

Troubleshooting the login to the JISC Plagiarism Detection Service

If you are having trouble logging in to the JISC plagiarism Detection Service (JISC PDS), the following Frequently Asked Questions (FAQ) may be of help.

1. How do I find out my Username and Password?
2. I have never logged into JISC PDS and have deleted the original message with the login details. What can I do?
3. I have lost my username and password. What can I do?

1. How do I find out my Username and Password?

If you have been asked to submit your assignment to the JISC PDS you should have received an email when you were first set up to submit an assignment. The email would have been sent from the address 'TurnitinUK Helpdesk [mailto:jisc_help@turnitin.com]'. This email contained your username and a temporary password.

Note: Your username will always be your NTU email address e.g. 'N1234567@ntu.ac.uk'.

The first time you login to JISC PDS, you will be presented with a welcome screen in which you can change the password and set up a secret question. Your new password must be at least six characters in length and contain at least one number and one letter.

If you are unable to find the original email with your login details or have forgotten what you set your password to, please have a look at question 2 or 3 as appropriate.

2. I have never logged into JISC PDS and have deleted the original message with the login details. What can I do?

- **Receiving a password reset link in your email**

1. Go to <http://www.submit.ac.uk/> and click on the button labelled **User Login**
2. Click on the link **Click here** next to the text 'Forgot your password?'.
3. In the resulting dialogue box titled 'Reset Password', enter your full NTU email address and then click on the button **next**.
4. After a couple of minutes, you should receive an email from the TurnitinUK Helpdesk. You have 60 minutes to reset your password. Click on the first **here** link in the email message.
5. In the next web page, enter your new password twice as directed, remembering that the password must be six characters long and contain at least one letter and one number. Click on the button labelled **User Login**.
6. You will see a screen confirming that your password has been reset. Follow the link to **Log in to TurnitinUK** which will return you to the main page at <http://www.submit.ac.uk/>. Click on the button labelled **User Login**.

7. Enter your username and new password. This will take you to a screen where you will be able to complete your account information by adding a secret question and answer before accessing your JISC PDS 'classes'.

3. I have lost my username and password. What can I do?

There are two options available to you. Please note that at the time of writing this help sheet, Nottingham Trent University have not signed up for the option to login to the JISC PDS through Athens.

- **Using the secret question (quickest method)**

1. Go to <http://www.submit.ac.uk/> and click on the button labelled **User Login**.
2. Click on the link **Click here** next to the text 'Forgot your password?'.
3. In the resulting dialogue box titled 'Reset Password', enter your full NTU email address and then click on the button **next**.
4. From the drop-down menu, choose the secret question that you set up when completing your account information and then enter your answer. Click on the button **next**.
5. In the next web page, enter your new password twice as directed, remembering that the password must be six characters long and contain at least one letter and one number. Click on the button labelled **User Login**.
6. You will see a screen confirming that your password has been reset. Follow the link to **return to the TurnitinUK homepage and log in** which will return you to the main page at <http://www.submit.ac.uk/>.
7. Click on the button labelled **User Login**. Enter your username and new password.

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