# Tips for Instructors using Urkund within Brightspace

Below are some tips for using Urkund within Brightspace, and for troubleshooting any issues.

1. Instructors choose the file format for their assignments. However, here is a list of the Urkund supported file formats:
   a. .doc, .docx, .xls, .xlsx, .sxw, .ppt, .pptx, .pdf, .pdf 2.0, .txt, .rtf, .html, .htm, .wps, .odt, .odp, .ods, .tif, .tiff, .ps, .hwp, .pages (4)
2. The minimum character count for submissions to Urkund is 430 characters. Please be sure that this information is shared with your students when they are submitting for an Urkund enable assignment.
3. If you cannot see the Urkund similarity score for your assignments:
   a. Check to make sure that you have the Urkund tool enabled for that assignment. Example:

| | Plagiarism Detection Overview | | | | Plagiarism Submission Details | | |
|---|---|---|---|---|---|---|---|

Assignment Overview

| Submission Folder Name | Number of Documents Submitted | Number of Documents Analyzed | Last Updated | Due Date | Receiver Account | Turn On/Off Plagiarism Detection | Display Similarity Report to Students upon submission |
|---|---|---|---|---|---|---|---|
| 👤 Neuro Assignment | 3 | 3 | Jun 19, 2020 2:46 PM | - | 169.d2lt@analysis.urkund.com | ⬤ | ⬤ |
| 👤 Domino effect Assignment | 2 | 2 | May 5, 2020 10:12 PM | - | urkund.a1.d2lt@analysis.urkund.com | ⬤ | ◯ |

   b. Check with your institution's LMS Admin to ensure that your Urkund Roles and Permissions are correctly set up to 'View Report' and 'View Significant Score'.
4. My Urkund remote plugins are not appearing
   a. If you are using a navbar remote plugin, ensure that is shared to all courses. Also ensure it has been added the navbar for your current course.
   b. If you are using a widget remote plugin, ensure it is shared to all courses. Also ensure that is has been added to the shared homepage for your current course.
   c. If you are not able to modify these areas of your course, seek assistance from your LMS Administrator/support team.

5. When I launch Urkund I see a blank screen.
   a. Often this is a sign of a misconfiguration in the Urkund account, usually to do with a specific Unit ID not being active/enabled or using the incorrect one altogether. To test for this, Select/load the Urkund tool and press F12 on your keyboard and click on the Network tab:
   If you see an error "Payment Required" this confirms a misconfiguration inside the Urkund account. Proceed to engage your LMS Admin and Urkund support.

6. If an Instructor selects the Urkund icon in their course Navbar (Instructor must be in their course), and they are sent to their course My Homepage – check to see that the course Navbar they are using is set to active and is shared with their course.