

## Assembling a Microsoft Word Application

There are three (3) methods in structuring the PPHR application:

- 1) PDF Bookmarked Application
- 2) PDF Portfolio Application
- 3) Microsoft Word Folder Application

This guide will show you how to assemble a Microsoft Word Application and requires a working version of Microsoft Word to fully complete. A paid version of Adobe is **NOT** required to complete this application.

The instructions below are based off using Microsoft Word with Office 365. However, any recent version of Microsoft Word should be able to complete these instructions.

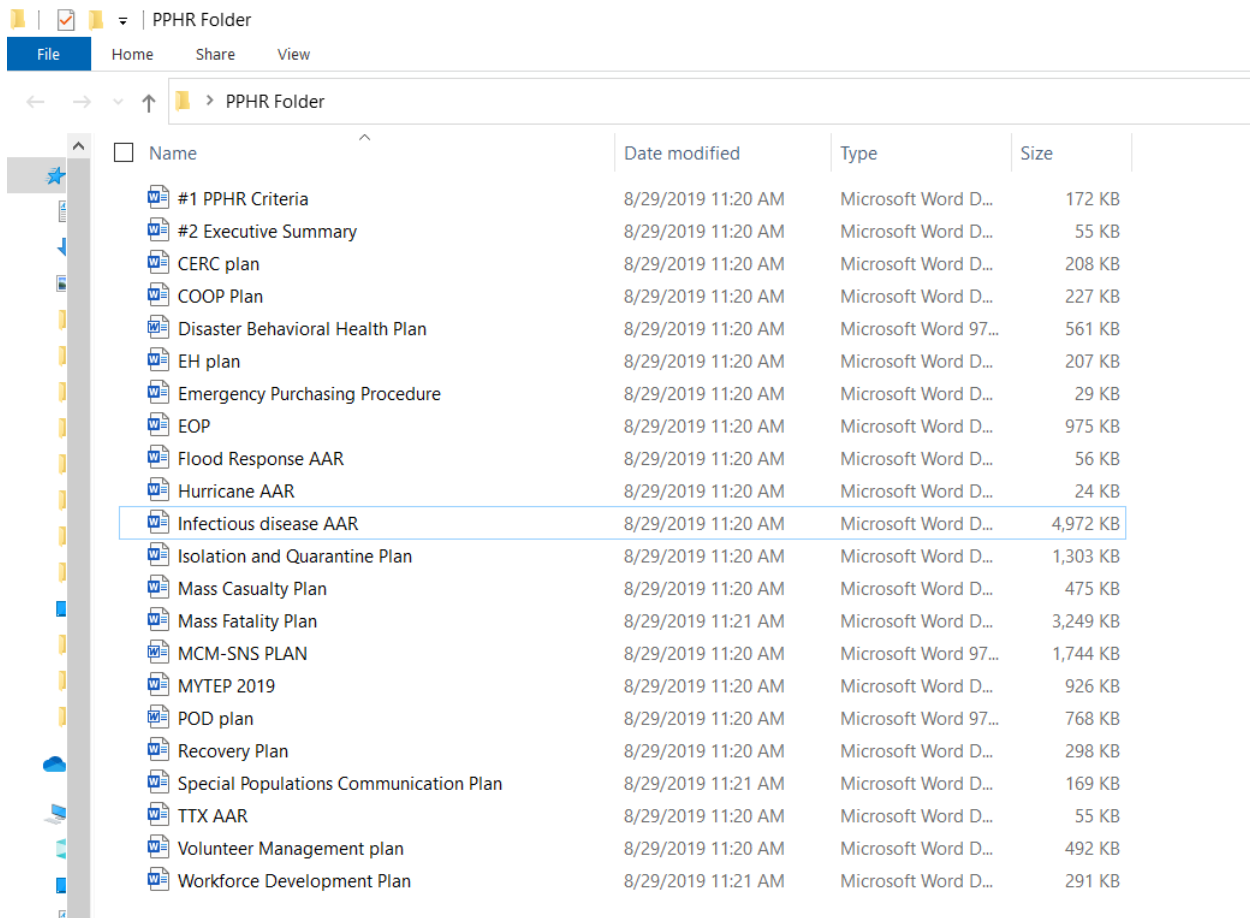
To begin the process of assembling a Microsoft Word Application, continue to the next page or select a section below:

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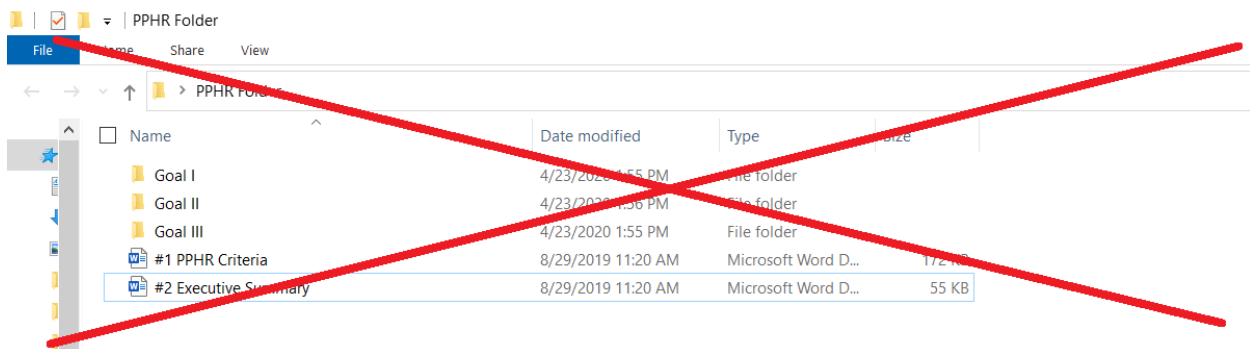
## Before You Begin

- 1) Before you begin assembling your Microsoft Word Application, you must have **ALL** your documents in **ONE SINGLE** easy-to-access folder.



Name	Date modified	Type	Size
#1 PPHR Criteria	8/29/2019 11:20 AM	Microsoft Word D...	172 KB
#2 Executive Summary	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
CERC plan	8/29/2019 11:20 AM	Microsoft Word D...	208 KB
COOP Plan	8/29/2019 11:20 AM	Microsoft Word D...	227 KB
Disaster Behavioral Health Plan	8/29/2019 11:20 AM	Microsoft Word 97...	561 KB
EH plan	8/29/2019 11:20 AM	Microsoft Word D...	207 KB
Emergency Purchasing Procedure	8/29/2019 11:20 AM	Microsoft Word D...	29 KB
EOP	8/29/2019 11:20 AM	Microsoft Word D...	975 KB
Flood Response AAR	8/29/2019 11:20 AM	Microsoft Word D...	56 KB
Hurricane AAR	8/29/2019 11:20 AM	Microsoft Word D...	24 KB
Infectious disease AAR	8/29/2019 11:20 AM	Microsoft Word D...	4,972 KB
Isolation and Quarantine Plan	8/29/2019 11:20 AM	Microsoft Word D...	1,303 KB
Mass Casualty Plan	8/29/2019 11:20 AM	Microsoft Word D...	475 KB
Mass Fatality Plan	8/29/2019 11:21 AM	Microsoft Word D...	3,249 KB
MCM-SNS PLAN	8/29/2019 11:20 AM	Microsoft Word 97...	1,744 KB
MYTEP 2019	8/29/2019 11:20 AM	Microsoft Word D...	926 KB
POD plan	8/29/2019 11:20 AM	Microsoft Word 97...	768 KB
Recovery Plan	8/29/2019 11:20 AM	Microsoft Word D...	298 KB
Special Populations Communication Plan	8/29/2019 11:21 AM	Microsoft Word D...	169 KB
TTX AAR	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
Volunteer Management plan	8/29/2019 11:20 AM	Microsoft Word D...	492 KB
Workforce Development Plan	8/29/2019 11:21 AM	Microsoft Word D...	291 KB

