

Jurnitin Technology to Improve Student Writing

18 April 2024

1



Rule changes of Apply Degree Examination

2020/Dec/23 updated

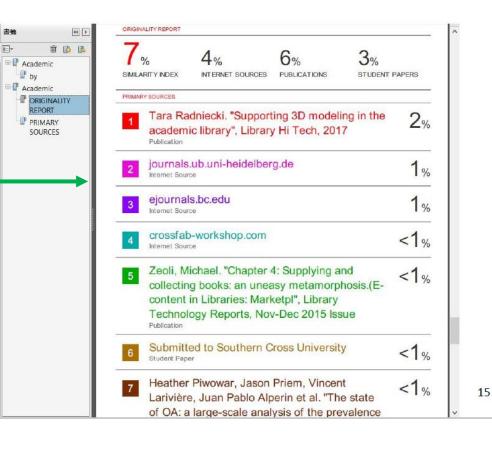
1. As Academic Affairs Conference resolution on Nov. 2020, postgraduate students are required to submit a similarity report with advisor signature.

2. Please note that you must <u>contact with your</u> <u>department/institution</u> about the similarity regulation and implement details, there is no general standard suggestion from the Library.

Α

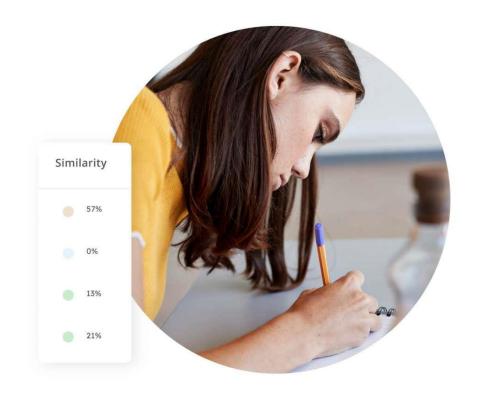
P.16

Check similarity report at the second part of download file, print out for an Advisor signature.

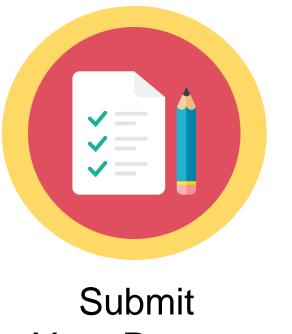




What is Turnitin?







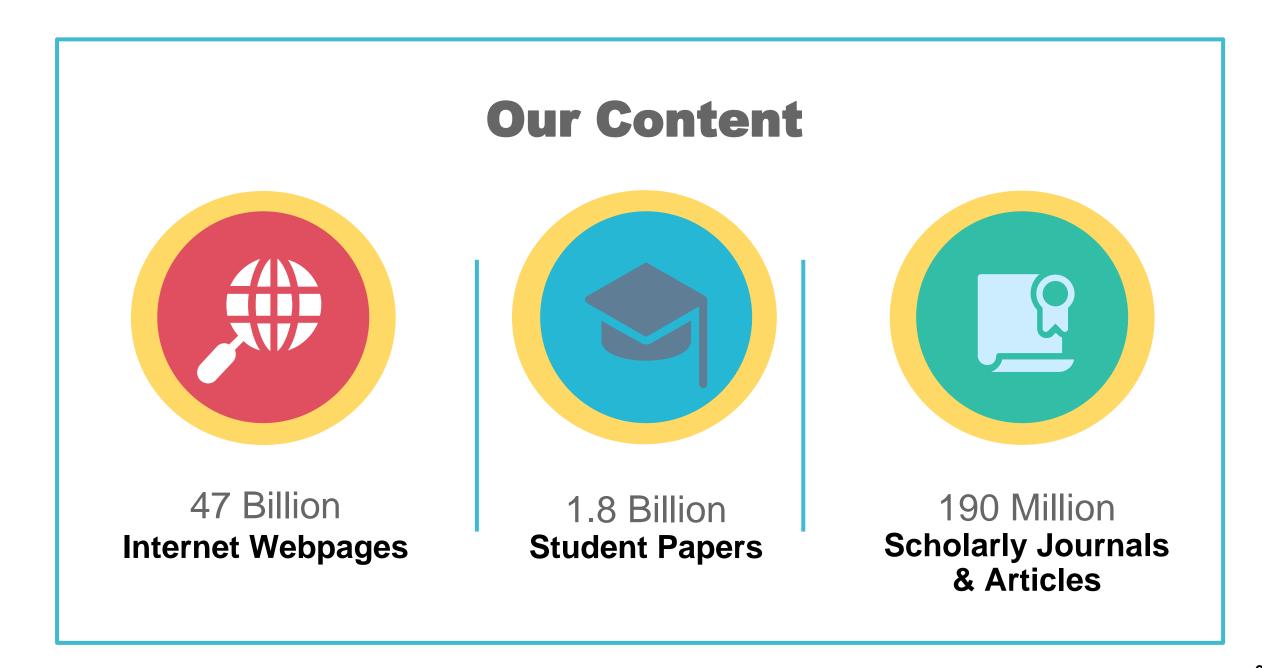
Your Papers



Check Against the Database



Get Your Similarity Report



Content Partners

AAAS, ACS, ACM, BMJ Publishing Group, Elsevier, IEEE, Springer Nature Publishing Group, Oxford University Press, Sage, Wiley Blackwell, Am. Institute of Physics, Am. Physical Society,etc.



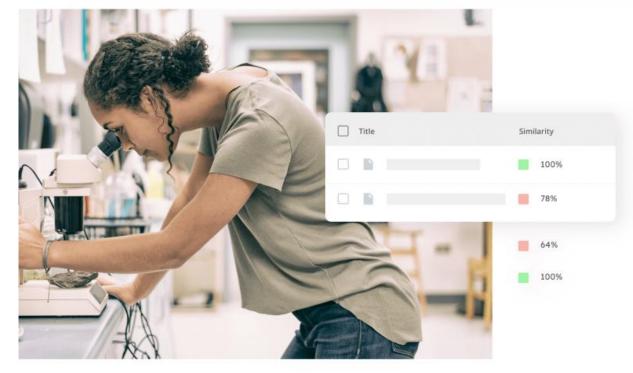
Languages Supported

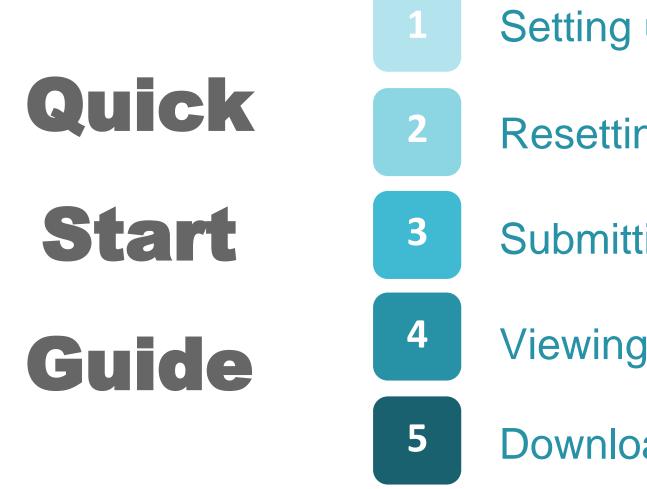
Submission is available in 30 languages.

English, Chinese (traditional and simplified), Japanese, Spanish, French, Portuguese, Italian, German, Russian, Thai, Catalan, Croatian, Czech, Danish, Dutch, Finnish, Korean, Hungarian, Norwegian (Bokmal, Nynorsk), Polish, Romanian, Serbian, Slovak, Slovenian, Swedish, Arabic, Greek, Hebrew, Farsi and Turkish

20 languages supported in Turnitin interface.

How to use Turnitin?





