



**PROJECT THEME:**  
**Pet Adoption & Animal Rescue Awareness Portal**

**PROJECT TITLE:**  
**Pawtectors**

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## **1.0 INTRODUCTION**

The animal rescue organisation created this online service to help facilitate the processes surrounding the adoption of animals and provide a better way for people to connect with them.

### **1.1 System Objective**

To accomplish all of the following objectives for the organisation:

1. Provide public users with all relevant information about the Organisation and the cats available for adoption, along with events the Organisation runs.
2. Permit public users to fill in their applications to adopt a cat and submit a contact/feedback form completely online.
3. Provide an administrative panel for administrators to effectively manage all records of cat adoptions, event information, and all other data related to public user submissions.

The system allows for the digitisation of all manual processes involved in the organisation's cat adoptions and enhances the organisation's database of available type cats.

### **1.2 Intended Users**

There are two types of users of the system:

- Public Users – Individuals that visit the website and submit forms related to adopting a cat or attending an event of the organisation.
- Administrator Users – Staff members that are capable of managing all the organisation's data through the administrative panel.

## **2.0 SYSTEM REQUIREMENTS**

To use this system, the following requirements are needed:

- A device such as a desktop computer, laptop, tablet or smartphone.
- A modern web browser (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge).
- A stable internet connection.

- Valid admin login credentials (For Admin).

## **3.0 USER ROLES**

The system is divided into two distinct types of users, with unique access rights and functionalities.

### **3.1 Public User**

Public users are those who do not log in and thus can view the organization's website, including the following:

- Access the Home page to get a better understanding of what the organization is about and what services it provides.
- Access the About Us page to understand the mission, vision and background of the organization.
- Browse available cats for adoption and view cat information.
- Apply for adoption with the adoption application form.
- Check the status of their application by using the “Check My Status” feature with their email.
- Gain some knowledge on how to manage cats correctly in the Pet Guide page.
- Check on the upcoming events from the Events page.
- Contact the organization or submit feedback via contact form.

### **3.2 Admin**

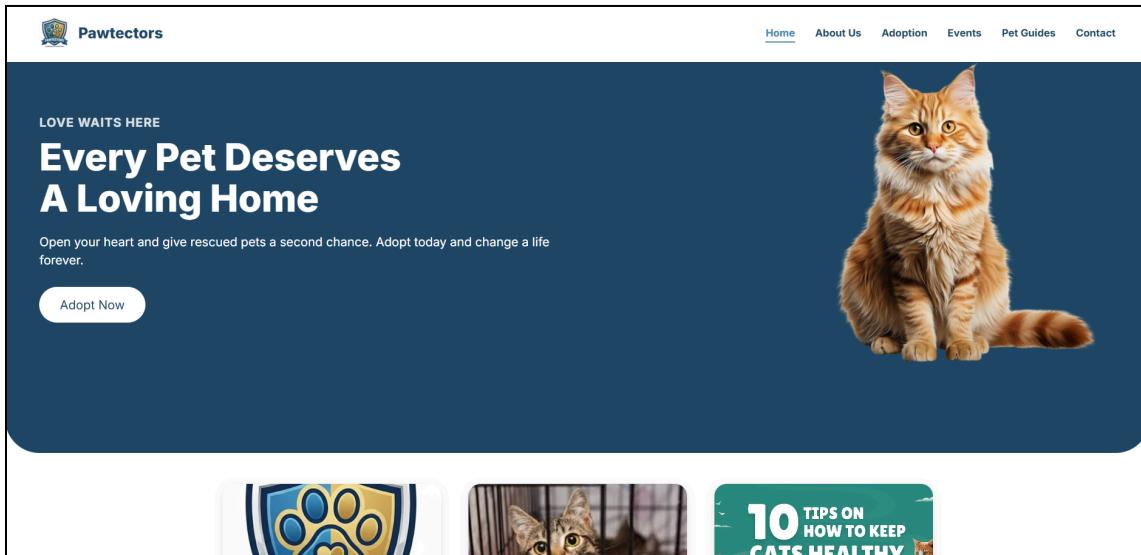
All authorized users (known as admin) must log into the admin portal to gain full access to the management functions. Admins are allowed to manage every function of the system and are able to do the following:

- Securely log into the admin dashboard.
- Manage cats for adoption : Admin can create new records for cats, view cat records, update records of existing cats and delete records of cats.
- Manage Events : Admin can create, edit, view, and delete event records.
- Approve or deny all adoption applications that are submitted by users.
- View applicants' information such as name, email, and age from the submitted adoption application.
- Review all messages submitted to the organization from public users via contact form/feedback form.

## 4.0 USER MANUAL

### 4.1 Public User

#### 1. Home page



LOVE WAITS HERE

## Every Pet Deserves A Loving Home

Open your heart and give rescued pets a second chance. Adopt today and change a life forever.

Adopt Now

10 TIPS ON HOW TO KEEP CATS HEALTHY

The Home page is the first page displayed when users access the Pawtectors website. It introduces the purpose of the portal, which is to promote animal rescue and adoption. The page includes a navigation bar for easy access to other sections, a hero banner highlighting the mission of Pawtectors, and feature cards that guide users to key pages such as About Us, Adoption, and Pet Guides.

#### 2. About Us page



## About Pawtectors

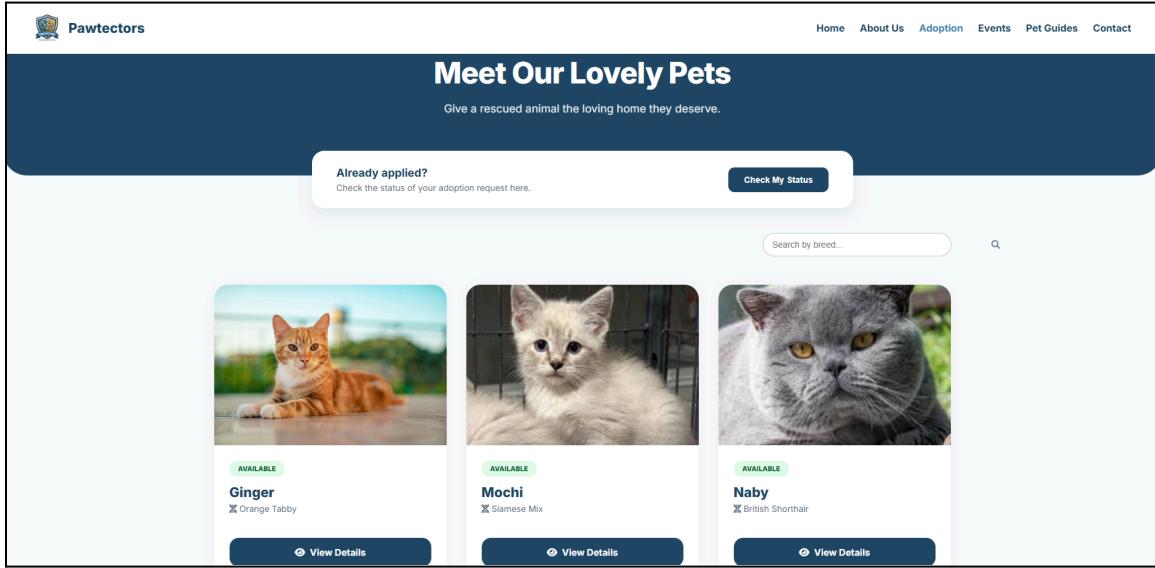
We are a dedicated collective of animal lovers, rescuers, and advocates working to give every abandoned pet a second chance at happiness.

