

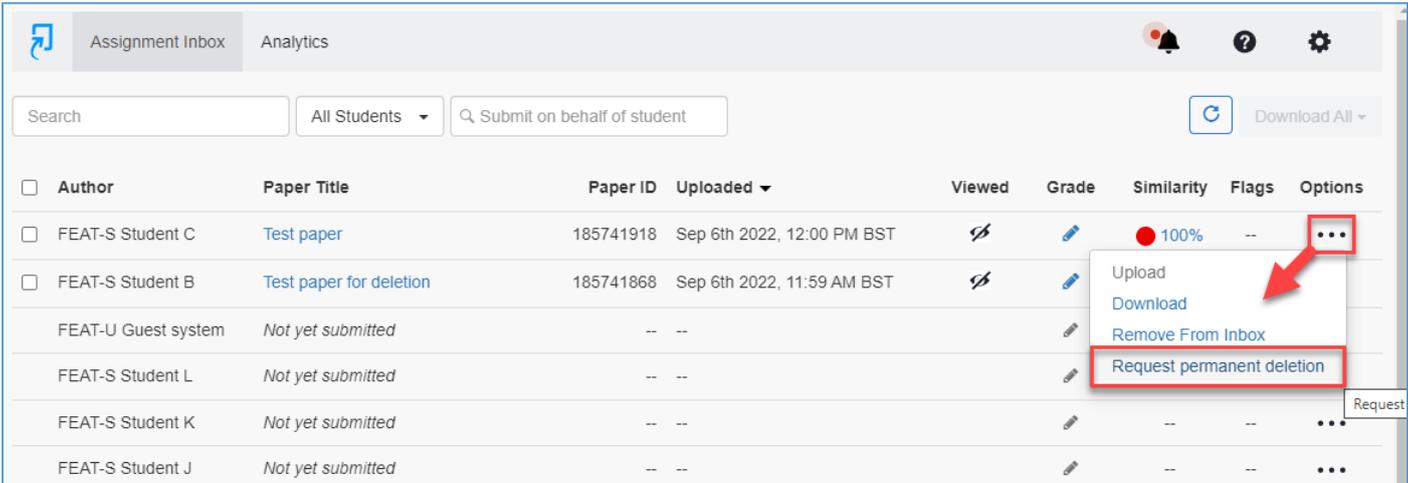
## How to request permanent deletion of Turnitin papers

Turnitin have introduced a self-service process for *permanent* paper deletion requests. Requests for *permanent* paper deletions can now be made by Instructors directly from the Turnitin inbox.

### How to make a request

All Instructor type roles, apart from Administrator and External Examiner, can access Turnitin assignments and perform a “Request permanent deletion” action.

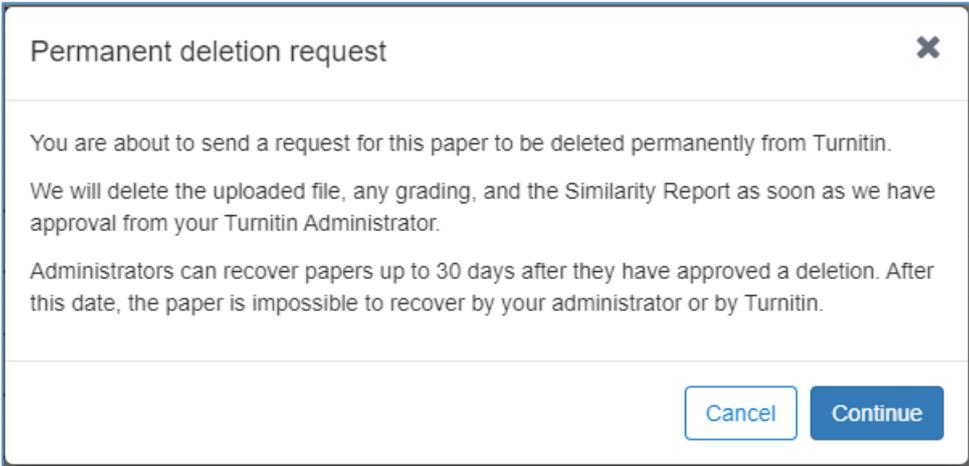
To make a request, the Options for the submission must be selected. When self-service permanent deletion is enabled for the Turnitin account, users see an additional option to request a permanent deletion.



The screenshot shows the Turnitin Assignment Inbox interface. At the top, there are tabs for 'Assignment Inbox' and 'Analytics', along with a search bar, a dropdown for 'All Students', and a 'Submit on behalf of student' field. Below this is a table of submissions with columns: Author, Paper Title, Paper ID, Uploaded, Viewed, Grade, Similarity, Flags, and Options. The first submission is by 'FEAT-S Student C' with the title 'Test paper' and a similarity score of 100%. A red box highlights the 'Options' column for this submission, and a red arrow points to the 'Request permanent deletion' option in the dropdown menu. Other options visible are 'Upload', 'Download', and 'Remove From Inbox'.

