

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 must run in kiosk mode.

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	pie-support@ku.edu
Live Chat and Kite Educator Portal	https://educator.kiteaai.org
Application Name	Kite Student Portal
Homepage URL	https://student.kiteaai.org
Icon	
Program Website	https://pie.atlas4learning.org

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.

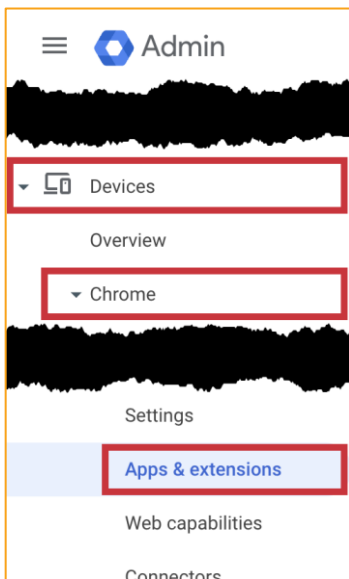
Installing on a Managed Chromebook

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 the hamburger menu.



2. Select **Devices**, then select **Chrome**, then select **Apps & extensions**.



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

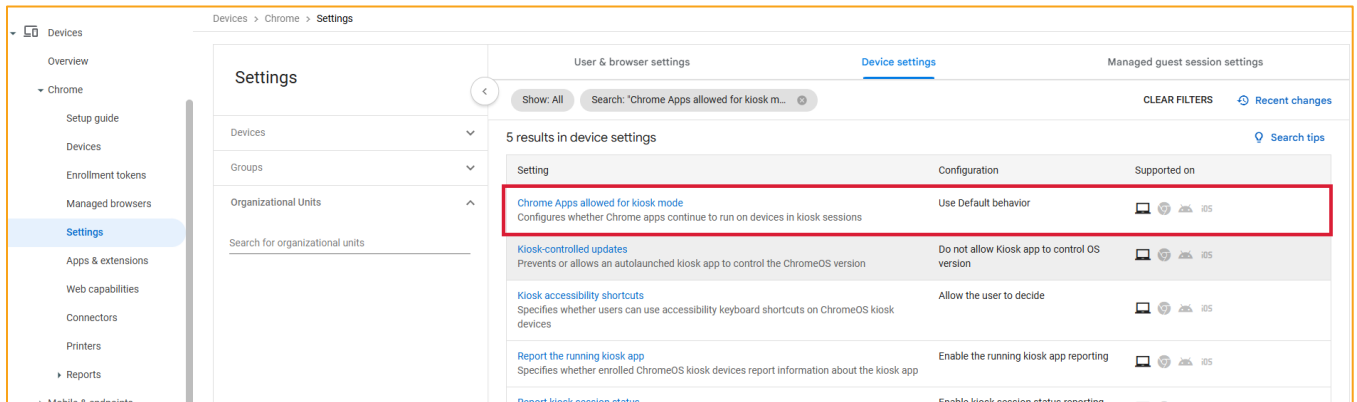
NOTE: To push app to all users/devices, select the top-level organization.

4. Select the Kiosks header.

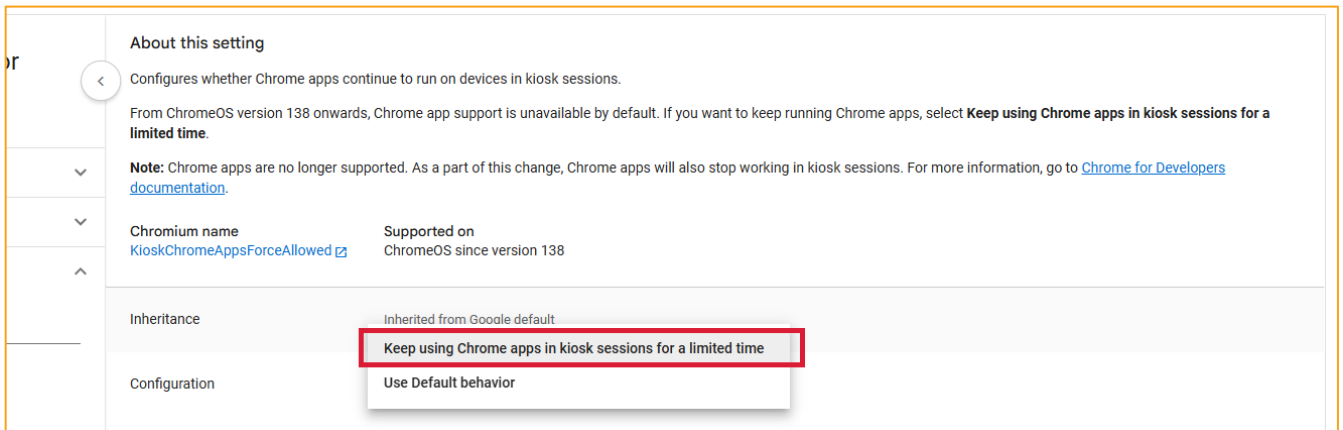
5. Select the Add app icon (+) and then select the **Add Chrome app or extension by ID** option.