### Who We Are

Pawtectors is a compassionate animal rescue organization dedicated to saving stray, neglected, and injured animals. Our team of caring volunteers work tirelessly to ensure every pet receives medical

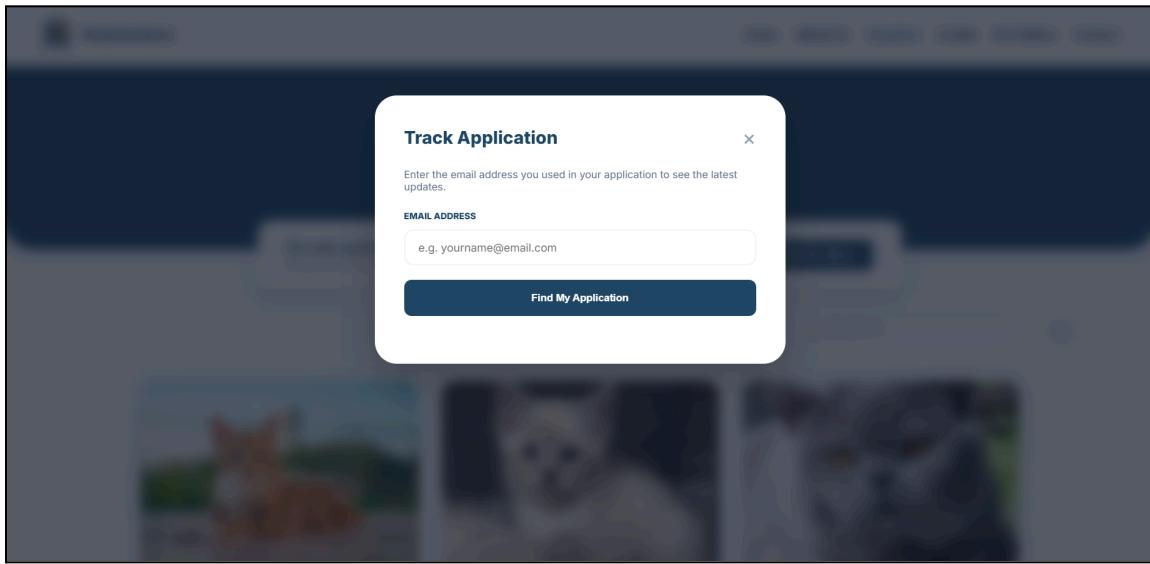
The About Us page provides information about Pawtectors as an organization. It explains who we are, our mission, and our vision in protecting and rehoming animals. This page helps users understand the goals and values of Pawtectors. At the bottom of the page, a contact section is included to allow users to reach the organization easily.

### 3. Adoption page



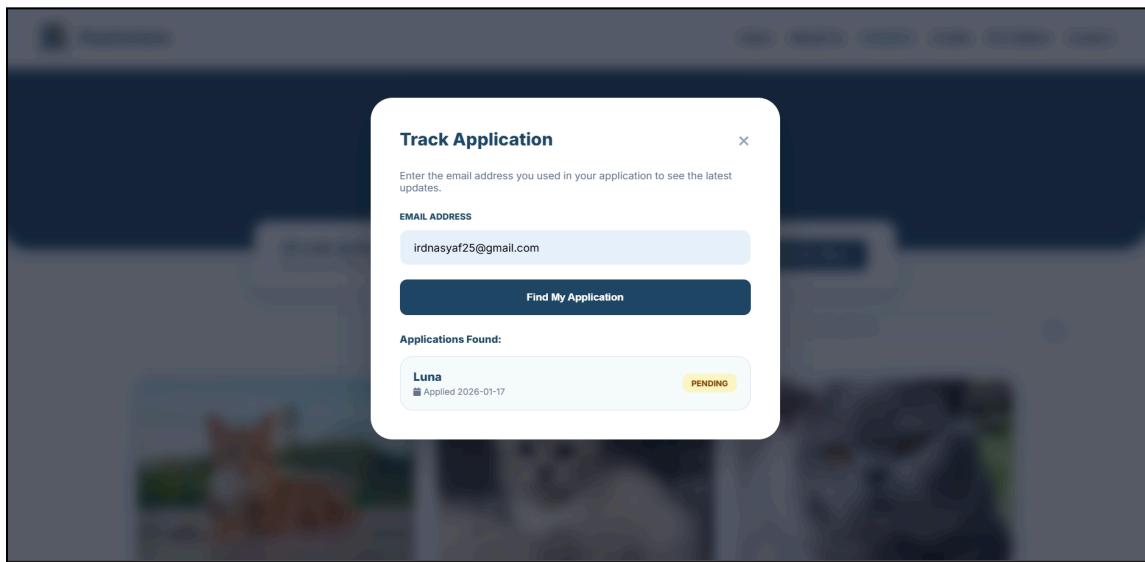
The Adoption page displays a list of cats available for adoption. Users can browse through the animals and view basic details such as name, age, and status. This page helps users find pets that are ready to be adopted and encourages responsible pet adoption. Users click on the “View Details” button to know more about their desired cats. On this page, users also can find the “Check My Status” button. This button is provided for users who have already submitted an adoption application and want to track its current status.

#### 4. Track Application page



After clicking the “**Check My Status**” button, a status check form will appear. Users are required to enter their email address, which was previously used when submitting the adoption application. This email is used to identify the user’s adoption record in the system. After that users click the “**Find My Application**” button.

#### 5. Track Application Result page



After clicking the button, the status of the application will be displayed.

## 6. Cat Details page

The screenshot shows the Pawtectors website's Cat Details page. At the top, there's a navigation bar with links to Home, About Us, Adoption, Events, Pet Guides, and Contact. Below the header, the cat's name "Ginger" is displayed in a large, bold font. Underneath the name, it says "Orange Tabby ♂ Male 3 Years Old". A large thumbnail image of an orange tabby cat is centered. To the left of the thumbnail, a green button indicates "STATUS: AVAILABLE". To the right of the thumbnail, there are sections for "The Story" and "Quick Facts". "The Story" includes a short description: "Extremely affectionate and thrives on human attention. He is in the 'Young Adult' life stage and is fully vaccinated." "Quick Facts" provides details: LOCATION (Pawtectors Main Shelter, Shah Alam, Selangor), ARRIVAL DATE (13 Nov 2025), GENDER (Male), and AGE CATEGORY (Adult). At the bottom right, there's a prominent blue button with a paw print icon labeled "Adopt Ginger".