Setting up Your Account

Resetting Your Password

Submitting the Papers

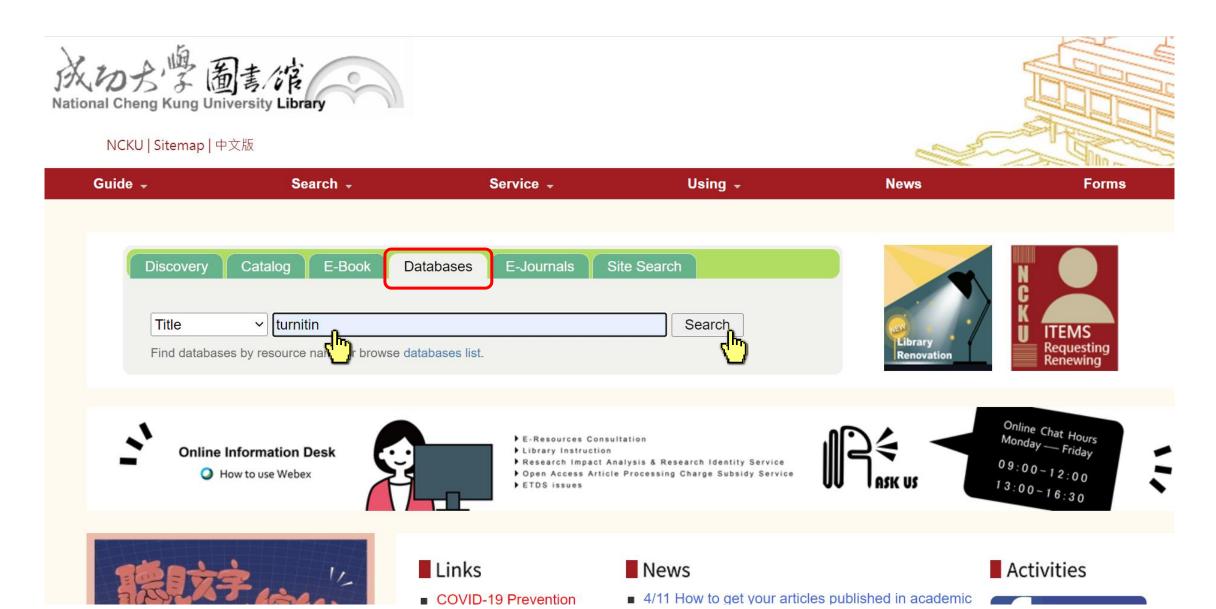
Viewing the Similarity Report

Downloading the Report

1. Setting Up Your Account

NCKU Library

https://www.lib.ncku.edu.tw/index_en.php (English Version)



✓ Turnitin	Туре	Database
earch results : 1 result found Refined by : Type DB x	Resource Type	<u>Others</u>
	Language	English
Search results: <u>所有</u> (1 筆)	Status	Subscription
A to Z t	Publisher	
Please choose	Eng Manual	Quick Start Guide for Teachers
	-	intro Content Coverage
1. Turnitin 論文原創性比對系統 ●		Instruction for Students
		Instruction for Teachers
Type : Database Connection range: Web		Turnitin Support Center
Remark : 1. How do I use Turnitin for the first time?	Attachment	Quick Start Guide for Students
1. Only INSTRUCTORS can register for an instructor-account.	Introduction	Turnitin is the leading academic plagiarism detector, utilized by teachers and students to
2. Turnitin no longer supports Internet Explorer. Please use other web browsers.		avoid plagiarism and ensure academic integrity.
2. Rule changes of Graduation Examination for Graduate Students	Ré	
1. Upon completion of the paper, Submit Turnitin originality report, signed for appro	v	
2. Contact with your department/institution about the similarity regulation and imple	e	
3. Upon passing the oral exam, submit originality report, signed for approval by the a	a	
4. Academic and administrative units can apply for Turnitin Instructor- account to add		
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others for any reason.		turnitin
Report a problem Account Information Introduction >		Step by Step
		Step b)
Please choose		Quick Start Guide
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Periodicals DivisionKnowledge Services DivisionTel: 06-2757575 ext. 65736Tel: 06-2757575 ext. 65780		in runnants designed for student practice. Documents and originality reports
Mail: periodicals@libmail.lib.ncku.edu.tw Mail: em65780@email.ncku.edu.tw		submitted to the library-class belong to the original uploader, and the library will not
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1. Turnitin 論文原創性比對系統 **》**

- Type : Database
- Remark :
- 1. How do I use Turnitin for the first time? 1. Only INSTRUCTORS can register for an instructor-account.

2. Turnitin no longer supports Internet Explorer. Please use other web browsers.

· Connection range: Web

2. Rule changes of Graduation Examination for Graduate Students

1. Upon completion of the paper, Submit Turnitin originality report, signed for approval by the advisor, is required.

2. Contact with your department/institution about the similarity regulation and implement details.

3. Upon passing the oral exam, submit originality report, signed for approval by the advisor, as part of the application for graduation.

4. Academic and administrative units can apply for Turnitin Instructor- account to add the department-class for official purposes, like plagiarism checking. The library-class in Turnitin is designed for student-practice. Documents and originality reports submitted to the library-class belong to the original uploader, and the library will not make them available to others for any reason.

Report a problem Account Information Introduction >



Click to obtain class ID & enrollment key



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Empower students to do their best, original work



Log in to Turnitin

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Forgot your password? <u>Click here.</u> Need more help? <u>Click here.</u>

New user? Click here.

Privacy Policy

We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.



Create a User Profile

All users must have a user profile to use the service. Please select how you will be using Turnitin:

Student

Teaching Assistant

Instructor

Existing user?

If you've used the service before, there is no requirement to create a new user profile. Log in <u>here</u> with your old credentials.

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Create a New Student Profile

Class ID Information

All students must be enrolled in an active class. To enroll in a class, please the class ID number and class enrollment key that you were given by your instructor.

Please note that the key and pincode are case-sensitive. If you do not hav information, or the information you are entering appears to be incorrect, p contact your instructor.

Class ID

Class enrollment key

1. Turnitin 論文原創性比對系統 **》**

- Type : Database
 Connection range: Web
- Remark :
 - 1. How do I use Turnitin for the first time?
 - 1. For Turnitin registration and manual, please refer to Quick Start Guide.
 - 2. Only INSTRUCTORS can register for an instructor-account.
 - 3. Turnitin no longer supports Internet Explorer. Please use other web browsers.
 - 2. Rule changes of Graduation Examination for Graduate Students
 - 1. Upon completion of the paper, Submit Turnitin originality report, signed for approval by the advisor, is required.
 - 2. Contact with your department/institution about the similarity regulation and implement details.
 - 3. Upon passing the oral exam, submit originality report, signed for approval by the advisor, as part of the application for graduation.
 - 4. Academic and administrative units can apply for Turnitin Instructor- account to add the department-class for official purposes, like plagiarism checking. The library-class in Turnitin is designed for student-practice. Documents and originality reports submitted to the library-class belong to the original uploader, and the library will not make them available to others for any reason.

Report a problem Account Information Introduction >

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Click to obtain class ID & enrollment key

User Information

Your first name

Your last name

Display names as

- O First name (Space) Last name (example: John Smith)
- Last name (Space) First name (example: Smith John)
- Last name(No space)First name (example: SmithJohn)

Email address

Confirm email address

Password and Security

Create a password for your account. Your password must:

have a minimum of 12 characters

include at least one number

include upper and lower case letters

include at least one special character (~!@#\$%^&*()-_+=[[{\;;"'<>,.?/)

Enter your password

Enter and confirm your password, it must be at least 12 characters long.

Confirm your password

Next, please enter a secret question and answer combination. You will be asked for this combination if you ever forget your password and need to reset it.

Secret question

Please select a secret question.	Please select a secr	et question.
	Please select a secre	et question.
	What song did you h	ave your first slow dance to?
Question answer	Who was the first au	thor that you can remember reading?
	What was the name	of the street you grew up on?
	What was the make	and model of your first car?
	Who was the first su	perhero that you dressed up as?
	What was the name	of your childhood best friend?
	In what city or town of	did your parents meet?
	Where we the first r	aloog that you travaled to?

User Agreement

Please read our user agreement below. Select "I agree" to complete your user profile.

Turnitin End-User License Agreement

*Users who are not in the European Union refer to Section A only.

**Users in the European Union refer to Section B.





Log in to Turnitin

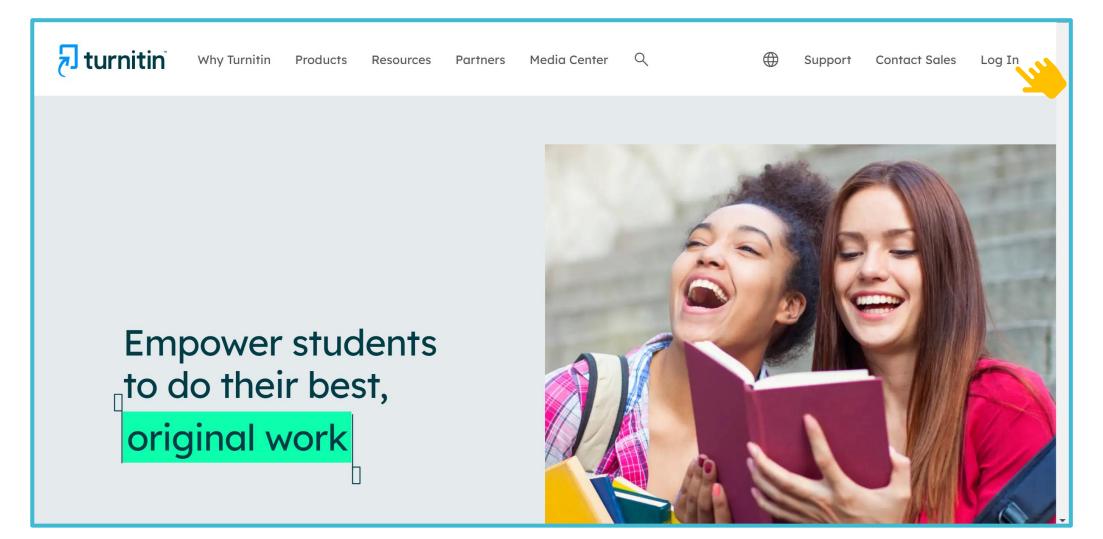
Email address Password Log in Or С Sign in with Google G Log in with Clever

