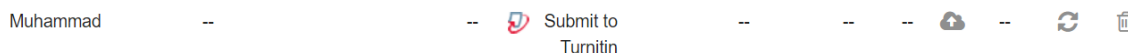
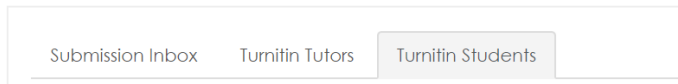


Instructor Guide : How to Assist Student with Turnitin Submission Error

- 1) Usually you can detect the student's submission attempt in Spectrum. You will see the 'Submit to Turnitin' icon next to the student's name



- 2) At the top of the page, choose the 'Turnitin Students' tab



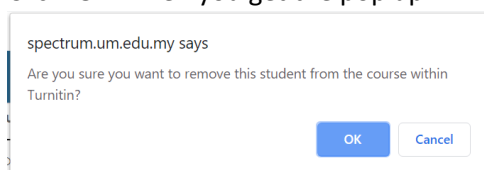
- a. Find the affected student's name.



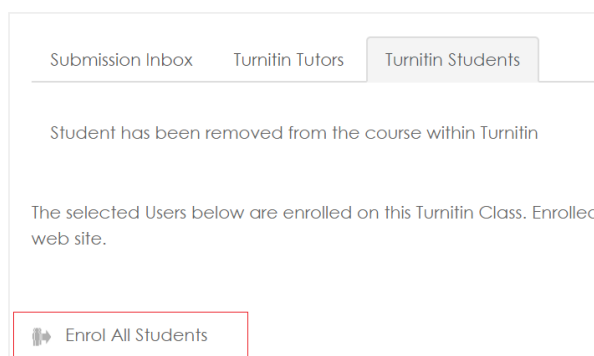
- b. Click on the 'bin' icon next to the name.



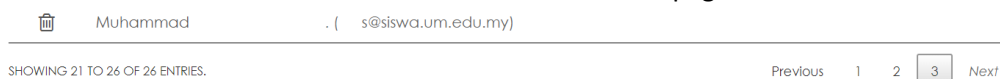
- c. Click 'OK' when you get the pop up



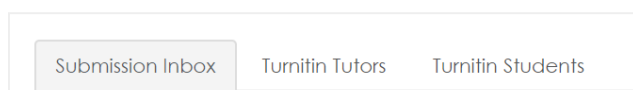
- d. Now, re-enrol the student by clicking on 'Enrol All Students'.



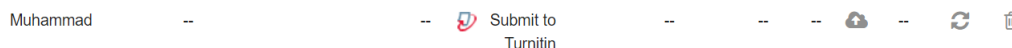
- e. The deleted student's name will be re-added on the last page.



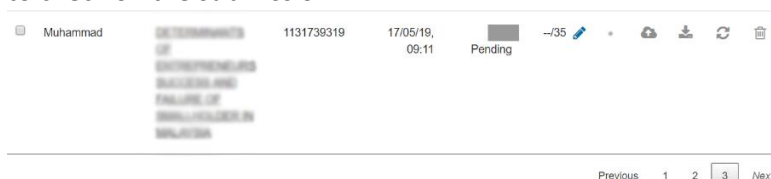
- 3) Click back on the 'Submission Inbox' tab



- a. Find the student's submission and click on 'Submit to Turnitin'



- b. If there is no error message, the submission is usually successful. Go to the last page to check on the submission.



SHOWING 21 TO 26 OF 26 ENTRIES.

- 4) However, if you received any error message or the submission is still not processed, please proceed by lodging report to Helpdesk.