Guides.turnitin.com

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Setting up a User Account

If you have received a welcome email from Turnitin, this confirms that your Turnitin account is now ready to use, or you have been added as an administrator by a top-level administrator within your institution, and can now access the Turnitin service.

Where is My Welcome Email?

If you are a Turnitin administrator and believe that you should have received a welcome email from Turnitin, please check your spam or junk folder. Alternatively, contact your sales representative or top-level administrator, who can resend this email or your check that your email address has been typed correctly.

Existing Turnitin user? Each Turnitin account must be assigned a unique email address in the Turnitin system. Please skip to guidance on Logging In if you have already created a Turnitin account.

Integrations user? You must configure your Turnitin integration once you have followed the steps below.

Setting up Your Account from Your Welcome Email

To access your Turnitin account, please follow the instructions below.

1. Click the *Get Started* button from your Turnitin welcome email.

If you are a top-level administrator, you will receive the following email:

turnitin

Welcome to Turnitin

Hi John Smith,

As our newest administrator, you are joining a worldwide community of education specialists. We are glad to have you with us.

Your account name is: University of Testing

Your instructors will require both an account ID and join password to self-join. Please share with them the information below.

Account ID: 12345

Instructor Join Password: join1

Ready to set up your Turnitin account?

Get Started

If you'll be using Turnitin via an integration, visit our integration user guidance for help.

Thanks,

Turnitin

If you are an administrator added to Turnitin by a top-level administrator, you will receive the following email:

turnitin

Welcome to Turnitin

Hi John Smith,

You have been added as an administrator to the Turnitin account, University of Testing, by top-level administrator, Susan Jones.

As our newest administrator, you are joining a worldwide community of education specialists. We are glad to have you with us.

Ready to set up your Turnitin account?

Get Started

If you'll be using Turnitin via an integration, visit our user guidance for help configuring your LMS.

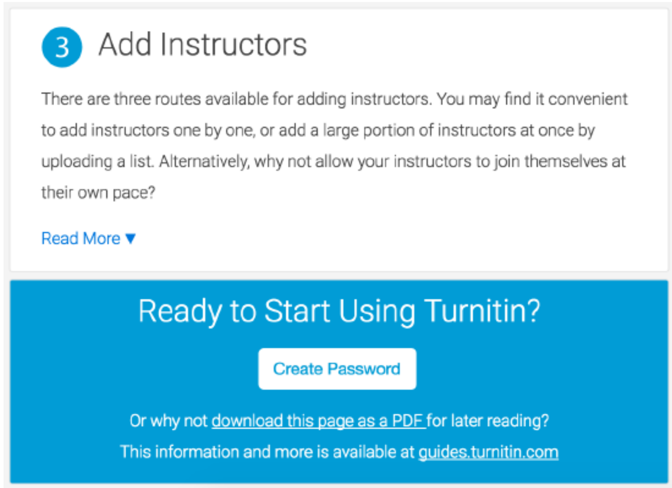
Thanks,

Turnitin

turnitin

2. You will be directed to a 4-step introduction to Turnitin, with useful guidance to familiarize you with account customization and adding instructors. You can save this page for later reading, too.

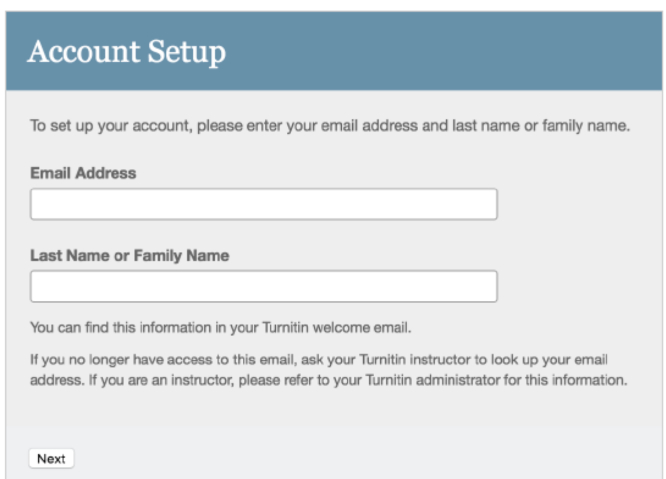
At the bottom of Turnitin's Getting Started page, click the *Create Password* button to access Turnitin's account setup pages.



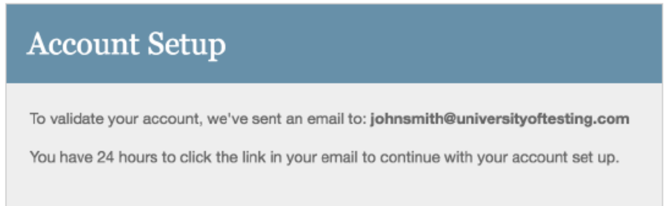
3.

3a. To create your password, enter your email address (this must be the same email address to which your Turnitin welcome email was sent), along with your last name or family name.

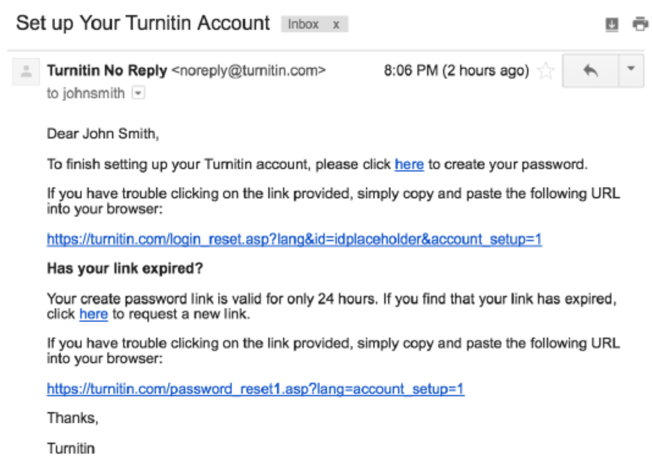
3b. Click *Next* to continue.



4. Turnitin will send you an email to validate your account, with the subject: *Set up your Turnitin Account*. Return to your email inbox, ensuring you check your email client's spam or junk folder for this email.



5. Follow the instructions in your email to finish setting up your Turnitin account. This will direct you back to Turnitin's account setup pages.

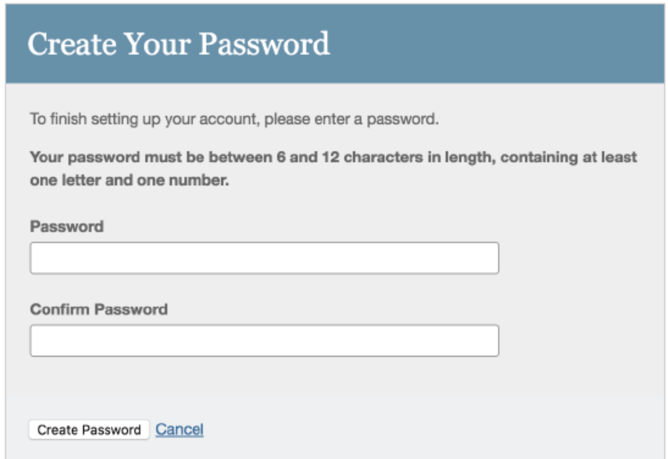


Note: The create password URL contains a unique ID and will expire if you fail to click it within 24 hours. If your *create password* link is no longer working, click the link under *Has your link expired?* to request a new email.

6.

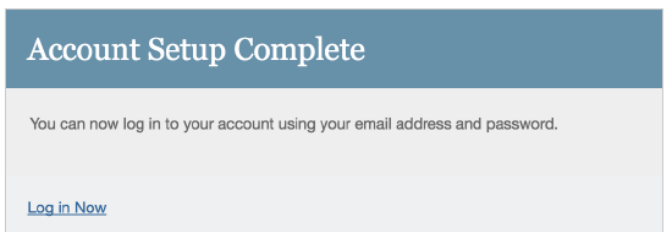
6a. Enter and confirm your new password. Your password must be between 6 and 12 characters, containing at least one letter and one number.

6b. Click the *Create Password* button to finish the account setup process. Alternatively, click *Cancel* to abort.

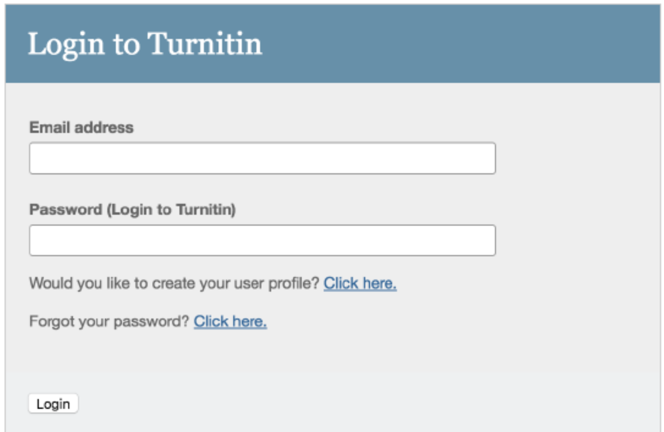


7. Your account setup is now complete; an email will also be sent to confirm this setup. You can now log in to Turnitin to set your security question and answer and begin using the service.

Click the *Log in Now* link.



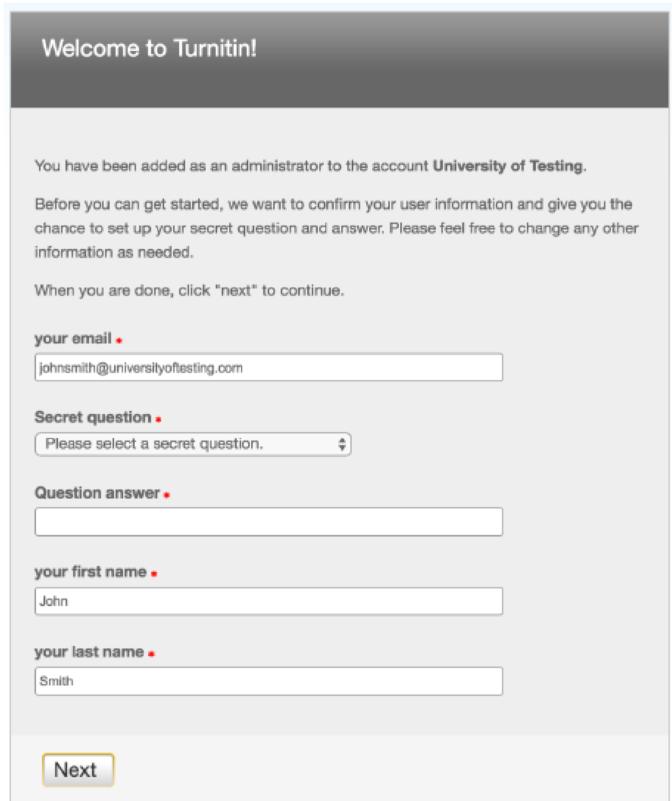
8. Using your email address and newly created password, enter this information in the login fields provided.



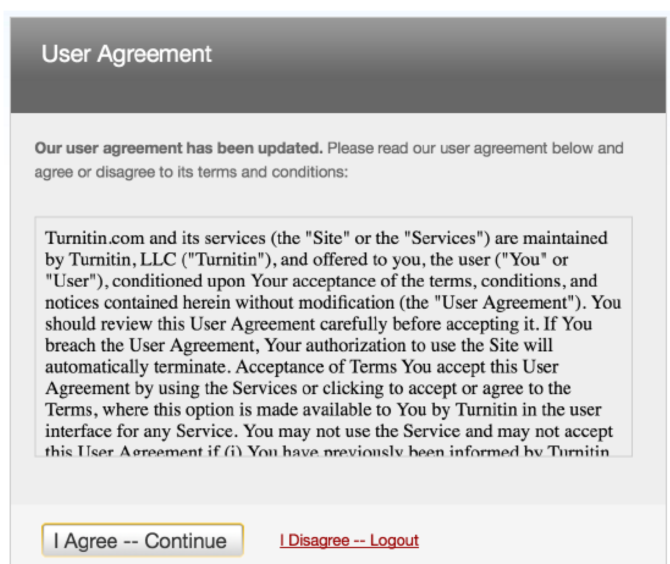
9. After login, you have the opportunity to amend your name and email address, should any of this information have been entered incorrectly.

9a. Please select a security question, then enter an answer in the fields provided. This will be used in the event that you need to reset your password.

9b. Click *Next* to continue.



10. Click the *I Agree -- Continue* button to accept Turnitin's user agreement and enter the Turnitin service. Alternatively, click *I Disagree -- Logout.*



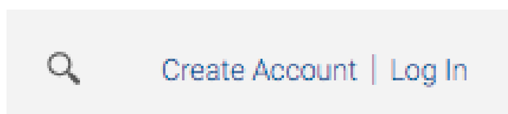
11. (integrations users only) To finalize the setup of your account, you must configure your learning management system integration with Turnitin. Click here for guidance on configuring an integration in Turnitin.

Logging In

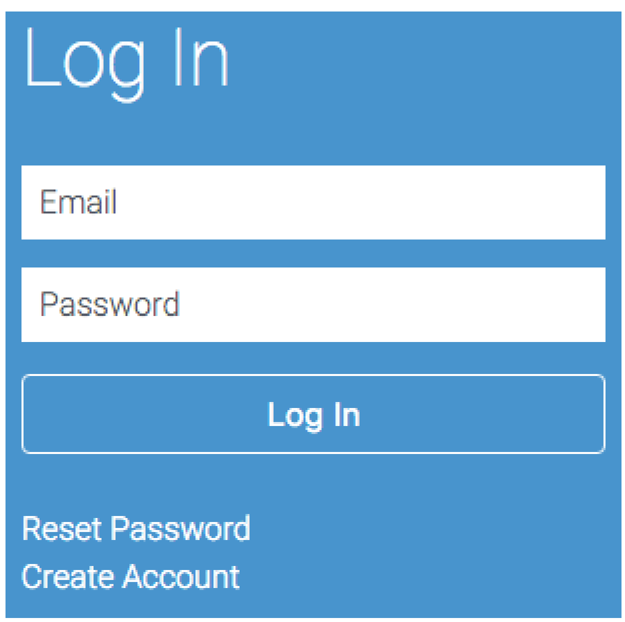
To begin using a Turnitin administrator account, please log in and complete your user profile. When you login for the first time, you will be prompted to check your user information. You will also be prompted to provide additional, optional user information, and be given the option to change the password or e-mail address associated with your account.

1. Go to http://turnitin.com, or if you are in the UK, visit http://turnitinuk.com.

2. At the top right of your screen, click on the *Log In* button.



3. Enter your email address and password, then click the *Log In* button again.



Using the Administrator Homepage

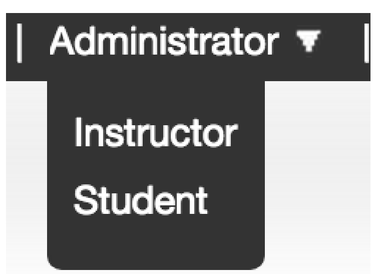
The administrator homepage displays a list of all accounts the user has administrator access to. Most Turnitin administrators will have a single account; however, administrators at larger institutions may manage accounts for multiple locations, or accounts that contain several sub-accounts and departments.

Note: If there are no accounts listed on the administrator homepage, please make sure to log in with the e-mail address and password sent in your account activation e-mail.

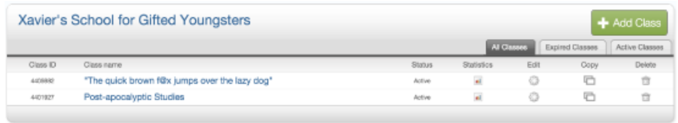
Changing User Types

You can be an instructor as well as an administrator on any Turnitin account. To access the instructor homepage, you will need to change your user type. This will allow you to add a class, create assignments, and submit papers to Turnitin. For more information on using the system as an instructor, please click here for our Instructor User Guide.

1. The user type is displayed at the top right of the page. Click on the user type drop down menu and select *Instructor.*

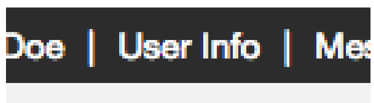


2. The view of Turnitin will change to the instructor homepage. You can repeat this process to change between Administrator, Instructor and Student.



