

# Send a support request to Turnitin

- For **INSTRUCTORS** using Turnitin via LumiNUS
- For **ALL STUDENTS** and **INSTRUCTORS** using Turnitin direct
- Fill in the Support Wizard

## For **INSTRUCTORS** using Turnitin via LumiNUS

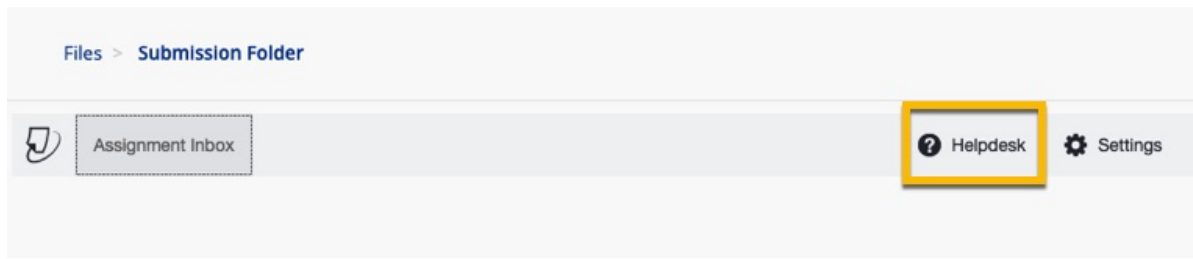
Log in to LumiNUS.

Go to **Files** in your module.

Go to the Turnitin submission folder where the issue occurs.

Click **Helpdesk** on the top right.

Continue to [fill in the Support Wizard](#).



**i** Students do not have the Helpdesk link in Turnitin submission folders in IVLE. Please follow the instructions below.

## For **ALL STUDENTS** and **INSTRUCTORS** using Turnitin direct

Go to <http://turnitin.com/self-service/support-wizard.html>.

Continue to fill in the Support Wizard.

## Fill in the Support Wizard

Choose **Instructor: Turnitin Feedback Studio** (if you are staff) or **Student** from the *How do you use Turnitin?* drop-down list.

Choose the **most appropriate option** for *I need help with...*

Choose the **most appropriate option** for *Just a little more information*.

Click **Find Answer**.

Depending on your responses, you may be presented a solution.

If the answer is of assistance, click **Problem Solved**.

If the answer is of no help, click **Raise a Ticket**.

Fill in the fields.

Leave the following blank:

- *Select if you use a learning management system or portal*
- *Which plugin?*
- *Which plugin version?*

Provide Turnitin with the following information:

- Exact steps taken that led to encountering your issue or error.
- Full name and email address of user experiencing the issue or error.

Click **Send Ticket**.

