

Online Essentials

This quick reference is for Microsoft Internet Explorer 10.0 and Gmail

Quick Reference



Keyboard Shortcuts & Commands

Purpose	Keyboard Shortcut	Purpose	Keyboard Shortcut
Open menu	ALT+LETTER	Undo	CTRL+Z
Help	F1	Up one screen	PAGE UP
Cut	CTRL+X	Down one screen	PAGE DOWN
Copy	CTRL+C	Beginning of a line	HOME
Paste	CTRL+V	End of line	END

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Successful candidates will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

1 Web Browsing Concepts

1.1 Key Concepts

1.1.1 Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.

- **Internet** - A global network connecting millions of computers worldwide
- **World Wide Web (WWW)** - A collection of linked documents residing on Internet servers around the world
- **Uniform Resource Locator (URL)** - An address for web pages found on the Internet
- **Hyperlink** - A link that transfers the user from one web page to another web page by clicking on a highlighted word or icon

1.1.2 Understand the structure of a web address.

- **Protocol** - Usually http:// (Hypertext Transfer Protocol) this defines how the information is transmitted
- **WWW** - Indicates the website is on the World Wide Web
- **Domain** - The section of the Internet owned by the website
- **Extension** - Identifies either the type of organisation or the country of origin of the website.

http://www.ecdl.org

Protocol www Domain Extension

1.1.2 Identify common types of domains like:

- **geographical, organisation (.org, .edu, .com, .gov).**
- **Geographical domain** - Two letter identifier that lists where the website is registered
- **Organisation domain** - Three letter identifier that identifies if the organisation is commercial, governmental, educational, non-profit making etc.

1.1.3 Define the term web browser. Identify common web browsers.

- **Web browser** - A software program used to view information on the World Wide Web
- **Examples** - Firefox, Google Chrome, Internet Explorer, Safari

1.1.4 Outline different Internet activities like:

- **Information searching**
- **Shopping**

1.2 Security and Safety

1.2.1 Recognise ways to protect yourself when online:

- **Purchase from secure reputable websites** - More likely to have secure payment and data protection
- **Avoid unnecessary disclosure of personal and financial information** - Helps avoid identity theft
- **Log off from websites** - Prevents others using your personal details

1.2.2 Define the term encryption.

- **Encryption** - The encoding of data to prevent unauthorised access

1.2.3 Identify a secure website: https, lock symbol.

- **https** - (Hypertext Transfer Protocol Secure) is displayed in the **Address Bar**
- **Lock symbol** - Displayed in the **Address Bar**

1.2.4 Define the term digital certificate.

- **Digital certificate** - Certifies the validity and credentials of a website

1.2.5 Recognise options for controlling Internet use like:

- **Supervision** - Physical or software monitoring of Internet activity
- **Web browsing restrictions** - Using browser settings to control web browsing
- **Download restrictions** - Limiting the type or amount of data downloaded

2 Web Browsing

2.1 Using the Web Browser

2.1.1 Open a web browsing application.

- Click the **Start Button**.
- Select **All Programs**.
- Click **Internet Explorer**.

2.1.1 Close a web browsing application.

- Click the **Close** button in the top right of the window.
- If message displayed, click **Close all tabs**.

2.1.2 Enter a URL in the address bar and go to the URL.

- Click into the **address bar**.
- Enter the **URL**.

2.1.3 Refresh a web page.

- Click the **Stop** button beside the **Address Bar**.

2.1.4 Activate a hyperlink.

- Place the mouse pointer over the hyperlink.
- Click on the hyperlink.

2.1.5 Open a web page in a new tab

- Open a Web page.
- Right-click on a link.
- Click **Open in new tab**.

2.1.5 Open a web page in a new window.

- Right-click on a link.
- Click **Open in new window**.

2.1.6 Open, close tabs, windows.

- To open a tab, click on the **New Tab** icon at the top of the browser window.
- To close a tab, click the **Close Tab** icon in the corner of the open tab.
- To open a window, click the **Page** menu on the **Command Bar** and click **New Window**.
- To close a window, click on the **Internet Explorer** icon on the taskbar and click the **Close** button.