User Profile

A user profile contains personal information and user preferences. Click the *user info* link at the top of the page to open the user profile options. The user information area is separated into two sections: personal information and user preferences.



Personal Information

In the personal information section of the user information page a user is shown a number of fields, many of which are optional and can be used at your discretion.

The fields below are required fields, all other fields are optional.

User name (e-mail)
Password
Confirm password
Secret question
Question answer
Last name
First name

User Preferences

The user preferences section of a user profile affects how information within the profile account is presented and sets defaults for commonly used functions. User preferences include:

default user type – determines the type of user you log in as (administrator, instructor, or student); if you would like to change user types, you can do so using the user type button.

default submission type – select a default submission type: file upload, bulk upload, or cut and paste

items per page – select the number of items you would like displayed per page

show page info – toggles the info messages at the top of each page on and off

send me e-mail updates – choose yes to receive e-mail updates from Turnitin

use homepage link – choose yes to create a homepage link. To set up a link, enter a link name and URL below.

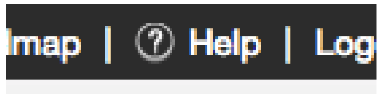
Messages and Announcements

To view important Turnitin messages and announcements, click on the messages link at the top of the page.

Warning: Urgent notifications may appear both on the messages page and on the Turnitin user homepage. These include messages announcing scheduled downtimes.

Information and Assistance

The *help* link on the top right corner of the page allows a user to access the Help Center. The Help Center contains searchable answers to common questions users of Turnitin ask. Within the Help Center is a link to the Turnitin Help Desk where users can send any questions or problems about Turnitin with a description of the question/problem. The Turnitin helpdesk will email you an answer to your question in a timely manner.



Help Center

The Help Center is an area we have created for our users to search for help or information on specific aspects of using Turnitin. Frequently updated lists of the most common questions we receive are also available.

User Guides and Training Videos

The user guides and training videos link will redirect users to the Turnitin support page, providing downloadable versions of any of the Quick Start Guides and User Manuals for Turnitin, as well as new user videos for all user types and in depth videos for specific Turnitin products.

The Account Administrator Role

The Turnitin account administrator fulfills a vital role in the effective and easy implementation of Turnitin at an educational institution. Account administrators are able to assist instructors in creating their user profiles and guiding them to the resources needed to use Turnitin as part of their classroom and curriculum.

There are two types of Turnitin account administrators:

- Primary account administrator
- Sub-account administrators

Primary Account Administrator

The primary account administrator serves as a point of contact for information on using Turnitin. This administrator controls a consortium or campus level account and can also assign additional sub-administrators as necessary to oversee specific campuses or departments. An account can only have a single primary account administrator.

> **Note**: Not all accounts will have sub-account administrators. Individual and departmental accounts are assigned a primary account administrator only.

Sub-Account Administrator

The sub-account administrator provides direct support to the staff in their sub-accounts. Sub-account administrators have access only to the single campus or departmental accounts they are assigned, though a single user profile may serve as sub-administrator for multiple campuses or departments as needed.

A sub-administrator can meet the direct support needs of the accounts assigned on a day to day basis.

Manage listserv lists

The manage listserv lists option on the *user info* page of the administrator, allows the administrator to control subscription to the e-mail sent from Turnitin to the registered administrator e-mail address. The three e-mail types sent are:

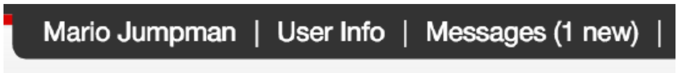
Priority Announcements - important events such as scheduled downtimes and major product changes

General Announcements - minor product changes, surveys, forum questions, and updated materials

Administrator Discussion Forum - A discussion group for Turnitin administrators that allows the administrators to send and receive e-mail to other Turnitin administrators, addressing Turnitin-related topics

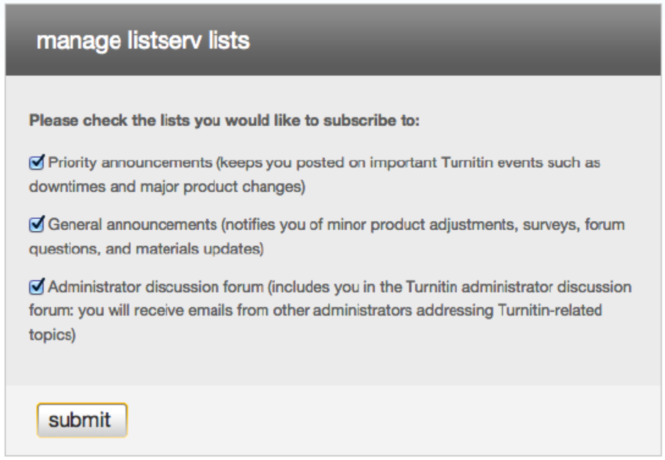
While subscription to any of the lists is optional, receiving the Priority Announcements will allow administrators to be aware of the need to inform their faculty and staff of any scheduled downtimes or major changes to any of the Turnitin products that are in use at the institution.

1. Click on the *User Info* button on the navigation bar at the top of the page



2. Find the 'Manage listserv lists' link at the bottom of the page

3. You can use the checkboxes to select which announcements you'd like to receive. Once you've selected your listserv options click *submit*.


manage listserv lists
Please check the lists you would like to subscribe to:
Priority announcements (keeps you posted on important Turnitin events such as downtimes and major product changes)
General announcements (notifies you of minor product adjustments, surveys, forum questions, and materials updates)
Administrator discussion forum (includes you in the Turnitin administrator discussion forum: you will receive emails from other administrators addressing Turnitin-related topics)
submit

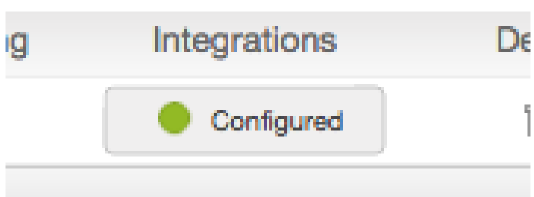
Configuring an Integration in Turnitin

To configure an LTI, Blackboard, or Moodle integration, please follow the instructions below.

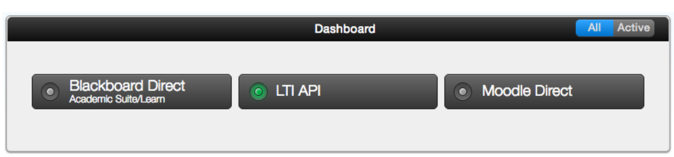
1. Log in as the Turnitin account administrator from the Turnitin homepage: http//www.turnitinuk.com for UK users and http://www.turnitin.com for users outside of the UK.

2. Click the *Integrations* button for the account that you wish to integrate with an LMS. If purchased, the *Unconfigured* or *Co* will appear in the *Integrations* column.

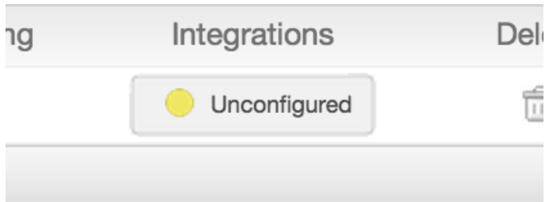
2a. If an integration has already been configured, click the *Configured* button



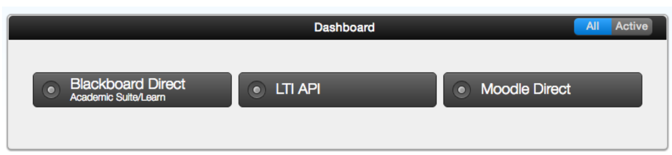
Click the integration with the green light alongside it and check that all details are correct. This completes the integration configuration.



2b. If the integration has not been configured, click the *Unconfigured* button, and follow steps 3 to 5.



3. Click the appropriate integration name to open the configuration page. Unconfigured integrations will have an unlit light alongside it, a yellow light indicates a partially configured integration, and a green light indicates a fully configured integration.

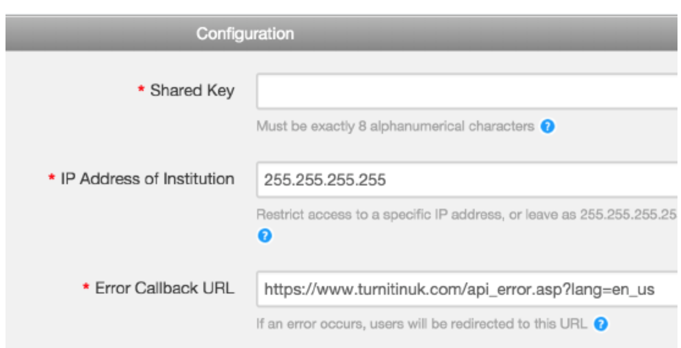


4. Fill out the three required fields:

create a **Shared Key** containing 8 alphanumerical characters (This may be referred to in your integration as a Shared Key, a Secret Key, or a Turnitin Shared Key.)

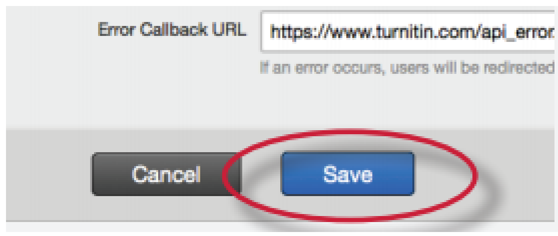
your institution's IP Address or default IP address: 255.255.255.255

an error callback URL or the default url: https://www.turnitin.com/api_error.asp or https://www.turnitinuk.com/api_error.asp (UK Only)



Tip: The shared key is used during the configuration process within LTI. You can always view your shared key again for easy reference by navigating back to this page.

5. Click Save to finalize the LTI API configuration.



Adding, Modifying, and Removing Instructors

Instructors must have joined an account before they can begin using Turnitin. There are two ways instructors can join a Turnitin account:

- Distribute the account ID and join password to authorized instructors, who can then go to www.turnitin.com and create a user profile as well as join an account
- Add instructors manually to an account from the instructors page using first names, last names, and e-mail addresses to identify these new users.

Warning: Only a single instructor can be joined to an individual level account.

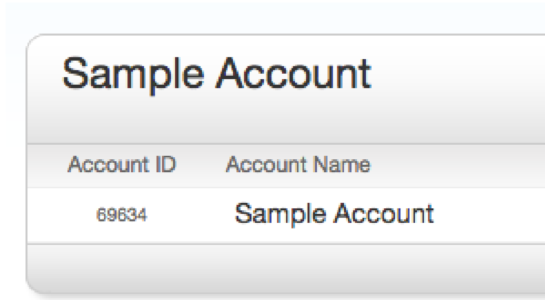
Finding and Distributing Self-Join Information

Account join information should only be distributed directly to instructors authorized to join the account.

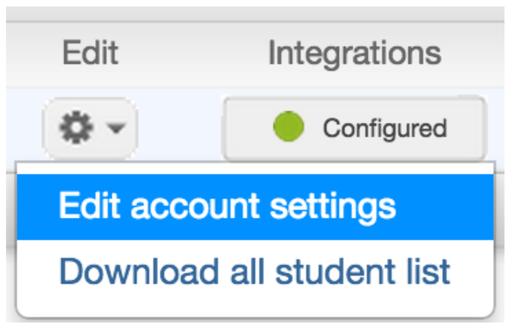
Warning: Do not post this information to a public web page or internet site. This could allow unauthorized persons to use this account after running a web search and finding this information posted.

For instructors to join an account from their instructor view, they will need the account ID that has been automatically assigned to the account and also, the join password that was assigned when the account was created.

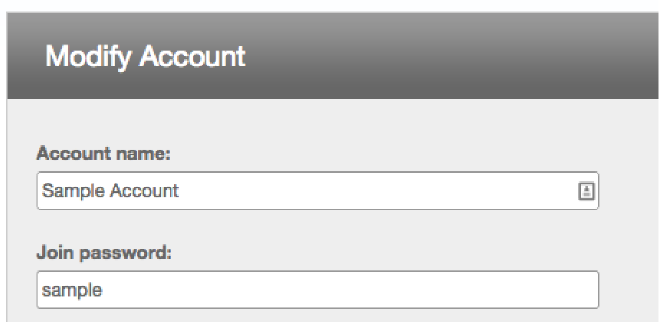
1. You can find the five-digit account ID from the left-hand column of the Administrator homepage. Make a note of the ID.



2. You can find the join password by clicking on the edit icon to the right of the account name on the administrator homepage, and select *Edit account settings* option from the drop-down menu.



3. The join password can be found at the top of the *Modify Account* page. Make a note of this password.



4. Pass the account ID and join password to the instructors, ensuring this information is kept safe at all times.

Adding Instructors One by One

To add an instructor, there are three required pieces of information you must supply supply:

First name

Last name

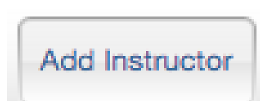
Email address

1. Instructor management can be accessed in one of two ways.

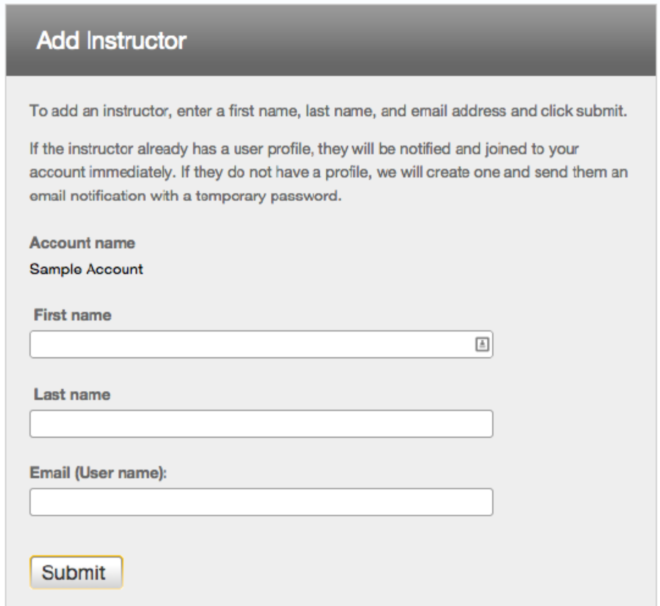
1a. Click on the *instructor* tab from the top of any page.

1b. Alternatively, click the instructor icon, situated to the right of the account name on the administrator homepage.

2. Click on the A*dd Instructor* button above the instructor listings



3. Enter the first name, last name, and e-mail address information for the instructor.



4. Click on the *submit* button to add this user as an instructor on the account

Uploading a List of Instructors

To add an instructor, there are three required pieces of information you must supply supply:

First name

Last name

Email address

Multiple instructors can be added to an account at once by submitting a list of instructors in a plain text, Microsoft Word™, or Microsoft Excel™ file.

In Word or plain text each instructor should be listed in first name, last name, email address order (one instructor per line):

John, Doe, johndoe@turnitin.com

John, Doe, johndoe@turnitin.com
Jane, Doe, janedoe@turnitin.com
Joe, Bloggs, joebloggs@turnitin.com
Jenn, Bloggs, jennbloggs@turnitin.com

In Excel, separate the First name, Surname and Email address into different cells in a column:

John | Doe | johndoe@turnitin.com

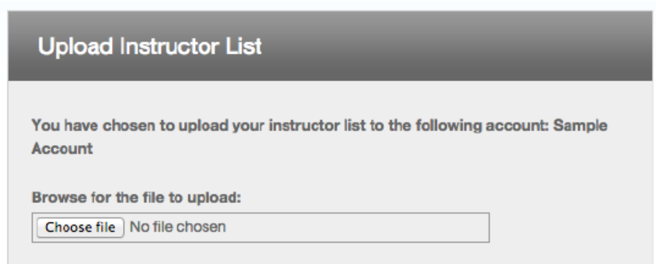
	A	B	C
1	John	Doe	johndoe@turnitin.com
2	Jane	Doe	janedoe@turnitin.com
3	Joe	Bloggs	joebloggs@turnitin.com
4	Jenn	Bloggs	jennbloggs@turnitin.com

Note: Once the instructor list is created, it can be uploaded into an account. Instructor lists for upload to Turnitin must be 100 users or less. If applicable, separate the instructor user upload list into parts of 100 or less. Lists over 100 will be rejected by the system.