- 6. Enter the extension ID: **dfbmcelmchhnfkmppcoabepnlmdljeod**
- 7. Select **Save**.
- 8. In the panel on the right, you must allow the app to be used in kiosk mode.
- 9. Select **Settings**.
- 10. Select the **Device Settings** tab. Search for and select **“Chrome Apps allowed for kiosk mode”**.



11. Under that setting, select **Keep using Chrome apps in kiosk mode sessions for a limited time**.



12. Finally, set any additional app and/or extension policies.

NOTE: Some users may need to disable Kiosk spoken feedback or Kiosk select to speak options globally so it does not interfere with Kite accessibility. Please see the troubleshooting step related to ChromeVox for details.

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

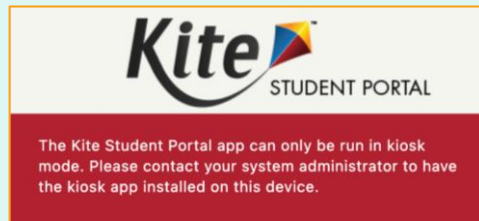
To open SP, perform the following steps.

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**.

To disable ChromeVox more globally, you can turn off access completely in Google Admin Console.

NOTE: Changing these settings globally will turn off access to ALL kiosk applications, not just Kite Student Portal.

1. Select **Devices**.
2. Select **Chrome**.
3. Select **Settings**.
4. In Kiosk accessibility, disable ‘Kiosk spoken feedback” and “Kiosk select to speak’.
Select To Speak: Allows users to select text on the screen to be read aloud.
Spoken Feedback: Reads aloud the text on the screen, including names of buttons, links, and other elements.

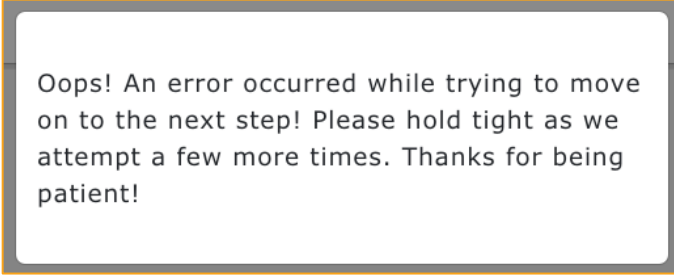
Setting	Configuration	Inheritance	Supported on
Kiosk floating accessibility menu	Do not show the floating accessibility menu in kiosk mode	Google default	📱 🖥️ 🤖 iOS
Kiosk spoken feedback	Disable spoken feedback	Locally applied	📱 🖥️ 🤖 iOS
Kiosk select to speak	Disable select to speak	Locally applied	📱 🖥️ 🤖 iOS

The Chromebook screen rotated 90 degrees.

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

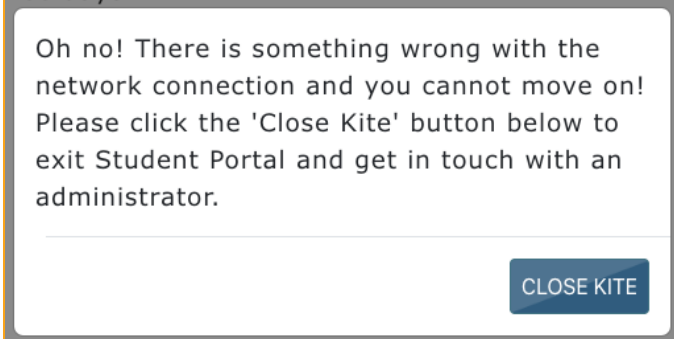
Oops! An Error Occurred

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

A screenshot of a white error message box with a thin orange border. The text inside reads: "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!"

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.

A screenshot of a white error message box with a thin orange border. The text inside reads: "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." Below the text is a horizontal line and a blue button with the text "CLOSE KITE".

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