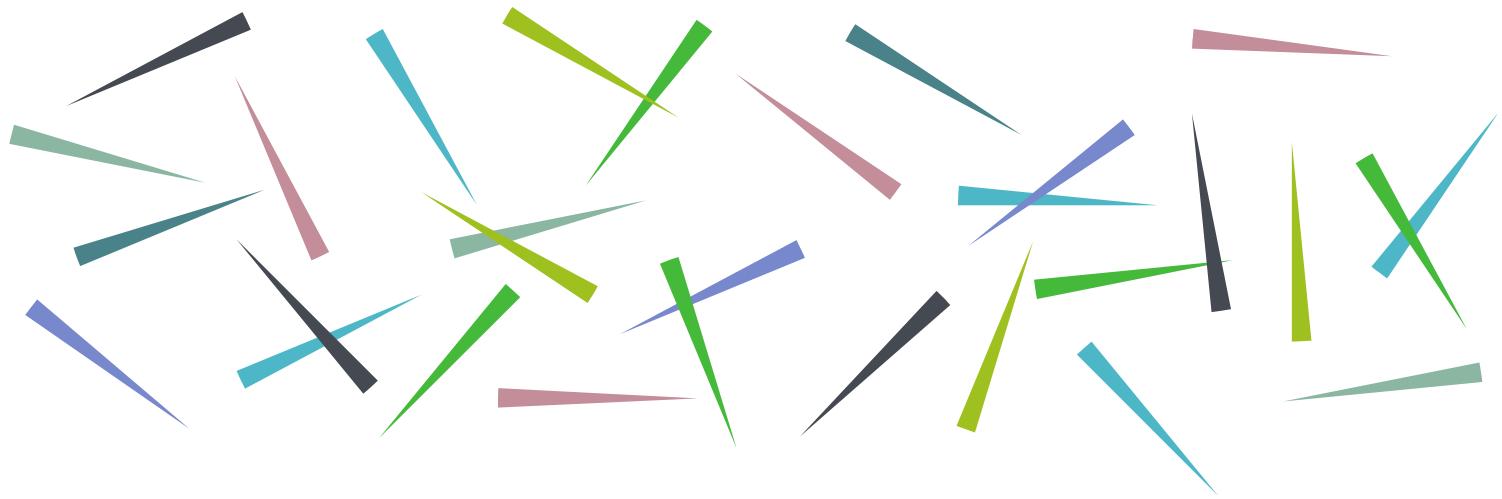


# TURNITIN: Student Frequently Asked Questions

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Learning Services



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## What is Turnitin?

Turnitin is an online tool which your department might ask you to use, to submit your assignments.

Turnitin has features for online submission, online marking and feedback, and for helping lecturers check that the assignment is original. Your lecturers should teach you about proper referencing and avoiding plagiarism.

## What does Turnitin do?

As a paper is scanned by Turnitin the system produces two pieces of information:

- A similarity index, which identifies how much of the submitted work Turnitin can identify as being matched against another source
- A colour coded originality report, which identifies each match in more detail and allows more detailed investigation of the original source

Turnitin does not in itself identify plagiarism, this remains an academic judgment. However, the index and report can provide valuable evidence in making this judgment as well as supporting you in developing your own knowledge about plagiarism, referencing and your academic writing skills.

## How do I log in to Turnitin?

You submit assignments to Turnitin through your Learning Edge/Blackboard course so you do not need to log in to Turnitin directly. Your lecturer decides where to place the Turnitin drop-box within your course. Ask your lecturer if you cannot find where you need to submit.

## What types of files does Turnitin accept?

- File must be less than 40 MB (read suggestions to meet requirements)
- The maximum paper length is 400 pages
- All file types are allowed and can receive marks in GradeMark and PeerMark; however, only Microsoft Word, PowerPoint, WordPerfect, mPostScript, PDF, HTML, RTF, OpenOffice (ODT), Hangul (HWP), Google Docs, and plain text files with at least 20 words of text will be eligible to receive Originality Reports

## The PDF file I submitted was rejected?

Sometimes submissions are rejected as the 'Fast Web View' setting has been enabled when you saved/created your PDF. This may be default in some PDF generators. Please check your settings before saving your PDF files. Once disabled, try re-saving your file then re-submit it again. If you are still experiencing this issue visit your nearest Learning Services Help Desk for support.

## I've submitted my work, why does it say 'Processing'?

This means your work is waiting to be checked by Turnitin. It does not mean your work is waiting to be submitted. Your work is in but not checked yet. The first time you submit a piece of work (and the following 3 resubmissions), it can take between a few seconds and a few hours to return your report, but it may take significantly longer at peak hand-in times. The forth resubmitted assignment will always take a minimum of 24 hours to return a report. If you have concerns, get in touch with your module tutor.

## I still can't see my originality report.

Your tutor needs to ensure they have allowed students to view reports. Check with your tutor to make sure they have enabled this.

## Does it matter if I've uploaded the same assignment a few times?

If your tutor has allowed multiple submissions, you will overwrite the older one. You can re-submit as often as you like up to the 'Due Date' (the deadline for online submission) but remember generating an Originality Report takes 24 hours for a re-submission.

## What happens if I've uploaded the wrong work or to the wrong place?

You need to resubmit the correct bit of work to the correct assignment. You also need to warn your lecturer that you have submitted the same work elsewhere as he/she will see the match in the report.

## My deadline is at 17:00 (5 pm) - how late can I leave it to submit?

Submitting your work online a few minutes before the deadline is risky. It can take a few minutes for the system to 'register' your submission and it will 'stamp' your work late if this happens even a few seconds after the deadline. To be safe, and to give yourself time to resubmit your work in case you notice a mistake, you might consider submitting 24 hours before the deadline.

## I've missed the deadline - what do I do?

Once the due date has passed, you may be unable to submit your work. You will need to contact your tutor for guidance on what to do next.

## The University's internet connection/Learning Edge/Turnitin/network is down - what do I do?

If you are unable to submit your work because of a failure of a University IT system you need to:

- Report the problem by email to [lsdesk@edgehill.ac.uk](mailto:lsdesk@edgehill.ac.uk)
- Email a copy of your completed work to yourself to prove you had the work finished.
- Check with your tutor to see if alternative methods for submission have been set up. It may simply be a case of emailing your work to your tutor.

## My broadband connection or home PC has failed - how can I submit?

You need to find an alternative connection or computer to submit your work. Check the opening times of all Learning Services centres using the contact information provided below.

## Turnitin won't let me submit, what do I do?

The most likely explanation is that there has been an error in the set-up of the assessment in Turnitin, for example, the due date is sometimes set to 12am rather than 12pm. Contact your module tutor to check if this is the case.

## Where is my email receipt?

An email receipt is sent to your edgehill.ac.uk email account each time you submit. If you have setup email forwarding, the email receipt may be seen by the receiving account as spam and removed to the junk mail box so remember to check there if it is not in your inbox.

## How do I get my grade?

If your tutor uses Turnitin to mark work and depending on the settings they have chosen you will either be able to see your grade once your tutor has entered it or at a set date and time that they have determined. To get your grade, click back to the Turnitin drop-box area in the course.

## None of these FAQs answer my specific question, who do I contact for assistance?

If you are having technical difficulties in submitting your work to Turnitin then please contact a Learning Services Help Desk in the first instance in Catalyst . All non- technical difficulties should be addressed to your module tutor.