1. From the *instructors* list page click the *upload list* link

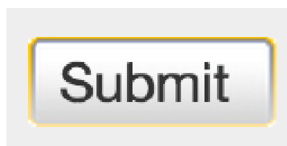
Upload List

2. Click on the browse button and locate the file containing the list of instructors' first names, last names, and e-mail addresses

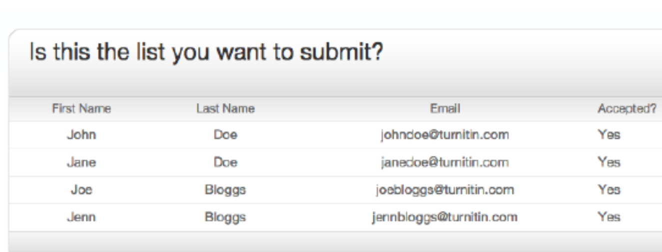


Note: Only .xls, .doc and .txt formats are supported

3. Click *submit* to upload the list

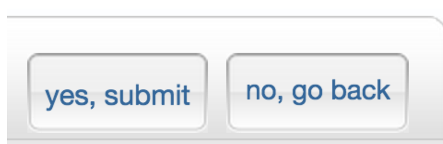


4. Once the list upload is completed the list will be displayed for your approval

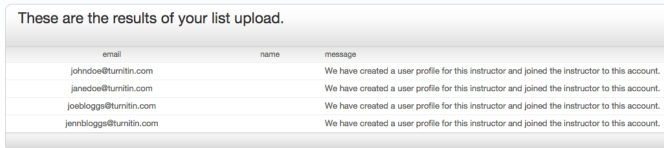


First Name	Last Name	Email	Accepted?
John	Doe	johndoe@turnitin.com	Yes
Jane	Doe	janedoe@turnitin.com	Yes
Joe	Bloggs	joebloggs@turnitin.com	Yes
Jenn	Bloggs	jennbloggs@turnitin.com	Yes

5. To approve and add the listed instructors to the account, click on *yes, submit*. If there are errors, click on no, *go back*



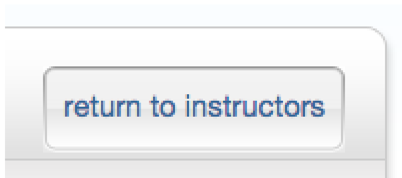
6. The final screen will display the newly added instructors.



These are the results of your list upload.

email	name	message
johndoe@turnitin.com		We have created a user profile for this instructor and joined the instructor to this account.
janedoe@turnitin.com		We have created a user profile for this instructor and joined the instructor to this account.
joebloggs@turnitin.com		We have created a user profile for this instructor and joined the instructor to this account.
jennbloggs@turnitin.com		We have created a user profile for this instructor and joined the instructor to this account.

To return to the instructor list page click on the *return to instructors* button

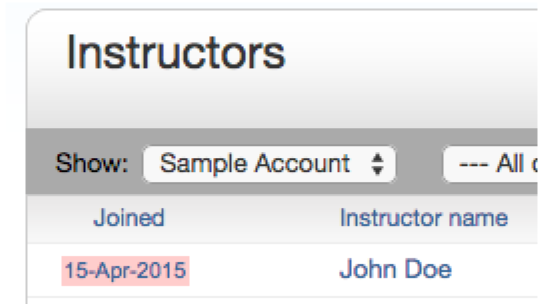


The newly added instructors will now show up on the instructor list page for this account. After the instructors have been added they can log in and begin using Turnitin.

Confirmation Emails and Login Status

When an instructor is added to a new account, a confirmation Email is sent to the email address provided for the instructor. Users who have not had a previous Turnitin user profile under the exact Email address provided will receive a temporary password to allow them to log in for the first time. Users with an existing Turnitin user profile under the email address provided will be sent only a notification of access to a new account as an instructor.

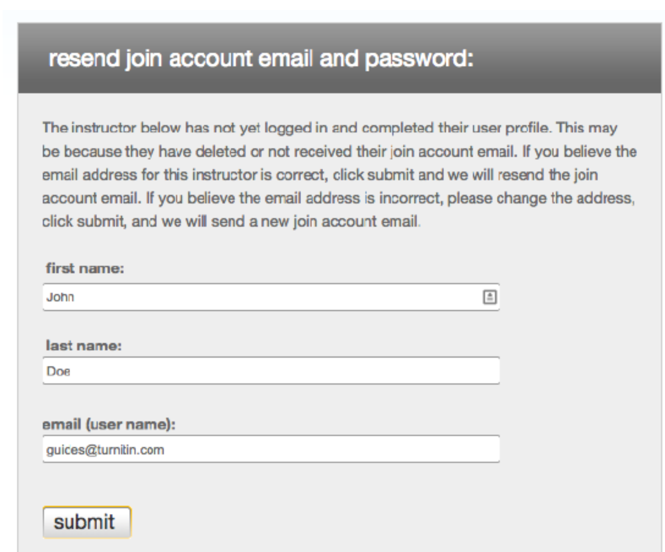
On the instructor page, the 'joined date' column is to the left of the instructor name column. If an instructor has never logged into Turnitin or did not have a pre-existing profile, the joined date will be highlighted in pink. Once the first full login of a user profile has been completed the highlight will disappear.



If an incorrect Email address was entered for an instructor, or the instructor did not receive the confirmation Email, the account administrator can re-send the confirmation email for any instructor that has never logged in. These instructors, indicated by the pink highlight on the join date, may wish to ensure that they are able to receive Emails from noreply@turnitin.com and tiisupport@turnitin.com past any spam filters or email settings on their email service.

1. To re-send the confirmation Email to new instructor users, click on the pink highlighted date to the left of their name.

2. In the form that opens, make necessary corrections to the email address, first name, or last name.

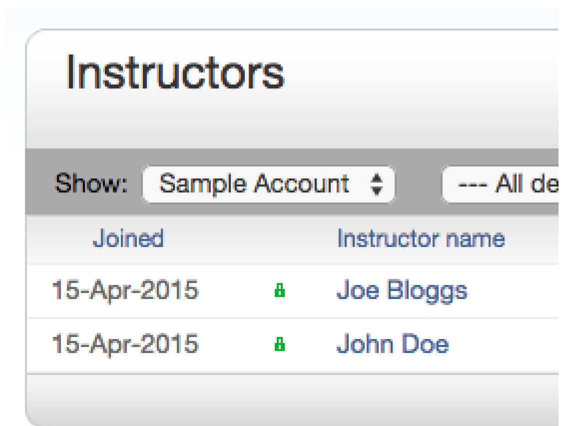


3. Click on the *submit* button once the changes are made, in order to send a new copy of the confirmation Email to this user.

Locking Instructors

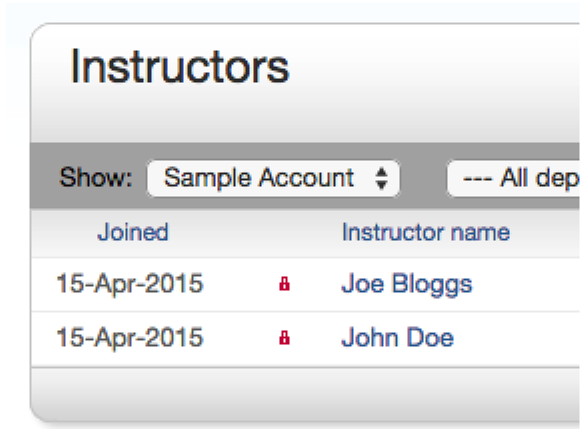
Locking an instructor will prevent this user profile from accessing or using the account they are joined to, but will retain the course information and statistics for the use of this profile and any courses created under it.

1. To lock an instructor, click on the green lock icon between the joined date column and the instructor name column on the instructor list page.



2. A warning notice will appear, asking you to confirm that you wish to block this instructor. Click *OK* to accept the change or click *Cancel* to abort.

3. A locked instructor is indicated by a red lock icon. Instructors can be unlocked by clicking on the red lock icon.



4. Repeat this process in order to unlock instructors, which will turn the red lock icon back to green.

Removing Instructors

Dropping an instructor will remove the instructor completely from the account. In a consortium account, it will drop the instructor from all accounts on the consortium. Instructors must be dropped individually from the instructor list on an account. Dropped instructors no longer have access to classes, papers, or any other Turnitin services from the account they have been dropped from. An instructor can only be dropped by the account administrator.

Once an instructor has been dropped by the account administrator, the user profile that was dropped can only re-join the account by being added by the account administrator directly from the instructors page.

1. From the instructors list page, click on the trash can icon to the right of the instructor's email address under the *drop* column

2. A pop-up approval window will appear asking if you're sure you'd like to drop the instructor. Click *OK* after confirming the instructor's name is correct for the instructor to be dropped

The instructor will be removed from your instructors list and the instructor will no longer be able to access the Turnitin account that their profile was dropped from.

Training Video

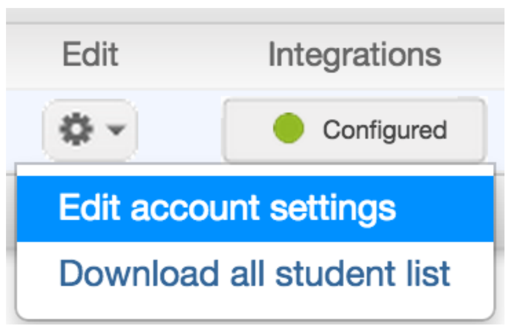
Adding and Modifying Instructors

Media, iframe, embed and object tags are not supported inside of a PDF.

Assigning Sub-Administrators

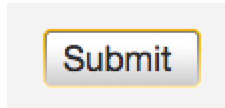
If there are sub-accounts on a primary account, a sub-administrator can be assigned or changed by the administrator of the primary account. Sub-administrators will only have access to the accounts they are assigned to.

1. From your administrator homepage, click the edit icon to the right of a sub-account and select *Edit account settings* from the drop down menu



2. Enter the first name, last name, and e-mail for the sub-administrator

3. Click on *submit* to assign the new *sub-administrator*



Note: The new administrator will be sent a notification Email if there is an existing user profile under the Email address provided. If a profile does not exist, a confirmation Email and temporary password will be provided via Email.

Creating a Sub-Account

There are four types of Turnitin accounts:

Consortium - A top level account containing a number of institutional accounts for clients with multiple locations which may be geographically separated. Consortium accounts must contain at least one institutional account. Instructors cannot join a consortium account directly.

Institution - The institutional or 'single campus' account allows the administrator to create multiple departmental accounts beneath it for purposes of statistical tracking or to allow departmental level administrators to access the service. Instructors may be added directly to this account, but using departmental accounts is recommended.

Department - This account type can only allow individual instructor accounts to be created as sub-accounts.

Individual - A single user Turnitin account. Only a single instructor profile can be joined to an individual account.

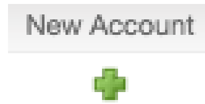
If this is an individual instructor account, you cannot set up sub-accounts and should skip ahead to the next chapter. If the account is a consortium, institution, or department account, this chapter will walk through setting up the account.

The administrator for a consortium account is responsible for providing the Turnitin salesperson with a list of sub-accounts (institutions) to be added to the consortium. Instructors will only be able to join these sub-accounts. Institutional accounts are created by Turnitin account representatives.

If this is an institution account, you can choose to add departmental accounts. If the account is for a large university, for example, adding departments to the account may better organize the instructor lists.

Warning: If you have purchased an Individual or Department license, you will not need to add schools or departments to these accounts.

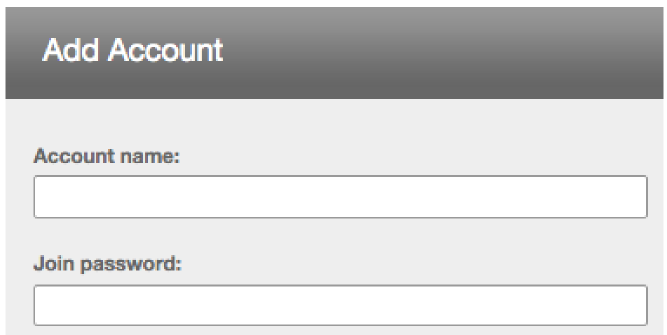
1. Click the *new account* icon to the right of your account name on the administrator homepage



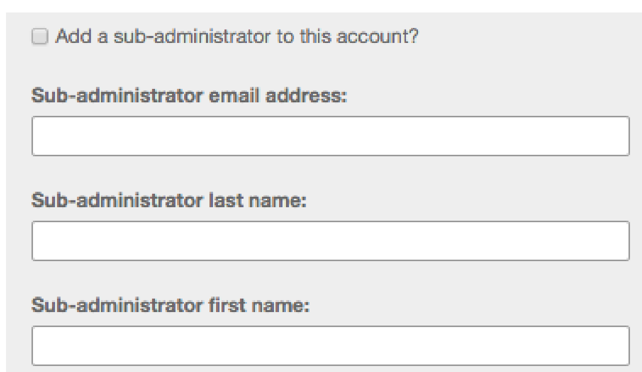
2. On the next screen enter the following:

Account name

Join Password (six or more characters long, used for instructors joining the account)

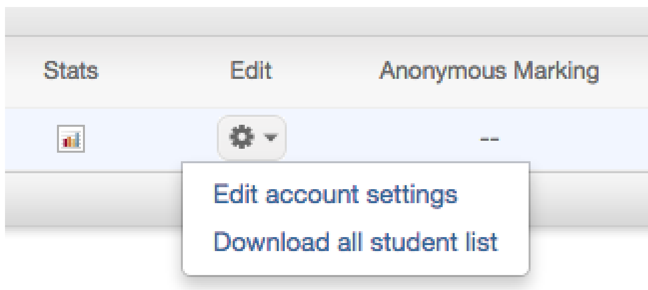


3. (Optional) Assign an account sub administrator by checking the *Add a sub-administrator to this account* checkbox. A first and last name will be required as well as a valid e-mail address. If a sub-administrator is not needed enter the primary administrator's information



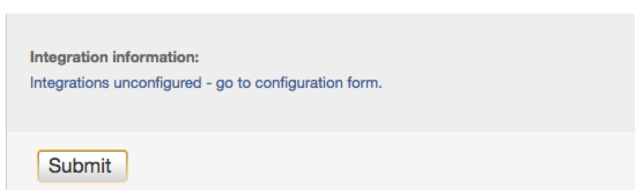
Customizing Account Settings

To begin customizing your Turnitin account settings, click the *Edit* icon alongside the account you wish to edit, then click *Edit account settings.*



Modifying Account Settings

The account modification page allows you to change the default options set at account creation. Please use the information below to make your selections. Don't forget to click the *Submit* button at the bottom of the page to save any changes you make to the account.



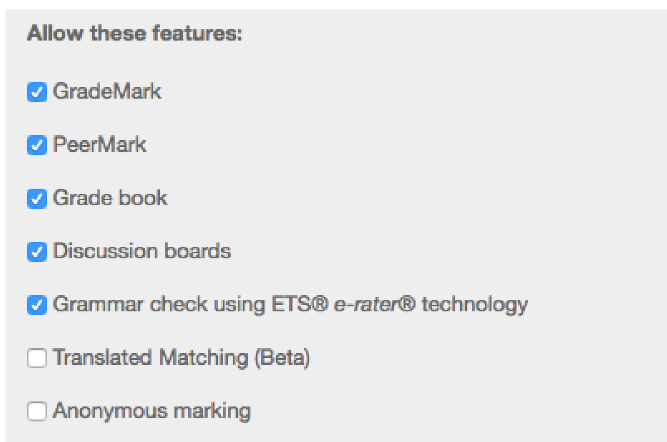
Managing Turnitin Features

Use the checkboxes to activate or deactivate the features that you'd like to allow your instructors to use. If a feature is grayed-out, it has not been purchased or activated on this account. Turnitin features include:

- GradeMark
- PeerMark
- Grade book
- Discussion boards
- Grammar check using ETS e-rater technology
- Translated Matching (Beta)
- Anonymous marking

Note: The beta release of translated matching is offered in the following language versions of Turnitin: French, Spanish, German, Dutch, Swedish, Portuguese and Turkish. Translated matching also works on submissions in Czech, Danish, Finnish, Greek, Hungarian, Italian, Polish and Romanian.

Please return to the main menu of this administrator manual to find more guidance on the features mentioned below.