2.1.6 Switch between tabs, windows.

- To switch between tabs, click on the tab required at the top of the browser window.
- To switch between windows, click on the **Internet Explorer** icon on the **Task Bar** and select the window required.

2.1.7 Navigate between pages: backwards, forwards, home page.

- To show the previous web page visited, click the **Back** button beside the **Address Bar**.
- To show the next web page visited, click the **Forward** button beside the **Address Bar**.
- Click the **Home** button on the **Command Bar**.

2.1.8 Show previously visited URLs using history.

- Click the **View favorites, feeds, and history** button.
- On the **History** tab, click on a date.

2.1.9 Complete, submit, reset a web-based form.

- To complete a form, click into each form field and enter text or select from given options as required.
- To send the entered data from the form to the server, click **Submit**.
- To remove any entered data in the form and start again, click **Reset**.

2.1.10 Use a web tool to translate a web page, text.

- To translate a web page, right-click and click **Translate with Bing**.

2.2 Tools and Settings



2.2.1 Set the web browser home page.

- Navigate to the web page to set as the home page.
- Click the **Tools** button on the **Command Bar**.
- Click **Internet Options**.
- Click **Use current**.
- Click **OK**.

2.2.2 Understand the term pop-up.

- **Pop-up**- A new browser window that opens unrequested over current web page and usually contain advertisements

2.2.2 Allow, block pop-ups.

- Click the **Tools** button.
- Click **Internet Options**.
- Select the **Privacy** tab.
- To allow pop-ups, uncheck the **Turn on Pop-up Blocker** checkbox.
- To block pop-ups, check the **Turn on Pop-up Blocker** checkbox.
- Click **OK**.

2.2.3 Understand the term cookie.

- **Cookie** - A text file stored on a user's computer that monitors their web habits

2.2.3 Allow, block cookies.

- Click the **Tools** button.
- Click **Internet Options**.
- Click the **Privacy** tab.
- Under **Settings**, move the slider to the top to block all cookies or to the bottom to allow all cookies.
- Click **OK**.

2.2.4 Use available help functions.

- Click the **Help** button on the **Command Bar**.
- Click **Internet Explorer Help**.

2.2.5 Display, hide built-in toolbars.

- Right-click near the top of the window.
- To display a toolbar, click on the toolbar name so that a check mark is showing.
- To hide a toolbar, click on the toolbar name to remove the checkmark.

2.2.5 Restore, minimise the ribbon.

- To minimise the ribbon, click **F11**.
- To restore the ribbon, click **F11**.

2.2.6 Delete history, temporary internet files, saved form data.

- Click the **Tools** button.
- Click **Internet Options**.
- In the **General** tab, in the **Browsing History** field, click **Delete**.
- To delete history, check the **History** checkbox.
- To delete temporary internet files, check the **Temporary Internet Files** check box.
- To delete saved form data, check the **Form Data** check box.
- Click **Delete**.

2.3 Bookmarks

2.3.1 Add a bookmark / favourite.

- Go to a web page.
- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click **Add**.

2.3.1 Delete a bookmark / favourite.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Select a web page and click **Delete**.
- Click **Close**.

2.3.2 Show bookmarks / favourites.

- Click the **Favorites** button.
- On the **Favorites** tab, click a web page.

