

How to reset your Password in Turnitin.com

Conveniently, Turnitin allows you to reset your password yourself.

Before you start this process, select a new password. Turnitin requires passwords that are at least 8 characters long. You can use letters, numbers, and symbols. Your password is case sensitive.

Go to turnitin.com and enter your school email address.

A screenshot of the Turnitin login page. The page has a blue background. At the top, it says "Log in to Turnitin" in white. Below that, there is a section for "Email address" with a white input field containing "kenneth_byrne@greenwich.k12.ct.us". Below the email field is a section for "Password" with a white input field. A red error message "This field is required." is displayed below the password field. At the bottom left, there is a "Log in" button. To its right is a "Sign in with Google" button. A red arrow points from the "Sign in with Google" button towards the "Forgot your password? Click here." link. Below the login buttons, there are two links: "Forgot your password? Click here." and "Need more help? Click here.".

Click where it says "Forgot your password? [Click here.](#)"

On the next screen, enter your school email address and your last name (or family name) and click next.



Reset User Password

Please enter the email address you used to create your user profile. Click "next" when you are done.

Email Address

Last Name or Family Name

If you do not know the email address for your account...

Ask your instructor (or Turnitin administrator, if you are an instructor) to look up your email address.

NOTE: Due to privacy agreements, Turnitin CANNOT release your email address - even to you. You MUST get this information from your institution.

Next

The next screen will ask you the security question that you set up when you created your account. Enter the answer to that question. If you get the answer correct, you will be prompted to create a new password.

What if I don't remember the answer to my security question?!!!

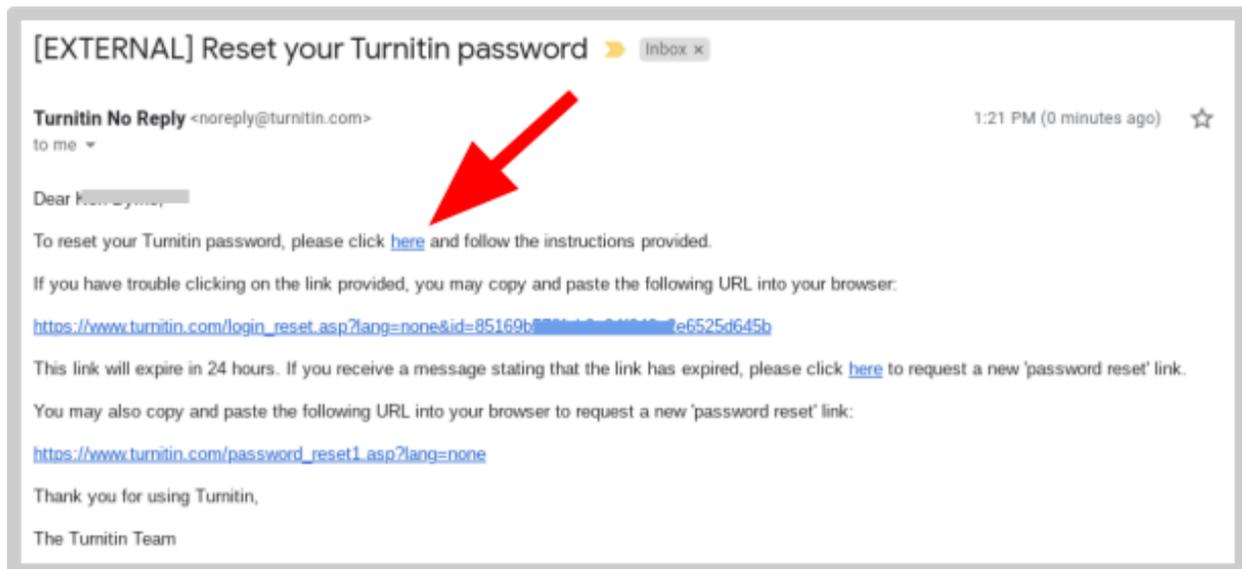
A screenshot of the Turnitin "Reset User Password" interface. The background is blue. At the top, the text "Reset User Password" is displayed in white. Below this, there are instructions: "If you remember the answer to your secret question, please enter it below. Click 'Next' when you are done." and "If you selected your secret question in a language other than the one you are reading this in, please select your language from the list." A dropdown menu shows "English" selected. The "Secret Question:" is "What was the name of the street you grew up on". The "Answer:" field is empty. A red arrow points from the top right towards a blue link labeled "Forgot your answer?" located below the answer box. At the bottom, there is a note: "Please note that all passwords are case-sensitive. Please check your spam, bulk or junk folder for the password reset email, as it is sometimes filtered as spam. The email will come from noreply@turnitin.com. You may need to whitelist this address with your spam blocker or administrator."

Below the answer box, click the link that says "Forgot your answer?"

A screenshot of the Turnitin "Reset User Password" interface showing a confirmation message. The background is blue. At the top, the text "Reset User Password" is displayed in white. Below this, the text reads: "The link to reset your password has been sent to: [redacted]@gmail.com". Below that, it says: "You have 24 hours to change your password using the emailed link."

You will be sent an email with a link to reset your password.

Follow the instructions in the email to reset your password.



Once you have successfully logged into TurnItIn, you should **review and update your security question so you won't have trouble next time.**

Click on your name at the top of the screen.



Scroll down until you see Secret Question.