Forgot your password? <u>Click here.</u> Need more help? <u>Click here.</u>

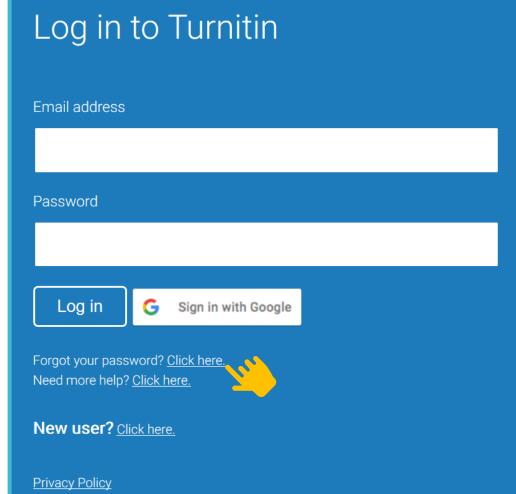
2. Resetting Your Password

If you have forgotten your password, follow these steps.

Go to <u>www.turnitin.com</u> Click at 'Log in' on the top right of the page.



Select Forgot your password? 'Click here' below to reset your password.



We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.

Fill out your Email address.

Reset User Password

Please enter the email address you used to create your user profile. Click "next" when you are done.

Email Address

Enter the email address you used to create your user profile

If you do not know the email address for your account...

Ask your instructor (or Turnitin administrator, if you are an instructor) to look up your email address.

NOTE: Due to privacy agreements, Turnitin CANNOT release your email address - even to you. You MUST get this information from your institution.



A. I remember my answer to my secret question

Reset User Password

If you remember the answer to your secret question, please enter it below. Click "Next" when you are done.

If you selected your secret question in a language other than the one you are reading this in, please select your language from the list:

English

Secret Question: What was the name of the street you grew up on?

Answer:

Fill out your answer here.

Forgot your answer?

Please note that all passwords are case-sensitive. Please check your spam, bulk or junk folder for the password reset email, as it is sometimes filtered as spam. The email will come from noreply@turnitin.com. You may need to whitelist this address with your spam blocker or administrator.



Reset User Password

Please enter your new password. Your password must: have a minimum of 12 characters include at least one number include upper and lower case letters include at least one special character (~!@#\$%^&*()-_+=[]{\:;"<>,.?/)

Password

Enter and confirm your password, it must be at least 12 characters long.

Next Cancel

B. I didn't remember my answer to my secret question

A new email will be sent to your inbox, the link to reset your password in the email is available only for 24 hours.

Reset User Password

If you remember the answer to your secret question, please enter it below. Click "Next" when you are done.

If you selected your secret question in a language other than the one you are reading this in, please select your language from the list: English

Secret Question: What was the name of the street you grew up on?

Click at 'Forgot your answer'?

Forgot your answer?

Please note that all pace, inds are case-sensitive. Please check your spam, bulk or junk folder for the password reset email, as it is sometimes filtered as spam. The email will come from noreply@turnitin.com. You may need to whitelist this address with your spam blocker or administrator.

Next Previous

Reset User Password

If the email you provided exists in our system you will soon receive an email containing a password reset link. Please check your inbox and spam folder.

You have 24 hours to change your password using the emailed link.

Turnitin No Reply <noreply@turni 寄给我 •

Check your email inbox. Find out the reset password link ^{杰 莱文} → ⁺ → ⁺ → ^{*} (***** 'here'** in the email.

Dear Weichi DAL

To reset your Turnitin password, please click here and follow the instructions provided.

If you have trouble clicking on the link provided, you and paste the following URL into your browser:

https://www.turnitin.com/login_reset.asp?lang=en_us&id=31da643ec636098a30ddd523c1f27555

This link will expire in 24 hours. If you receive a message stating that the link has expired, please click here to request a new 'password reset' link.

You may also copy and paste the following URL into your browser to request a new 'password reset' link:

https://www.turnitin.com/password_reset1.asp?lang=en_us

Thank you for using Turnitin,

The Turnitin Team

B. I didn't remember my answer to my secret question

Reset User Password

Please ent	ter your new	password. Your	password must:
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have a minimum of 12 characters

include at least one number

include upper and lower case letters

include at least one special character (~!@#\$%^&*()-_+=[]{\:;"<>,.?/)

Password

Confirm Password



Reset Password Complete

Thank you! Your password has been successfully reset. Please note your password for future use.



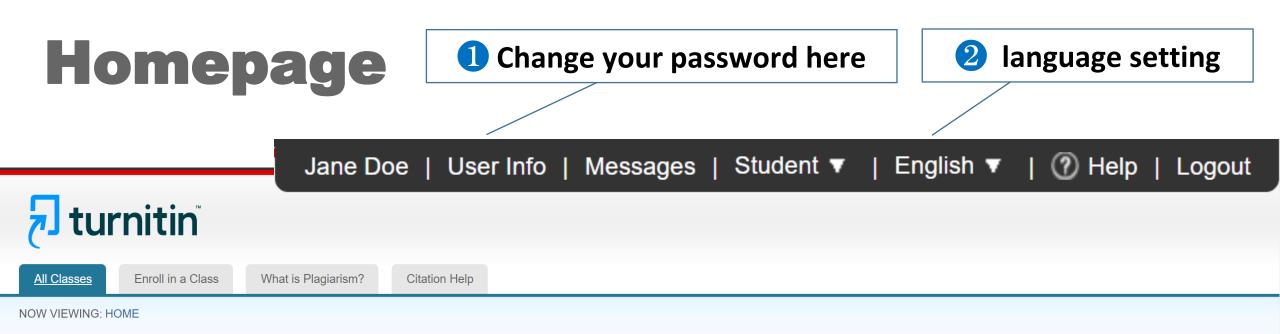
Enter and confirm your password, it must be **at least 12 characters long.**

3. Submitting the papers

Go to www.turnitin.com

Click at 'Log in' on the top right of the page.

turnitin Why Turnitin Pro	Log in to Turnitin	Support Contact Sales Log In
	Email address	
		Alles Parts
	Password	
	Log in G Sign in with Google	
Empower st	Forgot your password? <u>Click here.</u> Need more help? <u>Click here.</u>	
₁ to do their l	New user? <u>Click here.</u>	
original wo	<u>Privacy Policy</u> We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.	



About this page

This is your student homepage. The homepage shows the classes you are enrolled in. To enroll in a new class, click the enroll in a class button. Click a class name to open your class homepage for the class. From your homepage, you can submit a paper. For more information on how to submit, please see our help page.

iGroup	o Demo: iGroup Taiwan					
Class ID	Class name	Instructor	Status	Start Date	End Date	Drop class
42064714	Demo Class	Vero DAI	Active	07-Jan-2024	31-Dec-2024	ŵ
42064480	TFS with Originality Demo Course	Weichi DAI	Active	07-Jan-2024	31-Dec-2024	ŵ
	Class name, Instru		Information: d until when this class will	pe exp	ired.	3

Homepage

Click on the **class name** you would like to submit a paper to.

_							陳 瑪莉	User Info	Mes	sages (1 n	ew)	Student 🔻	English	▼	lelp I	Logout
t ا	urnitin															
All Classes	Enroll in a Class	What is Plagiarism?	Citation Help													
NOW VIEWING.	HOME															

About this page

This is your student homepage. The homepage shows the classes you are enrolled in. To enroll in a new class, click the enroll in a class button. Click a class name to open your class homepage for the class. From your homepage, you can submit a paper. For more information on how to submit, please see our help page.

iGroup	Demo: iGroup Taiwan					
Class ID	Class name	Instructor	Status	Start Date	End Date	Drop class
42064714	Demo Class	Vero DAI	Active	07-Jan-2024	31-Dec-2024	ŵ
42064480	TFS with Originan, Demo Course	Weichi DAI	Active	07-Jan-2024	31-Dec-2024	ŵ

Submitting A Paper

Click on 'Open' button to upload your document.

 Class Portfolio
 My Grades
 Discussion
 Calendar

 NOW VIEWING: HOME > DEMO CLASS
 VIEWING: HOME > DEMO CLASS
 VIEWING: HOME > DEMO CLASS

Hover on any item in the class homepage for more information.

Class Homepage

This is your class homepage. To access more information about the assignment, click the "Open" button.

