Dear Moodle Administrators,

**Incident:** Some Turnitin Assignment submissions appear to remain in a Pending state, and will require to be manually refreshed by the lecturer in order for them to show the Similarity score. This is a known issue with the Turnitin plugin for Moodle.

**Action:** As a workaround, please advise lecturers that they will need to manually refresh any Turnitin Assignments which remain in a 'Pending' State by completing the following steps:

1.) Go to the Turnitin Assignment 'Submission Inbox'
2.) Click on the 'Refresh Submissions' icon for each 'Pending' submission. (the refresh icon is to the left of the 'Delete Submission' Trash can icon)

**Affected:** Students and Lecturers

We continue to work with Turnitin to implement a solution and appreciate your patience.

For further information, please contact the eSolutions Service Desk.
Kind regards,
Service Desk