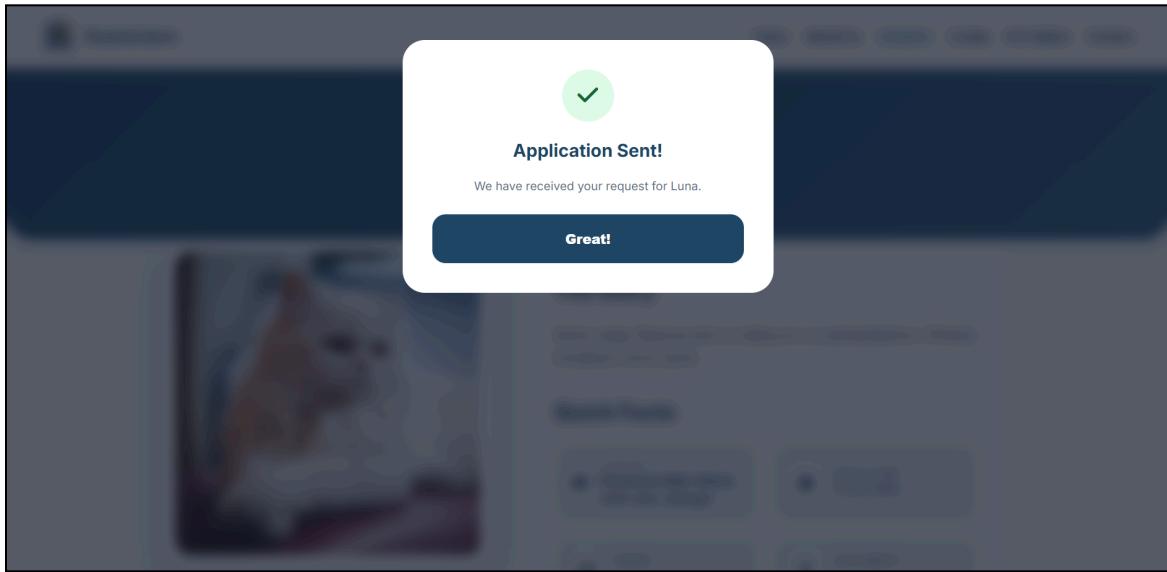
The Cat Details page shows complete information about a selected cat. It includes details such as the cat's description, health condition, and other relevant information. Users can review the information before deciding to proceed with the adoption process. After deciding, the user clicks on the “**Adopt [cat name]**” button.

## 7. Cat Adoption Form page

The screenshot shows a modal window titled "Adopt Ginger" overlaid on a blurred background image of the same orange tabby cat. The form contains fields for "YOUR FULL NAME" (with a placeholder "John Doe"), "EMAIL ADDRESS" (placeholder "john.doe@example.com"), "YOUR AGE" (dropdown menu showing "Male" selected), and "PREFERRED PICKUP DATE" (date input field with placeholder "dd/mm/yyyy"). At the bottom of the form is a large blue "Submit Application" button.

The Adoption Application Form allows users to submit their personal details and adoption request. Users are required to fill in the necessary information to apply for adopting a cat. After that, users click on the “**Submit Application**” button.

## 8. Application Sent page



This page will appear after the user submit the application. It will inform users that their request for adoption has been received and will be reviewed by the admin.

## 9. Events page

A screenshot of the Pawtectors website's "Events" page. The header includes the Pawtectors logo and a navigation bar with links for Home, About Us, Adoption, Events, Pet Guides, and Contact. The main content area has a dark blue header with the title "Upcoming Events" and a sub-instruction: "Join us this month! Every event helps support our mission to save and rehome pets." Below this, two events are listed in a grid format. The first event, "Match Made in Meow-ven: Adoption Mixer," is scheduled for February 14th from 11:00 to 15:00 at Pawtectors Main Shelter, Shah Alam. The second event, "Kitten Season 101: Foster &amp; Care Workshop," is scheduled for March 05th from 13:30 to 16:00 at Axista Arena, Kuala Lumpur. Both events include a brief description and a "Learn more" link.

The Events page displays upcoming events organized by Pawtectors. Users can view event details and stay updated on activities related to animal welfare.

## 10. Pet Guide page

The screenshot shows the 'Pet Care Guides' section of the Pawtectors website. At the top, there's a navigation bar with links to Home, About Us, Adoption, Events, Pet Guides, and Contact. Below the navigation is a dark blue header bar with the title 'Pet Care Guides' and a subtitle 'Your complete guide to understanding nutrition, grooming, training, and responsible pet ownership.' A large light blue callout box contains the heading 'Tips for First-Time Pet Owners' and a bulleted list of four tips: 'Prepare your home with essentials before bringing your pet home.', 'Give your pet time to adjust to the new environment.', 'Start slow, be gentle, and create routines.', and 'Visit a vet for a general check-up during the first week.' Below this, a note says 'Being a new pet parent is exciting, but it comes with responsibilities. Start with these essential practices:' followed by three icons: a water droplet for 'Hydration', a house for 'Clean Environment', and a person walking a dog for 'Exercise'.

The Pet Guides page provides helpful information and tips on pet care, including nutrition, behavior, and health. This page is designed to educate users and help them become responsible pet owners.

## 11. Contact page

The screenshot shows the 'Get In Touch' page of the Pawtectors website. The top navigation bar includes links to Home, About Us, Adoption, Events, Pet Guides, and Contact. The main header is 'Get In Touch' with a sub-instruction 'We'd love to hear from you. Send us a message below.' Below this, there are two main sections: 'Send a Message' on the left and 'Contact Details' on the right. The 'Send a Message' section contains fields for 'Your Full Name' (Abu Kamal), 'Email Address' (abukamal@example.com), and 'Your Message' (a placeholder text 'Tell us how we can help...'). A 'Send Message' button is at the bottom. The 'Contact Details' section lists the address '22, Jalan Harmoni, 40000 Shah Alam' and the email 'pawtectors@gmail.com'. It also features a 'Social Channels' section with links to Instagram and TikTok.

The Contact page allows users to communicate with Pawtectors. It displays the organization's contact details such as address, email address and social channels. In this page, users are required to enter their full name, email address, and the message for Pawtectors.