	Assignment Inbox: Demo Class	
Assignment Title	Dates	
作業A(可重複上傳)	Start 08-Mar-2024 8:24PM Due 31-Dec-2024 8:24PM Post 31-Dec-2024 8:24PM	Open
作業B(可重複上傳)	Start 08-Mar-2024 9:13PM Due 31-Dec-2024 9:13PM Post 31-Dec-2024 11:00PM	Open
作業C(可重複上傳)	Start 08-Mar-2024 6:00PM Due 31-Dec-2024 11:00PM Post 31-Dec-2024 11:01PM	Open 3

File Requirements

- Text
 - Less than 100 MB &
 - Less than 800 pages
 - Google Chrome, Firefox Microsoft Edge, Safari



- Images, forms, graphics
- Password protected files
- LaTex and it's converted PDF
 Internet Explorer

Supported File Types

Microsoft Word, Excel, PowerPoint,

PDF(must not protected with password & must contains highlightable text),

WordPerfect, PostScript, HTML, RTF, OpenOffice (ODT), Hangul (HWP),

Google Docs



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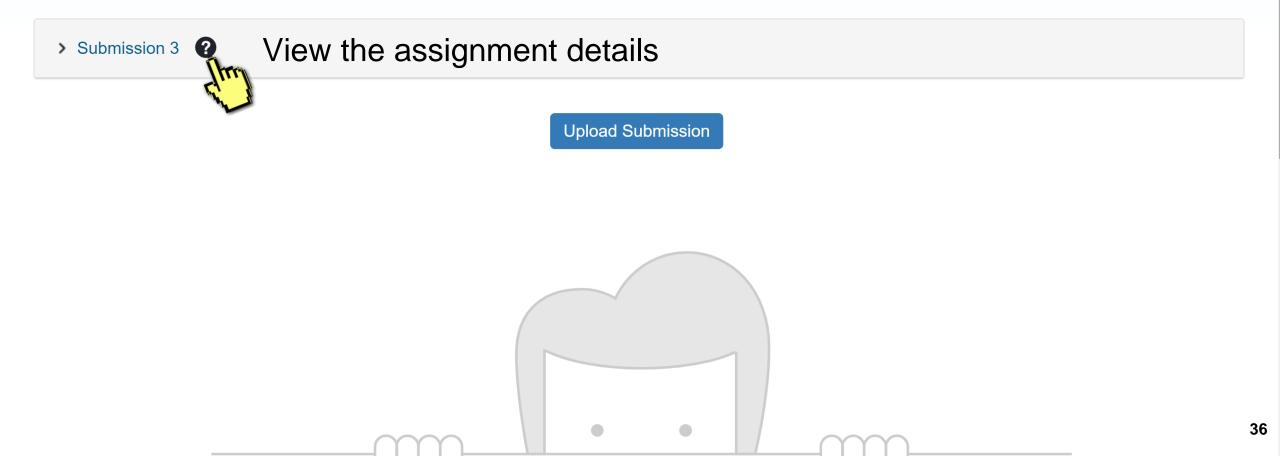
Class Portfolio My Grades Discussion

ssion Calendar

NOW VIEWING: HOME > DEMO CLASS > SUBMISSION 3

About this page

This is your assignment dashboard. You can upload submissions for your assignment from here. When a submission has been processed you will be able to download a digital receipt, view any grades and similarity reports that have been made available by your instructor.



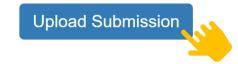
Class Portfolio My Grades Discussion Calendar

NOW VIEWING: HOME > DEMO CLASS > SUBMISSION 3

About this page

This is your assignment dashboard. You can upload submissions for your assignment from here. When a submission has been processed you will be able to download a digital receipt, view any grades and similarity reports that have been made available by your instructor.

 Submission 3 (2) 	
Instructions No special instructions.	
Start Date	Additional Settings
08 Mar 2024 18:00	Similarity reports are available immediately after submission.
Due Date	Resubmissions are allowed
31 Dec 2024 23:00	
Feedback Release Date	X Late submissions are not allowed
31 Dec 2024 23:01	
Max Points	
100	



Uploading Submission

About this page	
This is your assignment dashboard. You can upload reports that have been made available by your instr	
✓ Submission 3 <	Upload Review Complete
Instructions No special instructions.	Upload Submission ■ Text Input Cloud Submission Select Submission mode
Start Date 08 Mar 2024 18:00	Drag and drop or select a file from your device.
Due Date	Submission Title Untitled 2 Enter your submission title
31 Dec 2024 23:00 Feedback Release Date	Submission File? 選擇檔案 未選擇任何檔案 3 Select your file
31 Dec 2024 23:01 Max Points	
100	Upload and Review

5 Confirming the upload



Uploading Submission

About this page

> Submission 3

This is your assignment dashboard. You can upload submissions for your assignment from here. When a submission has been processed you will be able to download a digital receipt, view any grades and similarity reports that have been made available by your instructor.

The Blank represents the report is still generating, it takes 15 minutes to several hours to process depending on the file size.

Refresh the page to check its status.

Paper Title	Uploaded	Grade	Similarity			
DEMO_202401.docx	09 Mar 2024 23:25			ڻ ٿ	.↓	
		<u>.</u>	⊥ : Res Downloa ownload o	d origi	nal f	file

Making Resubmissions

陳瑪莉 | Messages | Student ▼ | English ▼ | Community | ⑦ Help | Logout

🚽 turnitin

- Click the 'Resubmit' button to upload another document.
- Your earlier submission and your report will be overwritten.

Por each assignment, you are allowed 3 resubmission attempts where the Similarity Report will generate immediately. After 3 attempts, each time you will have to wait 24 hours before a new Similarity Report can be generated. The maximum resubmission is 50 times.

Paper Title		Uploaded	Grade	Similarity			
DEMO_202401.docx		09 Mar 2024 23:25		21%	£	₼	
	Confirm Resubmission			×			
		assignment until the due date passes. mission will be deleted if it is resubmit		d			
	Copyright © 19	Са	ncel	Confirm			41

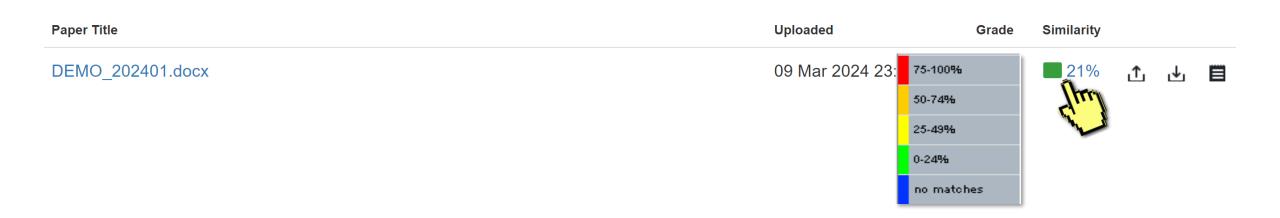
4. Viewing the Similarity Report

Accessing the Similarity Report

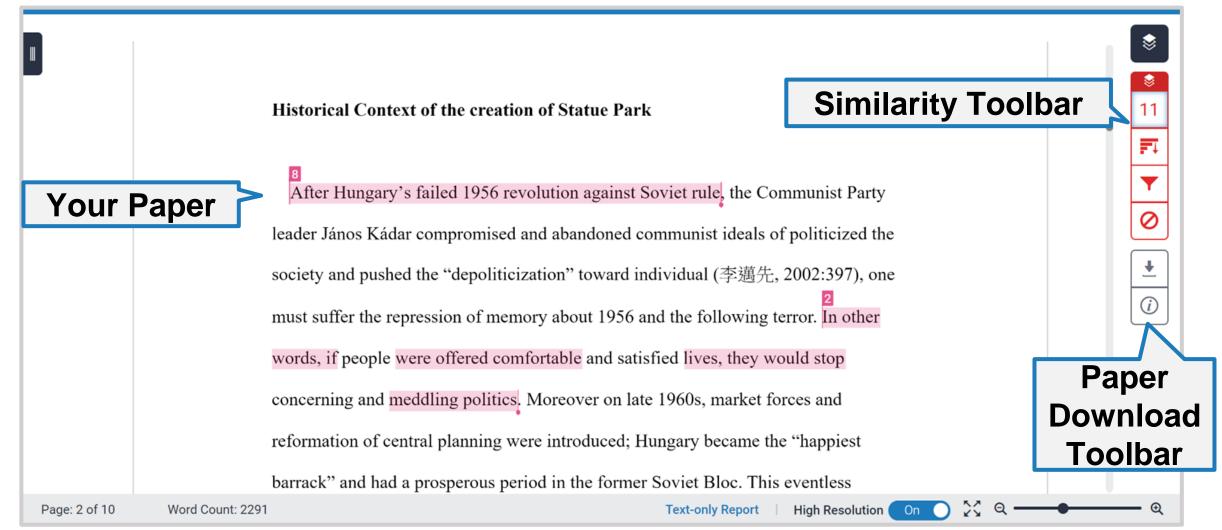
陳瑪莉 | Messages | Student ▼ | English ▼ | Community | ⑦ Help | Logout

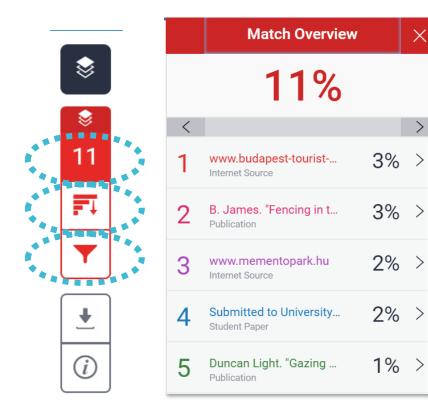
🚽 turnitin

- 1. The color and the percentage only indicates the portion of your text that are similar with the content indexed in Turnitin database.
 - 2. These indices do not reflect Turnitin's assessment of whether a paper has or has not been plagiarized. It is required human judgement. Please consult with your thesis advisor.