**CAUTION: DO NOT** separate your documents into other folders. All documents including the PPHR criteria, Executive Summary and supporting evidence **MUST** be in the same single folder as shown above. **DO NOT** put them into separate folders like what is shown below:



Name	Date modified	Type	Size
Goal I	4/23/2020 1:55 PM	File folder	
Goal II	4/23/2020 1:56 PM	File folder	
Goal III	4/23/2020 1:55 PM	File folder	
#1 PPHR Criteria	8/29/2019 11:20 AM	Microsoft Word D...	172 KB
#2 Executive Summary	8/29/2019 11:20 AM	Microsoft Word D...	55 KB

- 2) It is recommended that **ALL** documents be in the Microsoft Word format, this will make hyperlinking to your evidence much easier.

Otherwise, you will **ONLY** be able to hyperlink to the first page of any other types of documents, such as PDFs or Excel. This will severely limit you in properly directing your evidence

However guidance is provided on how to hyperlink to NON-WORD files later on in this guide for situations that cannot be helped, such as physical sign-in sheets or PDFs that cannot be converted to WORD.

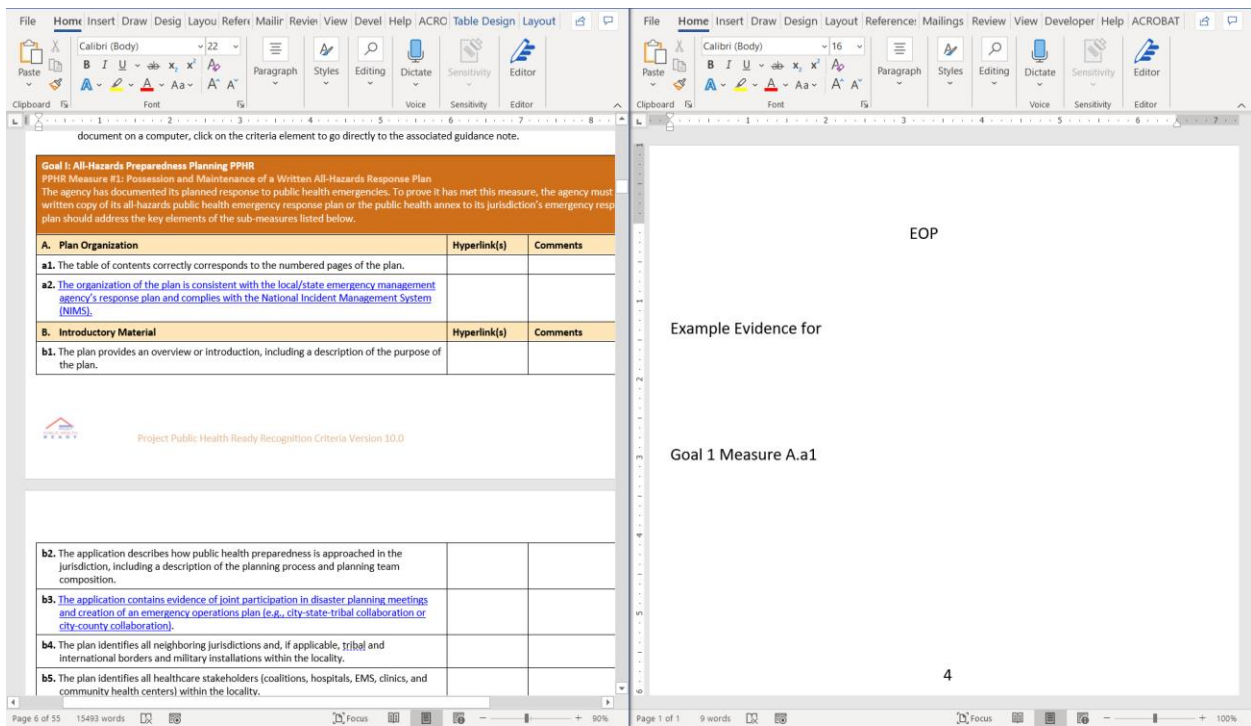
Name	Date modified	Type	Size
#1 PPHR Criteria	8/29/2019 11:20 AM	Microsoft Word D...	172 KB
#2 Executive Summary	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
CERC plan	8/29/2019 11:20 AM	Microsoft Word D...	208 KB
COOP Plan	8/29/2019 11:20 AM	Microsoft Word D...	227 KB
Disaster Behavioral Health Plan	8/29/2019 11:20 AM	Microsoft Word 97...	561 KB
EH plan	8/29/2019 11:20 AM	Microsoft Word D...	207 KB
Emergency Purchasing Procedure	8/29/2019 11:20 AM	Microsoft Word D...	29 KB
EOP	4/23/2020 7:25 PM	Microsoft Word D...	12 KB
EOP	4/23/2020 7:24 PM	Adobe Acrobat D...	26 KB
Flood Response AAR	8/29/2019 11:20 AM	Microsoft Word D...	56 KB
Hurricane AAR	8/29/2019 11:20 AM	Microsoft Word D...	24 KB
Hurricane AAR	4/23/2020 7:23 PM	Adobe Acrobat D...	149 KB
I and Q Plan	4/23/2020 3:34 PM	Microsoft Word D...	12 KB
I and Q Plan	4/23/2020 7:23 PM	Adobe Acrobat D...	29 KB
Mass Fatality Plan	4/23/2020 3:34 PM	Microsoft Word D...	28 KB
MCM-SNS PLAN	4/23/2020 3:35 PM	Microsoft Word 97...	517 KB
MYTEP 2019	8/29/2019 11:20 AM	Microsoft Word D...	926 KB
POD plan	4/23/2020 7:24 PM	Microsoft Word 97...	59 KB
POD plan	4/23/2020 7:24 PM	Adobe Acrobat D...	12 KB
Recovery Plan	8/29/2019 11:20 AM	Microsoft Word D...	298 KB
Special Populations Communication Pl...	8/29/2019 11:21 AM	Microsoft Word D...	169 KB
Training Certificates Records	4/23/2020 7:28 PM	Microsoft Excel W...	9 KB
TRX AAR	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
Volunteer Management plan	8/29/2019 11:20 AM	Microsoft Word D...	492 KB
Workforce Development Plan	8/29/2019 11:21 AM	Microsoft Word D...	291 KB

