

# Kite® Student Portal Installation Guide: Chromebook



Assessment & Technology Solutions

Kite Student Portal (SP) is used by students to take online assessments. When running, SP covers the entire screen of the device, preventing students from accessing outside information during the test.

**Note:** Student Portal runs in kiosk mode. When running, the app covers the entire screen, preventing students from accessing outside information during testing.

## Installation Guide Overview

This manual assists in the installation of SP on Chromebook devices. This installation guide is for the people responsible for installing SP on testing machines prior to students completing an assessment.

### A Note about Graphics


Every effort was made to assure the graphics in this manual match what the users will see when downloading and using SP. Expect some slight differences depending on the operating system used to access SP.

### Disclaimer

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### Getting Help

Common tasks are described in this manual, but if you require additional assistance, please contact the Kite Service Desk or view the program website using any of the methods below.

Resource	Location
Phone	844-675-4479
Email	<a href="mailto:pie-support@ku.edu">pie-support@ku.edu</a>
Live Chat and Kite Educator Portal	<a href="https://educator.kiteaai.org">https://educator.kiteaai.org</a>
Application Name	Kite Student Portal
Homepage URL	<a href="https://student.kiteaai.org">https://student.kiteaai.org</a>
Icon	
Program Website	<a href="https://pie.atlas4learning.org">https://pie.atlas4learning.org</a>

## Changes to the Guide

The following table lists the changes made to this guide since the last major release of the documentation.

Date	Page	Description of Change

## Installing Student Portal

SP should be updated to the latest version prior to testing. Please check the program website for information on the latest version and supported operating systems.

**Note:** The application should update automatically unless this feature has been disabled.

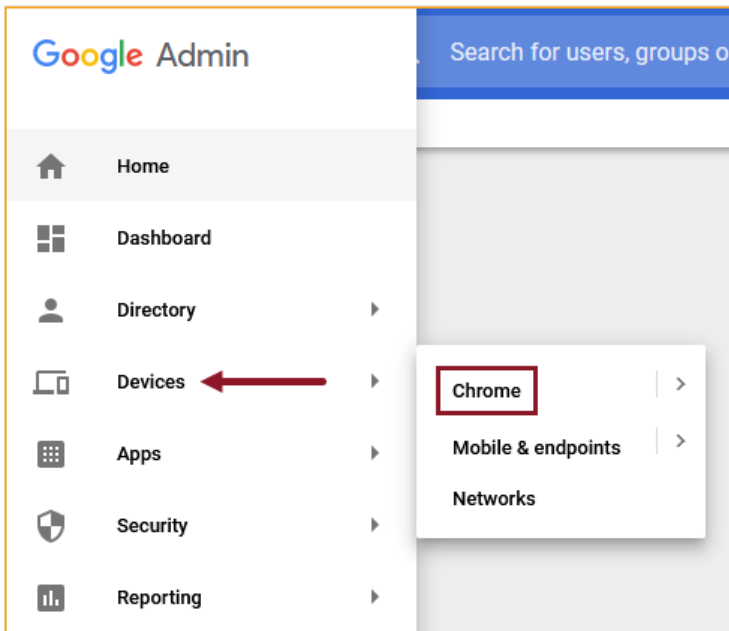
## Installing on a Managed Chromebook

If you manage the Chromebooks at your site, you can distribute SP to every Chromebook using the following steps.