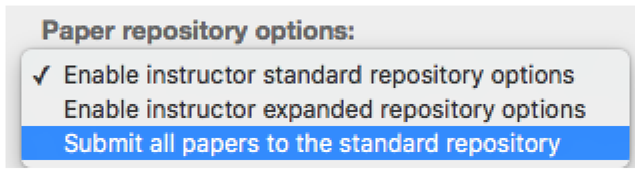
Paper Repository Options

Select one of the three options from the *Paper repository options*:

Enable instructor standard repository options:
Chosen instructors will be able to set the assignment option to either store student papers within the standard paper repository or to not store the papers in any repository.

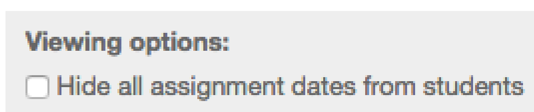
Enable instructor expanded repository options:
Instructors will be able to set their assignment options to store student papers in the standard paper repository, in the institutional paper repository, no repository, or to allow students to choose between the standard paper repository and the institutional paper repository.

Submit all papers to the standard repository:
All student papers submitted to the account will be stored in the standard paper repository.



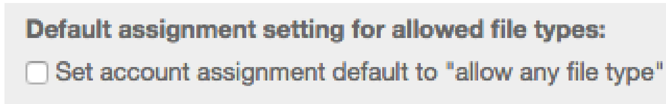
Viewing Options

Use the checkbox to select whether students in your account are permitted to view their assignment dates.



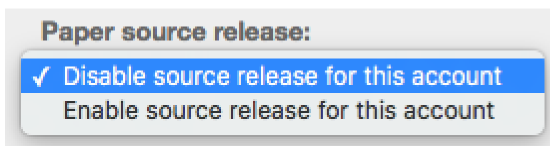
Allow Any File Type

Use the checkbox to make any file type submissions a default assignment setting. If you enable this setting, the default setting for new assignments within this account will be 'allow students to submit any type of file to Turnitin'. When an assignment allows submission of all file types, instructors will always be able to leave feedback on and download submitted files. Turnitin will try to generate a similarity report and make the file viewable within Turnitin depending on the type of file submitted.



Paper Source Release

Use the dropdown menu to enable or disable source release. The *paper source release* account option, when enabled for an account, allows the account's instructors to view student paper sources within similarity reports for papers that were submitted to a class existing within the account. This means that instructors will not have to request permission from the student's instructor to view papers submitted within the account. If an account contains sub-accounts, the sub-accounts are set by default to inherit the *paper source release* setting from the main account.



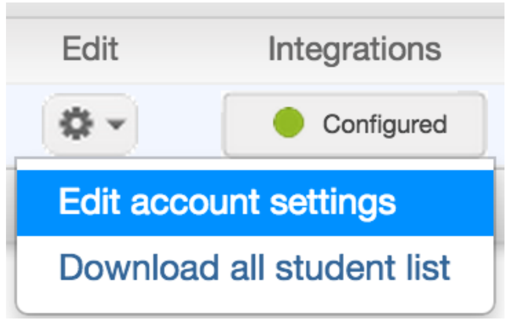
Note: Instructors can only view paper sources within their institution's account and do not have the ability to view paper sources for another institution's account within a multi-campus level account.

Updating an Account

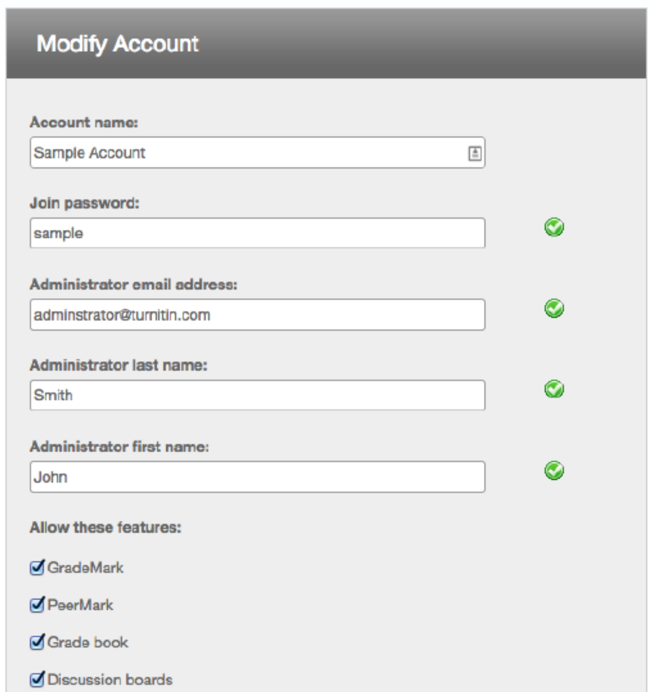
An existing account can be edited to change the account name, join password, allowed features, or the assigned account administrator/sub-administrator.

Changes to the administrator of an account take effect immediately. The previous user is no longer able to access any administrative functions of the account unless they remain administrator of a higher level account.

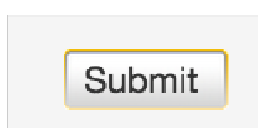
1. Click on the edit icon to the right of the account name on the administrator homepage and select *Edit account settings* option from the drop down menu



2. Make the changes to the account you need to. Here you can change your account name, Administrator and some default options for the account



3. Click on *submit* in the bottom left corner of the account modification window to save any changes made

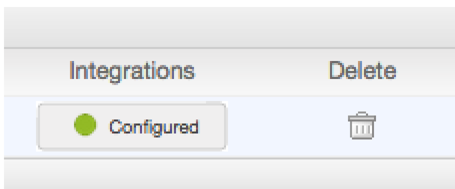


Note: Changes made to an account will be effective immediately. New administrator users will be sent a new user welcome e-mail from Turnitin with a password.

Note: If an existing user profile is added as an administrator or sub-administrator, they will receive a notification e-mail that they now have administrator access. These users will have access to their administrator homepage by changing *user type* after logging into Turnitin with the existing user profile and password.

Deleting an Account

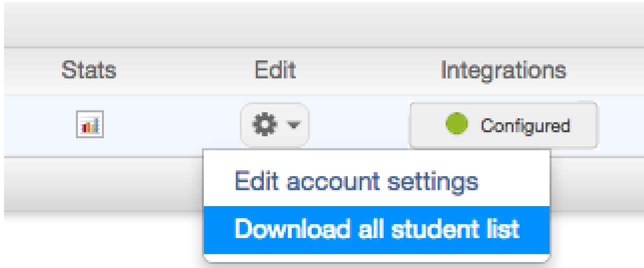
If needed, accounts can be deleted by clicking the delete icon to the far right of the account name on the administrator homepage. Please note that by deleting an account, this will also delete all instructors joined to the account.



Warning: Do not delete an institutional account unless you are certain you will not need this institutional account. Institutional accounts are created by Turnitin staff. If additional institutional accounts are needed please contact your Turnitin account representative.

Downloading the Account's Student List

To download an excel file of the account's active student list click on the edit icon and select the *Download All Student List* option from the drop down menu.



The student list includes the student's user id, first name, last name, and email address. Each active class the student is enrolled in, the instructor name and email address for each class, and the class id are also included within the exported list.

Training Video

Adding and Modifying Accounts

Media, iframe, embed and object tags are not supported inside of a PDF.

Account Statistics

Usage statistics

Usage statistics are available for each Turnitin account. Currently tracked usage statistics include:

Students: The number of unique students (a student with a unique UID) enrolled in active classes

Instructors: The number of unique instructors (an instructor that has a unique UID) joined to the account who have a non-QuickSubmit class that was active during the selected time range, or who have signed in during the selected time range

Submissions: The number of submissions made to active classes within the selected time range (classes which have start dates before or during the selected date range and end dates during or after the selected date range)

Originality Reports: The number of Originality Reports generated for active classes within the selected time range

Originality Reports by Similarity Index Range: The number of Originality Reports generated for active classes within the selected time range separated out by the number of Originality Reports with Overall Similarity Indexes within the standard ranges (i.e. the number of Originality Reports in the blue range (0%), green range (1-24%), yellow range (25-49%), orange range (50-74%) and red range (75-100%))

PeerMark: The number of unique papers reviewed (if the same paper receives multiple reviews it is only counted once) using PeerMark for active classes within the selected time range

GradeMark: The number of papers that have been marked using GradeMark for active classes within the selected time range

Graded Papers: The number of papers that have had grades added to them for active classes within the selected time range

Discussion Topics: The number of Discussion topics created for active classes within the selected time range

1. Account statistics can be accessed in one of two ways.

    1a. To view the statistics for a particular account, click on the *stats* icon to the right of the account name on the administrator homepage.

1b. To view the statistics for all accounts, click on the *stats* tab at the top of the administrator homepage.

Viewing Statistics

Account statistics are displayed for the selected account and any accounts created beneath it when you click on the stats icon.

The default view displays the previous month's usage statistics for the account. This can be changed to view usage statistics for a specific period of time.

1. The stats page defaults to display the previous month's usage statistics.

2. Choose the date range by selecting a start and end month and year from the date drop down menus.

3. Click on the *Update Statistics* button to view statistics for the selected date range

If the account selected is a consortium level account, all schools within this account will be shown. The account names can be clicked to view the lower level accounts. When you click on an account name the instructors joined to the account will be shown in a list. Clicking on the name of an instructor will display statistics for the courses this instructor has created under the account that is being viewed.

Downloading Statistics

Account statistics can be saved to your computer by clicking on the export to excel button, which is situated above the *Update Statistics* button. Statistic files can be read in Microsoft Excel or another compatible spreadsheet program.

Account Products, Limits, and Renewal

Viewing Your Account Status

1. To view the Turnitin products and limits on an account, click on the name of the account from the administrator homepage.

2. The account status page will open to display the Turnitin products, indicating which are available on the account, as well as the expiration dates for these products.

Detailed usage information including the applicable student limit and the total active students in all applicable accounts is also displayed on this page. The available active student limit listed is the number of student slots still usable on the account.

Note: If there are any questions regarding the products or limits on the account, please contact your Turnitin account representative. If you are unable to contact the Turnitin account representative, please email: sales@turnitin.com and include your school name, the name of the primary account administrator or contact on the account, and the details of your question.

Status for account #106112 Test Account

this account's applicable student limit: **100**

active students in this account: **8**

total active students in all applicable accounts: **8**

available active students: **92**

Product	Status	Giving account	Start	End
OriginalityCheck	Active	#106112 Test Account testaccount@turnitin.com	10-Aug-2016	10-Aug-2017
PeerMark	Active	#106112 Test Account testaccount@turnitin.com	10-Aug-2016	10-Aug-2017
GradeMark	Active	#106112 Test Account testaccount@turnitin.com	10-Aug-2016	10-Aug-2017
Grade book	Active	#106112 Test Account testaccount@turnitin.com	10-Aug-2016	10-Aug-2017
Partner Integrations	Active	#106112 Test Account testaccount@turnitin.com	10-Aug-2016	10-Aug-2017

Resolving Student Limit Issues

Consolidating Multiple Enrollments

Multiple enrollments can occur when a single student creates a new account for different classes within the same institution. Please advise students to visit the Turnitin support wizard directly and simply click the *Raise a Ticket* button at the bottom of the page.

Our support team can merge multiple accounts into one, whilst retaining student submissions, providing the student can prove ownership of each email address. Students must specify which email address that they would like to continue using in Turnitin, and provide the email address of all accounts that require consolidation. Once consolidated, this process cannot be undone.

Instructors may also remove multiple enrollments by dropping students' old accounts. However, this will delete student submissions.

Removing Students in Expired Classes

Students in expired classes do not count against your institution’s student limit. If instructors do not expire outdated classes, students from a previous term will still be counted. Please advise your instructors to expire any unused classes. You can do this by sending an email to all instructors on your account.

Communicating with Instructors

One or all of the instructors joined to an account can be Emailed from the instructor list page. An option is included to also send a copy of this Email to your Email address.

Sending an Email to a Specific Instructor

1. Access the Instructor page via one of two methods:

1a. Click on the *instructor* tab at the top of the administrator homepage

1b. Click on the instructor icon to the right of the account name on the administrator homepage

2. Click on the Email address of the instructor to the right of the instructor's name

3. Your default Email program will open with a window addressed to the selected instructor's Email address

Warning: The single instructor email will be sent from the email account that your default Email software is set to use.

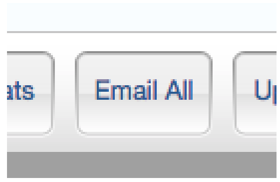
Sending an Email to All Instructors on an Account

1. Access the Instructor page via one of two methods:

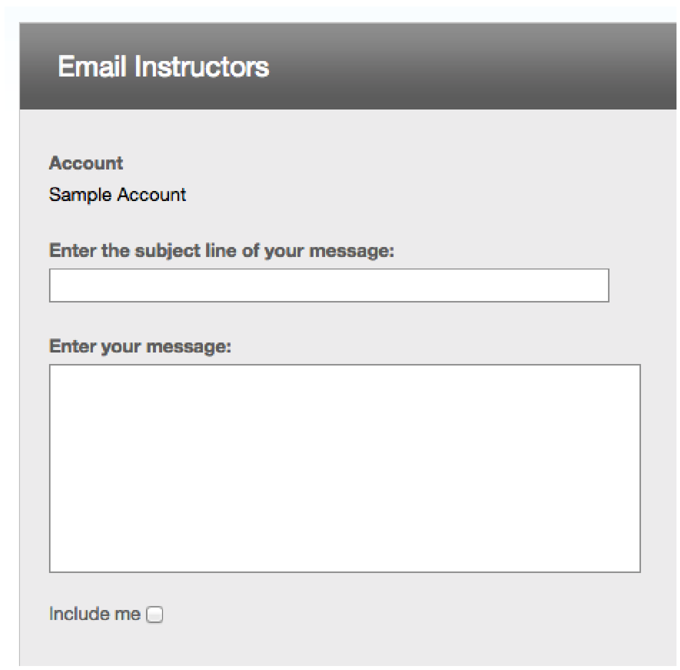
1a. Click on the *instructor* tab at the top of the administrator homepage

1b. Click on the instructor icon to the right of the account name on the administrator homepage

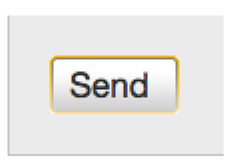
2. Click on the *Email all* link at the top left-hand side of the Instructors page



3. In the provided space enter your text-only subject and message to the instructors on this account. If you wish to receive a copy, check the box to the right of *Include me.*



4. Once you have composed your Email, click *Send* to send the Email to all instructors on the selected account



Warning: The Email sent to all instructors will be delivered by Turnitin; some instructors may need to ensure they can receive Emails from @turnitin.com addresses and check spam blocking software if they encounter any issues.

Rubrics and Grading Forms

An administrator can create rubrics for instructors to use from the rubric library.

There are four rubric types:

Standard Rubric: Allows you to enter scale values and criteria percentages. The maximum value for the Standard rubric will be the same as the highest scale value entered

Custom Rubric: Allows you to enter any value directly into the rubric cells. The maximum value for the Custom rubric will be the sum of the highest value entered in each of the criteria rows

Qualitative Rubric: Allows you to create a rubric that has no numeric scoring; this rubric allows you to provide standard feedback only

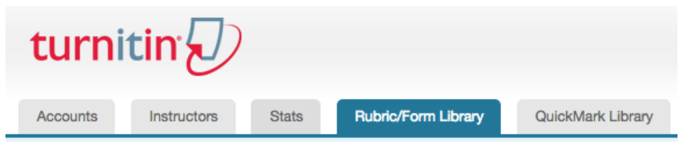
Grading Form: Allows you to create a rubric that has a list of criteria that contains free response text fields and the ability to score each criterion.

Creating a Standard Rubric Scorecard

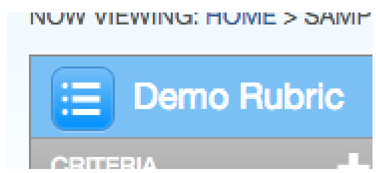
A standard rubric allows you to enter scale values and criteria percentages. The maximum value for the Standard rubric will be the same as the highest scale value entered.

