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Click send to save the change. Note: Instructors who are already enrolled in the account will continue to have access to the Turnitin account even after you change the password for the account. To restrict access to certain instructors, click here to see instructor locking and unlocking guidelines. Manage Instructors - Add Instructors On your administrator's homepage, click the Instructors tab. Click the Add Instructor button. Enter your instructor's information, and then click Submit. Need further guidance? Read more... Manage instructors - Add instructors to a list A instructor list must be 100 or less. The list must be a Microsoft Word, Excel, or plain text (.txt file). The student's first name, last name, and email address must be provided. To create your list, see our sample for word text, plain text, and Excel formatting. On your admin's home page, click the Instructors tab. Click the Upload List button. Choose the file you want to upload, and then click Upload List. View your uploaded list in Turnitin and click Yes, Send. Note: A instructor list must be 100 or less. The list must be a Microsoft Word, Excel, or plain text (.txt file). The student's first name, last name, and email address must be provided. To create your list, see our examples text, plain text, and Excel formatting. Need further guidance? Read more... Manage Instructors - Lock and unlock instructors can be locked or unlocked from an account once they've signed in to Turnitin with their user profile. Lock a lock prevents them from using the account they're connected to. On your admin's home page, click the Instructors tab. Click the padlock icon next to the instructor you want to lock or unlock, and then click OK. Need further guidance? Read more... Manage Instructors - Remove instructors from your admin's home page, click the Instructors tab. Click the recycle bin icon next to the instructor you want to remove, and then click OK. Once an instructor has been removed by the account administrator, the deleted user profile can only re-join the account by being added directly from the instructors page by the account administrator. Need further guidance? Read more... Login - Login If you're a UK admin, go to the TurnitinUK.com sign-in page. If you're an administrator outside the UK, go to the Turnitin.com login page. Need further guidance? Read more... Show account limits and renewals - Show account limits and active products Click the account name from your admin's home page. The account status page is opened to display the Turnitin products. Available accounts are displayed, as well as the expiration dates for these products. Detailed usage information, including the student limit and total active students, are displayed. Need more information? Read more... Account limits and renewals - Fix student limit issues Multiple enrollments: Multiple enrollments can occur when one student creates a new account for different classes within the same institution. Encourage students to visit the Turnitin support wizard directly and click the Raise a Ticket button at the bottom of this page. Our support team can merge multiple accounts into one, while retaining student submissions, provided the student can prove ownership of each email address. Students must specify which email address they want to continue using in Turnitin and provide the email address for all accounts that require consolidation. Once this process is consolidated, this process cannot be undone. Instructors can also remove multiple enrollments by dropping students' old accounts. However, this removes student submissions. Students in expired classes: Students in expired classes do not count towards your institution's student limit. If instructors don't run outdated classes, students from a previous term will still be counted. Instruct your instructors to complete unused classes. You do this by sending an email to all instructors in your account. Account Statistics - View Account Statistics From the your administrator clicks the Statistics icon next to the account name. To view statistics for all accounts, click the Statistics tab to display metrics for all accounts on your admin's home page. Choose the date range for the statistics you want to display, and then click Update Statistics. Need further guidance? Read more... Account Statistics Account Statistics Download account statistics On your administrator's home page, click the Statistics icon next to the account name. To view statistics for all accounts, click the Statistics tab to display metrics for all accounts on your admin's home page. Click the download icon in the upper-right corner of the Statistics section. Click Export Excel. Need further guidance? 