Author	Paper Title	Paper ID	Uploaded	Viewed	Grade	Similarity	Flags	Options
FEAT-S Student C	Test paper	185741918	Sep 6th 2022, 12:00 PM BST	✖	✎	100%	--	⋮
FEAT-S Student B	Test paper for deletion	185741868	Sep 6th 2022, 11:59 AM BST	✖	✎			⋮
FEAT-U Guest system	Not yet submitted	--	--		✎			⋮
FEAT-S Student L	Not yet submitted	--	--		✎			⋮
FEAT-S Student K	Not yet submitted	--	--		✎	--	--	⋮
FEAT-S Student J	Not yet submitted	--	--		✎	--	--	⋮

Selecting the **Request permanent deletion** option leads to further confirmation dialogs.



The dialog box is titled 'Permanent deletion request' and has a close button (X) in the top right corner. The text inside reads: 'You are about to send a request for this paper to be deleted permanently from Turnitin. We will delete the uploaded file, any grading, and the Similarity Report as soon as we have approval from your Turnitin Administrator. Administrators can recover papers up to 30 days after they have approved a deletion. After this date, the paper is impossible to recover by your administrator or by Turnitin.' At the bottom, there are two buttons: 'Cancel' and 'Continue'.

In the second dialog, the instructor must give a reason for the deletion request.

Permanent deletion request

**Paper Title**  
Test paper

**Paper ID**  
185741918

**Submitter's Name**  
FEAT-S Student C

**Assignment Title**  
Turnitin - paper deletion request 2 LTI

**Reason for Deletion\***

Please select reason

- Please select reason
- Wrong paper submitted
- Remove personal data**
- Didn't know the paper would appear in similarity matches
- Other

If "Other" is selected, a free text box is revealed where a custom "reason for deletion" can be given for the Turnitin admin user to read.

**At time of writing there is a bug where the message given in the free text box for "Other" is not displayed in the Turnitin administrators' area (only the text "Other" is displayed to the admin). We have raised this with Turnitin and are awaiting a response.**

Finally, the instructor must explicitly type DELETE into a text field to confirm their action and proceed.

Permanent deletion request

**Paper Title**  
Test paper

**Paper ID**  
185741918

**Submitter's Name**  
FEAT-S Student C

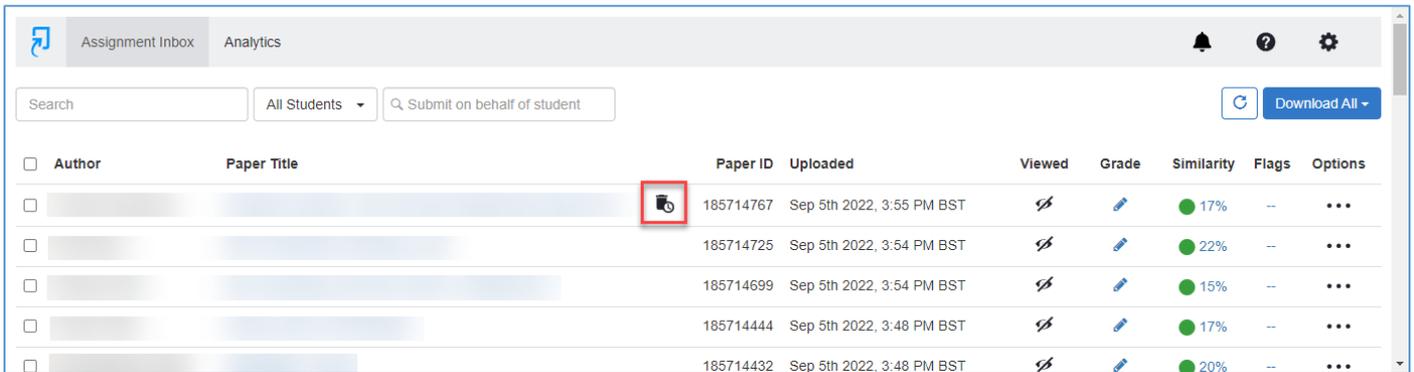
**Assignment Title**  
Turnitin - paper deletion request 2 LTI

**Reason for Deletion\***  
Wrong paper submitted

Everything look correct? Type DELETE to proceed

Cancel Confirm

Submissions confirmed by the instructor for deletion are marked with a special icon in the inbox listing. Make sure this icon appears to confirm your deletion request – navigating away too quickly may result in your deletion request NOT being sent at all.



The screenshot shows the 'Assignment Inbox' interface. At the top, there are navigation tabs for 'Assignment Inbox' and 'Analytics', along with notification, help, and settings icons. Below the navigation is a search bar and a dropdown menu for 'All Students'. A 'Submit on behalf of student' button is also present. A 'Download All' button is located on the right side. The main content is a table with the following columns: Author, Paper Title, Paper ID, Uploaded, Viewed, Grade, Similarity, Flags, and Options. The first row of the table has a trash can icon in the 'Options' column, which is highlighted with a red box. The other rows in the table have similar icons in the 'Options' column.

Author	Paper Title	Paper ID	Uploaded	Viewed	Grade	Similarity	Flags	Options
		185714767	Sep 5th 2022, 3:55 PM BST			17%	--	
		185714725	Sep 5th 2022, 3:54 PM BST			22%	--	
		185714699	Sep 5th 2022, 3:54 PM BST			15%	--	
		185714444	Sep 5th 2022, 3:48 PM BST			17%	--	
		185714432	Sep 5th 2022, 3:48 PM BST			20%	--	

Finally, to request the recovery of a **mistakenly** deleted paper within the 30-day holding period, please raise a request via the Support Portal.