1. Click on the *Instructors* tab at the top of any page

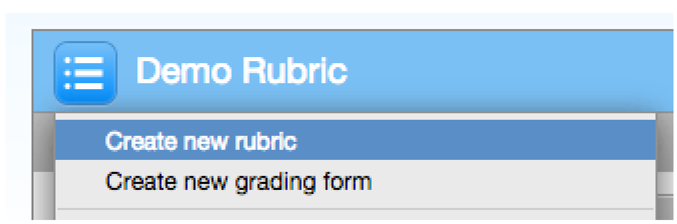
2. Click on the *Rubric/Form Library* tab



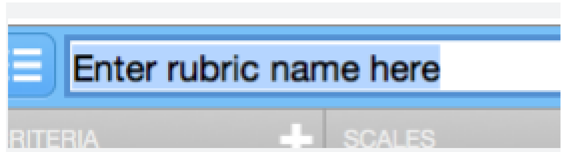
3. Click on the Rubric menu icon



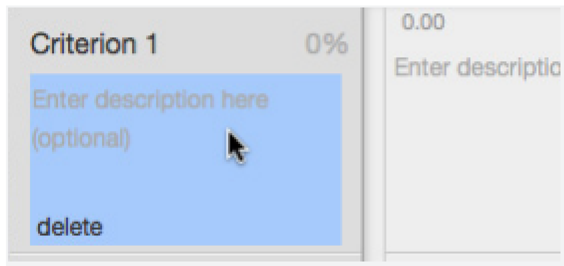
4. Select *Create new rubric* from the drop down menu



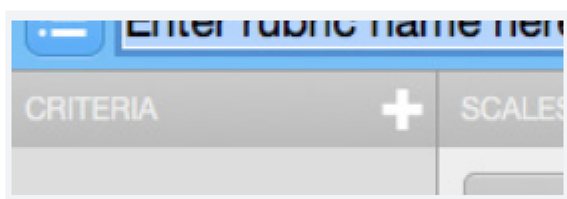
5. Enter the Rubric name in the top left of the rubric manager.



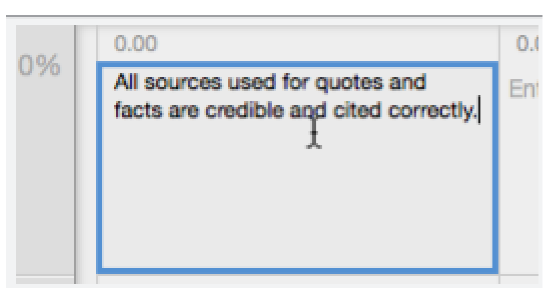
6. To edit the name, description, or percentage value for a criterion, click directly on the title, description or percentage value to open the text box field. Enter the new title, description or value and press enter to finish editing the field.



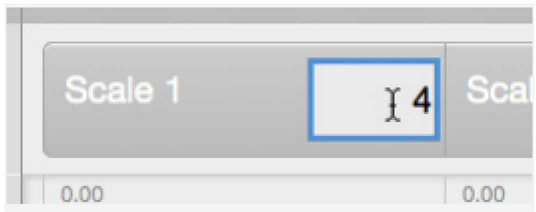
7. To add extra rows of criteria click on the “+” icon to the right of the Criteria header



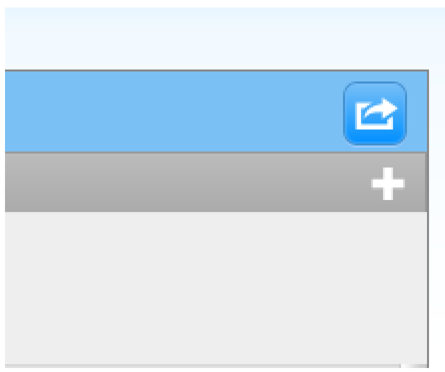
8. To enter the description for each cell, click on the cell, enter the description and then click outside of the cell’s text field to finish editing the description.



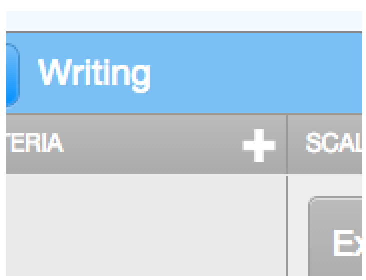
9. To enter the scale title or value, click on the scale title or scale value and enter the title or value. Click elsewhere on the screen to finish editing.



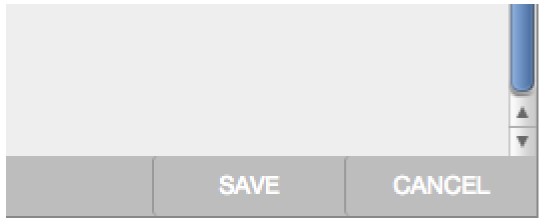
10. To add extra scale columns, click on the “+” icon to the right of the SCALES header



11. To add extra criteria, click on the "+" icon in to the right of the CRITERIA header



12. Once the rubric is completed, click on the *Save* button in the bottom right-hand corner of the rubric manager. Click *Cancel* to discard any changes.

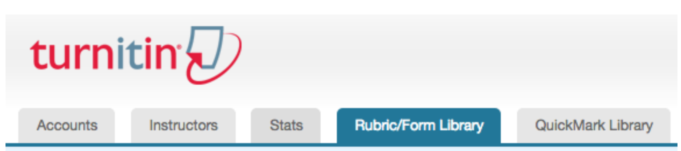


To create a custom rubric scorecard

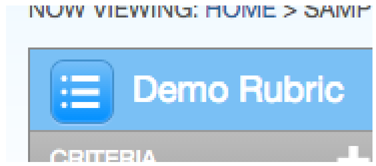
A custom rubric allows you to enter any value directly into the rubric cells. The maximum value for the Custom rubric will be the sum of the highest value entered in each of the criteria rows.

1. Click on the *Instructors* tab at the top of any page

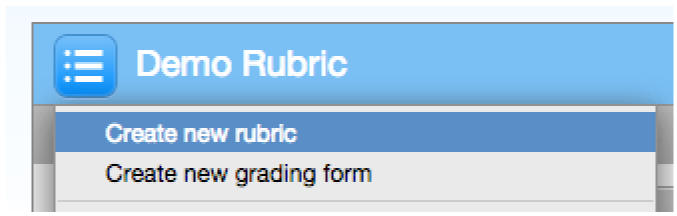
2. Click on the *Rubric/Form Library* tab



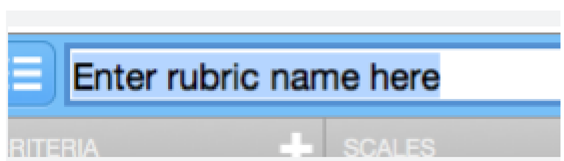
3. Click on the Rubric menu icon



4. Select *Create new rubric* from the drop down menu

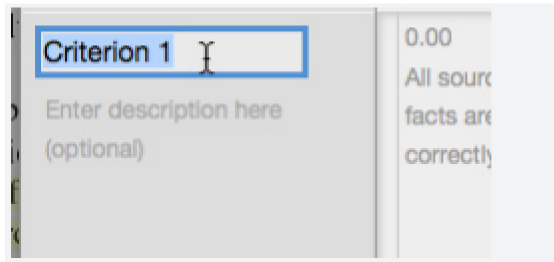


5. Enter the Rubric name in the top left of the rubric manager.

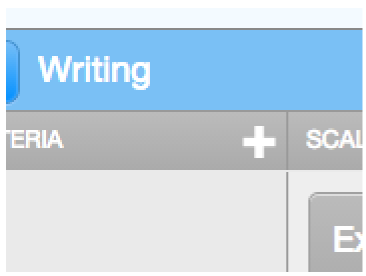


6. Click on the custom rubric scoring icon at the bottom of the rubric manager.

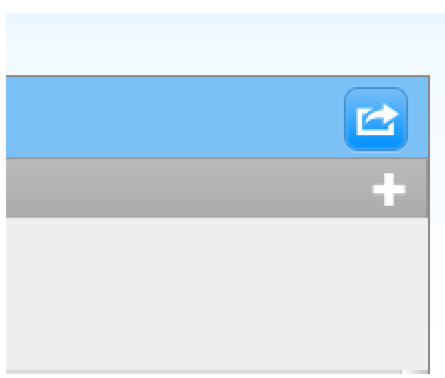
7. To enter the title and description for each criterion, click on the appropriate field and enter the new title or description within the text field that appears. Click elsewhere on the screen to finish editing the criterion title or description.



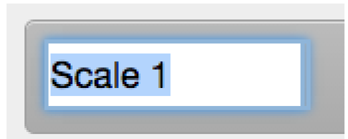
8. To add extra criteria, click on the "+" icon in to the right of the CRITERIA header



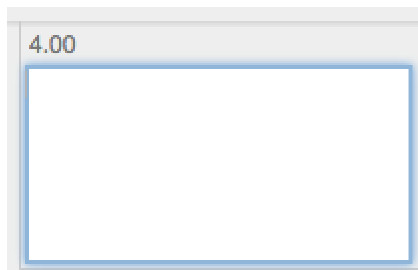
9. To add extra scale columns, click on the “+” icon to the right of the SCALES header



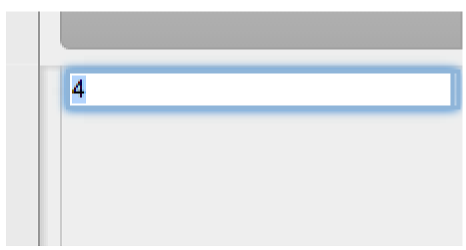
10. To edit scale titles click on the Scale title and enter new title. Click else where on the screen to finish editing the scale title.



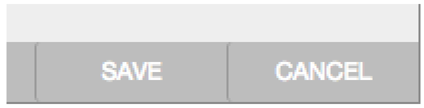
11. To edit the cell descriptions click on the description field. Enter the description and then click elsewhere on the paper to finish editing the description.



11. Enter the cell value for each cell, by clicking on the *0.00* portion of each cell. In a custom rubric cell values are chosen by the instructor.



12. Once the rubric is complete click on *Save* to savethe custom rubric, or click *Cancel* to discard any changes.

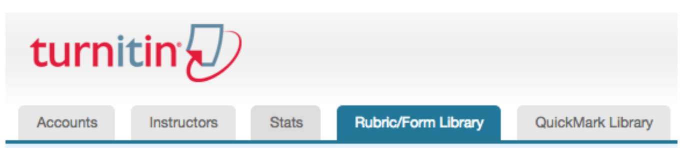


Create a qualitative rubric scorecard

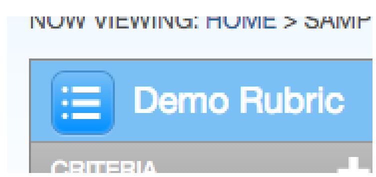
A qualitative rubric allows you to create a rubric that has no numeric scoring; this rubric allows you to provide standard feedback only.

1. Click on the *Instructors* tab at the top of any page

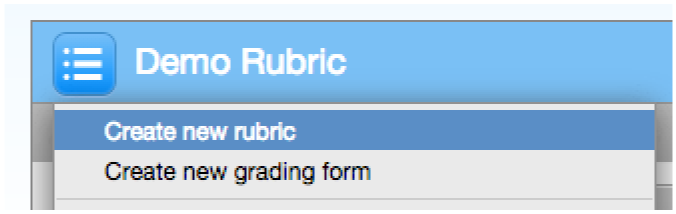
2. Click on the *Rubric/Form Library* tab



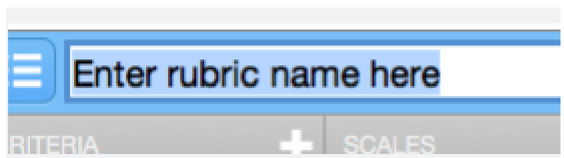
3. Click on the Rubric menu icon



4. Select *Create new rubric* from the drop down menu

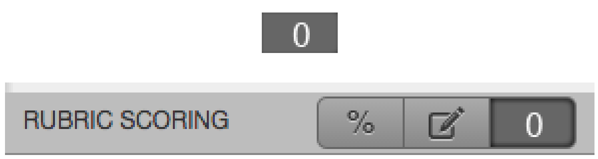


5. Enter the Rubric name in the top left of the rubric manager.

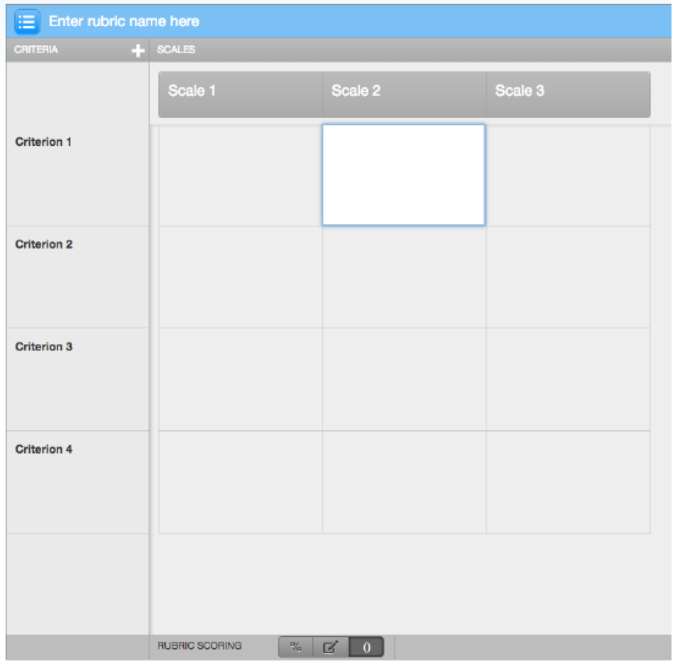


6. Click on the qualitative rubric scoring icon at the bottom of the rubric manager.

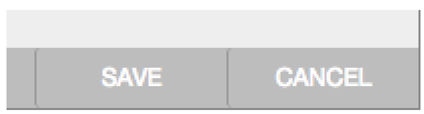
7. Click on the rubric type icon for the qualitative rubric at the bottom of the rubric manager. Then click on the switch to custom rubric button in the pop-up window.



8. Edit the criteria title and description, the scale title, and each cell description by clicking on either the title or description field



9. Once the rubric is complete click on *Save* to save the qualitative rubric, or click *Cancel* to discard any changes.

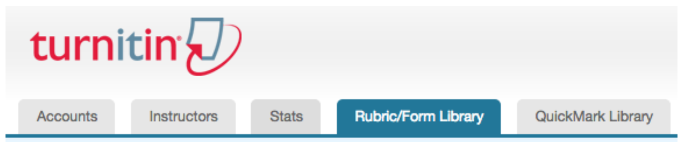


Creating Grading Forms

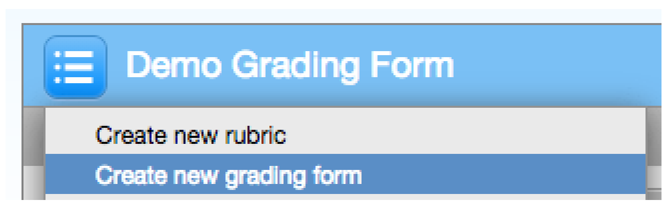
A grading form allows you to create a rubric that has a list of criteria that contains free response text fields and the ability to score each criterion.

1. Click on the *Instructors* tab at the top of any page

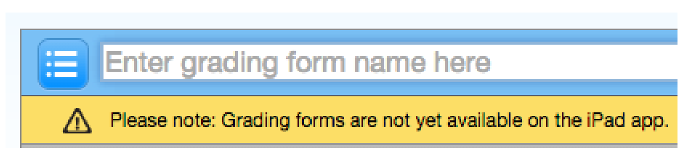
2. Click on the *Rubric/Form Library* tab



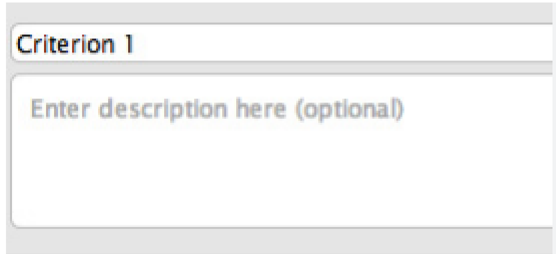
3. Select *Create new grading form* from the drop down menu



4. Name the grading form

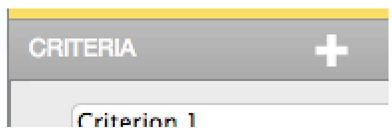


5. Edit the criteria titles and descriptions.



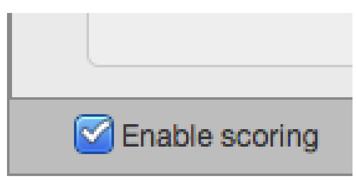
6. You can add more criteria by:

6a. Clicking the “+” icon to the right of the CRITERIA header

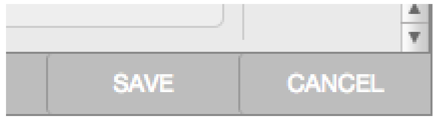


6b. Clicking the "+" icon at the bottom of the list of criteria

6. Select whether to enable scoring at the bottom left-hand corner of the screen



7. When all the criterion titles and descriptions have been edited click on *Save* to save the rubric or *Cancel* to discard any changes.