# Assembling the Microsoft Word Application

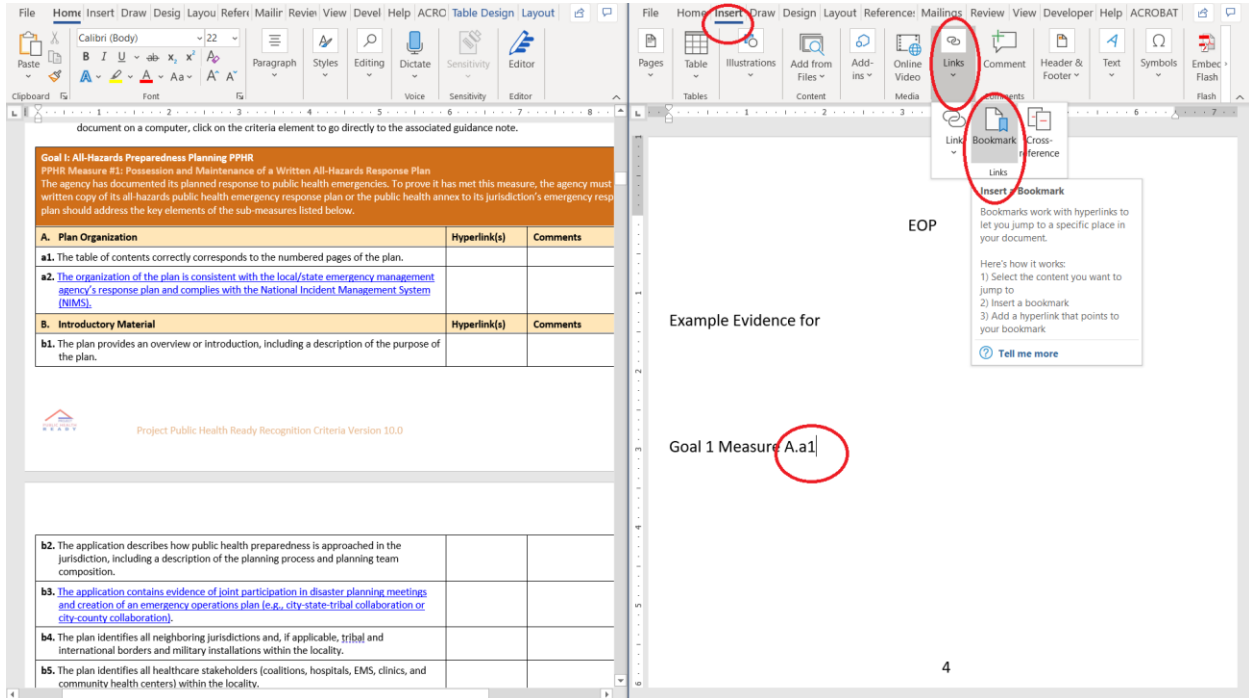
- 1) Open both the PPHR criteria application and the corresponding supporting document right to the location of the evidence.

For example: in hyperlinking the evidence Aa1, open the PPHR application to that criteria page, and open the supporting document with the evidence for Aa1.

It does not have to be viewed as a split screen as shown below, this is only done for the purpose of the example.



- 2) On the supporting document, go to the exact spot on the page where the evidence is located with your mouse/cursor.
- 3) Click to the “Insert” tab, then “Bookmark.” If your Word window is condensed to smaller frame like the picture below, you will have to click “Link” prior to “Bookmark.”

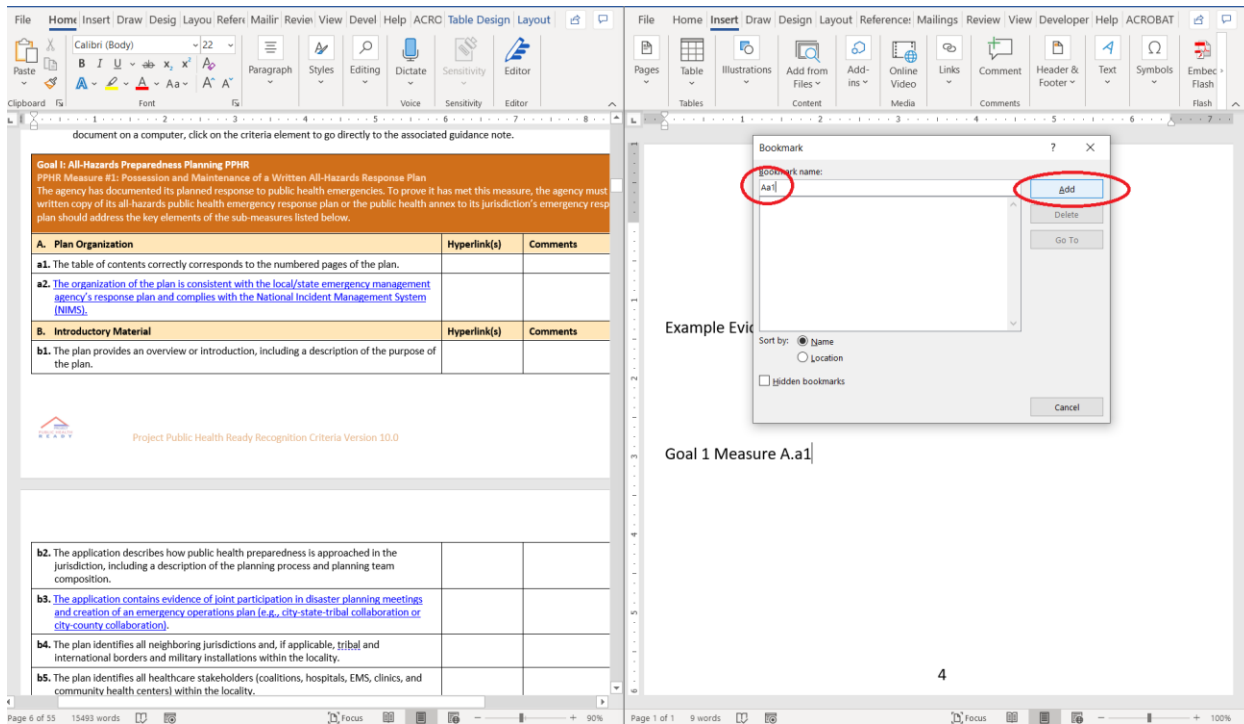


- 4) This “Bookmark” window will appear. Type in the name of the corresponding criteria. In this example, it is “Aa1.” Then click “Add.”

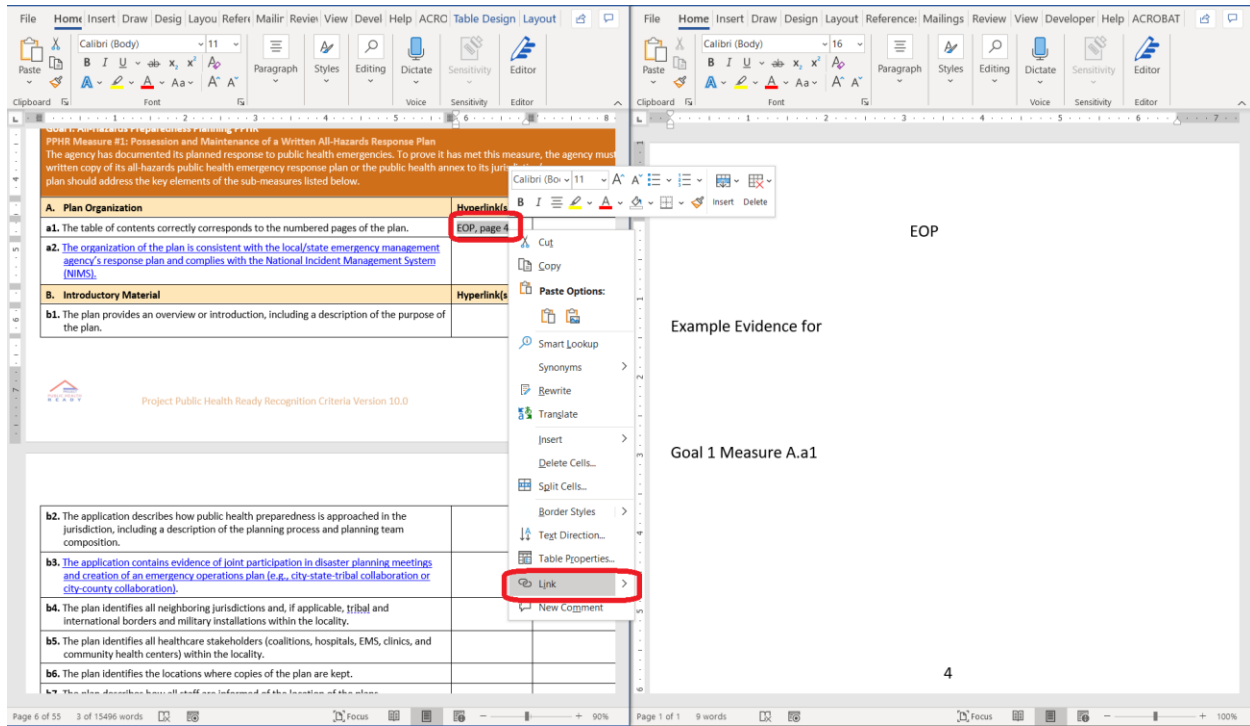
It is also recommended you save your supporting document at this time.