2.3.3 Create a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Click **New Folders** and name the folder.

- Click the **Add to Favorites** arrow.
 - Click **Organize Favorites**.
 - Select a folder and click the **Delete** button.
- ### 2.3.3 Add web pages to a bookmarks / favourites folder.
- Click the **Favorites** button.
 - Click the **Add to Favorites** button.
 - Click the **Create in** arrow and select a folder to store the bookmark in.
 - Click **Add**.
- ## 2.4 Web Outputs
- ### 2.4.1 Download files to a location.
- Right-click on the item.
 - Select **Save Target As**.
 - Create a filename and select the location.
 - Click **Save**.
- ### 2.4.1 Save files to a location.
- Click the **Page** button on the **Command Bar**.
 - Click **Save As**.
 - Select a location.
 - Enter the file name.
 - Click **Save**.
- ### 2.4.2 Copy text, image to another location like: document, e-mail.
- Right-click on the text or image.
 - Select **Copy**.
 - Open a document or e-mail.
 - Right-click and click **Paste**.
- ### 2.4.2 Copy URL from a web page to another location like: document, e-mail.
- Click in the address bar.
 - Select the URL.
 - Right-click and click **Copy**.
 - Open a document or e-mail.
 - Right-click and click **Paste**.
- ### 2.4.3 Preview, selection from a web page using available printing options.
- On the **Command Bar**, click the **Print** arrow.
 - Click **Print Preview**.
- ### 2.4.3 Print a web page, selection from a web page using available printing options.
- On the **Command Bar**, click the **Print** arrow.
 - Click **Print**.
 - To print a web page, click **All** and click **Print**.
 - To print a selection from a web page, select the text, click **Selection** and click **Print**.

3 Web-Based Information

3.1 Search

3.1.1 Define the term search engine and name some common search engines.

- **Search engine** - A website used to search for information on the World Wide Web, based on the criteria entered
- **Examples**-www.google.com, www.yahoo.com, www.bing.com

3.1.2 Carry out a search using a keyword, phrase.

- Open a search engine.
- Click into the search box in the search engine window.
- Enter the keyword or phrase and press the **Return** key.

3.1.3 Refine a search using advanced search features like: exact phrase, date, language, media type.

- After initial search, click the **More search tools** link from the search engine window.
- Enter a combination of criteria and selections from the advanced choices.

3.1.4 Search a web-based encyclopaedia.

- Click into the **Address Bar**.
 - Enter the URL http://en.wikipedia.org/wiki/Main_Page.
 - Click into the search box at the top right of Wikipedia.
 - Enter a keyword or phrase.
 - Press the **Return** key.
- ### 3.1.4 Search a web-based dictionary.
- Click into the **Address Bar**.
 - Enter the URL <http://www.collinslanguage.com>.
 - Click into the search box at the top of Collins dictionary.
 - Enter a word.
 - Click the **Search** button.

3.2 Critical Evaluation

3.2.1 Understand the importance of critically evaluating online information.

- Online data should be checked or questioned rather than accepted as fact.

3.2.1 Understand the purpose of different sites like:

- **Information** - Giving readers facts on current affairs, special interests.

- **Sales** - Online shopping and promoting products or services

3.2.2 Outline factors that determine the credibility of a website like:

- **Author**- The author or authors should be clearly identified
- **Referencing** - Referencing of all sources quoted or mentioned should be clear
- **Up-to-date content** - Material should be current and maintained

3.2.3 Recognise the appropriateness of online information for a particular audience.

- Web content should be adapted to the needs of the audience
- For example, those sites geared towards children should have age-appropriate material, higher graphic content, lower text volume.

3.3 Copyright, Data Protection

3.3.1 Define the terms copyright, intellectual property.

- **Copyright** - Exclusive rights to a work for a specified period of time
- **Intellectual property** - Creative ideas or inventions that can be protected by the owner

3.3.1 Recognise the need to acknowledge sources and/or seek permission as appropriate.

- To avoid plagiarism any content referenced or quoted should be properly acknowledged
- Permission should be sought to quote someone particularly for interviews or e-mail exchanges

3.3.2 Recognise the main data protection rights and obligations in your country.

- Note that rights can vary between countries and states
- Destroy personal information no longer needed by the business
- Notify data subjects if data about them acquired in an unauthorised way
- Implement reasonable security

4 Communication Concepts

4.1 Online Communities

4.1.1 Understand the concept of an online (virtual) community.

- Like-minded individuals who interact online

4.1.1 Identify examples like:

- **Social networking websites**
- **Internet forums**
- **Web conferencing**
- **Chat**
- **Online computer games**

4.1.2 Outline ways that users can publish and share content online:

- **Blog** - A shared on-line journal
- **Microblog** - A shared on-line journal with smaller updates
- **Podcasts** - Digital media files released regularly and can be downloaded through an RSS feed
- **Images** - Digital photos and graphics
- **Audio and video clips** - typically shared on sites like YouTube and Flickr

