ticket is also able to reply to the messages, which the user can also see in this page.

**Ticket System Admin Notes:**

A. After logging into the Admin account, you can select the “Search Tickets” Option as seen in the Figure - Admin Navigation Bar This will take you to the list of tickets that have been created by any user.

B. Once “Search Tickets” has been selected from the navigation bar, all the tickets created by users is shown. This page shows a few more details, such as the user who reported the ticket, the level of the ticket, which is determined by the role of the administrator that the ticket was assigned to. Updating the Assignee will update who the ticket is being controlled by. Only the Assignee can reply to tickets, as well as resolve them. There are various roles that have been created that the admin can assign the ticket to, to the best of their ability considering the subject matter. Furthermore, the Ticket Actions includes as Resolve button, but again only if you are logged in as the account that the ticket has been assigned to. As seen in Figure - Admin My Tickets, I am able to resolve the ticket because it has been self-assigned to the test admin account. Lastly updating the assignee, sending a message to the user, or resolving the ticket will send an email to the user’s associated email address about the update that has been made to their ticket.

C. Also, as seen in the Figure - Admin My Tickets, the reporter of the ticket is also included as a hyperlink, which directs you to the “Search User” page, allowing you to search the user that has submitted the ticket, and directing you to the information available in the “Search User” page.

D. Lastly, as shown in Figure - Admin My Tickets, the ID of the ticket is again used as a hyperlink, which takes you to the Admin Ticket Details Page, shown below. This is where the details of the ticket are shown, but now the admin that is associated with the ticket may respond to the messages sent to the user.

**Create Widgets Notes:**

A. To sell a widget, select on the “Sell Items” Option, seen here in Figure - User Navigation Bar

B. After you arrive on the Create Widget Page, you must select a category as well as sub-category of item.

C. Now you are the creation of the specific widget. You may enter the information as desired or use the upload options below to help ease of creation. So, there are two separate upload files that exist. One is for Widget data itself and the other is for market listing. The widget id alone needs to pull or edited after creating widget and should be entered in the corresponding row in market listing file that is being uploaded.

**Admin Widget Info Notes:**

A. To Access the widgets information, select the “Widgets Info” from the Figure - Admin Navigation Bar, seen here.

Once Selected, you can select the type of widget you’d like to adjust, after hitting the “Next” button, it may take you to a sub-category page, where you can select the subcategory to adjust.

Figure - Widgets Category Details

B. Once a category and subcategory are selected, the admin may select and deselect the checkboxes as seen in Figure - Widgets Category Details, Once the checkboxes are selected and de-selected as desired, hitting the Update button at the bottom of the screen will update what attributes are to be made visible. (As Default the checkboxes are set to true/visible)

C. The Download button also in Figure - Widgets Category Details (greyed out currently), allows you to download the existing data into an excel sheet. This allows the admin to edit the excel sheet directly with the attributes for a new product in the subcategory, rather than creating a new excel sheet which may be prone to errors. (Heading etc.)