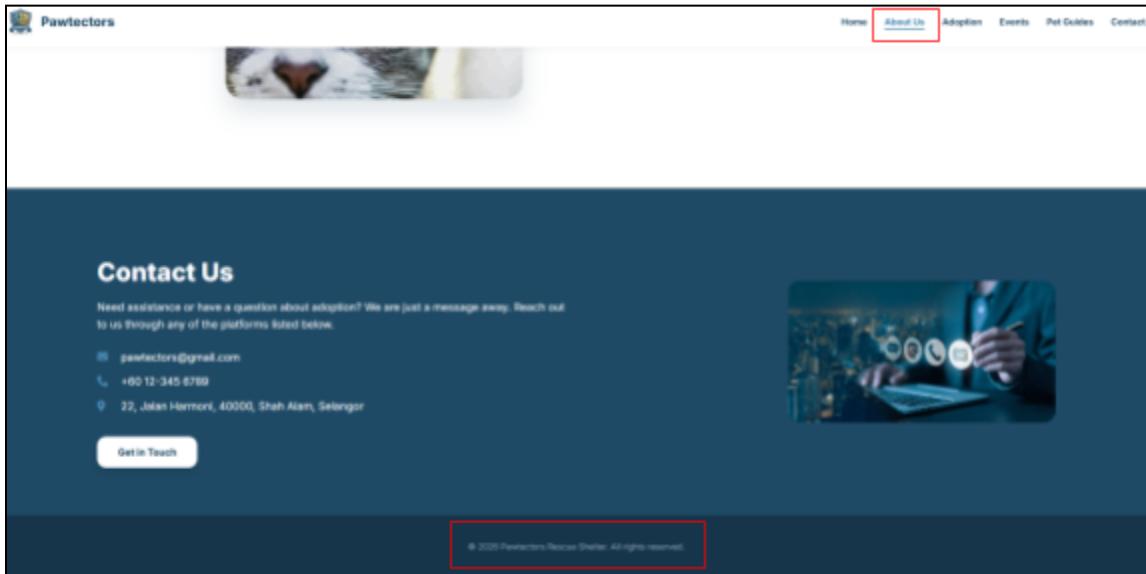
## 12. Sent Message page

The screenshot shows the Pawtectors website's contact page. At the top, there's a navigation bar with links to Home, About Us, Adoption, Events, Pet Guides, and Contact. Below the navigation, a dark blue header bar says "Get In Touch" and includes the sub-instruction "We'd love to hear from you. Send us a message below." A modal window titled "Send a Message" is displayed, showing a success message: "Message Sent Successfully!" with a small paper airplane icon. It also contains placeholder fields for "Your Full Name", "Your Message", and "Subject". Below the message area, it says "Our team has received your inquiry and will get back to you soon." A "Close" button is at the bottom of the modal. To the right of the modal, there's a sidebar with "Contact Details" (location: 22, Jalan Harmoni, 40000 Shah Alam; email: pawtectors@gmail.com) and "Social Channels" (Instagram, TikTok, Facebook icons).

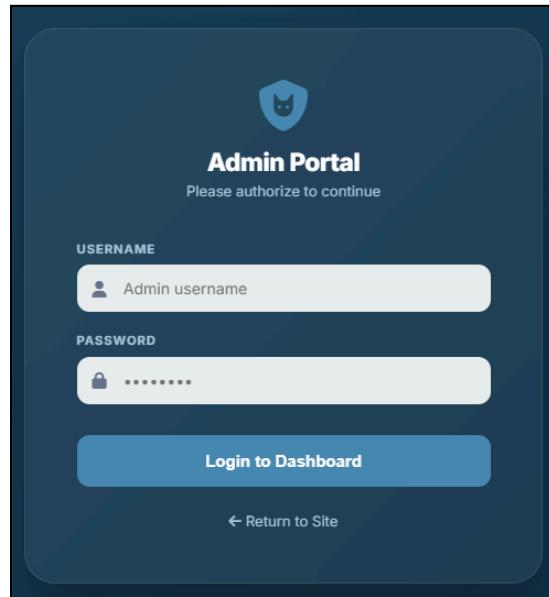
After confirming that the user's message or feedback has been successfully submitted, it informs users that their request has been received and will be reviewed by the admin.

## 4.2 Admin

### 1. Login page



Admin first must double click on the hidden button which is at the bottom of the About Us page as per shown in the picture.

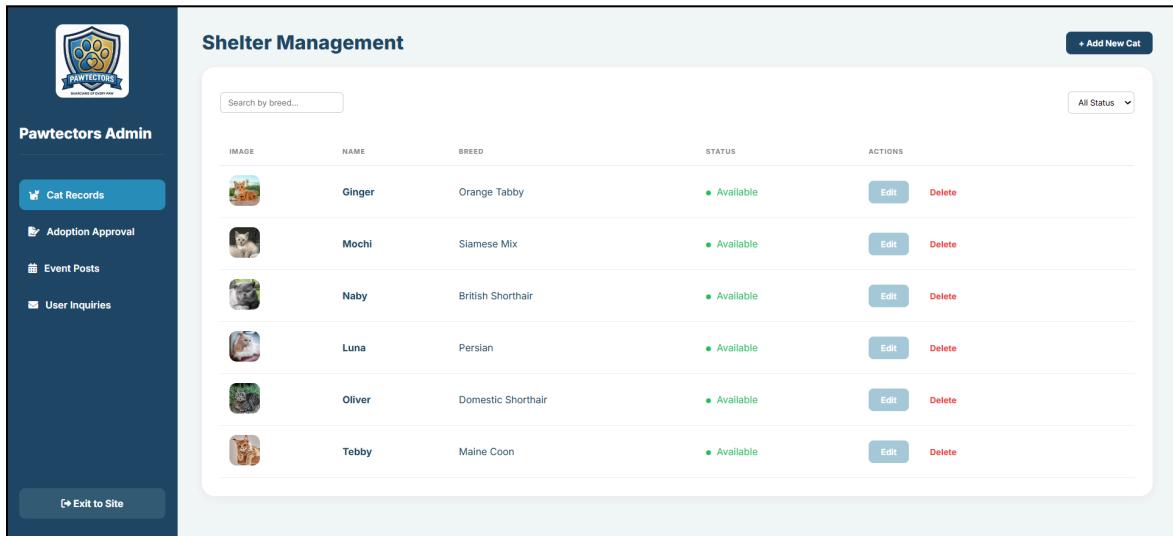


After clicking on the hidden button, admin will be redirected to the Admin Portal page. In this page, admin must enter the predefined credentials.

Admin username: admin\_paw

Password: Admin123!

## 2. Shelter Management page



The screenshot shows the 'Shelter Management' page of the Pawtectors Admin interface. On the left, there's a sidebar with the 'Pawtectors Admin' logo and four menu items: 'Cat Records' (selected), 'Adoption Approval', 'Event Posts', and 'User Inquiries'. At the bottom of the sidebar is a 'Logout' button. The main area has a header 'Shelter Management' with a search bar and a '+ Add New Cat' button. Below the header is a table with columns: IMAGE, NAME, BREED, STATUS, and ACTIONS. The table lists six cats:

IMAGE	NAME	BREED	STATUS	ACTIONS
	Ginger	Orange Tabby	Available	<button>Edit</button> <button>Delete</button>
	Mochi	Siamese Mix	Available	<button>Edit</button> <button>Delete</button>
	Naby	British Shorthair	Available	<button>Edit</button> <button>Delete</button>
	Luna	Persian	Available	<button>Edit</button> <button>Delete</button>
	Oliver	Domestic Shorthair	Available	<button>Edit</button> <button>Delete</button>
	Tebby	Maine Coon	Available	<button>Edit</button> <button>Delete</button>

The admin dashboard consists of 4 different menus: Cat Records, Adoption Approval, Event Posts, and User Inquiries. The Cat Records menu serves as the shelter management page where admins can view all entries of cats to be adopted on the system, add a new cat entry, edit and delete any of the existing cat entries.