4.1.3 Recognise ways to protect yourself when using online communities:

- Apply appropriate privacy settings- Make your profile private
- Restrict available personal information- Help avoid identity theft and fraud
- Use private messaging when appropriate- Do not make personal communications public
- Disable location information- If not, your current location is displayed
- Block/report unknown users- Unless you can verify their identity

4.2 Communication Tools

4.2.1 Define the term Instant Messaging (IM).

- **IM** - Real-time text-based communication via the Internet

4.2.2 Define the terms short message service (SMS), multimedia message service (MMS).

- **SMS** - The sending and receiving of short text messages between mobile devices.
- **MMS** - The sending and receiving of audio and video clips between mobile devices.

4.2.3 Define the term Voice over Internet Protocol (VoIP).

- Allows users to talk to each other in real time over the Internet

4.2.4 Recognise good practice when using electronic communication:

- Do not circulate inappropriate content
 - Spell check content
- 4.3 E-mail Concepts**
- 4.3.1 **Define the term e-mail and outline its main uses.**
- An electronic message sent or received over the Internet
 - Used for sending and receiving messages and attachments
- 4.3.2 **Identify the structure of an e-mail address.**
- jdoe@ecd1.org**
- UserName @ Sign Domain Name Extension**
- **UserName** - A unique name identifying the user's e-mail name
 - **@** - Used to separate the user name from the domain
 - **Domain Name** - The location/company of the e-mail address
 - **Extension** - Typically identifies the type of organisation or the country the e-mail address is associated with
- 4.3.3 **Be aware of possible problems when sending file attachments like:**
- **File size limits** - E-mail attachments may exceed the e-mail provider's maximum file size limit
 - **File type restrictions** - Executable files are often rejected by e-mail servers
- 4.3.4 **Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.**
- **To** - Main recipient of the e-mail and has to act on the e-mail
 - **Cc** - Included for informational purposes only
 - **Bcc** - Blind carbon copy address not visible to other recipients
- 4.3.5 **Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.**
- E-mail users may receive e-mail or junk mail from unscrupulous sources.
 - Viruses may be activated when an e-mail messages or attachments from unknown sources are opened.
- 4.3.6 **Define the term phishing.**
- A fraudulent e-mail message that often has a link to a fake website
 - Encourages recipients to divulge personal and financial details.

5 Using E-mail

5.1 Sending E-mail

- 5.1.1 **Access an e-mail account.**
- Click the **Start** button.
 - Select **All Programs**.
 - Click **Internet Explorer**.
 - Enter **www.gmail.com**.
- 5.1.2 **Outline the main purpose of standard e-mail folders:**
- **Inbox** - Folder all e-mails are sent to by default
 - **Outbox** - Temporary folder that stores e-mails until they have been sent
 - **Sent** - Folder that stores all sent e-mails
 - **Deleted / Trash Items** - Stores mails no longer needed
 - **Draft** - Stores mails before the user chooses to send them
 - **Spam/Junk** - Stores incoming mail from unknown or suspicious senders
- 5.1.3 **Create an e-mail.**




- 5.1.4 **Enter one or more e-mail addresses, distribution list in the Recipients field.**
- Click in the **Recipients** field.
 - Enter the e-mail address of the recipient or the name of a contact group.

