

# Two Turnitin IDs for one user

A student was getting this error message when she tried to submit her assignment to the Turnitin Activity on the CCLE class site:

*"Uploading user information failed because user email was changed to an address that is already associated with an account. UID: \*\*\*\*\*- Old Email" \*\*\*\*\*@ucla.edu - New-Email" \*\*\*\*\*@g.ucla.edu."*

Note that the upload will fail for both the student and the instructor as both face same issue.

Try contacting TurnItIn support by reading <http://ucla.in/2bjuGGE>

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