**Note:** the program will not let you use a period in naming a bookmark, as an alternative, you can use an underscore.

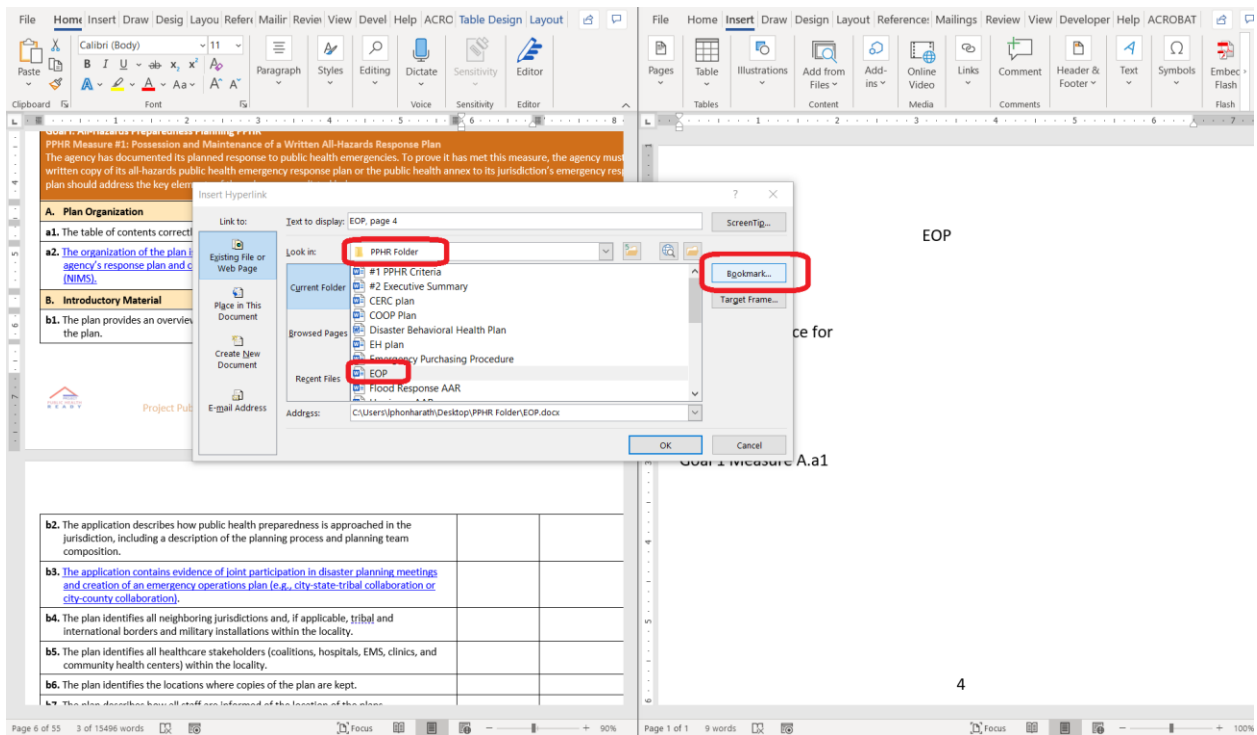
**Note:** The bookmark will be invisible. You will not be able to see where it is located, but be assure, it is located at the location where you laid your mouse/cursor in the step prior.



- 5) Go to your PPHR criteria crosswalk to begin hyperlinking. Type in the text that will become the hyperlink to the supporting document. It is recommended that you name your hyperlinks by both document name and page number such as “EOP, page 4.”
- 6) Highlight the text, then right-click on it and select “Link.”



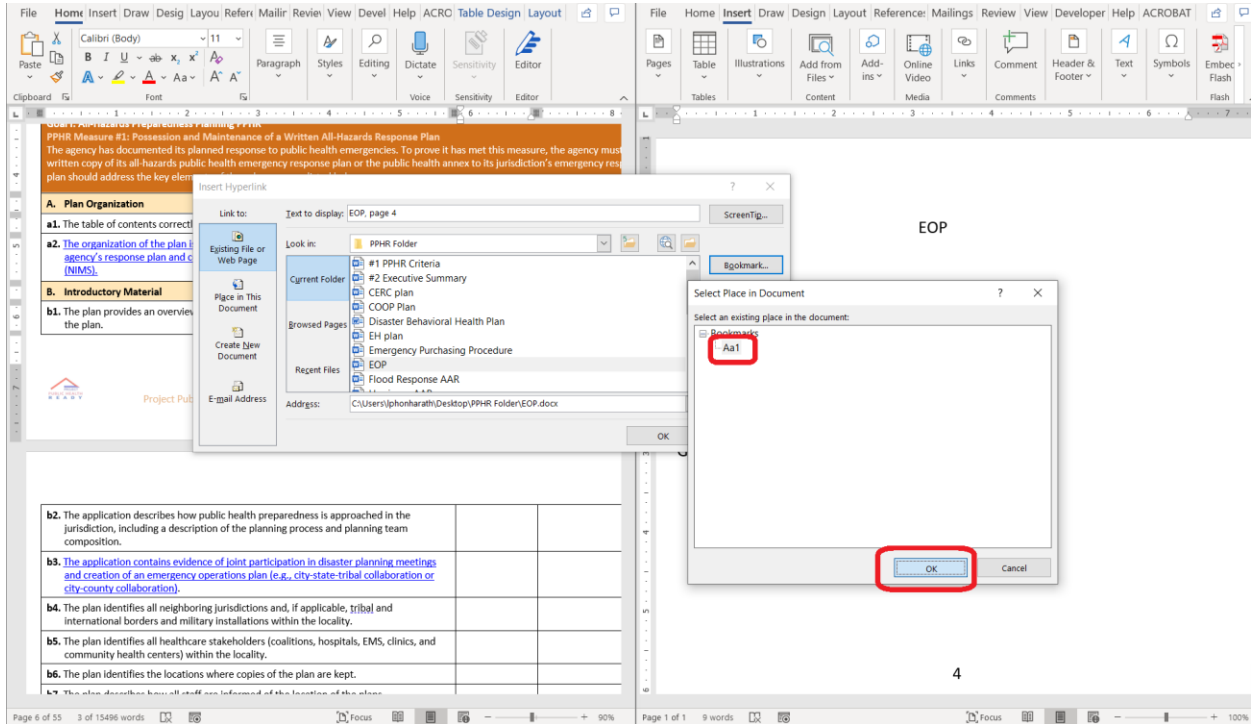
- 7) An "Insert Hyperlink" box will appear. Locate the "Bookmark" you have just created. To do this, go to the drop-down box to the right of the "Look In:" designation and choose the folder where all your supporting documents are,
- 8) find the supporting document with the bookmark you have just created and click on it just once,
- 9) click on the "Bookmark" button at the right of the box.



