

# Turnitin advice

## Students

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### General

We advise you use Firefox or Chrome as your browser; problems experienced when using other browsers are usually rectified by switching to Firefox or Chrome.

We advise staff and students not to have multiple (Turnitin) tabs/windows open as this can cause significant problems.

### Creating work for submission

It is very important that your submission is:

- in the format(s) permitted/required\*
- within the file size / page limit\*

Find out if you have to make a **Declaration of own work\*** and, if so, how to do it.

\*If you are unsure about any these or any other aspects of your work, please see your online course or contact your **Course Secretary / Organiser** as early as possible (there is also advice on file types and size limits on the Turnitin website: <https://help.turnitin.com/feedback-studio/blackboard/basic/student/student-category.htm>)

### Similarity report and similarity score

Your School should advise you on how they interpret the similarity report and score.

#### If you have been permitted to see your similarity report

These are generated through the comparison of text (no other type of content). For a report to be generated, the submission has to contain **at least 20 words of text**.

#### If you have NOT been permitted to see your similarity report

You will still be able to see your similarity score.

### Submitting work

Work will be accepted by the drop box after the **Start Date**.

You can check to see that your work has been submitted by going back into the Turnitin box and viewing your submitted work.

### Difficulty in submitting work

If you are having difficulty submitting work to the drop box, make sure that:

- the work is in the correct format
- the work does not exceed the size limit
- you are using a recommended browser

If you are still experiencing an issue:

- email a copy of your work to your **Course Secretary** before the deadline, detailing the:
  - name of the course
  - name of the assignment
  - problem you are experiencing
- contact **IS Helpline** detailing the:
  - name of the course
  - name of the assignment
  - problem you are experiencing (do not send your work to the Helpline)

## Resubmitting work

This may have been made possible for you; if so, you can only make resubmissions before the deadline (**Due Date**).

Though you could make repeated resubmissions, after the third, there will be a 24hr delay on your receiving further similarity reports (this is to prevent abuse of the system; it is set by Turnitin and cannot be changed by the University).

If you have not been permitted to make resubmissions, and there is a reason why you want to replace your submitted work, contact your **Course Secretary**, before the deadline (**Due Date**) explaining your reasoning.

## Submission receipt

If a successful submission has been made, you will receive a receipt. Ensure that you keep this safe in case there are problems with your submission (if you contact the IS Helpline, you would be asked to produce this.)

Check your Learn/Moodle course or contact your **Course Secretary / Organiser** to see if there is anything else that you are required to do with this receipt.

If you have not received a receipt you should:

- check to see that your work has been submitted by going back into the Turnitin box and viewing your submitted work