## 2.1 Add a new cat entry

IMAGE	NAME	BREED	STATUS	ACTIONS
	Ginger	Orange Tabby	● Available	<button>Edit</button> <button>Delete</button>
	Mochi	Siamese Mix	● Available	<button>Edit</button> <button>Delete</button>
	oyen	Orange	● Available	<button>Edit</button> <button>Delete</button>

A dialogue box will appear if the admin clicks on the “Add” button and the admin is prompted to fill in a form regarding the details of the cat including its name, breed, age, sex, shelter its located at, the date it arrived to the shelter, any extra information, as well as a picture attachment of the cat. Once saved, the new entry will show up in the list of cat records.

## 2.2 Delete a cat entry

The screenshot shows the Shelter Management application interface. At the top, a card displays a cat named Luna (Persian, Adopted) with an 'Edit' and a 'Delete' button (the 'Delete' button is highlighted with a red box). A modal dialog box is centered, asking 'Delete this record?' with 'OK' and 'Cancel' buttons. Below the dialog, the main list of cats is shown in a table:

IMAGE	NAME	BREED	STATUS	ACTIONS
	oyen	Orange	● Available	Edit Delete
	Ginger	Orange Tabby	● Available	Edit Delete
	Mochi	Siamese Mix	● Available	Edit Delete
	Naby	British Shorthair	● Available	Edit Delete
	Oliver	Domestic Shorthair	● Available	Edit Delete
	Tebby	Maine Coon	● Available	Edit Delete

A dialogue box will appear if the admin clicks on the “Delete” button to confirm the deletion of the selected cat entry. Once confirmed, the corresponding entry will be removed from the system and will no longer be in the cat records.

## 2.3 Edit a cat entry

The screenshot shows the Pawtectors Admin interface. On the left, there's a sidebar with options like Cat Records, Adoption Approval, Event Posts, and User Inquiries. The main area is titled 'Shelter Manager' and shows a list of cat records. One cat, named 'Mochi', is highlighted. A modal window titled 'Edit Cat Record' is open over the list, containing fields for Name (Mochi), Breed (dusty ah colour), Age (1), Sex (Male), Arrival Date (28/11/2025), Status (Adopted), and Notes (In the "Kitten" stage, very curious and vocal. Needs plenty of socialization and interactive play.). There's also a file input for 'Upload Photo' with 'mochi.jpg' selected. At the bottom of the modal are 'Cancel' and 'Save Record' buttons. The 'Edit' button in the top right corner of the modal is highlighted with a red box.

Mochi

Siamese Mix

Available

Edit

Delete

+ Add New Cat

All Status

ACTIONS

Edit Delete

Cancel Save Record

Mochi

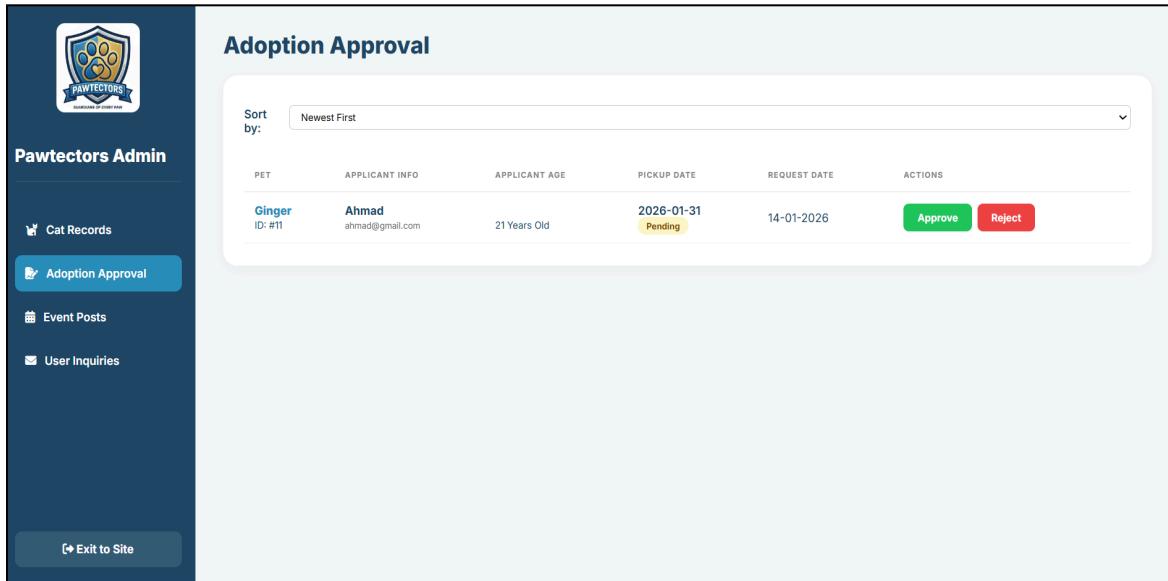
dusty ah colour

Adopted

Edit Delete

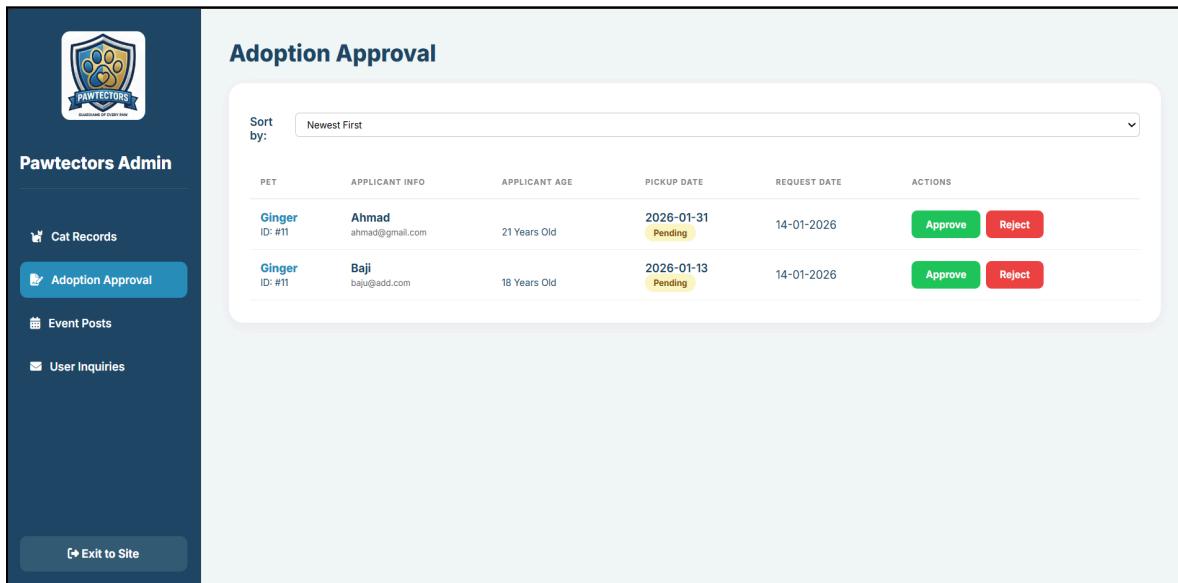
A dialogue box will appear if the admin clicks on the “Edit” button and a form will already be filled with the corresponding cat entry including its name, breed, age, sex, shelter its located at, the date it arrived to the shelter, any extra information, as well as a picture attachment of the cat. The admin can edit any of the information shown. Once saved, the entry will display the updated information in the list of cat records.