10) you should see the bookmark you have just created in step 4.

Select that bookmark and click “OK.”

**Note:** if you are farther along in the process, and/or if this supporting document will be used for evidence for many criteria, you may have more bookmarks listed here. You will then have to scroll through to find the bookmark you are looking for.



11) The "Address" box should now be populated with a link to that bookmark.  
Click on "OK."

The screenshot shows a Microsoft Word document with the 'Insert Hyperlink' dialog box open. The 'Text to display' field contains 'EOP\_page 4'. The 'Address' field contains the file path 'C:\Users\lphorath\Desktop\PPHR Folder\EOP\CO#Aa1', which is circled in red. The 'OK' button is also circled in red. The background document shows a table with criteria for a plan.

b2. The application describes how public health preparedness is approached in the jurisdiction, including a description of the planning process and planning team composition.		
b3. The application contains evidence of joint participation in disaster planning meetings and creation of an emergency operations plan (e.g., city-state-tribal collaboration or city-county collaboration).		
b4. The plan identifies all neighboring jurisdictions and, if applicable, tribal and international borders and military installations within the locality.		
b5. The plan identifies all healthcare stakeholders (coalitions, hospitals, EMS, clinics, and community health centers) within the locality.		
b6. The plan identifies the locations where copies of the plan are kept.		
b7. The plan describes how all staff are informed of the location of the plan.		

Congratulations! You have just created your first hyperlink from the criteria to a supporting document in the Microsoft Word format!

You can freely close out of the supporting document and test the hyperlink by clicking on the link you have just created. If done correctly, the supporting document should open to its correct placement.

**REMEMBER:** to save your work regularly by going up to the “File” tab on the upper-left hand corner and selecting “Save.”

The image shows two Microsoft Word documents side-by-side. The left document is a criteria document with a table. The table has two main sections: 'A. Plan Organization' and 'B. Introductory Material'. Under 'A. Plan Organization', there are two rows. The first row has a criterion 'a1. The table of contents correctly corresponds to the numbered pages of the plan.' and a 'Hyperlink(s)' column containing the text 'EOP\_page 4', which is highlighted with a red box. The second row has a criterion 'a2. The organization of the plan is consistent with the local/state emergency management agency's response plan and complies with the National Incident Management System (NIMS).' and an empty 'Hyperlink(s)' column. Under 'B. Introductory Material', there are four rows with criteria 'b1' through 'b4' and empty 'Hyperlink(s)' columns. The right document is a supporting document titled 'EOP' and 'Example Evidence for Goal 1 Measure A.a1'. It contains the text 'EOP' at the top, 'Example Evidence for' in the middle, and 'Goal 1 Measure A.a1' at the bottom. The page number '4' is visible at the bottom of the right document.

## Hyperlinking to a Non-Word File

This next section will guide you through how to hyperlink from the Microsoft Word criteria to a NON-WORD supporting document, such as a PDF or Excel Spreadsheet.

- 1) Similar to the hyperlinking steps above; go to your PPHR criteria crosswalk to begin hyperlinking. Type in the text that will become the hyperlink to the supporting document.
- 2) Highlight the text, then right-click on it and select "Link."

The screenshot shows a Microsoft Word document with a table containing criteria and hyperlinks. A right-click context menu is open over the text "Sign in sheets", with the "Link" option highlighted. To the right, a File Explorer window displays a folder named "PPHR Folder Exam..." containing various files. The file "sign in sheets" is highlighted in red in the File Explorer, corresponding to the text in the Word document.

A. Training Topics	Hyperlink(s)	
a1. The workforce development plan identifies agency's priority training topics based on results from the training needs assessment.		
a2. <u>The workforce development plan includes evidence of the following training topics:</u>		
a2i. <u>Based on jurisdictional capacity and federal requirements, appropriate NIMS training for the public health workforce.</u>	Sign in sheets	
a2ii. <u>Based on jurisdictional capacity and federal requirements, appropriate ICS training for the public health workforce.</u>		
a2iii. <u>Training in the principles of risk communication for key spokespersons for the agency.</u>		
B. Training Selection and Objectives	Hyperlink(s)	Comments
b1. The workforce development plan describes the type of trainings to be provided.		
b2. The workforce development plan includes the overall objectives of the trainings or describes the competencies that the workforce development plan		

3) An “Insert Hyperlink” box will appear. Locate the file you would like to hyperlink to from your folder of supporting documents. Click on “OK.”

**Note:** Because you cannot set a bookmark in these alternative files, you will not need to locate a bookmark.

PPHR Measure #3: Completion and Maintenance of a Workforce Development Plan and Staff Competencies  
The agency establishes a list of priority staff (e.g., members of the public health preparedness division or all expected responders) w training on priority training topics, based on the results of the training needs assessment and past corrective actions. When the age time to train all priority staff in the appropriate priority areas and obtain evidence that staff have demonstrated competence in the agency's workforce development plan must describes the process (e.g., prioritization of competencies, description of how the comp chosen, party responsible for ensuring that training will take place) and timeline the agency will follow to train the remaining prior Methods used to address this measure may include a wide range of educational techniques, such as participation in classroom train observation by an evaluator during interactive exercises.

provided.

b2. The workforce development plan includes the overall objectives of the trainings or describes the competencies that the workforce development plan

Name	Date modified	Type	Size
#1 PPHR Criteria	4/23/2020 8:00 PM	Microsoft Word D...	215 KB
#2 Executive Summary	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
Bb1	4/23/2020 7:57 PM	Microsoft Word D...	12 KB
CERC plan	8/29/2019 11:20 AM	Microsoft Word D...	208 KB
COOP Plan	8/29/2019 11:20 AM	Microsoft Word D...	227 KB
Disaster Behavioral Health Plan	8/29/2019 11:20 AM	Microsoft Word 97...	561 KB
EH plan	8/29/2019 11:20 AM	Microsoft Word D...	207 KB
Emergency Purchasing Procedure	4/23/2020 11:54 PM	Microsoft Word D...	21 KB
Emergency Purchasing Procedure2	4/23/2020 11:35 PM	Microsoft Word D...	23 KB
EOP	4/23/2020 7:55 PM	Microsoft Word D...	12 KB
EOP	4/23/2020 7:24 PM	Adobe Acrobat D...	26 KB
Flood Response AAR	8/29/2019 11:20 AM	Microsoft Word D...	56 KB
Hurricane AAR	8/29/2019 11:20 AM	Microsoft Word D...	24 KB
Hurricane AAR	4/23/2020 7:23 PM	Adobe Acrobat D...	149 KB
I and Q Plan	4/23/2020 3:34 PM	Microsoft Word D...	12 KB
I and Q Plan	4/23/2020 7:23 PM	Adobe Acrobat D...	29 KB
Mass Fatality Plan	4/23/2020 3:34 PM	Microsoft Word D...	28 KB
MCM-SNS PLAN	4/23/2020 3:35 PM	Microsoft Word 97...	517 KB
MYTEP 2019	8/29/2019 11:20 AM	Microsoft Word D...	926 KB
POD plan	4/23/2020 7:24 PM	Microsoft Word 97...	59 KB
POD plan	4/23/2020 7:24 PM	Adobe Acrobat D...	12 KB
Recovery Plan	8/29/2019 11:20 AM	Microsoft Word D...	298 KB
sign in sheets	4/28/2020 4:40 PM	Adobe Acrobat D...	33 KB
Special Populations Communication PL...	8/29/2019 11:21 AM	Microsoft Word D...	169 KB
Training Certificates Records 3.A.a2i	4/28/2020 4:41 PM	Microsoft Excel W...	12 KB
TTX AAR	8/29/2019 11:20 AM	Microsoft Word D...	55 KB
Volunteer Management plan	8/29/2019 11:20 AM	Microsoft Word D...	492 KB
Workforce Development Plan	8/29/2019 11:21 AM	Microsoft Word D...	291 KB

Congratulations! You have just created your first hyperlink from the criteria to a NON-WORD supporting document in the Microsoft Word format!

