

Turnitin known issues

The following issues have been identified as intermittent and may only appear in some courses:

Issue #1

Data from Turnitin does not update into Canvas Gradebook or Speedgrader.

Grades should go from GradeMark into Canvas automatically, however, there have been reports of grades that do not appear in the Gradebook. Going back into the GradeMark interface and 1) removing the relevant grade, 2) saving the changes, 3) re-entering the grade and 4) saving often solves the issue.

There are also reports of trouble in accessing the Turnitin LTI assignment from Speedgrader in Canvas. There are two types of error messages generated:

"This student does not have a submission for this assignment"

"No Preview Available."

The workaround for both of these scenarios is to access the students' submissions via the Turnitin.com website.

Issue #2

Scores do not convert accurately into Canvas Gradebook when the total points possible for the assignment in Canvas is different to Turnitin.

To avoid any inconsistencies in the Canvas/Turnitin marks, please make sure that the 'mark out of' and 'points' in both Canvas and Turnitin are the same. If you do experience this issue, you can change the mark in Turnitin and after 5-10 minutes, change it back to the original mark. This should trigger Canvas to update the Gradebook.

Issue #3

Students are asked to Login when they try to access Turnitin Assignment in Canvas.

Please inform students to open the assignments with a different browser or to try log into Turnitin directly.



Turnitin System Requirements indicate that internet browsers must be set to allow all cookies from Turnitin.com. To resolve this issue, update browser preferences to allow third-party cookies, or at least enable all cookies from Turnitin.com. Then log back in and try to reopen the assignment.

You can find support information on Canvas at the University of Auckland

- [Contact us](#)