### 3. Adoption Approval page



The screenshot shows the Pawtectors Admin interface. On the left, there's a sidebar with a logo and navigation links: Cat Records, Adoption Approval (which is highlighted in blue), Event Posts, and User Inquiries. Below these is a button labeled "Exit to Site". The main content area is titled "Adoption Approval" and features a table of adoption requests. The table has columns for PET, APPLICANT INFO, APPLICANT AGE, PICKUP DATE, REQUEST DATE, and ACTIONS. One row is visible, showing a pet named "Ginger" (ID: #11) with applicant "Ahmad" (ahmad@gmail.com), 21 years old, pickup date 2026-01-31 (Pending), and request date 14-01-2026. There are "Approve" and "Reject" buttons in the ACTIONS column.

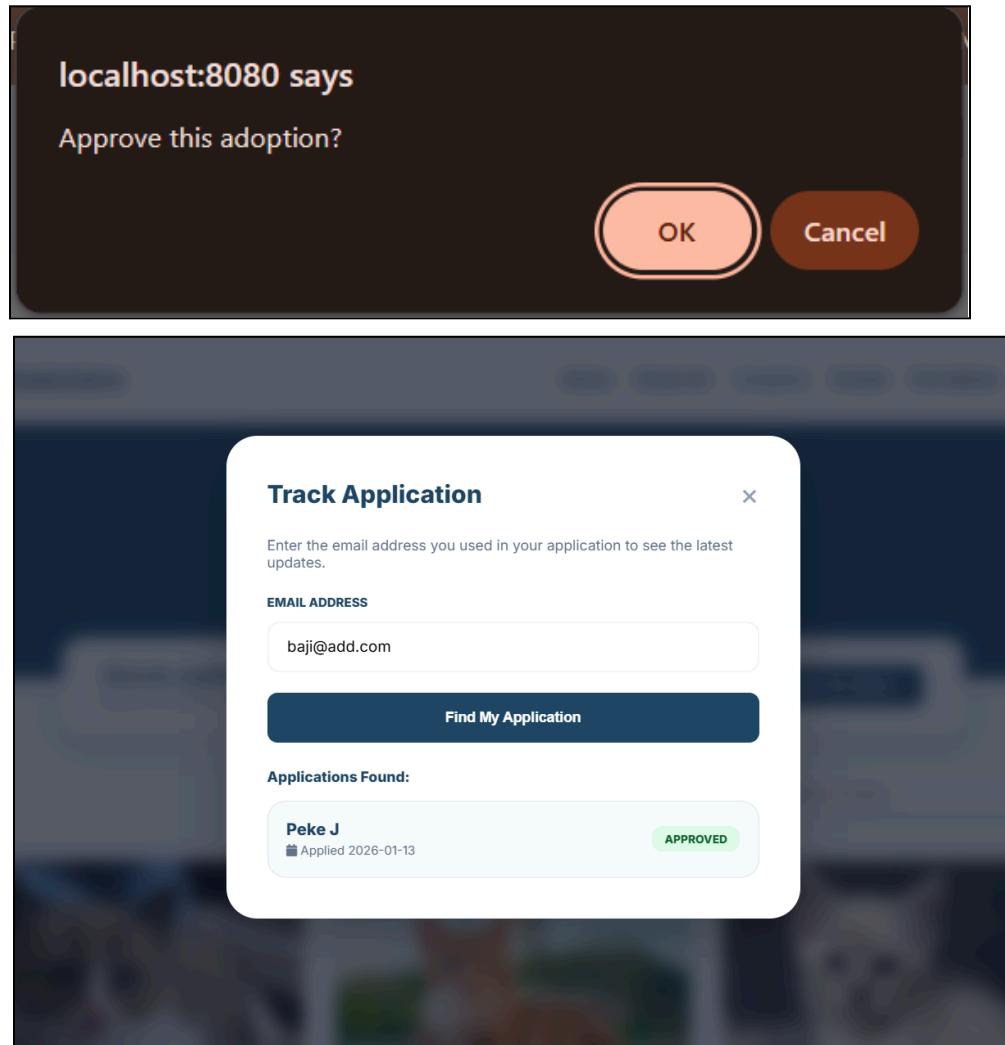
The adoption approval menu serves as the adoption management page where admins can view all of the adoption requests submitted to the website. The admins are able to approve or reject the applications.



This screenshot is similar to the first one, showing the Pawtectors Admin interface with the Adoption Approval page selected. The table now displays two rows of adoption requests for the same cat, "Ginger" (ID: #11). The first row is for applicant "Ahmad" (ahmad@gmail.com), 21 years old, pickup date 2026-01-31 (Pending), and request date 14-01-2026. The second row is for applicant "Baji" (baji@add.com), 18 years old, pickup date 2026-01-13 (Pending), and request date 14-01-2026. Both rows have "Approve" and "Reject" buttons in the ACTIONS column.

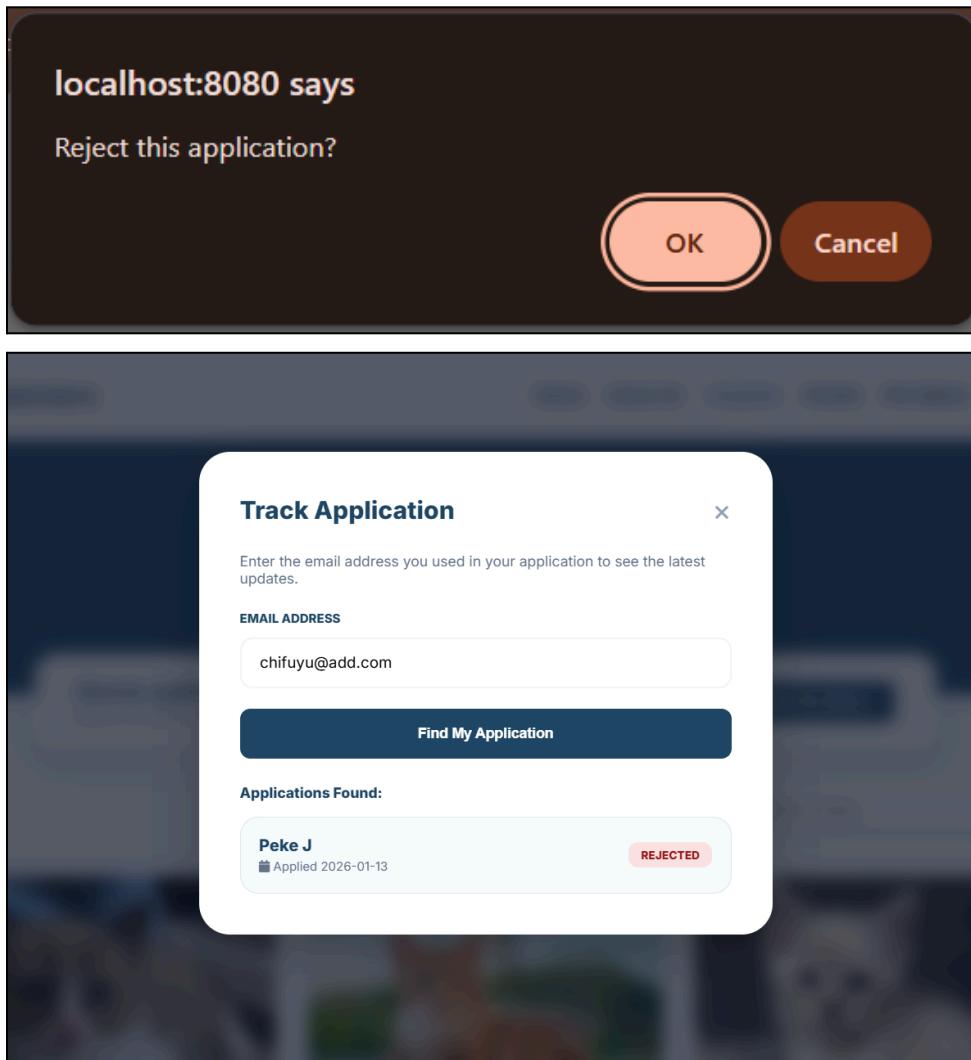
There may be more than one adoption request for each cat entry as long as the cat is still available.