**Note:** The hyperlink - once clicked on from the criteria will open the file to the first page **ONLY**. Therefore, if the evidence you wish the reviewers to review is located elsewhere in that file, it is recommended you note that in the “Comments” section on the criteria crosswalk.

documentation to support information requested in the sub-measures should also be submitted.		
A. Training Topics	Hyperlink(s)	Comments
a1. The workforce development plan identifies agency’s priority training topics based on results from the training needs assessment.		
a2. <b>The workforce development plan includes evidence of the following training topics:</b>		
a2i. <a href="#">Based on jurisdictional capacity and federal requirements, appropriate NIMS training for the public health workforce.</a>	<a href="#">Sign in sheets</a>	Please scroll to the 6th page of the PDF
a2ii. <a href="#">Based on jurisdictional capacity and federal requirements, appropriate ICS training for the public health workforce.</a>		
a2iii. <a href="#">Training in the principles of risk communication for key spokespersons for the agency.</a>		

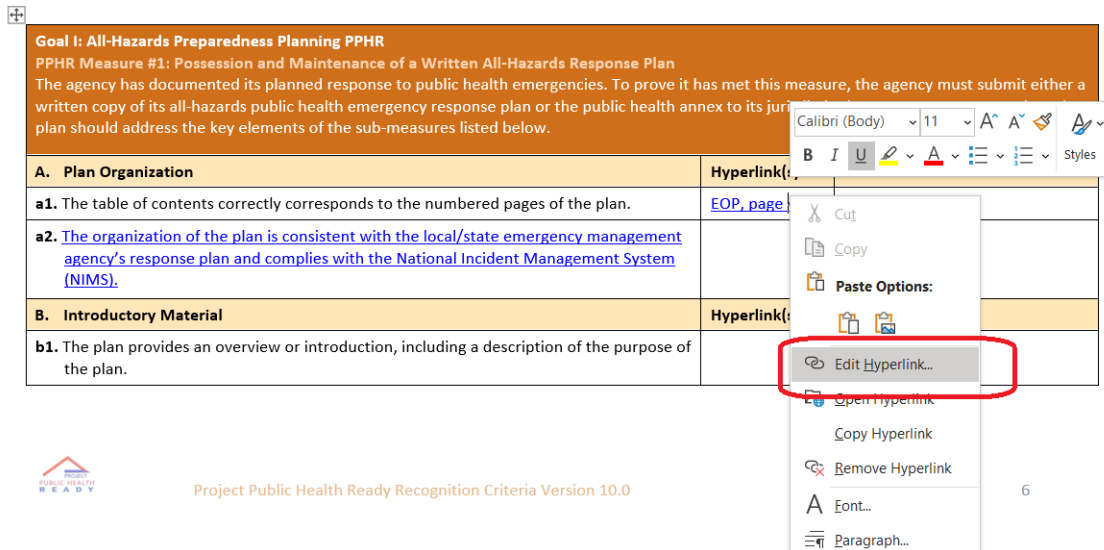
You can freely close out of the supporting document and test the hyperlink by clicking on the link you have just created. If done correctly, the NON-WORD supporting document should open.

**REMEMBER:** to save your work regularly by going up to the “File” tab on the upper-left hand corner and selecting “Save.”

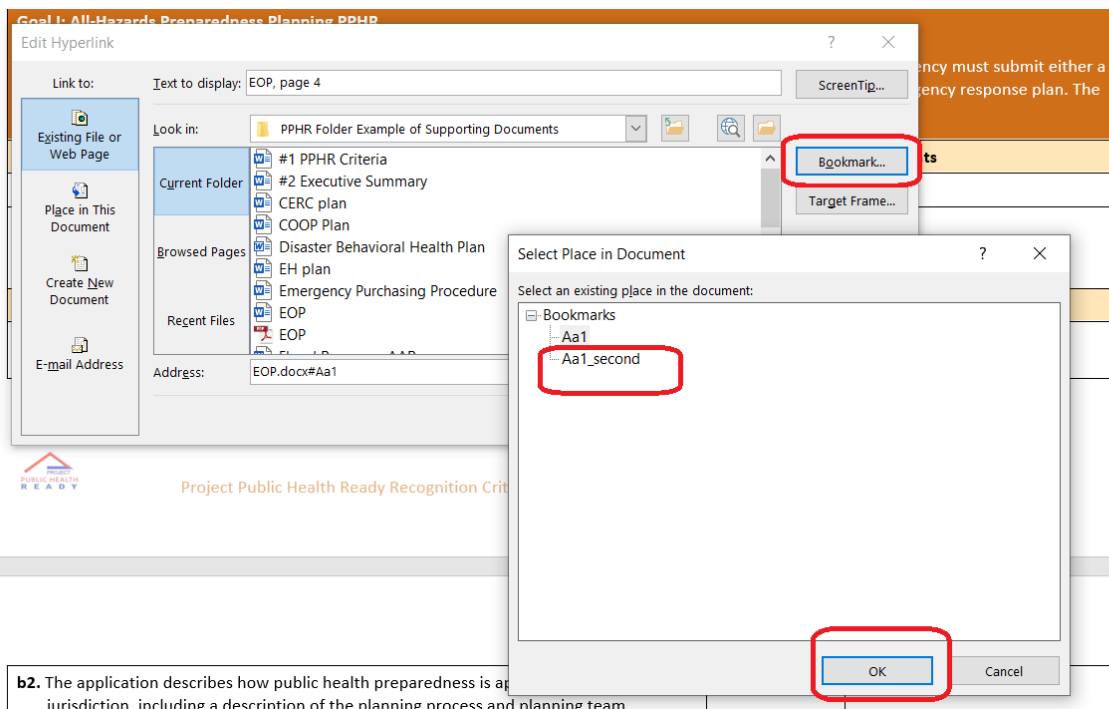
# Making Changes

## Edit A Hyperlink

- 1) To edit a hyperlink, right-click on the hyperlink and select “Edit Hyperlink.”



- 1) This will take you to the “Insert Hyperlink” box again.
- 2) From there, you can choose a different bookmark to replace the hyperlink with.  
**Note:** You can change the text of the hyperlink by simply editing the text.



## Editing A Document

You can edit a document freely from your files as you would normally. However, there are a few disclaimers to **REMEMBER**:

- 1) You can edit your documents even after you have bookmarked and hyperlinked them.
- 2) If you edit your supporting document and removed a bookmark already placed in that document, you will have to replace the bookmark.
- 3) To ensure the hyperlink is correctly linked to the bookmark, test out your hyperlink by clicking on it from the PPHR criteria.
- 4) If you are using documents from the one single designated PPHR folder to hyperlink, but you edited a supporting document located elsewhere on your computer, do not forget to bring that document into the folder, as that will be the most updated copy.

