Troubleshooting Turnitin

If you have a firewall and/or anti-virus (e.g., AVG) installed on your computer, then it may prevent Turnitin from working correctly. **Note that sometimes, just using a different browser will resolve upload issues**. For example, if you are using Internet Explorer, try using Mozilla Firefox or Google Chrome.

To submit a paper to Turnitin, your paper must meet our requirements. Turnitin will currently accept the following file types:

1. Microsoft Word® (.doc / .docx)*
2. OpenOffice (.odt)**
3. Google Docs via Google Drive
4. WordPerfect® (.wpd)
5. PostScript (.ps/.eps)
6. Adobe® PDF
7. HTML
8. Rich text format (.rtf)
9. Plain text (.txt)
10. Hangul Word Processor file (.hwp)

Your paper must contain a minimum of 25 words, must be under 20MB (or approximately two million characters), and must not contain spaces in between every letter (l i k e t h i s).

Please note that we do **not** support:

1. Microsoft Works (.wps)
2. Apple Pages file types
3. Spreadsheets (e.g., Excel files) or PowerPoint files
4. PDF files of images, or PDF files which do not contain highlightable text (e.g., a "scanned" file, which is often simply a *picture* of text, is unacceptable).

Therefore, if you are using an unsupported word processor, you may need to save the file as a .txt or .rtf file in order to upload to Turnitin.

If submitting with Google Drive™ online storage service, third party cookies must be allowed in your browser, or attempts to sign into Google to upload from Google Drive will fail.

*Note: We do not accept Microsoft Word 2007 macros-enabled (.docm) files (we do accept the standard .docx files). Whatever macro is encoded in the file is stripped away when submitted to Turnitin. For example, when using a "letter replacement macro," we strip the macro from the Wordfile, and whatever characters the student originally had in the file will appear (e.g. "a~").

Note: Turnitin will **not accept .odt files created from Google Docs. Turnitin may **not** accept ".doc" files created using OpenOffice since OpenOffice ".doc" files are not 100% Microsoft Word equivalent.

Files uploaded to Turnitin must have correctly matching file extensions. For example, if you save a document as a Word file, it must have a Word extension (.doc or .docx). Turnitin will automatically reject files with mis-matched extensions (e.g., a .doc Word file manually edited to a .rtf extension without using the "Save As" feature). If you are experiencing a file format issue, please re-open the file in a word processor, and save the file again using the "save as" function and choosing a different format from the file type pull down menu (try .rtf or .txt as they are the most "safe").

As mentioned above, if you have a firewall enabled (such as those included with many Antivirus programs like McAfee, Norton, and AVG) it may prevent you from uploading a paper to Turnitin successfully. If this

is the case, please add the following as a "safe site" (i.e, Trusted Site or WhiteList) to your firewall and/or browser:

*.turnitin.com
*.submit.ac.uk
*.edgecastcdn.net
*.edgecast.net

If you do not know how to do this, please contact the help desk for the antivirus/firewall program in question for instructions. Also, you must use a supported internet browser in order to successfully submit a paper. Please update your internet browser to the latest supported version if you have any doubts about this.

If you continue to experience upload issues, you may try "disabling" all your browser's plugins/extensions and try uploading again. You can re-enable the plugins/extensions after your upload attempt. If issues persist, please provide your file to Turnitin Support so that we can take a look at the paper from our end. Also, please let us know the word processor and version you are using to write your paper.

As an alternative, please submit your paper by cut and paste.

To submit a paper by cut and paste:
1. Select "cut and paste" using the pull-down on the paper submission page.
2. Open your paper in a word processing program and highlight the paper's text either by using your mouse or by choosing "select all" in your program's edit menu.
3. To copy the text of your paper, select "copy" from the edit menu.
4. Place your mouse cursor in the text box of your browser. To paste the text into your browser, select "paste" from your browser's edit menu.
5. Verify that all of your paper's text shows up in your browser. To submit your paper, click the "submit" button.