Report Viewer





All Sources

All of the sources that have been found are displayed and sorted by highest percentage to lowest percentage match. Clicking on any source will change the navigation bar at the top of the page, displaying how many times that this source has matched in the paper.

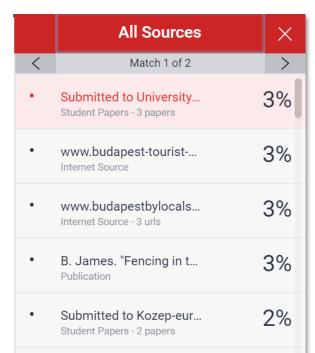
Match Overview

X

>

>

The Match Overview gives you a breakdown of all the matches that have been found in the paper and allows you to clearly view the similarity score.



Submitted to University... Student Paper

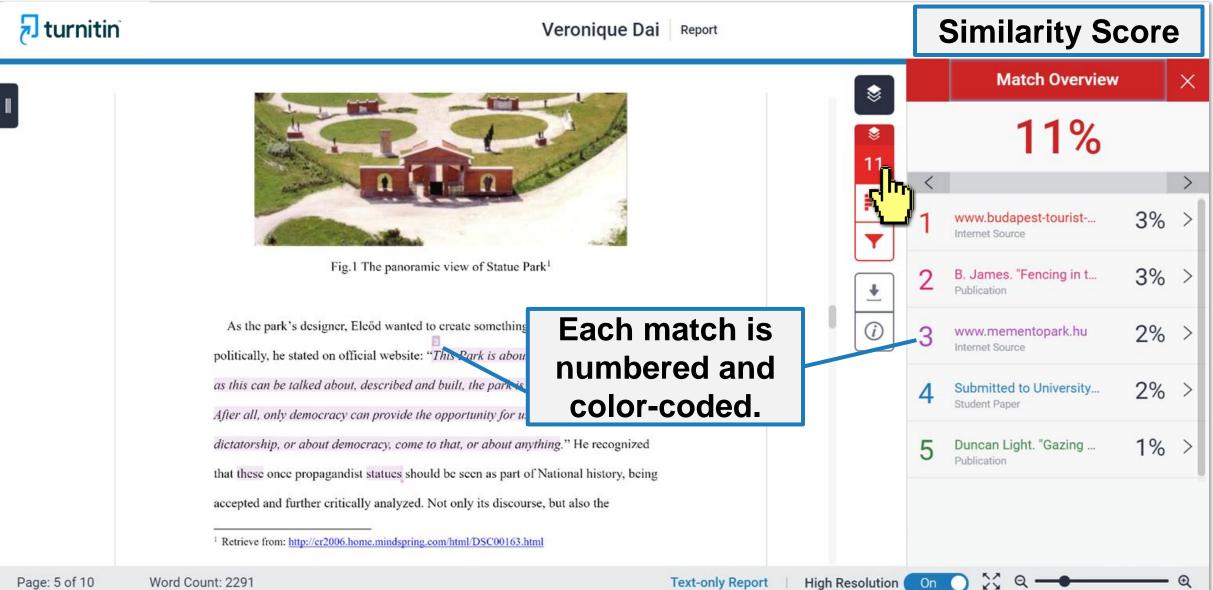
2%

Filters Exclude Quotes Exclude Bibliography Exclude sources that are less than: Words Olivity Sources Optional Settings Multi-Color Highlighting	Filters and Settings	×
Exclude Bibliography Exclude sources that are less than: words Don't exclude by size	Filters	
Exclude sources that are less than: words % Don't exclude by size Optional Settings	Exclude Quotes	
 words % Don't exclude by size 	Exclude Bibliography	
 % Don't exclude by size Optional Settings 	Exclude sources that are less than:	
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 Don't exclude by size Optional Settings 		
Multi-Color Highlighting	Optional Settings	
Apply Changes	Apply Changes	

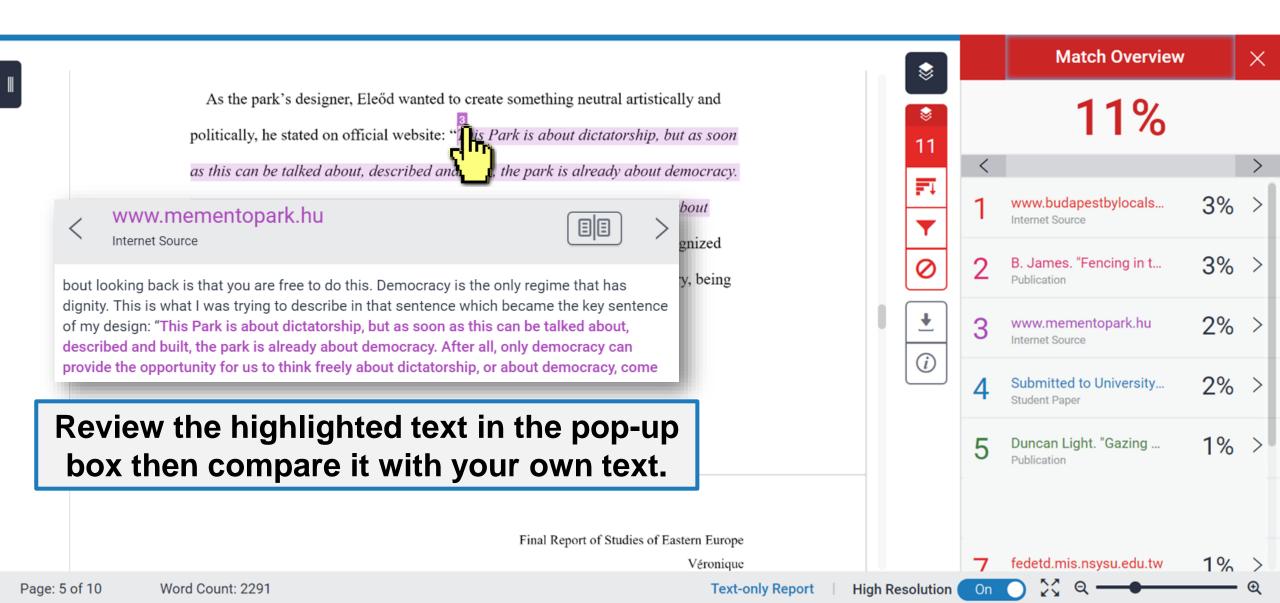
Filter and Settings

From the Filters and Settings side panel, you may exclude sources that are less than a certain number of words or a certain percentage of words, or bibliography make to and the₄₅ quote exclusions from similarity report.

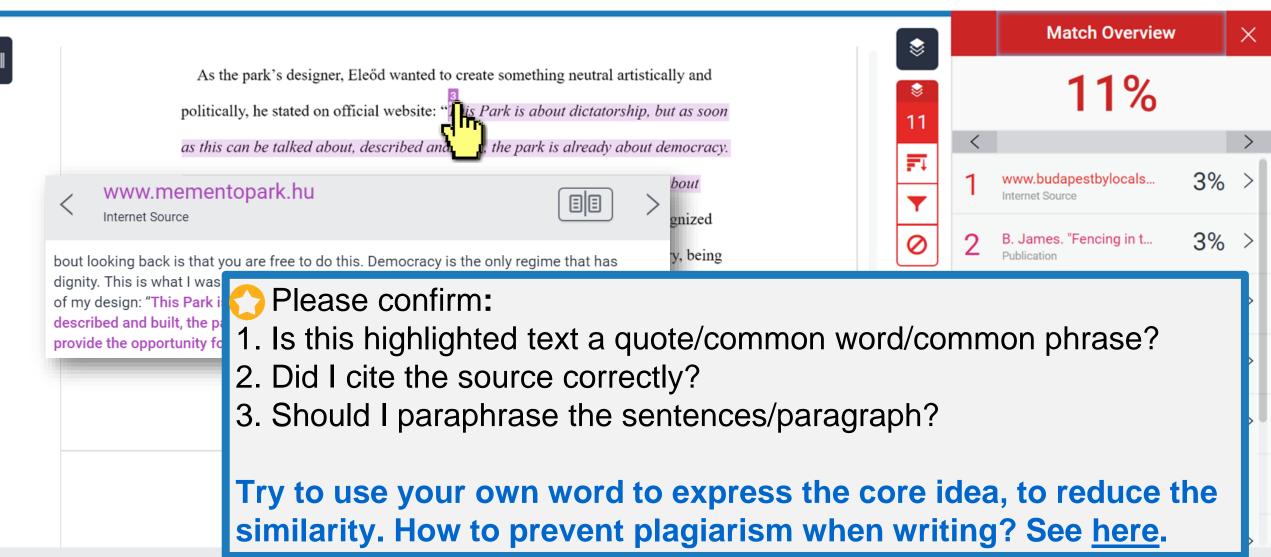
Viewing Your Report



Match Overview



Match Overview



Text-only Report | High Resolution On 🔵

Viewing Full Source Text (Internet Source Only)