## Notating the Criteria Within the Evidence

You can make notations within your supporting documents to better direct reviewers to the evidence they are reviewing, without impacting the contents of your documents.

A few options are:

### Using the Comment Balloon

- 1) Highlight the evidence with your mouse/cursor, right-click on it and then select “New Comment.” A comment balloon will appear on the right, you can then enter the corresponding criteria element here.

### Highlighting

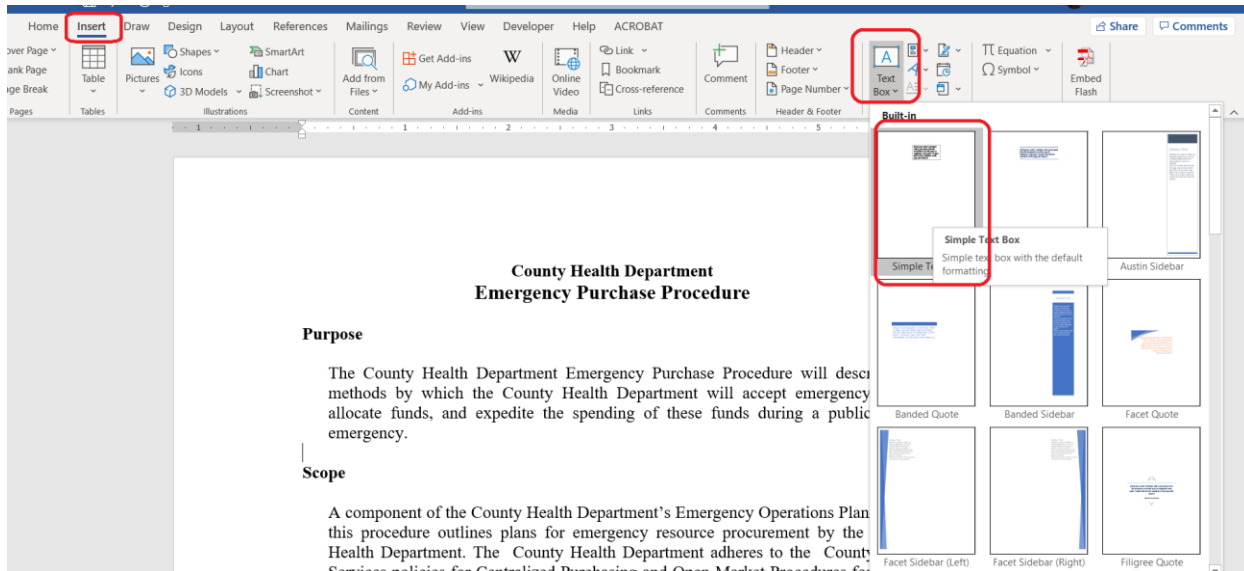
- 1) Highlight the evidence with your mouse/cursor
- 2) Go up and click on the “Home” tab, and click on the highlighter button

The screenshot displays the Microsoft Word interface. The 'Home' tab is selected in the ribbon, and the highlighter button is circled in red. The document content is titled 'County Health Department Emergency Purchase Procedure' and is divided into three sections: Purpose, Scope, and Assumptions. In the 'Scope' section, a paragraph is highlighted in yellow. A right-click context menu is open over this highlighted text, with the 'New Comment' option circled in red. The document text includes: 'The County Health Department Emergency Purchase Procedure will describe the methods by which the County Health Department will accept emergency funds, allocate funds, and expedite the spending of these funds during a public health emergency.', 'A component of the County Health Department's Emergency Operations Plan (EOP) this procedure outlines plans for emergency resource procurement by the County Health Department. The County Health Department adheres to the County Fiscal Services policies for Centralized Purchasing and Open Market Procedures for Good and Services, and will follow established protocols unless the urgency of the event does not permit the time involved in using formal competitive procedures (link to CPBC). The methods for procurement outlined here augment the existing County purchasing policy. The duration of the emergency event will be determined by the County Health Department and communicated to County Purchasing.', and 'County Health Department makes every effort to prepare for emergencies by stockpiling anticipated emergency supplies. However, the unique requirements of an emergency will likely necessitate procurement of resources during the event response. During an emergency or disaster, resources, including personnel, may be in short supply at the local, regional, or national level. Supplies to support an emergency or disaster event will be needed quickly. Adherence to County's formal purchasing procedure and competitive bidding policy may delay the procurement of needed resources. (Hyperlink to County's purchasing

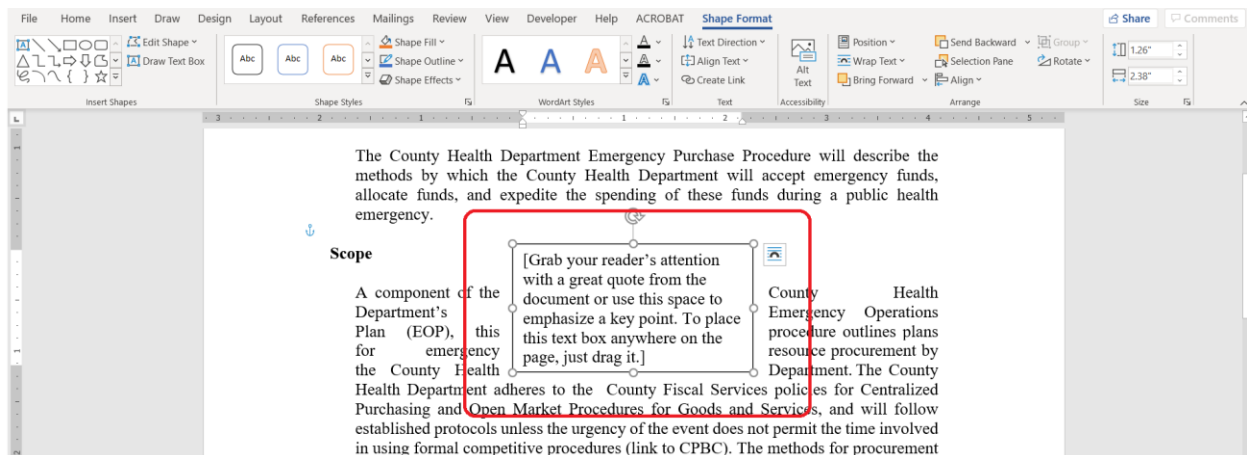
## Using the Text Box

You can use the “Text Box” feature as an add-on to your evidence location.

