

## Turnitin Error Message: Turnitin assignment could not be created.

631 Glenn Williams August 8, 2023 [Turnitin](#)

### Complete Error Message:

*Turnitin Error*

*Sorry, we could not process your request.*

*Turnitin assignment could not be created.*

*date\_due - due date must be after start date*

**What happened:** When a Turnitin assignment is created, Turnitin will add a Feedback Release Date for one week after the current date though you will not see it in the Canvas assignment settings. If you enter Start and Until dates which are beyond that week you will receive the error message.

**To correct this error:** Remove the Start and Until dates under the Canvas assignment settings.

### To prevent this error:

Do not enter Start and Until dates when creating the assignment.

Once the assignment is created go into the Turnitin assignment settings and change the Feedback Release Date to be anything after the desired Start date.

After the Feedback Release Date is changed go into the Canvas assignment settings and enter the desired Start and Until dates.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=631>