Page: 5 of 10 Word Count: 2291 **Text-only Report** High Resolution On

Match Overview

11%

X

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Viewing Full Source Text (Internet Source Only)

Link out to the course webpage		Full Source Text	×
Link out to the source webpage	<	Match 1 of 1	>
$\leftrightarrow \rightarrow \mathbb{C}$ () www.mementopark.hu/pages/conception/?cv=1			
Image: Conversion of the concept of	Interr their whice with head back is th I wa beca Park can park dem to th dem Thes Hun plas men	//www.mementop regime. Demotion the only regime of his capable of his g back to its past all its mistakes and wrong turns, with it d up. The wonderful thing about looking is that you are free to do this. Democrate only regime that has dignity. This is was trying to describe in that sentence what are the key sentence of my design: "The is about dictatorship, but as soon as the talked about, described and built, the is already about democracy. After all, or ocracy can provide the opportunity for the freely about dictatorship, or about ocracy, come to that, or about anything se statues are a part of the history of gary. Dictatorships chip away at and ter over their past in order to get rid of nories of previous ages. Democracy is regime that is prepared to accept that	et, its g vracy what hich his this this only r us g." all the
		with all the dead ends is still ours; we ald get to know it, analyse it and think	50

23 Q

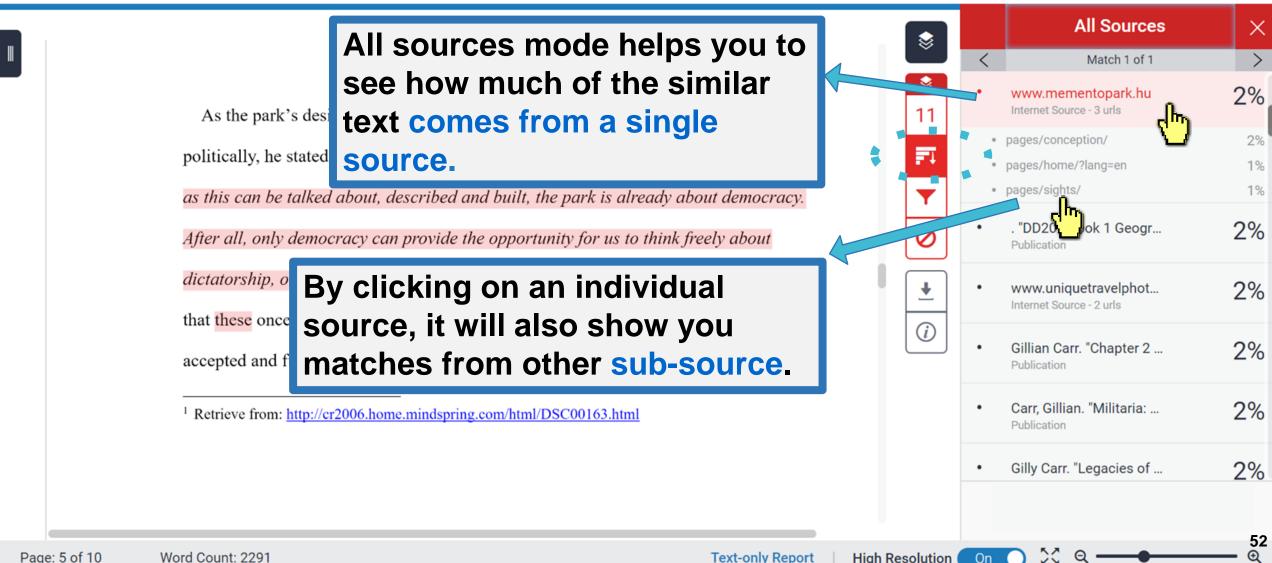
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Viewing Full Source Text (Internet Source Only)



On

All Sources



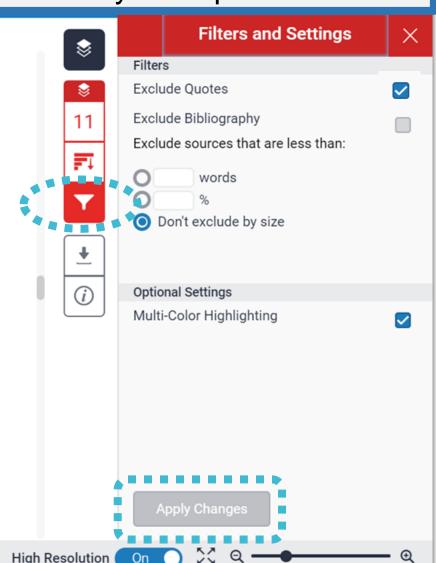
Reduce the similarity index and refine the number of matches shown in your report.

1 Exclude Quotes

Originality Check will disregard any matches that use the following quotation marks:

"..." '...' «...» »...« ,,..." 「」 『』 (...) are not supported.

> as this can be talked about, described and built, the park is already about democracy. After all, only democracy can provide the opportunity for us to think freely about dictatorship, or about democracy, come to that, or about anything." He recognized that these once propagandist statues should be seen as part of National history, being accepted and further critically analyzed. Not only its discourse, but also the