- 5.1.4 **Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.**
- Click **Bcc**.
 - Enter the e-mail address of the Bcc recipient or the name of a contact group.
- 5.1.5 **Enter an appropriate title in the subject field**
- Click in the **Subject** field.
 - Enter the subject of the e-mail.
- 5.1.5 **Enter text into the body of an e-mail.**
- Click in the body of the e-mail and enter text required.
- 5.1.5 **Paste text into the body of an e-mail.**
- Select the text to copy, right-click and select **Copy**.
 - Open the e-mail message and click the location where you want to paste the text.
 - Right-click in the message and select **Paste**.
- 5.1.5 **Spell check an e-mail.**
- Click the down arrow icon in the bottom right corner of the e-mail.
 - Click **Check spelling** from the options.
- 5.1.6 **Add a file attachment.**
- Select the **Attach files** button at the bottom of the e-mail.
 - Locate and select the file to attach.
 - Click **Open**.
- 5.1.6 **Remove a file attachment.**
- Click the **X** icon located after the attachment's name.
- 5.1.7 **Send an e-mail with, without priority.**
- Gmail determines the priority of e-mails based on previous conversations and frequent recipients etc.
- 5.2 Receiving E-mail**
- 5.2.1 **Open an e-mail.**
- Select the **Inbox**.
 - Click the e-mail.
- 5.2.1 **Close an e-mail.**
- Click the **Back to Inbox** button.
- 5.2.2 **Use the reply, reply to all function.**
- Open the message.
 - Click the **Reply** button in the top right corner of the e-mail.
 - If there is more than one recipient, click the arrow beside the **Reply** button and choose **Reply to all**.
 - Enter any text required.
 - Click **Send**.
- 5.2.2 **Identify when the reply, reply to all function should be used.**
- Use **Reply** to send message to the Sender.
 - Use **Reply All** to send message to the Sender and to all of those in the **Cc** field.
- 5.2.3 **Forward an e-mail.**
- Open the message.
 - Click the arrow beside the **Reply** button.
 - Select **Forward**.
 - Enter e-mail addresses into the **To** field and the **Cc** field as required.
 - Enter any text required.
 - Click **Send**.
- 5.2.4 **Open, save a file attachment to a location.**
- Open the message.
 - Hover the mouse over the attachment.
 - Select **Download**.
 - Create a file name and select a location to save the file.
 - Click **Save**.
- 5.2.5 **Preview a message using available printing options.**
- Open the message.
 - Click the **FILE** menu, select **Print**.
 - A print preview is displayed on the right of the window.
- 5.2.5 **Print a message using available printing options.**
- Open the message.
 - Click the **Print all** button.
 - Select desired options.
 - Click **Print**.

5.3 Tools and Settings

- 5.3.1 **Use available help functions.**
- Click the **Settings** button and then select **Help**.
- 5.3.2 **Display built-in tabs.**
- Click the **Settings** icon, then click **Settings**.
 - Select **Inbox**.
 - Select the headings to include in the Inbox from the built-in options.
 - Click **Save Changes**.
- 5.3.2 **Hide built-in tabs.**
- Click the **Settings** icon, then click **Settings**.

- 5.3.3 **Create a text e-mail signature.**
- Click the **Settings** icon and then click **Settings**.
 - Scroll to the **Signature** text box and click into the box.
 - In the text box enter the text to be included in the signature.
 - To format the text, select the text, and then use the style and formatting buttons to select the options preferred
 - Click **Save Changes**.
- 5.3.3 **Insert a text e-mail signature.**
- Create a new e-mail.
 - The signature appears having created one in the Gmail **Settings**.
- 5.3.4 **Turn on, turn off an automatic out of office reply.**
- 
- Click the **Settings** icon and then click **Settings**.
 - Scroll to the **Vacation responder** text box and enter the message.
 - Click the **Vacation responder on** checkbox.
 - To turn off an automatic out of office reply, check the **Vacation responder off** checkbox.
 - Click **Save Changes**.
- 5.3.5 **Recognise e-mail status as read, unread. Flag, unflag an e-mail.**
- **Read** e-mail messages appear in regular type with.
 - **Unread** e-mail messages appear with bold senders and subjects.
- 5.3.5 **Mark an e-mail as read, unread.**
- Select the message.
 - Click the **More** button.
 - Click **Mark as unread** / **Mark as read**.
- 5.3.6 **Create, delete, update a contact, distribution list/mailling list.**
- Click the **Gmail drop-down button** and select **Contacts**.
 - Click the **Add new contact button** in the bottom right corner of the screen.
 - Type the name of the contact into the search bar for Gmail to find the contact.
- 5.3.6 **Create, delete, update a contact, distribution list/mailling list.**
- Click the **Gmail drop-down button** and select **Contacts**.
 - Click **Groups**.
 - Click **New group**.
 - Enter the name of the group and add members.
 - Close the **Google Contacts preview** tab to save changes
- 5.3.6 **Delete a contact, distribution list / mailing list.**
- Click the **Gmail drop-down button** and select **Contacts**.
 - Select the check box beside the contact to delete.
 - Click the **Delete** icon in the top right corner of the screen
- 5.3.6 **Delete a contact, distribution list / mailing list.**
- Click the **Gmail drop-down button** and select **Contacts**.
 - Click **Groups**.
 - Click the contact / contact group.
 - Click **Delete**.
- 5.3.6 **Update a contact, distribution list / mailing list.**
- Click the **Gmail drop-down button** and select **Contacts**.
 - Click **Groups**.
 - Select the check box beside the contact to edit.
 - Click the **Edit** icon.