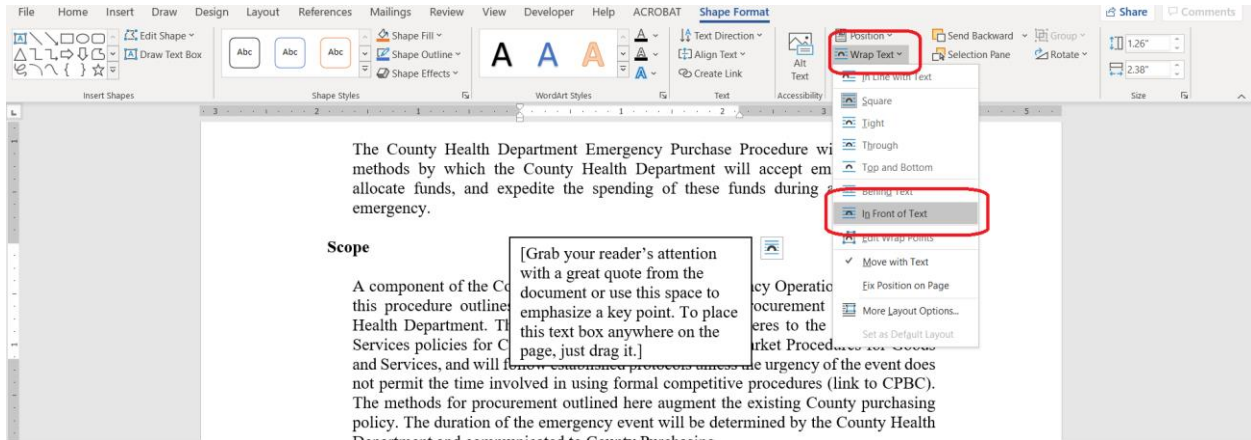
- 1) Go to the “Insert” tab and select “Text Box.”
- 2) Click on the first text box.



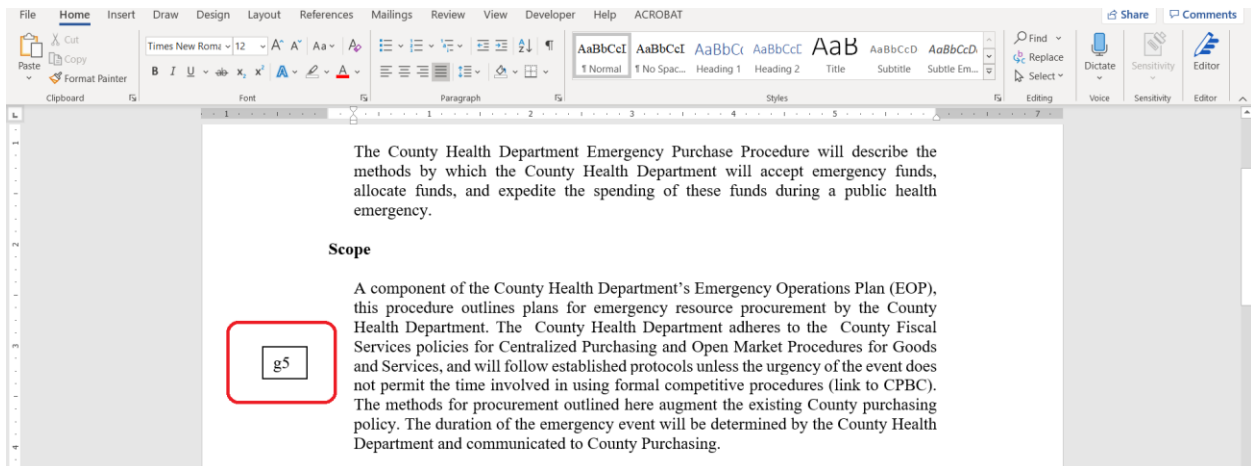
A generic text box will appear. It will initially impact your content.



- 3) Immediately find the “Wrap Text” tab in the ribbon. Click on it and a drop-down box will appear.
- 4) Select “In Front of Text.” The contents within your supporting documents will go back to normal.



- 5) Re-size and re-position the text box so that it does not obstruct your evidence.
- 6) Replace the text, ideally with the nomenclature of the criteria.



## Hyperlinking Best Practices

- 1) Because all your documents will be in single folder, it may be difficult for reviewers to locate your PPHR criteria crosswalk. Consider renaming your application to something that will stand out or will be automatically placed at the top of the folder, such as “#1 Applicant Name, State - Final Submission (Date of Submission).” For example: #1 Franklin County, TN - Final Submission (08-28-2020).
- 2) Hyperlinks to evidence for each criteria element should go in the “Hyperlink(s)” column of the crosswalk.
- 3) All hyperlinks must be functional. If a hyperlink does not work, reviewers are not required to search for the evidence. Test all links before submitting your application to ensure that they function and lead to the correct location.
- 4) It can be helpful to reviewers if you name your links by both document name and page number (e.g. “MCM Annex, page 7”) so that they know exactly where within the application the link will take them.
- 5) When including more than one link for a criteria element, always put the best evidence first. Then order subsequent links in order of decreasing importance/relevance.
- 6) If you are using Application Guideline #1 or #2, consider ordering your hyperlinks as close as possible to the order of the bullets in the guidelines.
- 7) Do not direct reviewers to read large sections of a document without indicating specifically where in those pages the evidence should be found. If you are hyperlinking to a section longer than three pages, seriously consider multiple hyperlinks to different specific locations within that section to highlight the most important and relevant evidence.
- 8) Hyperlinks should lead exactly to where reviewers should look. If the evidence is found in the middle of a paragraph or table, link to the middle of the paragraph or table, not to the beginning. Do not hyperlink to page 1 of a document and expect the reviewers to search out the relevant information within.
- 9) If your evidence spans two or more consecutive sections of a document, consider separate hyperlinks for each section. Reviewers may stop reading when they reach the end of a section.
- 10) If you are concerned that reviewers may have a hard time pulling out the most important evidence in your documentation, you can highlight the text in yellow or mark it with a comment box.
- 11) Use the “Comments” box on the crosswalk to provide more direction(s) for where reviewers should look for evidence and also to provide any context, they might need to understand the information that has been hyperlinked.
- 12) Do not provide actual required evidence in the “Comments” box on the crosswalk. The crosswalk is not a living document that staff at your agency will come back to for information. If a criteria element requires evidence “in the plan,” you will not receive full credit for evidence found in the crosswalk.

## Common Issues and Fixes

- 1) **Issue:** I am worried that adding or changing one hyperlink will ruin them all. Or my hyperlinks are not working, help!

**Fix:** Each hyperlink is their own bridge from one document to another. It does not affect the actual documents you have created. However, because the bookmarks are invisible, errors can occur when hyperlinking to them.

If your hyperlinks are not working, sometimes it is best to create a brand-new bookmark to hyperlink to if you cannot locate the one you were originally looking for. Like hyperlinks, they do not affect the actual contexts of the documents.

- 2) **Issue:** My hyperlink is only going to the first page of the supporting document, or just the top of the page, not where the actual evidence is located.

**Fix:** See [Step #2](#) of assembling the Microsoft Word Application again. You must place your mouse/cursor on the exact spot of where you want the bookmark to be placed, before inserting the bookmark placeholder. This is important because if placed elsewhere, reviewers are not required to broadly search for the evidence. However, if your supporting document is not a word file, it will only hyperlink to the first page. You should direct the reviewers to the evidence by using the “Comments” section in the criteria crosswalk.

- 3) **Issue:** The In-State reviewers only asked for a couple of changes on a couple pages. But I heard I have to replace my entire crosswalk!

**Fix:** You can remove, edit, and replace as little as one page. If that is the case, you only have to fix the affected hyperlinks. If you have to replace consecutive pages you can save and replace them as one file. If you have to replace non-consecutive pages just save and replace them separately.

- 4) **Issue:** I really had to remove my entire crosswalk, make changes, and replace it... now EVERYTHING is messed up!

**Fix:** If the changes are significant, it may be easier to replace the entire crosswalk. Replace the crosswalk you originally put in the PDF with your updated version and redo all of your hyperlinks.

**NOTE:** Be sure to test that your bookmarks and hyperlinks are correct before submitting your application for review. If possible, have someone, in addition to yourself check them.