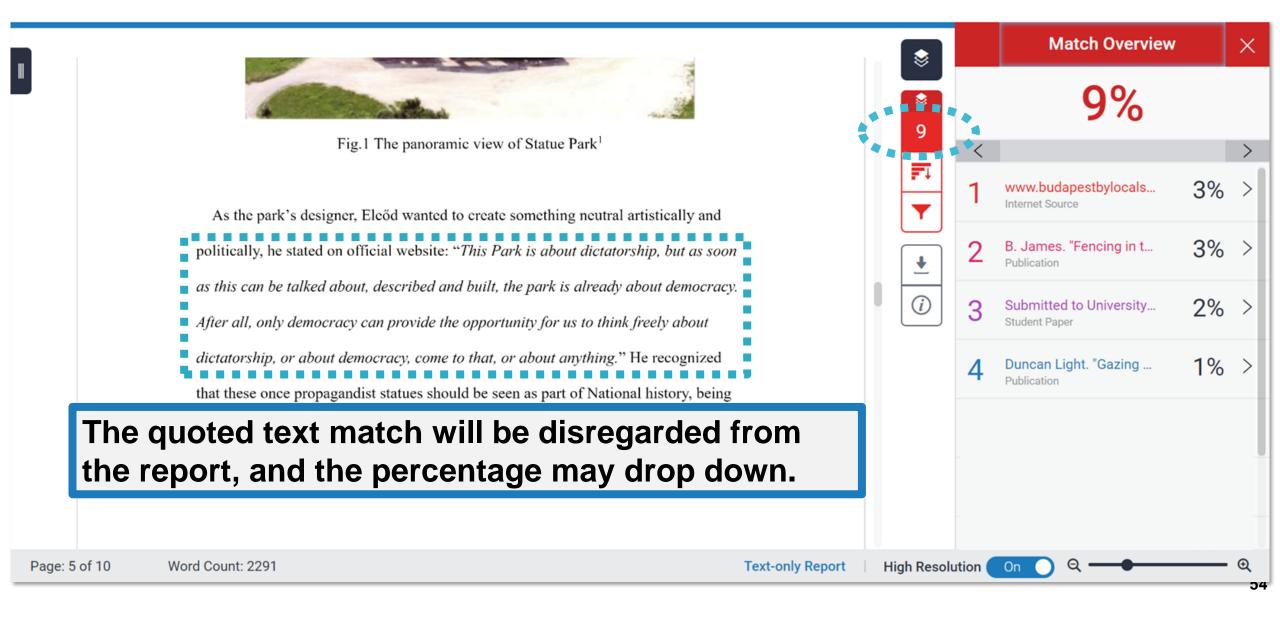
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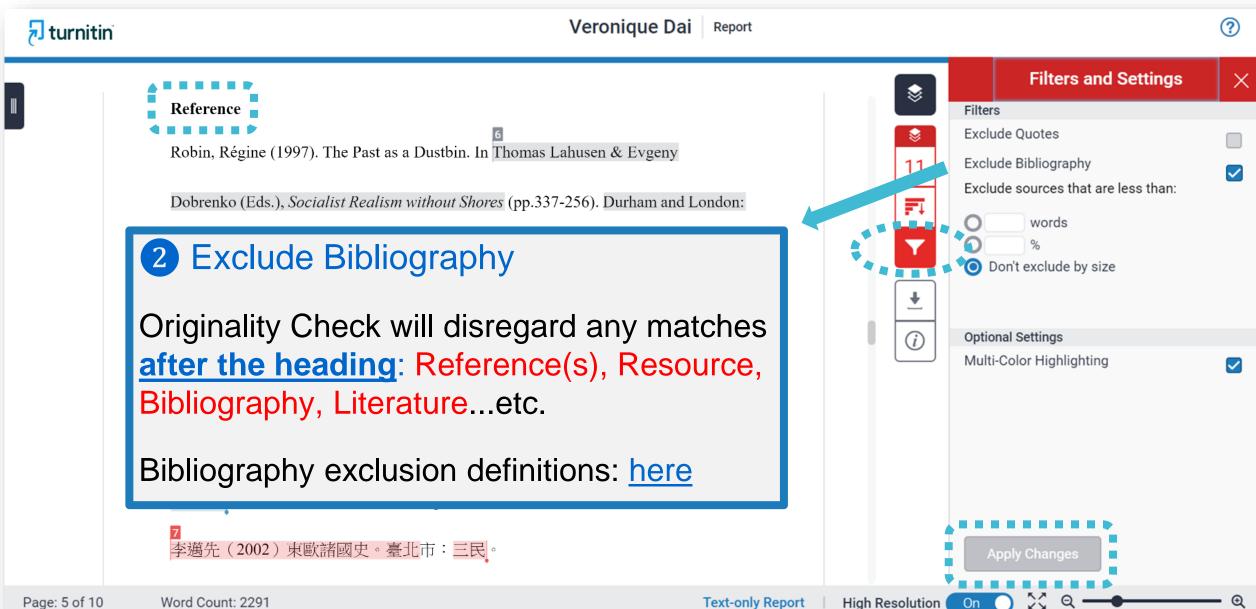
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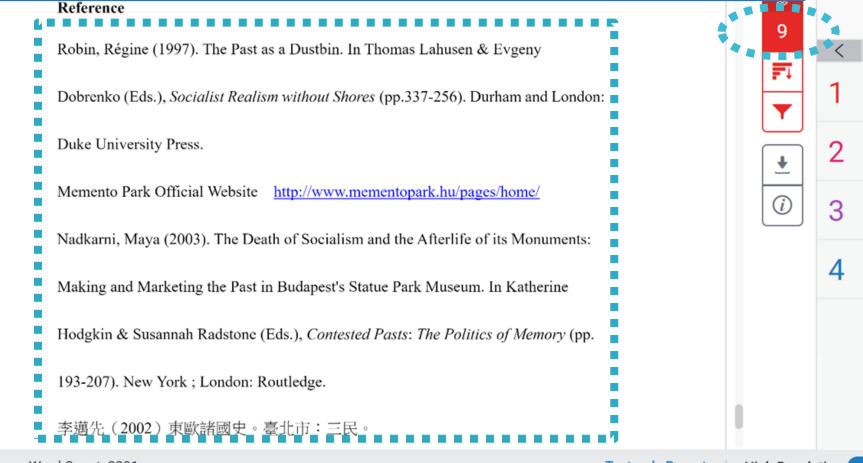
Report

¹ Retrieve from: <u>http://cr2006.home.mindspring.com/html/DSC00163.html</u>



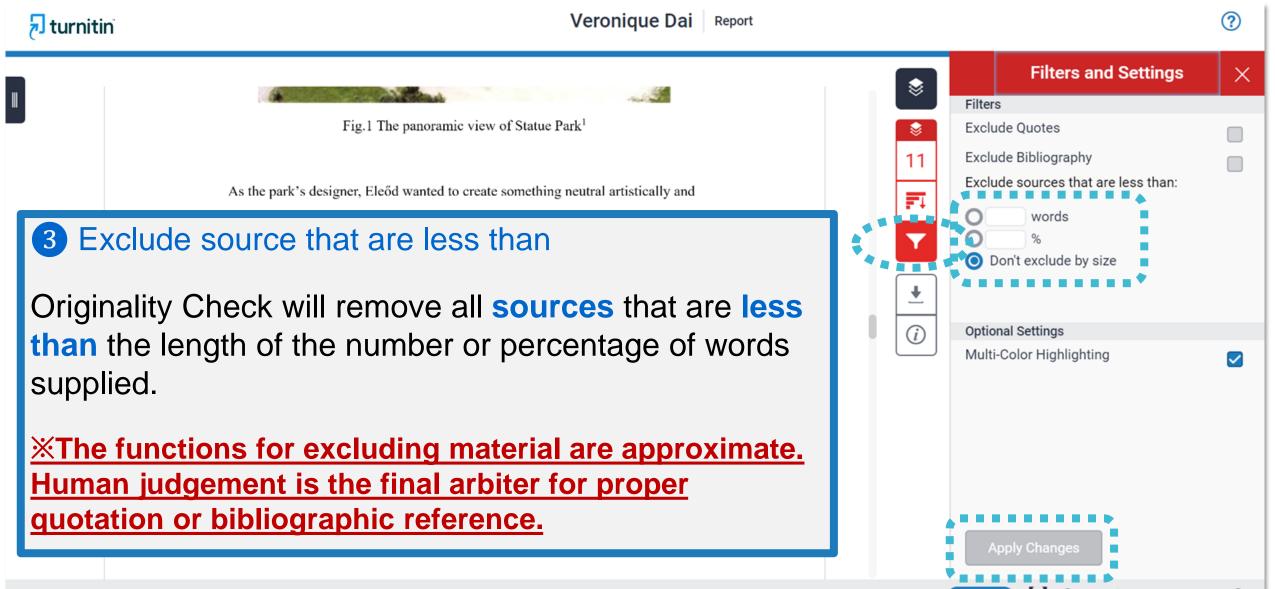


The bibliography match will be disregarded from the report, and the percentage may drop down.



Match Overview X **9**% 3% www.budapestbylocals... Internet Source 3% B. James. "Fencing in t... Publication 2% www.mementopark.hu Internet Source 1% Duncan Light. "Gazing ... Publication High Resolution On

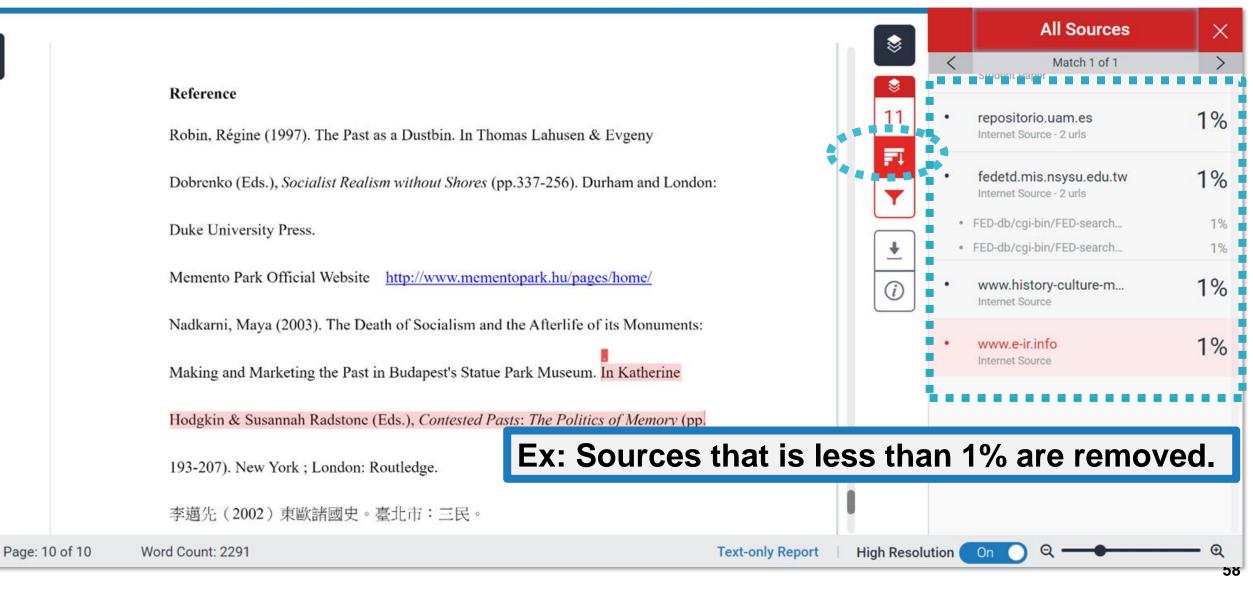
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High Resolution

On

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» Could you tell me what percentage of Similarity score given by Turnitin is appropriate?