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Enter the title and description of the QuickMark, and then click Save. Check the Share this set set to make this set available to your instructors. Need further guidance? Read more... QuickMarks, Review Categories, and Form Forms - Create category scorecards in Turnitin On your admin's home page, click the Instructors tab. On the Library/Form tab at the top of the Instructors page, click the Heading/Form Library tab. Click the menu icon in the upper-left corner of the category. Click Create New Review Form. Enter the criteria titles and descriptions. To add more criterion, click the +icon. Click Save in the lower-right corner of the layout form. Need further guidance? Read more... QuickMarks, Rubrics, and Grading Forms - Editing an exported category (.rbc) A category can only be edited within Turnitin and cannot be edited or accessed using other software. When a category scorecard is exported, the resulting file type stored on your computer has an extension of .rbc - a file type that is only compatible with Turnitin. A category (.rbc) file can be imported, exported, edited, and viewed from the Turnitin system, using the Rubric/Form Library, QuickMarks, Categories, and Form Distribution - Share categories and QuickMarks with an account You share categories and QuickMark sets with all instructors affiliated with the institution's account. To share a category or review form, click the name of the account you want to work with. Click the Rubric/Form Library tab at the top of the page and find the category you want to share. Click the Blue Share icon in the upper-right corner of category management. The icon looks like an arrow pointing outwards. Click Share in Account, and then click OK to confirm it. To share a QuickMark set, click the name of the account you want to work with. Click the QuickMark Library tab at the top of the page and find the QuickMark set you want to share. Click the Blue Share icon in the upper-right corner of category management. The icon looks like an arrow pointing outwards. Click Share in Account, and then click OK to confirm it. Note: Sets with lock icons do not have the share option, as they are already available to all instructors by default. Instructors can't change the shared library, but they can use it. Integrations - Configuring an LTI API Integration into an LMS As an LTI tool provider, Turnitin can be integrated with LMS LTI consumers. Many LMS (e.g. Canvas, Desire2Learn and Sakai) are LTI compliant. The Turnitin Tool supports OriginalityCheck, GradeMark and PeerMark. To use the Turnitin LTI 1.1 API, administrators must include the following items in the LMS specify: Choose a URL for the turnitin paper assignment (also called Configuration URL), based on your location: (UK users only) or (all other users). Please enter your account ID. In. key (configured in the Turnitin LTI integration setup). Your shared key is 8 digits long and can be found in your integrations dashboard in Turnitin. To start the Turnitin Tool correctly and ensure that the LMS and Turnitin users are mapped correctly, you must allow the LMS to send the user's email address. Need further LTI guidance? Read more... Integrations - Finding Moodle Guidance Turnitin can be integrated into Moodle using the Moodle Direct V1 or V2 plug-in. These plug-ins provide a Moodle-like experience for delivering Turnitin Originality Checking and GradeMark. PeerMark is only available for V2. Need moodle guidance? Read more... Integrations - Find Blackboard Guidance Turnitin can be integrated into Blackboard basic, Blackboard Direct and Blackboard Direct 2.5 plug-in. Blackboard Basic provides access to all Turnitin services (OriginalityCheck, GradeMark, and PeerMark) without having to leave the Blackboard environment or sign in directly to Turnitin. The Direct plug-ins provide a Blackboard-like experience for delivering Turnitin Originality Checking and GradeMark. PeerMark is only available in 2.5. Need blackboard guidance? Read more... Set up and manage your account - Configure an integration in Turnitin From your administrator's home page, click the Unconfigured button for the account you want to configure. If an integration is already configured, click the Configured button for the account you want to configure. In the dashboard, select blackboard direct, Moodle Direct, or LTI API integrations to start or change your LMS configuration. Click the name of the LMS that you want to configure. Fill in the required fields in the configuration form. Create a shared key with 8 alphanumeric characters. Enter your institution's IP address or default IP address: 255.255.255.255 Enter an error call back URL, or default URL: (UK only) Select the check box to agree to the terms and click Save. After this, you need to configure the integration in your LMS. Need LMS configuration guidelines? Read more... Set up and manage your account - Set up a shared key From your admin's home page, click the Not Configured button for the account you want to configure. If an integration is already configured, click the Configured button for the account you want to configure. In the dashboard, select blackboard direct, Moodle Direct, or LTI API integrations to start or change your LMS configuration. Create a shared key with 8 alphanumeric characters. The shared key is required to configure a in an LMS. To complete the configuration, fill in the remaining required fields, and then click Save. Need more information? Read more... Set up and manage your account - Update LMS Plugin Using the latest version of a plugin to integrate with a Learning Management System (LMS) is recommended because it will contain the latest updates available. Before you use a new plug-in, install it in a test environment before applying it to a production site where possible. Go to the Download Integrations page to download the latest version of a plug-in. Click on the name of the platform to download the plug-in. Click the Documentation link to follow the update/installation instructions for your specific LMS. Follow the administrator manual instructions to install the code pack on your LMS server. Note: Don't delete the plug-in or files unless you've specifically instructed it in a manual. Generally, the updated plug-in overrides the current file that is used to