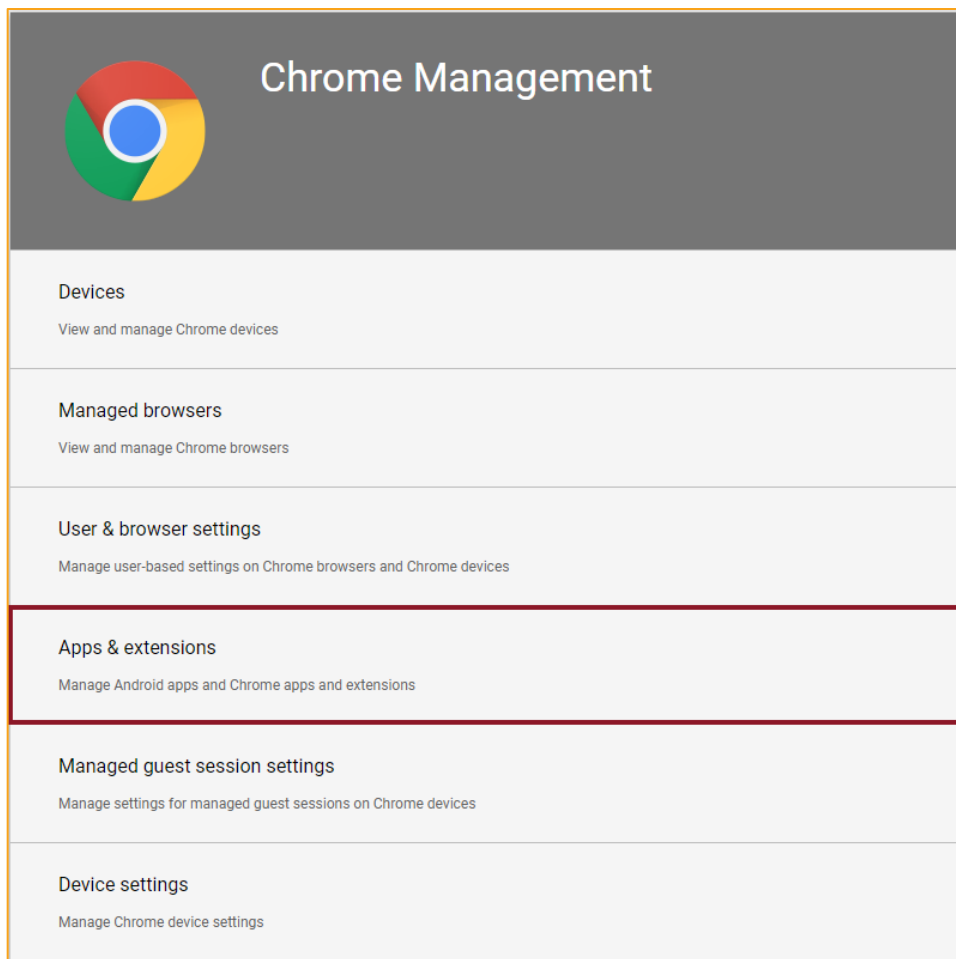
1. Log in to the Google Admin console and select on the hamburger menu.



2. Hover your cursor over **Devices**, then select **Chrome**.



3. From the Chrome Management menu, select **Apps & extensions**.



4. Select the organization unit in the column on the left where you want to configure settings.

**Note:** To push app to all users/devices, select the top-level organization.

5. Select the Kiosks header.
6. Select the Add app icon (+) and then select the **Add Chrome app or extension by ID** option.



7. Enter the extension ID: **dfbmcelmchhnfkmppccoabepInmdljeod**
8. Select **Save**.
9. In the panel on the right, set any app and/or extension policies.

## Installing on an Unmanaged Chromebook

If using an unmanaged Chromebook, perform the following steps to install SP.

**Note:** If you are using an unmanaged Chromebook manufactured in 2017 and later, the *Ctrl+Alt+K* key on the sign in screen might not enable Kiosk mode.

1. Turn on the Chromebook.
2. On the Welcome screen, select your language and keyboard.
3. Connect to your network.
4. Select **Continue**.
5. On the Google Chrome OS Terms screen, select **Accept and continue**.

**Note:** Do not sign in with an account at this time! You must first enable Kiosk mode.

6. On the Sign in screen, press *Ctrl+Alt+K*.

**Note:** You may have to press the keys several times to reach the Enable Kiosk Mode screen.

7. Select **Enable**.
8. Select **Ok**.
9. On the Sign In screen, enter the email and password for the Google account that will be used with the Chromebook.
10. Select **Sign In**.

**Note:** After you are logged in, you can close any windows that display.

11. Start the Chrome browser.
12. In the browser address bar, type *chrome://extensions*.
13. Select **Enter**.
14. Move the toggle to the "On" position to enable Developer mode. If the Add kiosk application button appears, your device is set up appropriately.