In my case, I got 19% from Turnitin, is it OK?

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The similarity score is <u>NOT</u> the plagiarism indicator. Human interpretation is always required.

High similarity score ≠ Plagiarism

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'No Magic Number'



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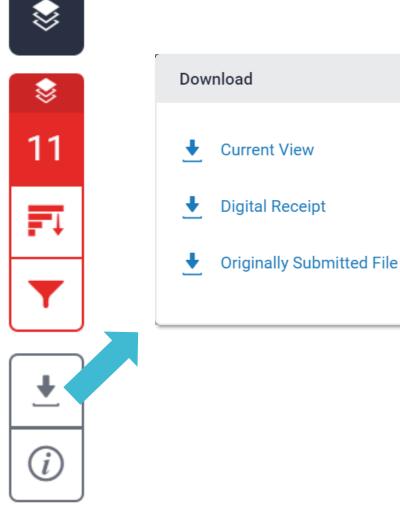
Or refer to the publishing policy of publishers and journals. EX: IEEE.

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Downloading the Similarity Report

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Original text with highlighted matches

A Communist Heritage of Forgetting and Remembering: The Statue Park in Budapest

Soviet Union in the late 1940s adopted an aggressive ideological campaign to consolidate the regime through East-Central Europe. The most visible aspect was the massive public display of revolutionary symbols in cities under iron curtain. Flags feature the hammer and sickle, emblems of unity between industrial and agricultural workers in the class struggle; Buildings were crowned with Red star of communism, posters of Marx-Engels-Lenin-Stalin on the wall, whilst statues of heroes and communist comrades were erected, with heads uplified, staring unblinkingly into the future.

When the Easter- Central European dictatorships demised in 1989-90, political upheavals often followed with popular demonstrations in which many visible symbols were destroyed: socialist-inspired street and square were quickly renamed, emblems as the Berlin Wall or the Stalin statue were torn down, and the fate of these public memorials carving communist ideology became an important issue. Some material legacy can be rapidly effaced. However, other built heritage – the plethora of monumental buildings or tower blocks built for industrial workets- will persist for much longer, reminding a period of history that many people want to forget.

Despite most people in this region has confusing attitude toward this recent past, they can't stop a tide-like growing interest among Western tourist of material legacy of communism. In consequence, many former-associated communist sights were constructed as "attractions" for the gaze of Western tourist. The promotions of these

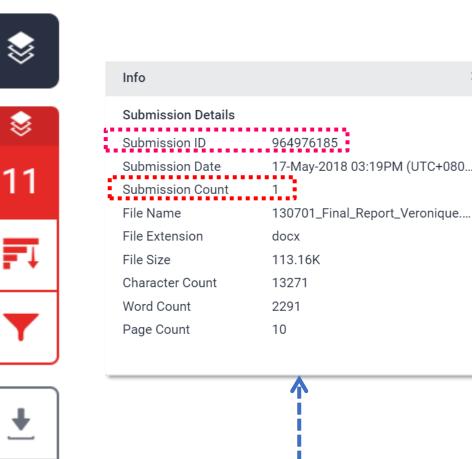
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Report by Veronique Dai

Cover

Submission date: 17-May-2018 03:19PM (UTC+0800) Submission ID: 964976185 File name: 130701_Final_Report_Veronique.docx (113.16K) Word count: 2291 Character count: 13271

Paper Information



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1 Submission ID

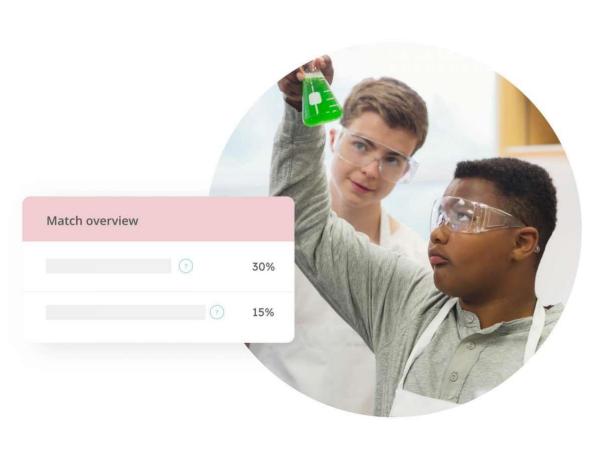
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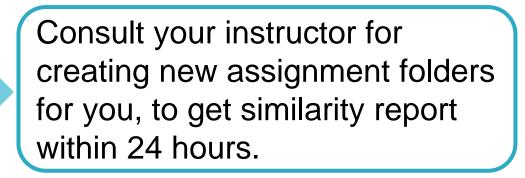
1 Confirm the assignment setting with your instructor.

Instructors may check our FAQs here.

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- has several hundred pages length it will take comparatively longer to generate the report.

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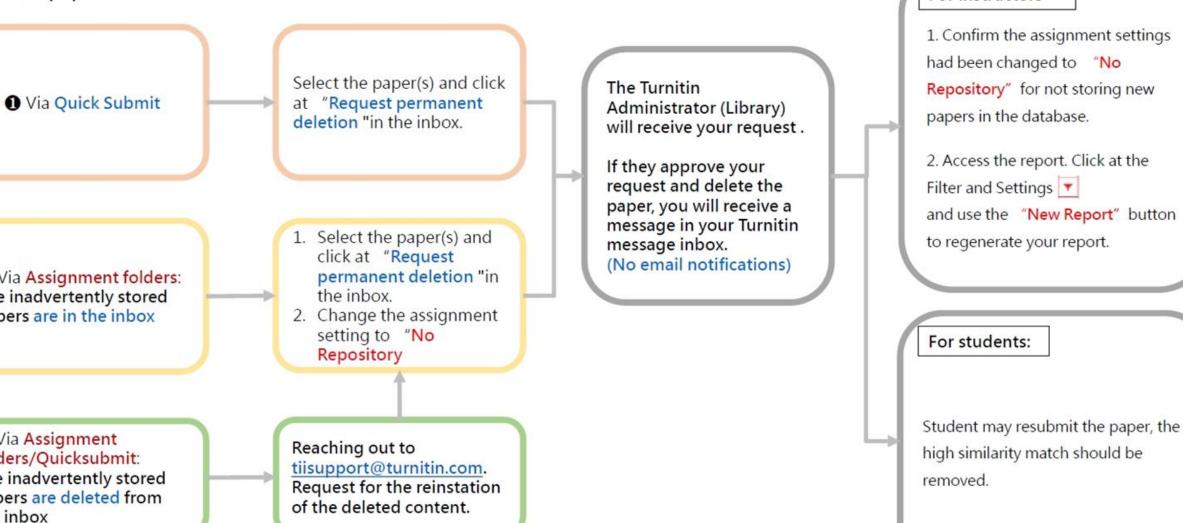
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» 2. I got a high similarity score, and the first matches are my previous drafts, what can I do?

After the paper(s) were deleted

For instructors



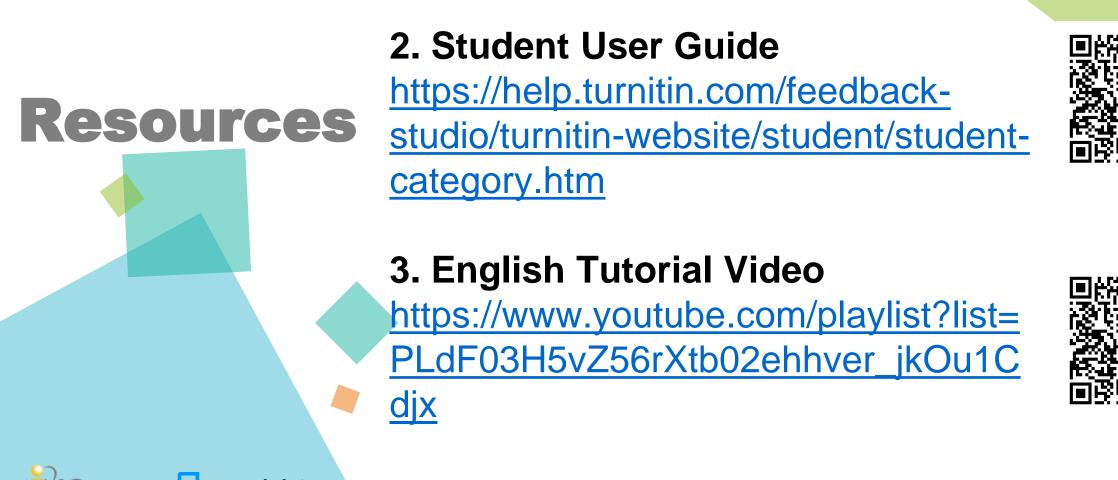
How did the instructor upload the papers?

2 Via Assignment folders: The inadvertently stored papers are in the inbox

3 Via Assignment folders/Quicksubmit: The inadvertently stored papers are deleted from the inbox

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