integrate with the LMS. During installation, turnitin commands are not available and submission to Turnitin commands is also unlikely to become available. The tool will be functional after the upgrade without you having to re-enter it. Turnitin Feedback Studio - Turn on/off beta mode From your admin's home page, use the on/off toggle in the Feedback Studio (Beta) column to active beta mode. You are asked to confirm this activation. Click Enable to Confirm or Cancel to return to the administrator's home page. Note: If you turn on the feedback studio (beta mode), switch the default version of the document viewer to the feedback studio. This affects all users in this account. Individual users still have the ability to switch between Classic Turnitin and Feedback Studio from the document viewer. Should the Feedback Studio (Beta Mode) be disabled, all instructors and students in this account will by default return to Classic Turnitin without the ability to switch back to Feedback Studio. Need more guidance in managing the Turnitin Feedback Studio (Beta Mode)? Read more... Turnitin Feedback Studio - Using the beta across multiple accounts For users who are connected to more than one account, their access to Turnitin Feedback Studio (Beta Mode) depends on their administrator having enabled the beta on or off. An instructor or student can access both the Feedback Studio and the Classic version of Turnitin in one instance because his accounts can be managed by more than one administrator. Need more guidance in managing the Turnitin Feedback Studio (Beta Mode)? Read more... Fix technical problems Turnitin works through your computer's internet browser. No computer installation is required. If you're having problems with Turnitin, you systematically take the steps below to find out the cause of your problem. Make sure your computer meets the minimum system requirements. Try opening turnitin through an alternative internet browser. Update your Java to the latest version available. Is Your browser's pop-up blocker is temporarily disabled while using Turnitin. Add the following URLs to your firewall's secure list: *.turnitin.com, cdn.turnitin.com, *.edgecastcdn.net, *.turnitinuk.com (the *symbol must also be included). Try temporarily disabling your firewall while you determine the cause of the problem. Many antivirus applications have firewalls built in (for example, McAfee, Norton, or AVG). Close your entire web browser and restart your computer. Open your browser and try reopening turnitin. If your problems persist, you should opening turnitin through another computer. Review Turnitin Release Notes We are constantly working to improve our service and perform regular system updates to implement new features, fix any bugs, and ensure that the system works correctly during peak filing times. Want to stay up to date on each of our releases? Read more... Create new feature suggestions We'd like to hear new and innovative ideas on how to improve Turnitin. Let our Product Support team drop an email with FEEDBACK in the title and we'll make sure the right team gets your input. You contact our support team at tisupport@turnitin.com Submit a request to Turnitin Support - Remove a paper from the database A student can be permanently removed from the Turnitin database so that it can no longer be used as a searchable source. For contractual reasons, all requests for paper removal must be submitted in writing by the Turnitin administrator. At the bottom of this page, click Increase a ticket to submit your request. Make sure that the class ID, assignment name, and submission ID associated with the paper are included. You will then receive a ticket confirmation by e-mail. In order to validate your request, you must respond to this email, which allows us to match your reply to the address with the email address that is stored for you in the file. Note: Instead of having to remove documents from the database, instructors can find it easier to create commands that don't store submitted documents in the Turnitin database. They must not select a repository when creating or changing an assignment. Click here for guidelines for repository options. Submit a request to submit turnitin support - Restore a paper If an instructor has accidentally removed a student paper from the assignment's inbox, the Turnitin support team may restore the paper. At the bottom of this page, click Increase a ticket to submit your request. Enter the following information: class ID, assignment name/title, student first and last name, the student's email address and, if known, their submission ID. Note: If a document has been removed from the assignment's inbox and no submission is displayed for the student, it is usually possible to restore a paper. However, if a new document has been submitted after the removal, it will be overwritten by the new submission and cannot be recovered. If the No Repository option is selected for this assignment, a 90-day grace period may allow the restoration of a paper. on day 91, the deleted paper is removed from our database and cannot be restored. Submit a request to enable Turnitin Support - Restore a deleted class The Turnitin Support Team may be able to restore a class that has been removed from an instructor's account. Both instructors and administrators can submit this request. At the bottom of this page, click Increase a ticket to submit your request. Make sure the instructor's full name and email address are included. You must also specify the class ID, title, and 9-digit paper ID of