



Library Information Services

# Changing your Forgotton Password

In TURNITIN ACCOUNT

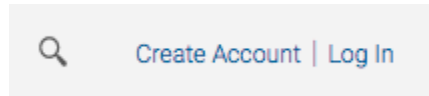
COMSATS Institute of Inforamtion Technology, Lahore

---

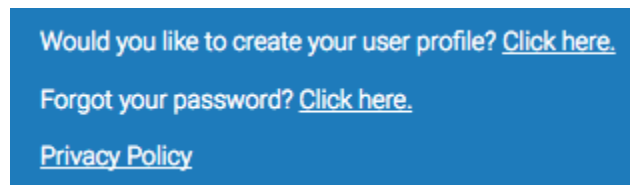
# Changing your forgotten password

If you have forgotten your password, or you didn't receive your initial welcome Email, you can reset your password via secret questions or by the Email address that you originally used during signup. Turnitin cannot send password reset information to any other Email address.

1. Go to <http://turnitin.com> (Or <http://turnitinuk.com> if you are in the UK) and click on the Log In button



2. Click the link alongside *Forgot your password?*



3. Enter the email address and last name associated with your Turnitin user profile, then 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

5. Select your language from the drop-down list; if you selected your secret question in a language other than the one in which you are reading.

6.

6a. Type the answer to your secret question in the Answer box. You set your secret question and answer when you created your account

6b. If you have forgotten the answer to your secret question, click the link labelled *Forgot your answer?* This will send a link to reset your password to your registered Email address.

**Note:** You have 24 hours to change your password using the link that has been sent to you.

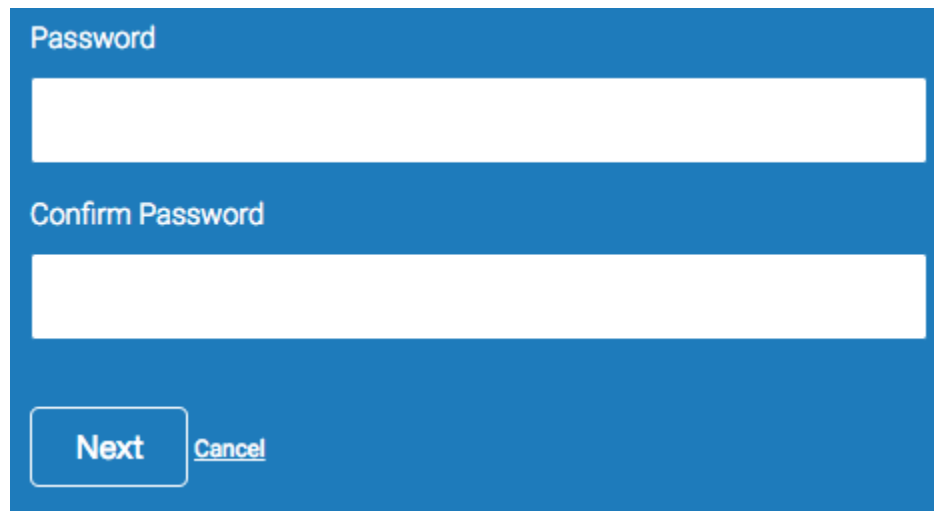
Secret Question:

What is your mother's maiden name?

Answer:

[Forgot your answer?](#)

7. On the password reset page, you must enter a new password and log into Turnitin using the Email address and new password for your profile



The image shows a blue rectangular form for password reset. At the top, the word "Password" is written in white. Below it is a white rectangular input field. Underneath that, the words "Confirm Password" are written in white. Below that is another white rectangular input field. At the bottom left of the form is a white button with the word "Next" in blue. To its right is a white button with the word "Cancel" in blue.

8. Use the email address and your new password to log into Turnitin in the future

**Warning:** If you do not receive an email containing the password reset link, please ensure that the Email service is not filtering this Email from [noreply@turnitin.com](mailto:noreply@turnitin.com) to your spam or junk mail folder. Add [noreply@turnitin.com](mailto:noreply@turnitin.com) to your Email account's contact list or contact your Email service for more information on ensuring this important password reset Email is able to be received.

For any further query / information, please don't hesitate to contact library staff.

**Help Desk**

Library Information Services

CIIT Lahore

eMail: [libraryciitlahore@ciitlahore.edu.pk](mailto:libraryciitlahore@ciitlahore.edu.pk)

Contact: +92 42 111 001 007 Ext. 856

Website: [library.ciitlahore.edu.pk](http://library.ciitlahore.edu.pk)