### 3.1 Approving adoption



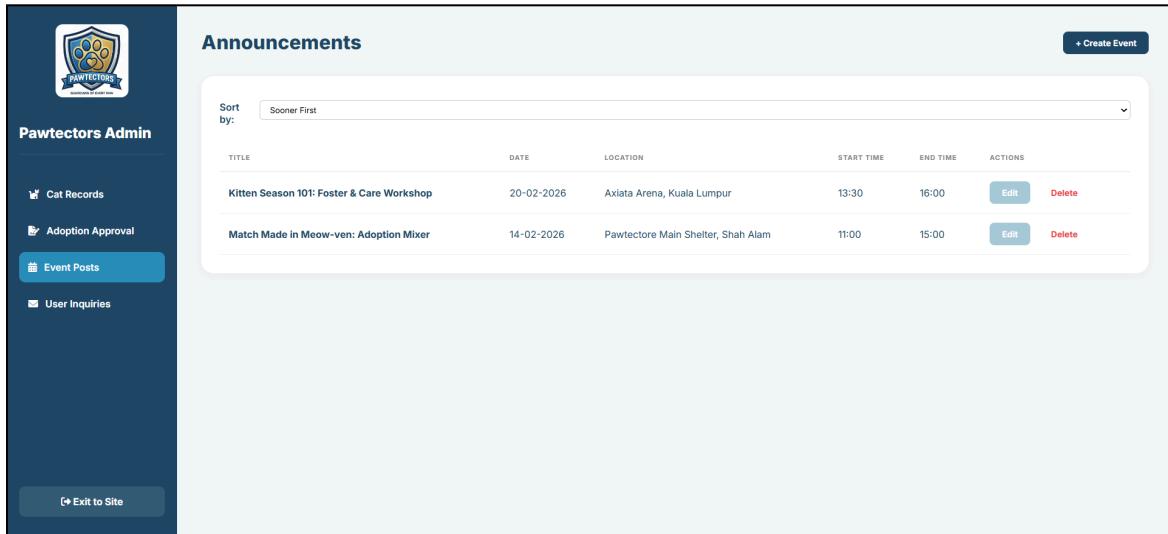
A dialogue box will appear if the admin clicks on the “Approve” button to confirm the approval of the adoption to the selected request. Once confirmed, the user will be able to see the result of their application using the track application feature (refer 4.1 (5)). In this case, the application was approved thus the result displays “APPROVED”.

### 3.2 Rejecting adoption



A dialogue box will appear if the admin clicks on the “Reject” button to confirm the rejection of the adoption to the selected request. Once confirmed, the user will be able to see the result of their application using the track application feature. In this case, the application was rejected thus the result displays “REJECTED”.

#### 4. Announcements page

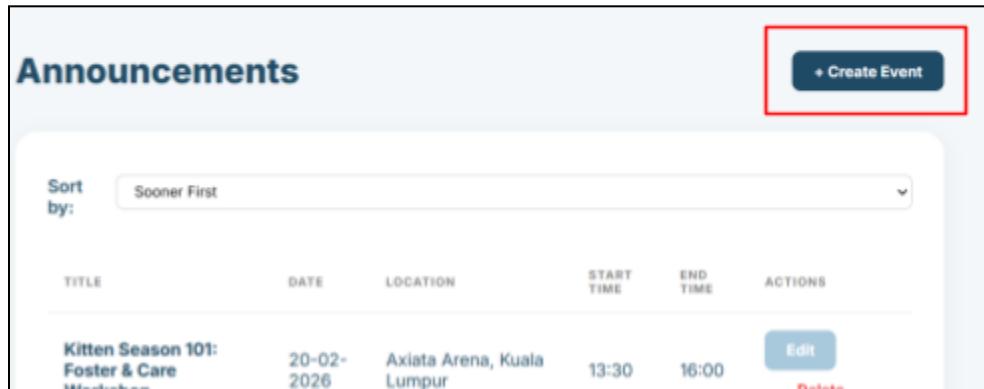


The screenshot shows the 'Announcements' section of the Pawtectors Admin interface. On the left, there's a sidebar with the 'Pawtectors Admin' logo and navigation links: 'Cat Records', 'Adoption Approval', 'Event Posts' (which is highlighted in blue), and 'User Inquiries'. Below the sidebar is a 'Logout' button. The main content area has a header 'Announcements' with a 'Create Event' button. A sorting dropdown says 'Sort by: Sooner First'. Below is a table with two rows of event data:

TITLE	DATE	LOCATION	START TIME	END TIME	ACTIONS
Kitten Season 101: Foster & Care Workshop	20-02-2026	Axiala Arena, Kuala Lumpur	13:30	16:00	<button>Edit</button> <button>Delete</button>
Match Made in Meow-ven: Adoption Mixer	14-02-2026	Pawtector Main Shelter, Shah Alam	11:00	15:00	<button>Edit</button> <button>Delete</button>

The announcements page allows admins to view existing event posts in the system, add new event posts, edit and delete any existing events in the system.