**Note:** If the Add kiosk application button does not appear, turn the Chromebook off and attempt the setup process again.

15. Select **Add kiosk application**.
16. Search for Kite Student Portal. If app cannot be found using search, use ID:  
**dfbmcelmchhnfkmpccoabepInmdljeod**

**Note:** Do not select the option to permanently keep the device in kiosk mode.

17. Select **Add**. The SP app will appear in the upper box.
18. Select **Done**.

## Accessing the Application

SP must run in kiosk mode. This prevents students from accessing outside information during testing. All other applications are not accessible once SP is launched in kiosk mode.

### Opening Kite Student Portal

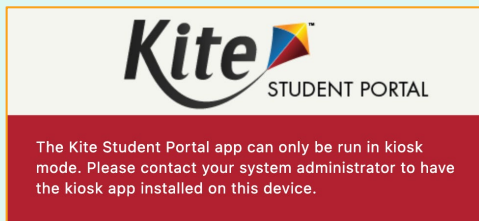
To open SP, perform the following steps.

1. Sign out of the Chromebook.
2. Select **Apps** at the bottom of the sign-in screen.

**Note:** Student must be signed out to see the “Apps” choice next to Shut Down in the lower left.

3. Select the SP app.

**Note:** If the app is launched in non-kiosk mode, the following error message will display:



### Closing Kite Student Portal

To close Student Portal, restart the Chromebook.

## Troubleshooting

If you encounter any errors while using SP, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide and at the bottom of each page. A few common issues and their solutions are below.

### During testing, ChromeVox starts reading the text aloud.

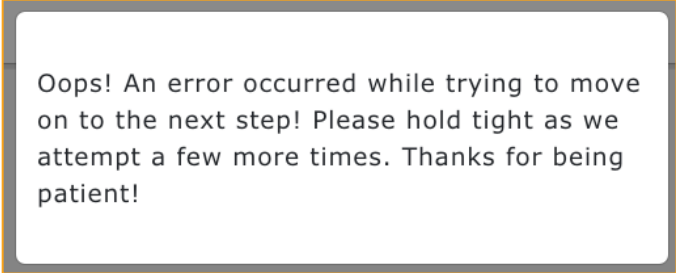
ChromeVox is the “spoken feedback” or text-to-speech feature included with Chrome. To turn off ChromeVox, type **Ctrl+Alt+Z**.

### The Chromebook screen rotated 90 degrees.

Type **Ctrl+Shift+Rotate** to return the screen to normal orientation.

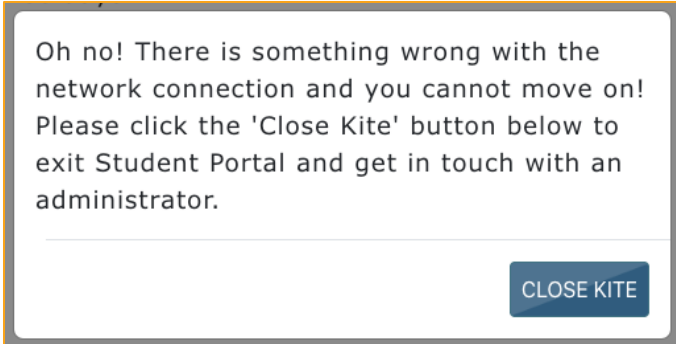
## Oops! An Error Occurred

If Kite Student Portal cannot connect to the Kite servers, the following message will display.



Oops! An error occurred while trying to move on to the next step! Please hold tight as we attempt a few more times. Thanks for being patient!

This message will remain for approximately 10 seconds while the application tries to regain connection. If Student Portal cannot get reconnected, the following message will display and you can select the Close Kite button. Please check your internet settings to verify a connection or restart your device before continuing.



Oh no! There is something wrong with the network connection and you cannot move on! Please click the 'Close Kite' button below to exit Student Portal and get in touch with an administrator.

CLOSE KITE