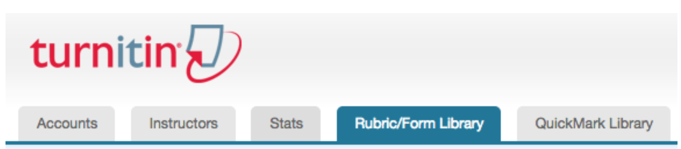


Modifying Rubrics

Rubric scorecards can be modified after creation. However, modification of the rubric scorecard is not available once the rubric scorecard has been used to score student papers.

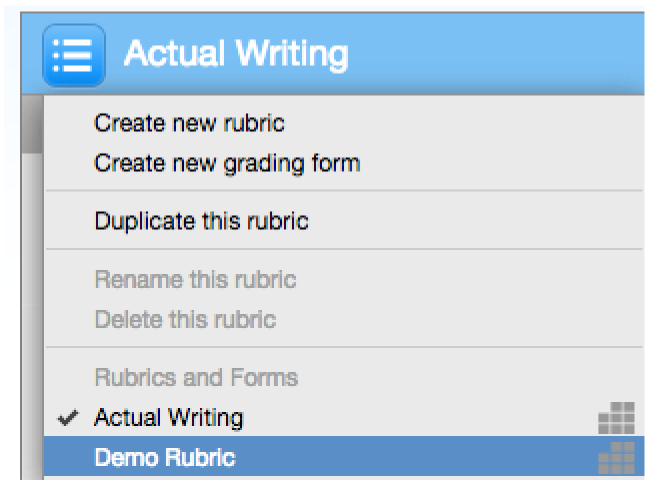
1. Click on the *Instructors* tab at the top of any page

2. Click on the *Rubric/Form Library* tab



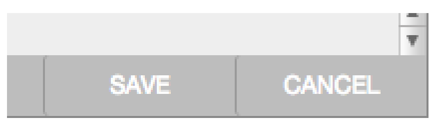
3. Click on the Rubric menu icon

4. Select the rubric you would like to edit from the list of rubrics



5. Edit the rubric as needed

6. Click *Save* to save the changes

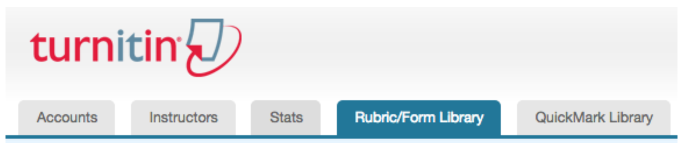


Sharing Rubrics to the Account

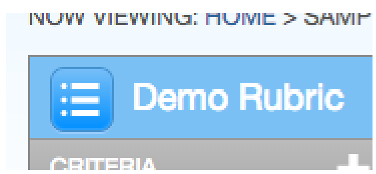
Any rubric in the administrator's library can be shared with all instructors on the account. Instructors will be able to view or use but not modify these rubrics.

1. Click on the *Instructors* tab at the top of any page

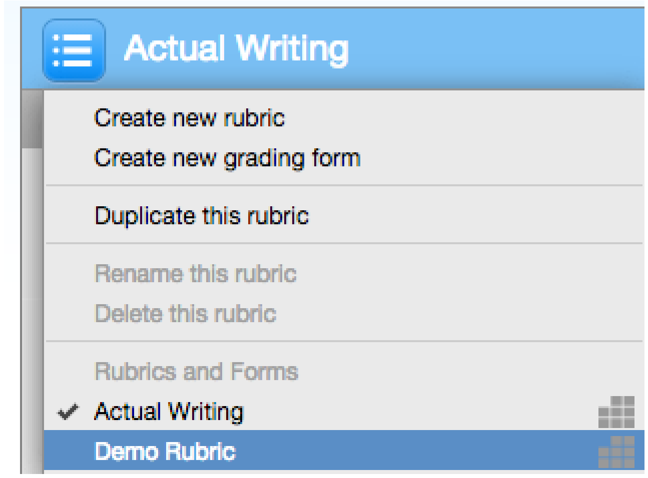
2. Click on the *Rubric/Form Library* tab



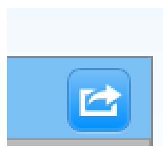
3. Click on the Rubric menu icon



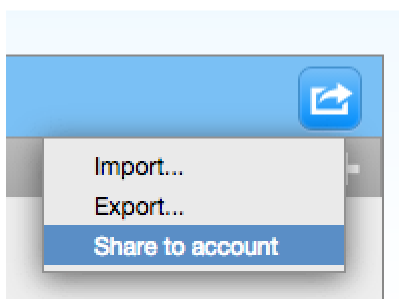
4. Select the rubric you would like to edit from the list of rubrics



5. Click on the Export/Import button in the top right-hand corner of the rubric manager



6. Click on the *Share to account* option



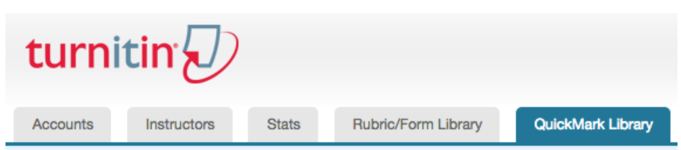
The QuickMark Library

A QuickMark[SM] standard editing mark is a commonly used or standard mark that can be used by an instructor when editing or grading papers. Administrators can create and share QuickMark sets through their Turnitin administrator QuickMark library. These marking sets will be available to all instructors on the selected account, but cannot be modified or deleted by the instructors.

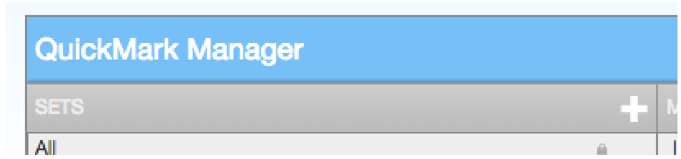
Creating a New QuickMark Library Set

1. Click on the *Instructors* tab at the top of any page

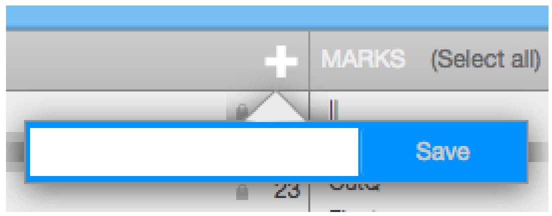
2. Select the Q*uickMark Library* tab from the top of the Instructors page



3. Click on the “+” icon to the right of the *SETS* column header



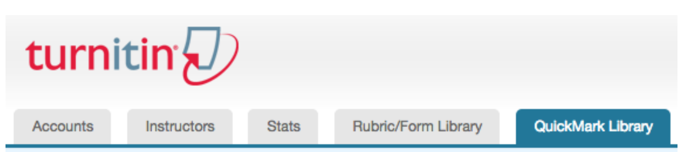
4. Enter a title for the QuickMark set then click *Save*



Creating a New QuickMark Comment

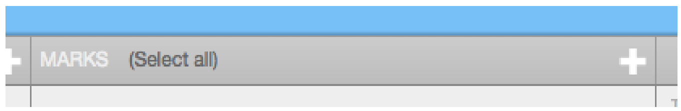
1. Click on the *Instructors* tab at the top of any page

2. Select the Q*uickMark Library* tab from the top of the Instructors page



3. Click the name of the set to add a new QuickMark to

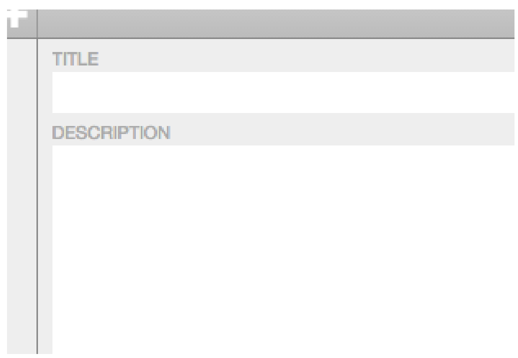
4. Click the “+” icon to the right of the MARKS column header



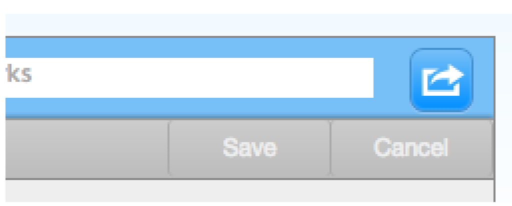
5. Enter the following information for the new mark:

a title

a description



6. Click *Save* to save the new QuickMark symbol into the selected set. Click *Cancel* to abort the process.

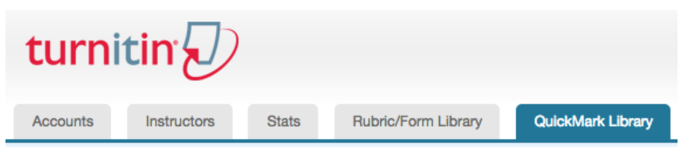


Editing QuickMark Sets in the Library

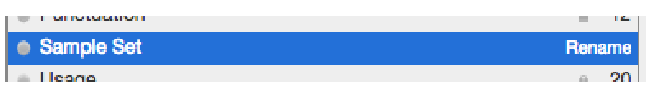
The marks in a library can be edited or changed to alter, correct or update the information in the mark set. Any of the user-selected fields can be modified at any time after the creation of the mark. Any edits that are made to a QuickMark comment are applied to every instance where this mark appears in student papers.

1. Click on the *Instructors* tab at the top of any page

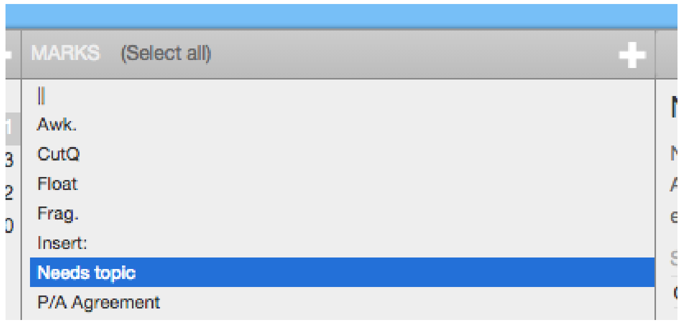
2. Select the Q*uickMark Library* tab from the top of the Instructors page



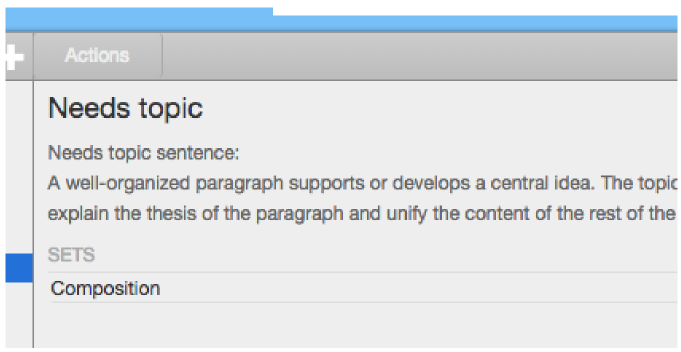
3. Click on the name of the set containing the QuickMark editing mark to modify



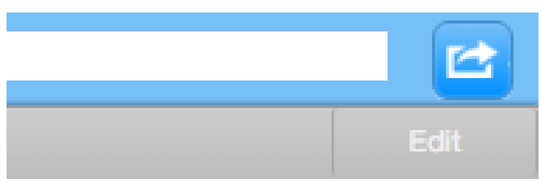
4. Click on the QuickMark you would like to edit



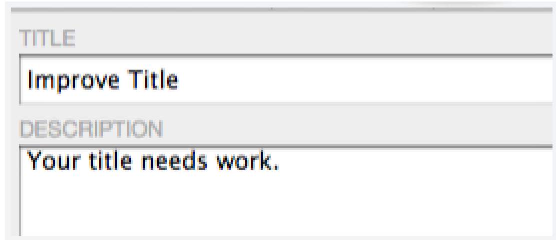
The selected mark will appear in the right-hand column of the page



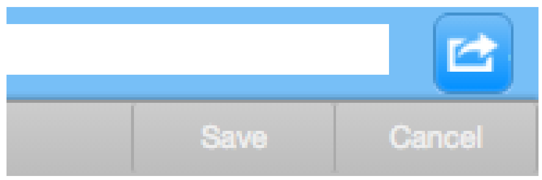
5. Below the search box, an *Edit* button will appear in the top right corner of the QuickMark manager. Click the *Edit* button to edit the QuickMark



6. Edit the information for the mark



7. Click *Save* to save the changes made to the mark in this QuickMark set



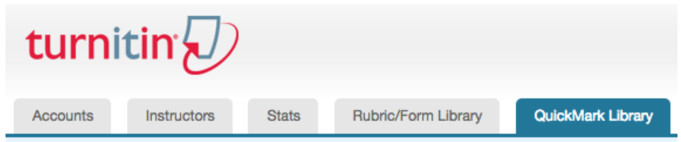
Note: A lock icon next to the QuickMark name indicates that the mark cannot be edited.

Copying Marks

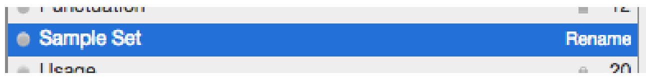
Marks in the QuickMark library can be copied between sets to provide instructors with the ability to customize their own QuickMark sets. When a mark is copied, it will appear in both the new set and the old set. The user can copy one, multiple, or all of the QuickMark editing marks from a set at the same time.

1. Click on the *Instructors* tab at the top of any page

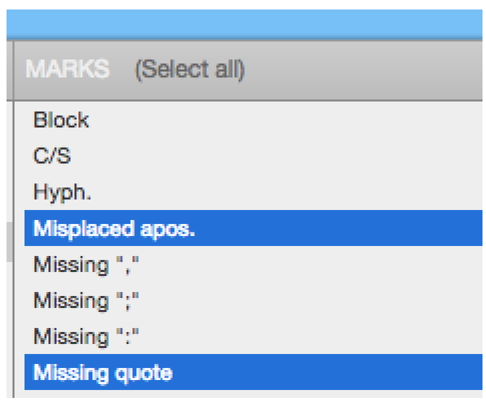
2. Select the Q*uickMark Library* tab from the top of the Instructors page



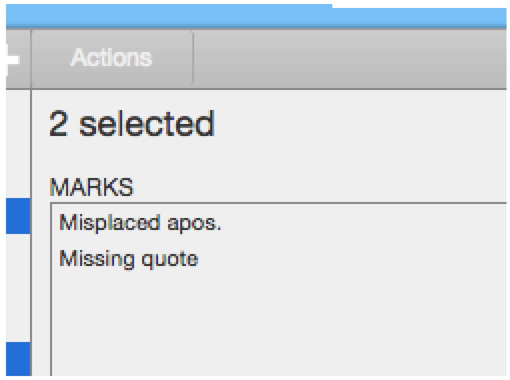
3. Click on the name of the set containing the marks to be moved or copied



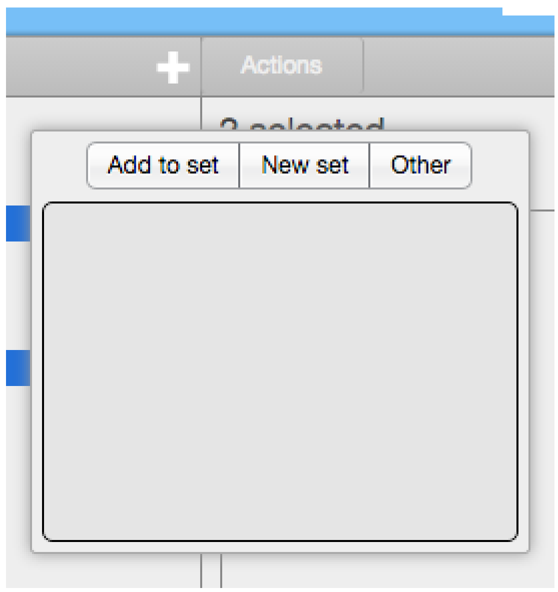
4. Select the marks to copy. Multi select within the QuickMark manager can be done by holding the command (cmd) button for Mac users or control (CTRL) button for PC users while selecting marks. To select all the marks click on the *Select all* link to the right of the MARKS heading.



