

Centre of Information Technology and Systems

Turnitin FAQs

1. How can I access Turnitin?

To access Turnitin, go to the URL www.turnitin.com

2. Should I create a new account?

No, you should not create any account on Turnitin.

3. How should I login to Turnitin?

To login to Turnitin, you must have your login name and password.

4. Where can I get my login credentials?

Your login name is your student university email address (e.g. Student@umail.uom.ac.mu) and your password is the Turnitin password sent via email by Turnitin software during creation of the student Turnitin account.

5. What to do if I have forgotten my password?

Use the “Reset Password” feature available in the login section of Turnitin.

The system will send you an email to your university email account. Go to your mail and follow the instructions to reset your password. The password should be between 6 to 12 characters and should consist of at least one number and one letter.

6. How are students enrolled into a Turnitin class?

There are two options to enroll students into a class.

Option 1: Student Self Enrollment

Instructors can give the class ID and enrollment password to the students for self-enrollment.

Option 2: Instructors can upload students from a list (excel /word/plain text files)

7. How does the student know that the instructor has added him/her to a class?

The student will receive a confirmation e-mail as soon as he/she is added to the class.

8. Where can I get the class ID and enrollment password?

The Class ID and enrollment password are created when the instructor creates a Turnitin Class. Contact your Instructor to ask for the class ID and the enrollment password.

9. How to self-enroll in a class?

To enroll in a class, go to your Turnitin homepage and then click on “Enroll in a Class” tab.

Enter your class ID and the enrollment password. Click on “Submit” to get enrolled in the class.

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10. My class id and password don't work. What do I do?

Check that you have entered the class id and password correctly. Passwords are case sensitive. If this does not work, contact your course coordinator.

11. How to submit an assignment?

Click on the Class Name. In your assignment inbox, click on "Submit" to upload your dissertation

12. What is the maximum file size accepted for submission?

The maximum file size is 20 MB. Files must have at least 20 words of text.
The maximum paper length is 400 pages

13. What formats can assignments be submitted in?

Microsoft Word, Excel, PowerPoint, WordPerfect, PostScript, PDF, HTML, RTF, OpenOffice (ODT), Hangul (HWP), Google Docs, and plain text

14. I have submitted my paper to the wrong class. What should I do?

If you have submitted your paper to the wrong class in Turnitin, contact your instructor. Instructors are able to make arrangements for you to re-submit your work.

15. What is a digital receipt?

The Turnitin digital receipt is confirmation that you have successfully submitted your paper to Turnitin.

16. How do I get a digital receipt for my assignment?

Upon successful submission of your paper to Turnitin, a digital receipt with a paper ID number is generated. You can note the paper ID number and/or print this out for your records.

You will also receive an electronic receipt of your submission via email.

17. What happens if I don't get a digital receipt of my submission?

If you do not receive a digital receipt, this indicates that your assignment has not been correctly submitted.

18. What is an originality report?

An Originality Report is an indication of similarities between a piece of work submitted by a student and a database of previously submitted work, websites and other sources.

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If a match between a submitted piece of work and an existing work is found, Turnitin will highlight the matching text and provide a summary on the Originality Report.

19. How much time does it take to generate the Originality report?

Originality reports are usually available around 5 minutes after submission but the time will vary depending on the length of the assignment. Resubmissions can take up to 24 hours. Originality Reports currently being processed are represented by a faded grey icon.

20. How can I view my originality report?

Navigate to your assignment inbox. Search for your assignment and then locate the 'Similarity' column. To view the Originality Report, click on the cell with the colour coded percentage value next to the student's name. Turnitin document viewer will be loaded displaying the originality report.

21. Why I cannot view my originality report?

Students can only view Originality Report if their lecturer has chosen to allow this option as a class preference.

22. How to print the originality report?

To print the originality report, click on the printer icon available in the bottom-left corner of the Turnitin document viewer. Click on "Download PDF of current view for printing".

23. I am having problems uploading my files. What causes this problem?

Check the size of your file as large files will take longer to upload.

Files with images may also take time to upload.

Check the file type as Turnitin accepts only certain types of files.

24. How to limit the number of times a student is allowed to submit to the "Draft" assignment?

Create the following assignments under the SAME class:

- Dissertation Draft 1 (Allow student to view originality report & The First Report is the Final)
- Dissertation Draft 2 (Allow student to view originality report & The First Report is the Final)
- Dissertation Final (Do NOT allow student to view originality report & The First Report is the Final)