5.4 Organising E-mails

- 5.4.1 **Add, remove message inbox headings like: sender, subject, date received.**
- Not applicable with Gmail.
- 5.4.2 **Search for an e-mail by sender, subject.**
- Select the **Inbox**.
 - Click in the **Search** bar.
 - Type what you are searching for until it appears.
- 5.4.2 **Search for an e-mail by e-mail content.**
- Select the **Inbox**.
 - Select the **Show search options** dropdown button.
 - Use the available options to narrow search results.
- 5.4.3 **Sort e-mails by importance, starred, priority.**
- Hover the cursor over the **Inbox** label.
 - Select the drop-down symbol to the right of the label.
 - Select the option of choice.

- 5.4.4 **Create an e-mail folder/label.**
 - Select the [Inbox](#).
 - Click the [Settings](#) icon and then click [Settings](#).
 - Click [Labels](#).
 - Click [Create new Label](#).
 - Enter the name of the new label to be created.
 - Click [Create](#).
- 5.4.4 **Delete an e-mail folder/label.**
 - Select the [Inbox](#).
 - Click the [Settings](#) icon and then click [Settings](#).
 - Click [Labels](#).
 - Click [remove](#) beside the Label of choice.
- 5.4.4 **Move e-mails to an e-mail folder/label.**
 - Select a message to move.
 - Click the [Move to](#) button from the options that appear once the message is selected.
 - Select the label to move the e-mail to.
- 5.4.5 **Delete an e-mail.**
 - **Select** the e-mail message for deletion.
 - Click the [Delete](#) icon.
- 5.4.6 **Empty the e-mail bin/deleted items /trash folder.**
 - Select the [Trash](#) label.
 - Select all messages by clicking the checkbox arrow, beside the refresh button, and selecting [All](#).
 - Click [Delete forever](#).
- 5.4.7 **Move a message to a junk folder**
 - Select a message in [Inbox](#).
 - Click the [Report spam](#) icon.
- 5.4.7 **Remove a message from a junk folder.**
 - Open the [Spam](#) label.
 - Select the message check box.
 - Click [Not spam](#).
- 5.5 Using Calendars**
- 5.5.1 **Create a meeting in a calendar.**
 - In Google Calendar, click [Create](#).
 - Enter a name in the [Untitled event](#) box.
 - Set a time and date for the event.
 - Enter a location for the event.
 - Type a description of the event.
 - Click a colour option, if necessary.
 - Select the notification settings.
 - Select the appropriate setting from the [Show me as](#) buttons.
 - Click [Save](#).
- 5.5.1 **Cancel a meeting in a calendar.**
 - Select the event you created.
 - Click [Delete](#).
- 5.5.1 **Update a meeting in a calendar.**
 - Select the event.
 - Click [Edit event](#).
 - Enter new details as required.
 - Click [Save](#).
- 5.5.2 **Add invitees, resources to a meeting in a calendar.**
 - In the event, click the [Add guests / Add rooms](#) dialog box.
 - Type the name of the guest / room to add.
 - Click [Add](#) once the correct contact / room appears.
 - Click [Save](#). Choose whether to send an e-mail invitation or not to the guest.
- 5.5.2 **Remove invitees, resources from a meeting in a calendar.**
 - Select the event.
 - Click [Edit event](#).
 - Click the [X](#) icon beside the invitee / resource you want to remove from the event.
 - Choose whether to send a cancellation notification to the resource / guest.