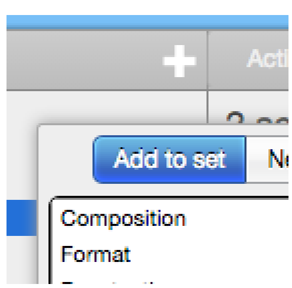
The selected marks will appear in the QuickMark Manager



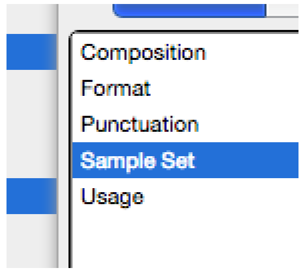
5. Click on the Actions link in the right-hand corner of the right-hand column



6. Click on the *Add to set* button



7. Select the set from the list that you would like to add the marks to



The marks will now appear in the selected set.

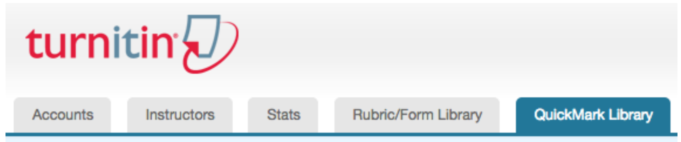
Note: Marks can only be copied by their owner. A lock icon indicates which sets cannot be deleted by the current user.

Sharing QuickMark Sets

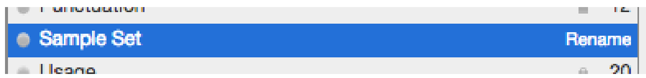
Any QuickMark set in the administrator library can be shared with all instructors on an account.

1. Click on the *Instructors* tab at the top of any page

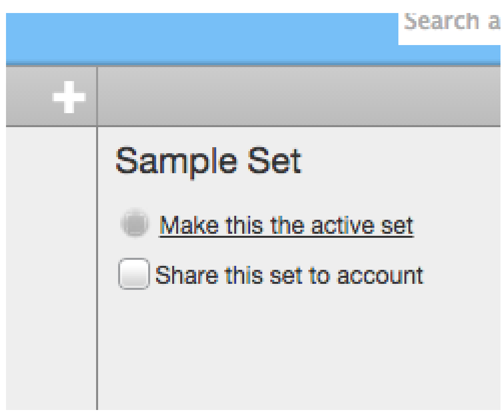
2. Select the Q*uickMark Library* tab from the top of the Instructors page



3. Select the set you would like to share



4. In the right hand column, options will appear concerning the selected set; click the check box next to the *Share this set to account* option



The QuickMark sets selected to share to the account will appear for all instructors on the account as ‘locked’ sets which cannot be modified or deleted. QuickMark comments located within a shared set can be copied to new sets within an instructor’s QuickMark manager.

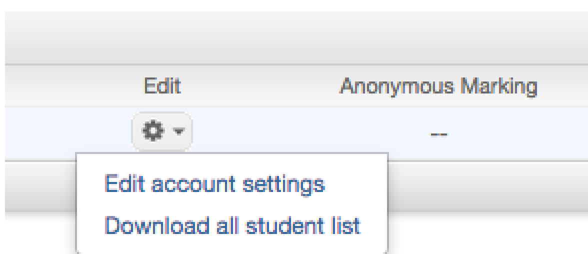
Global Anonymous Marking

Anonymous marking is a system of assessment where a student's name and any other identifiable information is unavailable to instructors.

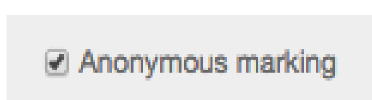
If at any point during marking an instructor identifies collusion in a paper, they have the ability to reveal the student's name. Consequently, an audit trail will be created, where you, as an administrator, will receive a notification for this. You will also receive an instructor's reason for unveiling a student's name in order for any issues to be properly investigated.

Enabling Anonymous Marking on an Account

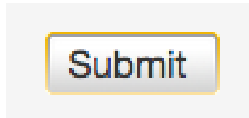
1. From the main Accounts homepage, select the cog icon from within the *Edit c*olumn for the account you wish to enable anonymous marking. Click *Edit account settings*



2. You will be directed to the Modify Account page. Scroll through the options until you reach the Anonymous Marking checkbox. Select this checkbox to enable anonymous marking

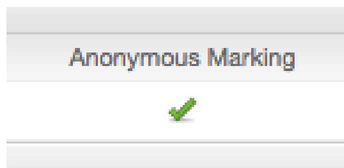


3. Scroll to the bottom of the Modify Account page and click the *Submit* button to save these changes

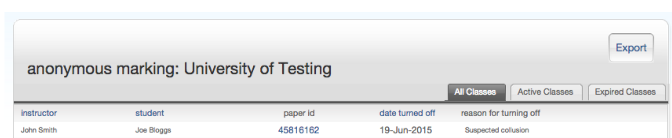


View Anonymous Marking Audit Trail

1. To view the list of students for which anonymous marking has been turned off, select the green tick icon from the Anonymous Marking column on the main Accounts homepage



2. You will be directed to the Anonymous Marking page, detailing all anonymous marking deactivations. This page will list the assignment instructor's name, student's name, paper ID, the date that the anonymous marking was turned off, and the reason for it being turned off. You can also download this information for your own record by clicking the *Export* button in the top right corner of the Anonymous Marking page



turnitin

Student Paper Migrations

Turnitin provides institutions with a service to bulk upload their historical student papers into Turnitin's global student paper database for matching.

Student papers uploaded into our database are used solely for the purposes of matching, in order to detect plagiarism or instances of poor referencing. End users cannot view or request access to view any of the student papers deposited in our database through our Student Paper Migration service, and no personally identifiable information about the student is revealed. Turnitin's use of the submitted papers does not infringe on copyrights; these are still retained by the owners.

Content Delivery Guidelines

Documents can be delivered to Turnitin via FTP using Turnitin's FTP server or the institution's FTP server.

Push to Turnitin's server

Our FTP Information:

- Server address: ftp.iparadigms.com
- An account will be set up for you and login credentials provided
- We recommend using a file manager program (e.g. Filezilla) to make the upload easier.

Pull from institution's server

The institution will need to provide us with their server hostname and login credentials to allow us to access the files.

Acceptable Document Formats: Acceptable document formats for upload are: PDF, DOC, DOCX, RTF, HTML, or plain text. All document data must be encoded using UTF-8 character set. The text of the document must be machine readable (i.e. not embedded in an image, scanned, encoded or encrypted). Documents must not be password protected.

Permanence: We make no guarantees as to when we will download the data off of either our FTP server or the Institution's, so we ask that the institutions keep the files on the server until we remove them after successful download. Files/datasets must have unique names so that they are not overwritten by new content. Many institutions choose to label their files/datasets with some sort of date or sequential numbering technique.

Deletions: In order to delete a specific paper from our database, the institution must provide Turnitin with the unique file path identical to the original file path used to upload the paper. (i.e. Identifying each file by a unique ID and title such as: 12345_file_name.docx)

Without this information, we cannot uniquely identify the paper to be deleted. Deletion requests can be made once a quarter in writing by the institution, and Turnitin will delete the paper within 30 days.

Managing Turnitin

Student Numbers

Your institution's Turnitin license is valid up to a certain number of students. Once the student limit has been reached, no new students will be allowed to join your school's account (preventing them from submitting papers). When the limit is reached unexpectedly, it is possible that students may have created multiple accounts to enroll in the same class. Each student enrollment counts as a licensed Turnitin user. To view the student count for your school, log into your administrator account and click on the account name. The account status page will show the account's student limit, and the number of active students.

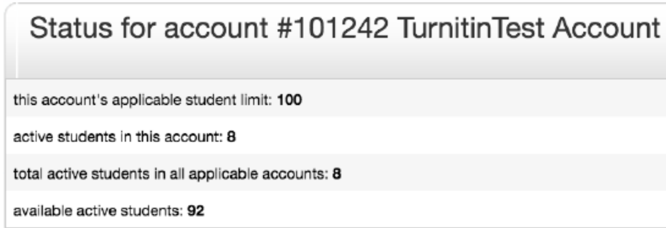
Your institution is licensed for set number of active student users. We define an 'active student' as a student who is currently enrolled in an active class. Once your account has reached it's student limit no new students will be allowed to join your school's account, meaning they will be unable to submit papers.

Common Issues

Unexpectedly Reached the Student Limit

This is commonly due to student's creating multiple Turnitin accounts to submit to the same class. Each student enrollment counts against the total licensed Turnitin users.

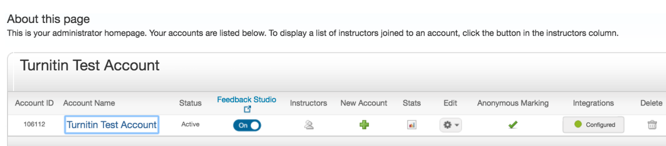
You can check how close you are to your current student limits by looking at your account status. From the *administrator homepage simply* simply click on the account name you would like to find out more about to be taken to the *account status* page.



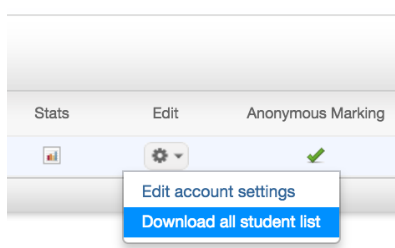
If the account status page shows numbers you were not expecting you can look deeper into this by downloading a list of all students enrolled on the account. The active student list for administrators is an Excel file that can be downloaded from within the Turnitin administrator's account list.

The list will show the names and email addresses of every student who is enrolled in at least one active class in the account and its sub-accounts. It will also show the active classes in which each student is enrolled, the names and email addresses of the instructors of those classes, and the account ID for the account the student is considered active in.

1. After logging into your Turnitin account as an administrator you will arrive at the Administrator Homepage

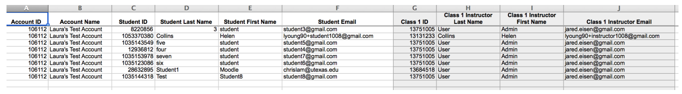


2. Click on the *edit* icon for your account



3. Click the *download all student list* option

4. You will be promoted to download the file. An XLS file will be downloaded containing a list of all students on your account. This list contains information about the student and any classes they are currently enrolled in.



A	B	C	D	E	F	G	H	I	J
Account ID	Account Name	Student ID	Student Last Name	Student First Name	Student Email	Class 1 ID	Class 1 Instructor Last Name	Class 1 Instructor First Name	Class 1 Instructor Email
106112	Laura's Test Account	8220856	3	student	student3@gmail.com	13751005	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	1053370380	Collins	Helen	lyoung90+student1008@gmail.com	13131233	Collins	Helen	lyoung90+instructor1008@gmail.com
106112	Laura's Test Account	1035143549	five	student	student5@gmail.com	13751005	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	12936812	four	student	student4@gmail.com	13751005	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	1035153978	seven	student	student7@gmail.com	13751005	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	1035123086	six	student	student6@gmail.com	13751005	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	28632895	Student1	Moodle	chrislam@utexas.edu	13684518	User	Admin	jared.eisen@gmail.com
106112	Laura's Test Account	1035144318	Test	Student8	student8@gmail.com	13751005	User	Admin	jared.eisen@gmail.com

Note: For accounts with more than12,000 students, a CSV file will be provided instead of the usual XLS file

Reducing the Active Student Number

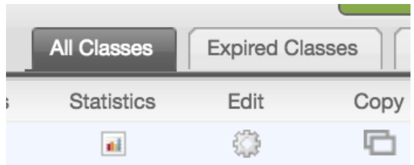
It is possible that students may have enrolled multiple times on the same account. This could be because they have forgot their password or e-mail address and not used the normal ways of resetting a user account.

A student is able to request to merge multiple user accounts via the Turnitin Help Desk. In order to process this the student will have to prove that they are the owner of the accounts they are asking to be merged. When a student has enrolled multiple times in one class, and has submitted papers through multiple user accounts, we would recommend this option.

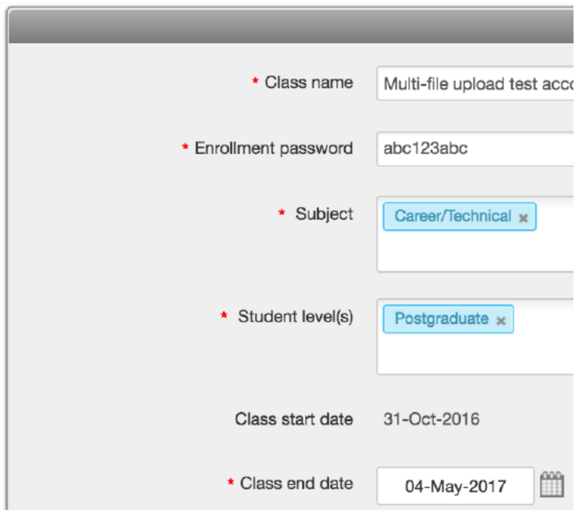
Note: Students in 'expired' classes do not count against your institution's student limit.

Warning: If instructors do not expire outdated classes, students from a previous term still get counted towards your student limit. We recommend training your instructors to regularly create new classes each term, ensuring that inactive students are not counted against your student limit.

1. From the instructor homepage, click on the 'edit' icon of the class you'd like to expire.

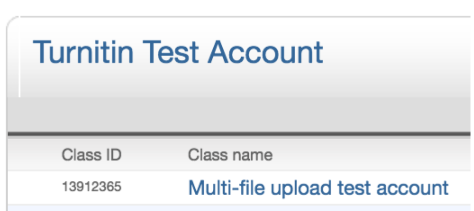


2. Change the class end date to a date in the near future. The class will expire at 12:00 am on the date you have set.

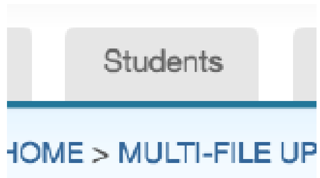


Instructors are able to delete multiple enrollments from the same students in their classes. We only recommend this option when students have not submitted to the class yet or if the secondary accounts have not yet submitted.

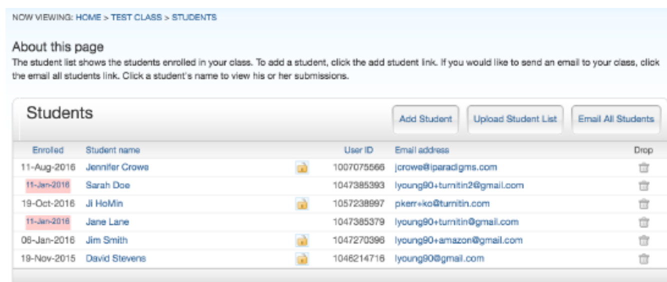
1. From the instructor homepage click on the class name you would like to manage



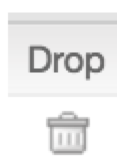
2. From the top of the class homepage, click on the *Student* tab



3. The student tab will list all students currently enrolled in the class, review it for any duplicates



4. Click on the trash can 'drop' icon beside the student you would like to remove.

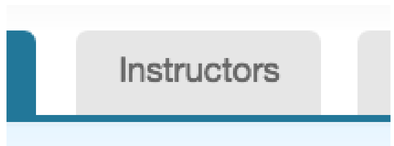


Warning: Dropping a student in this way will make any papers they have submitted unavailable

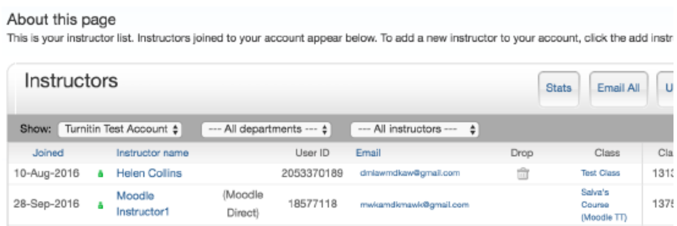
Contacting All Instructors

As only instructors can expire their own classes you can mass e-mail instructors on your account. We recommend providing a link to this guidance to your instructors. Only instructors can expire classes and drop students.