a paper sent to this class. Restoring a class gives you access to Originality Reports, GradeMark, and PeerMark. Note: Please note that there is no need to remove a Turnitin class as this prevents students and instructors from accessing previous submissions, grades, and comments. Instructors can instead take a lesson by changing the class's end date to a past date (for example, yesterday). Expired classes are archived as view-only, and further changes are not allowed. If the expired class doesn't appear in your class list, make sure that the All Classes or Expired Classes tab is selected. Any student enrolled in an expired class does not count toward your school's Turnitin student limit. Make a request for Turnitin Support - Find a missing paper The Turnitin support team does not have access to the user's profile to track online activity. However, if a student believes that a document has been submitted to Turnitin, but it appears to be missing, the submission ID of the newspaper can be used to track the paper. At the bottom of this page, click Increase a ticket to submit your request. Make sure the submission ID is included. The submission ID can be found on the digital receipt of a paper, which would have appeared on the screen after submission; this may also have been sent to the student's email address. Have the student check their email folders for their digital receipt email. Note: In the future, it may be helpful to advise all students to print out or write down their submission ID immediately after submitting a submission. If they don't see the submission ID, the paper is not accepted, and they will have to go through the process again. Many students make the mistake of uploading a paper, thinking to be complete. Please note that there is a second step, namely confirming the submission. Submit a request to Turnitin Support - Deactivate your account The Turnitin support team can deactivate your user profile, provided you prove ownership of the account. At the bottom of this page, click Increase a ticket to submit your request. Note: accounts cannot be reactivated. To use Turnitin in the future, you'll need to create a new account. Request Turnitin Support - Change the account administrator If you're an admin, but no longer... On your admin's home page, click Edit next to the account name, and then click Edit Account Settings. Enter the email address, first name, and last name of the new administrator, and then click Send. If you no longer have an account administrator available for your institution... Fax us the request on the official letterhead of your institution, including your name, job title and signature. You must also include the name, email address, and phone number of the previous administrator. Fax to our primary fax line: (510) 764-7612, alternative fax line (and for international requests): (510) 764-7613, or UK application fax line: 0845 643 9015. You can also scan the document and email to tisupport@turnitin.com as an attachment. Submit a request for Turnitin Support - Consolidate multiple accounts The Turnitin support team may be able to combine multiple Turnitin accounts. At the bottom of this page, click Increase a ticket to submit your request. Make sure that the email address of each account used is included. You must also provide the email address you want to continue using in Turnitin. You must be able to prove ownership of each email address in order to continue the consolidation. Note: Be sure that these accounts need to be consolidated. Once the process is consolidated, the process cannot be undone. Below is a list of FAQs for Turnitin administrators who want to know more about Google Single Sign-On.What is Google Single Sign-On (SSO)? Google SSO allows users whose G Suite setting uses to save time by accessing Turnitin Feedback Studio and Originality Check their organization's email and password instead of creating individual Turnitin credentials. Only users who can access Turnitin through turnitin.com or turnitinuk.com are eligible for Google SSO. Watch this video for what the login looks like. How can I sign up for Google SSO? Sign in to your admin's home page. Go to the account settings page for an active account. Click the link for the Google SSO registration form at the bottom of the account settings page. Please complete the registration form. Within 10 business days of completing the form, you will receive an email confirming that we have finished setting up and you will start logging in via Google SSO. When is Google SSO available? The Google SSO Sign in with Google button will appear on turnitin.com and turnitinuk.com at the end of January and will be visible to anyone site. What happens if my school wants to use Google SSO and is part of a larger district or organization? Contact your district's technical administrator before the enrollment form to ensure that your district allows your school to use Google SSO. How can I find my Turnitin account ID number to fill out the registration form? Sign in as an administrator at Turnitin. Then search for the account ID under the Accounts tab on the administrator's home page - see the red box below. Are there any costs associated with using Google SSO? No, Turnitin Feedback Studio and Originality Check customers can use Google SSO for free. Who should I contact for questions about filling out the registration form? Send an email tisupport@turnitin.com for questions about the form. Product Documentation Documentation Solved Issue

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