#### 4.1 Add a new event post



The screenshot shows the 'Announcements' section of a website. At the top right is a blue button labeled '+ Create Event' with a red border. Below it is a search bar with the placeholder 'Sort by: Sooner First'. A table lists three events:

TITLE	DATE	LOCATION	START TIME	END TIME	ACTIONS
Kitten Season 101: Foster & Care Workshop	20-02-2026	Axiate Arena, Kuala Lumpur	13:30	16:00	<a href="#">Edit</a> <a href="#">Delete</a>
Cat to Impress!	31-03-2026	ODEON, Kuala Lumpur	11:00	15:00	<a href="#">Edit</a> <a href="#">Delete</a>
Match Made in Meow-ven: Adoption Mixer	14-02-2026	Pawtectore Main Shelter, Shah Alam	11:00	15:00	<a href="#">Edit</a> <a href="#">Delete</a>

**Create New Event**

This is a modal dialog box for creating a new event. It contains fields for Title ('Cat to Impress!'), Date ('31/03/2026'), Location ('ODEON, Kuala Lumpur'), Description ('cat fashion show'), Start Time ('11:00 AM'), and End Time ('03:00 PM'). At the bottom are 'Cancel' and 'Publish' buttons.

Cat to Impress!	31-03-2026	ODEON, Kuala Lumpur	11:00	15:00	<a href="#">Edit</a>	<a href="#">Delete</a>
Kitten Season 101: Foster & Care Workshop	20-02-2026	Axiate Arena, Kuala Lumpur	13:30	16:00	<a href="#">Edit</a>	<a href="#">Delete</a>
Match Made in Meow-ven: Adoption Mixer	14-02-2026	Pawtectore Main Shelter, Shah Alam	11:00	15:00	<a href="#">Edit</a>	<a href="#">Delete</a>

A dialogue box will appear if the admin clicks on the “Create Event” button and the admin is prompted to fill in a form regarding the details of the event including the title, date, location, description, start and end time of the event. Once published, the event will be listed in the announcements list and displayed on the Events page.

#### 4.2 Delete an existing event

The screenshot shows a web-based event management system. At the top, there is a header bar with the text "Cat to Impress!", the date "31-03-2026", the location "ODEON, Kuala Lumpur", and times "11:00" and "15:00". There are "Edit" and "Delete" buttons, with "Delete" being highlighted with a red border. Below this, a modal dialog box is displayed with the title "localhost:8080 says" and the message "Delete event?". It contains two buttons: "OK" (highlighted with an orange border) and "Cancel". The main content area shows a table of events. The columns are labeled "TITLE", "DATE", "LOCATION", "START TIME", "END TIME", and "ACTIONS". The first event listed is "Kitten Season 101: Foster & Care Workshop" on "20-02-2026" at "Axiata Arena, Kuala Lumpur" from "13:30" to "16:00". The "ACTIONS" column for this row contains "Edit" (blue button) and "Delete" (red button). The second event listed is "Match Made in Meow-ven: Adoption Mixer" on "14-02-2026" at "Pawtectore Main Shelter, Shah Alam" from "11:00" to "15:00". The "ACTIONS" column for this row also contains "Edit" (blue button) and "Delete" (red button).

TITLE	DATE	LOCATION	START TIME	END TIME	ACTIONS
Kitten Season 101: Foster & Care Workshop	20-02-2026	Axiata Arena, Kuala Lumpur	13:30	16:00	<a href="#">Edit</a> <a href="#">Delete</a>
Match Made in Meow-ven: Adoption Mixer	14-02-2026	Pawtectore Main Shelter, Shah Alam	11:00	15:00	<a href="#">Edit</a> <a href="#">Delete</a>

A dialogue box will appear if the admin clicks on the “Delete” button to confirm the deletion of the selected event post. Once confirmed, the corresponding entry will be removed from the system and will no longer be in the announcements list.

#### 4.3 Edit an existing event post

The image shows a screenshot of a user interface for managing event posts. At the top, there is a card for an event titled "Cat to Impress!" with details: Date "31-03-2026", Location "ODEON, Kuala Lumpur", Start Time "11:00", End Time "15:00", and two buttons: "Edit" (highlighted with a red box) and "Delete". Below this, a modal dialog box titled "New Event" is displayed, containing fields for the event title ("Cat to Impress!"), date ("18/02/2026"), location ("ODEON, Kuala Lumpur"), and an "Event Description" area. It also includes time selection fields for "Start Time" (10:00 AM) and "End Time" (05:00 PM), and "Cancel" and "Publish" buttons.

A dialogue box will appear if the admin clicks on the “Edit” button and a form will already be filled with the corresponding event including the title, date, location, description, start and end time of the event. The admin can edit any of the information shown. Once saved, the entry will display the updated information in the list of event posts.

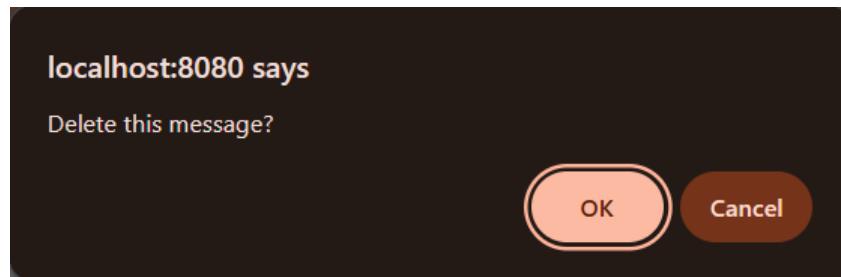
## 5. User Inquiries page

The screenshot shows the 'User Inquiries' section of the Pawtectors Admin interface. On the left sidebar, under 'Cat Records', 'Adoption Approval', 'Event Posts', and 'User Inquiries' (which is highlighted in blue), there is a 'Logout' button. The main area has a header 'User Inquiries' with a sort dropdown set to 'Newest First'. Below is a table with columns: SENDER, MESSAGE, DATE, and ACTION (with a trash icon). Two entries are listed:

SENDER	MESSAGE	DATE	ACTION
Jamal jamal@gmail.com	I dont understand	2026-01-13 02:07:17.192	
Abu abu@mail.com	your system sucks	2026-01-11 19:00:26.288	

The user inquiries page will display all user inquiries submitted through the Contact page (refer 4.1 (11)). The admin will be able to view available user inquiries and delete any existing user inquiries from the system.

### 5.1 Delete a user inquiry



The screenshot shows the 'User Inquiries' page again. The table now only has one entry:

SENDER	MESSAGE	DATE	ACTION
Abu abu@mail.com	your system sucks	2026-01-11 19:00:26.288	

A dialogue box will appear if the admin clicks on the delete button to confirm the deletion of the selected inquiry. Once confirmed, the inquiry will be removed from the system and will no longer be in the user inquiries list.

## **5.0 CONCLUSION**

In conclusion, the proposed online animal adoption system is designed to modernise and streamline the organisation's operations by replacing manual, paper-based processes with a fully digital platform. By clearly separating public and administrative user roles, the system ensures that general users can easily access information, submit applications, and communicate with the organisation, while administrators are provided with comprehensive tools to manage data efficiently and securely.

The system supports the organisation's core objectives by improving accessibility, enhancing data management, and strengthening engagement with the public. Through features such as online adoption applications, application status tracking, and administrative approval workflows, the system increases operational efficiency and reduces administrative overhead. Overall, this system provides a structured, reliable, and user-friendly solution that supports the organisation's mission of facilitating responsible cat adoption and effective community outreach.