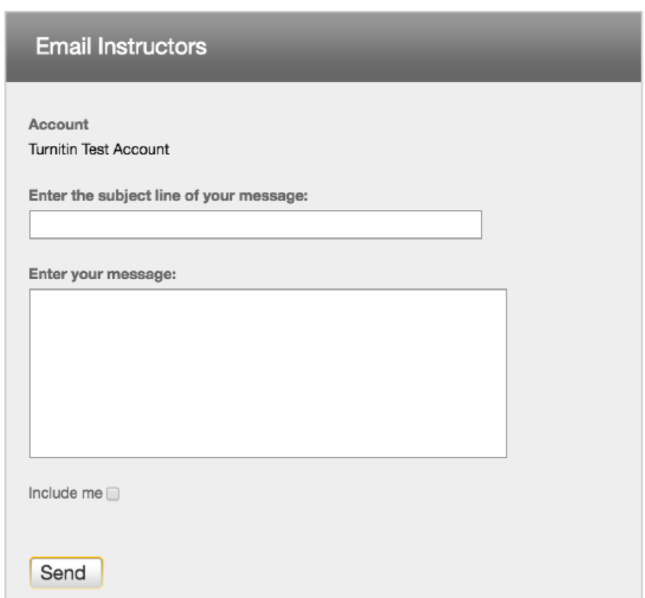
1. From the *Administrator Homepage* click on the instructor tab at the top of the page



2. You will be presented with a list of all instructors currently attached to the account. This includes students that use this account with an integration.



3. Click on the *Email All* button. Fill in the email you would like instructors to receive and click *Send.*



Best Practice

There are several methods that our customers have highlighted to us as being effective ways of managing their student numbers.

1. Have instructors make their students register for a Turnitin account within the first week of class (for example, making an assignment worth 1 point). This way, the instructor can guarantee that every student in the class who needs to use Turnitin, creates an account early in the term.

2. As soon as the week is out, or once everyone is registered, the instructor should '*Edit'* the class settings and **change the class enrollment password** to the class, this will prevent students from being able to create a second account. As student can only create an account if they have both the class ID number and the class enrollment password they will then have to use their original account or contact the instructor directly.

3. The instructor can always look at the student roster list to confirm with the student which email and name were used to enroll in the class.

4. Alternatively, instructors can add students to a class themselves so that students never need a class ID number and enrollment password.

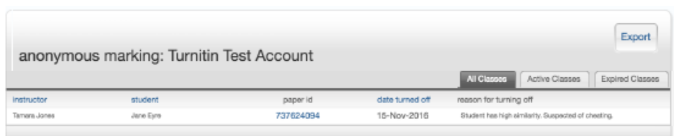
Note: Only Instructors can reduce the student count of their classes (not Administrators). Please allow 24 hours for changes in enrollment to be reflected in the student limit count.

Anonymous Marking

As the Administrator for a Turnitin account you have the ability to audit the anonymous marking feature for classes that have it enabled. In classes with Anonymous Marking enabled student names will not be displayed to the instructor. They are able to turn off anonymous marking on a student by student basis. When an instructor removes the anonymous marking mask from a student they must supply a reason for doing so. You are able to view a log of this by clicking on the green tick anonymous marking icon from the administrator homepage for the relevant account.

1. From the Administrator Homepage click on the the green tick anonymous marking icon for the relevant account

2. The *Anonymous Marking Administration* page will display all instances where instructors have removed the anonymous marking mask from a student and the reason they supplied for doing so. You are able to export this list by click on the *Export* button. A .xls file will start to download.



Paper Deletions

When a student or instructor would like to request a paper to be deleted from our database they must make a request through their Turnitin Administrator. This is to ensure that the data privacy of all parties is respected.

All paper deletion requests must be submitted in writing by the administrator. This email should include the Class ID, assignment name and submission ID associated with the paper. The submission ID can be found on the digital receipt email sent after submission.

Translated Matching

Translated matching is an optional service offered by Turnitin, which allows your students to submit content in a non-English language, whilst retaining the ability to match against our vast database of English language content.

How does Translated Matching work?

When Translated Matching is enabled for an account, Turnitin will identify the language that a paper has been written in. This paper will then be fully translated into English. The resulting English language content is then matched against all the databases that have been activated for the assignment.

If a match is found, this will be displayed alongside any matches we have found in the non-translated version of the paper.

Note: Translated Matching is available for use in our Basic Plugins (Moodle and Blackboard), Direct Plugins (1 and 2.x, Moodle and Blackboard), and through LTI. Other integrations that use the API may, or may not, support Translated Matching.

What languages does Translated Matching support?

Translated matching currently supports the following languages:

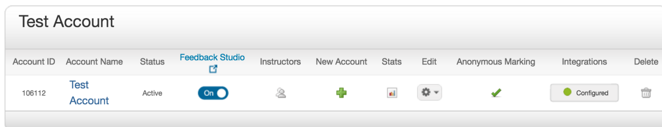
Arabic, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian Bokmal, Norwegian Nyorsk, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai and Turkish.

Enabling Translated Matching for Your Account

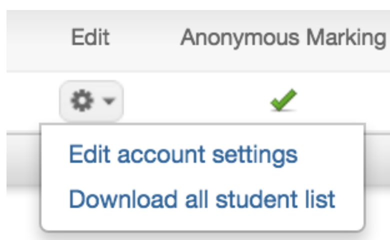
Once Translated Matching has been activated, you can control it via your account settings.

Note: Translated Matching must be enabled for your account by your Turnitin Representative.

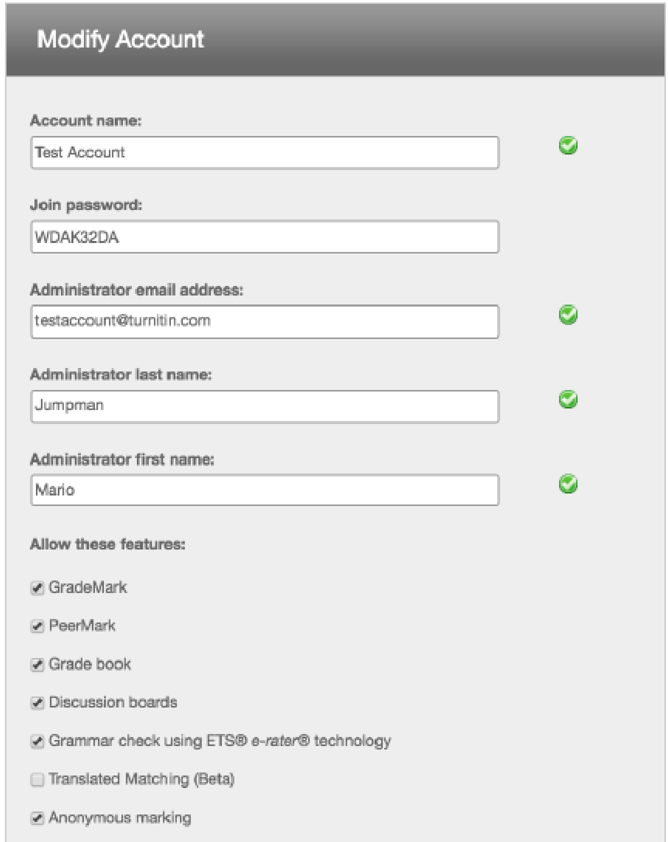
1. Navigate to the Administrator Homepage.



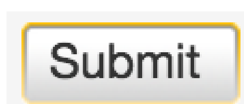
2. Click the cog icon under the *Edit* heading and click *Edit account settings.*



3. Under the *Allow these Features* heading, click the *Translated Matching (Beta)* checkbox.



4. Click *Submit* at the bottom of the page to confirm the activation of Translated Matching on your account.



Glossary

Definitions

account	A Turnitin account allows instructors to use products purchased from Turnitin
account ID	The numeric identification number for a specific account or sub-account
account join password	An account-specific password which allows instructors to self-join an account when used in conjunction with the account ID
active students	The number of unique student users enrolled in at least one active class on an account or accounts. Active student counts do not include students who are joined to more than one course using the same student user profile
administrator	The controller of a specific Turnitin account. This user type is able to install and configure, activate or deactivate products on an account, change account settings, and add or remove instructors from account access
assignment	Submissions to a class on Turnitin are made to an assignment. Each assignment can allow only a single submission per student user who is enrolled in the class
available active students	The number of student users available on an account. This number is the difference between the active student and student limit numbers for an account.
class	To allow students to submit files, an instructor must create a class for their students. A class requires a name, a class ID, and a class enrollment password
class ID	A unique numeric identification number for a specific class created by an instructor on Turnitin

class enrollment password	An instructor-created authorization password for a class on Turnitin. Both class ID and enrollment password are required for students who will be self-enrolling in a class
consortium account	An account type which is the parent for multiple institutional accounts. Consortium accounts do not allow instructors to directly join. Instructors must be added to an institutional or departmental account
criteria (GradeMark®)	Criteria are a part of the Rubric Scorecard feature in GradeMark. Criteria describe the requirements for a submission to meet specific areas of the grading scale (GradeMark)
departmental account	Departmental accounts are created for specific departments within an institution to use Turnitin products. Instructors are able to join departmental accounts or be added by the departmental administrator
download (file)	Transmission of a file from Turnitin to the computer of the user selecting to download file(s). Some users may need to enable file download due to security considerations on the web browser or computer being used
downtime	A period of time during which Turnitin will not be available or have extremely limited availability to users
expired (class)	In the class context, an expired status indicates the class is no longer available for the instructor to create new assignments. Students will not be able to submit any new files. Existing submissions can still be viewed or downloaded. A class can be reactivated from expired status by the instructor from the class update screen
expired (account)	In the account context, an expired account is no longer available to create new sub-accounts or any instructor or student usage. Currently existing information will still be available for viewing. Expired accounts will need to contact a Turnitin account representative for renewal. Expired accounts on Turnitin will become inactive after a period of 180 days
export (GradeMark libraries)	Saving and downloading a copy of a specific GradeMark rubric or QuickMark set locally to the computer of the user
export (stats)	Downloading a copy of account statistics in a Microsoft Excel® format to a user's computer

feature	A part or aspect of a specific product, such as discussion boards which are a feature of the Turnitin product as a whole
GradeBook	A product which allows instructors to place grades on student submissions to Turnitin. Tracks and calculates grades for students across multiple assignments as well as providing statistics for the class or assignments for the instructor.
GradeMark	A digital grading product offered by Turnitin which allows instructors to place comments and QuickMark editing marks on a submission for students to review. This product also includes standardized rubric scorecards and the ability to share QuickMark standard editing marks and rubric scorecards between instructors on an account via export or via administrators using the libraries sharing feature of the GradeMark digital grading product
homepage	The default login page, which is different based on the selected default user type of the user profile being accessed
inactive (account)	An account which has expired longer than 180 days previous and is now inaccessible for reactivation or viewing
inactive (class)	A class which belongs to an inactive account. information contained within inactive classes is no longer available and cannot be viewed by instructors or students
inactive (product)	A product which has not been purchased or has been deactivated for a specific account or course
individual account	This type of Turnitin account is limited to a single instructor user. Individual accounts receive limits to the number of Originality Reports and (if available) GradeMark digitally graded papers that can be generated
institutional account	This type of Turnitin account is designed for an institutional location and can be separated into sub-accounts at the departmental level
instructor	The term used for teachers, tutors, or other student assisting users added or authorized to join as instructors on a specific Turnitin account. A single person may be joined to multiple Turnitin accounts or sub-accounts using one user profile or separate user profiles. Users may fill more than one user type role on Turnitin

libraries (assignment, peer review)	These library types allow instructors to easily, quickly copy or replicate existing assignments or peer reviews from one class to another
libraries (rubric)	he rubric library available from the instructor class homepage allows an instructor to create, review, edit, or delete the marking rubrics available for a peer review. Peer review rubrics are completely separate from GradeMark libraries of QuickMark editing and rubric scorecards
libraries (rubric scorecard, QuickMark)	The rubric scorecard or QuickMark scoring marks created by a particular user. These libraries allow a user to create, edit, apply, copy, move, or delete rubric scorecards or QuickMark editing sets. These libraries can be shared to section classes by a master class instructor. An administrator can share these libraries to all instructors on a specific account
log in	the act of an authorized user entering the e-mail address and personal password created for a user profile to enter Turnitin as the user associated with the e-mail address entered
Optical Character Recognition (OCR)	Optical character recognition software converts a image of text information into an actual text document that can be read and altered by word processing software. Papers or documents transferred into a computer via a scanner require optical character recognition software conversion to be submitted to Turnitin. Turnitin only accepts documents containing actual text data rather than an imaged document or submission. Some scanners offer OCR conversion automatically, but most OCR conversion requires hand correction to resolve any inaccuracies which can cause major changes to the actual content of a document
OriginalityCheck™	This product is Turnitin’s plagiarism prevention solution. OriginalityCheck compares student papers to Turnitin’s content database to determine the percentage of unoriginal content in the paper. It allows instructors and students to easily determine any problems in citation or referencing and assists instructors in determining the originality of a submitted work.
Originality Report	The Originality Report is a flexible document that allows students and instructors to review matches between a submitted work and the repositories scanned by Turnitin. Citations, quotations, and bibliographic material are all scanned against Turnitin’s repositories to determine an

	overall similarity percentage as well as specific matches to similar text
PeerMark	This product allows students to anonymously or with attribution review submissions made by other students within the course. Students reply to free response and scale questions selected or created by the instructor. Instructors may also comment on the paper using three different commenting tools: inline text tool, highlighter tool, and composition marks. A PeerMark assignment must be based on a normal Turnitin assignment where the student papers are initially submitted
QuickMark standard editing marks	A library of standard editing or correction marks provided by Turnitin which can be augmented by additional marks created by an instructor
rubric scorecard (GradeMark)	A scorecard which allows instructors to easily grade students based on a scaled assessment of the submission meeting certain criteria set for an assignment. The rubric scorecard automatically totals a grade for the submission based on the boxes checked on the scorecard
scale (GradeMark)	A series of descriptors by which a student's submission is categorized on a rubric scorecard. Default scale entries are headed "Poor", "Fair", and "Good". Scale headings are customized by instructors creating or editing a rubric scorecard. Descriptions can be entered for instructor guidance at every point where a criterion meets a scale. Ex: The description where the Grammar criterion intersects with the Good scale may indicate 'Above average understanding of word usage'
Secure Socket Layer	A security protocol available on many web browsers. The standard acronym for Secure Socket Layer encryption is SSL. SSL connection to Turnitin is on by default.
student	A user type able to enroll in courses created by an instructor user. Student user profiles can only submit to assignments created by an instructor in a class they are joined to or have been authorized to join
student limit	The maximum active student count available for an account or accounts based on the number of student licenses purchased
sub-account	An account created beneath a parent account. The Turnitin account tree allows for multiple sub-accounts created under each parent account. Only individual accounts may not create sub accounts.

submission	A file or files uploaded by a student or instructor user into an assignment within a Turnitin class. Only a single file per student user can be submitted to an assignment by a student user
submission (type)	Turnitin offers multiple submission types for students and instructors. Students are able to submit a single file at a time by either file upload or cut-and-paste submission. Instructors are able to submit files by file upload, copy and paste, bulk upload, or zip upload options. The default file type for a user to submit by can be viewed or changed in the preferences section of the user info page
total active students inapplicable accounts	The number of active students in the selected account and any sub-accounts which are drawing on the selected account for student limit availability
upload (list)	Sending a Comma Separated Values(CSV) or Microsoft Excel® document containing multiple sets of user information for bulk creation of student or instructor profiles. Also the bulk addition of users to an account or class
upload (file)	the act of submitting or sending a file into a specific assignment within a Turnitin for use with the Turnitin products selected for the class
user profile	the user profile is a set of user preferences and information associated with a specific ID within Turnitin. Each user profile requires a unique e-mail address. A specific e-mail address can only be used once within the Turnitin repository. New attempts to create a profile associated with an e-mail address currently existing in Turnitin will not succeed
user type	Turnitin has three available user types: administrator, instructor, and student. A single user profile may have access to all three user types to fulfill different functions.