

Kite® Student Portal Installation Guide: Mac



Assessment & Technology Solutions

Installation Guide Overview

This 2023-2024 manual assists in the installation of Kite Student Portal on Mac devices. Kite Student Portal is used by students to take assessments. When running, Kite Student Portal covers the full screen, preventing students from accessing outside information during testing.

Note: Kite Student Portal is supported for 64-bit Mac computers. If your machine's processor is 32-bit, then the machine is not compatible.

A Note about Graphics


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

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	855-675-4479
Email	kite-support@ku.edu
Kite Student Portal (Name)	Kite Student Portal
Kite Student Portal (URL)	https://student.kiteaai.org
Kite Student Portal (Icon)	 The icon for Kite Student Portal, featuring a colorful kite and the version number "9.0.0".
Program Website	https://pie.atlas4learning.org/
Program Website Technology Coordinators	https://kiteassessments.org/

Changes to the Guide

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

Date	Page	Change

Download and Install Kite Student Portal

Kite Student Portal 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.

Uninstalling Previous Versions

Outdated versions of Kite Student Portal will display an error screen when accessing the app.

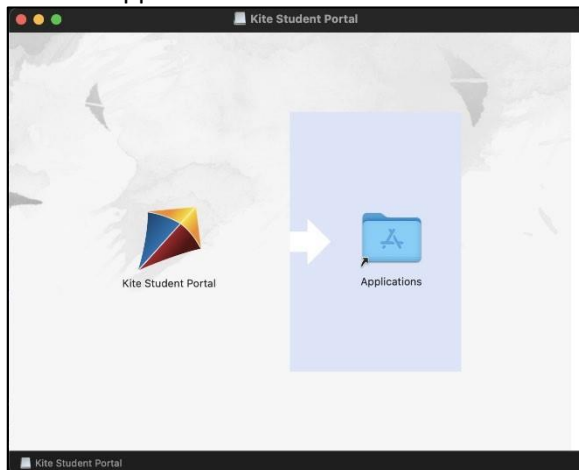


After uninstalling any older versions of Kite Student Portal, you may also need to remove Kite Student Portal from the Application Support folder.

1. Open Finder.
2. Select Go to Folder in the Go menu bar at the top of the screen.
3. Type **~/Library/Application Support** in the text field provided.
4. Click Go.
5. Delete anything Kite Student Portal or Kite Client-related, such as the KiteStudentPortal folder.

Downloading and Installing the Newest Version

1. Go to the program website for technology coordinators in the Getting Help table at the start of this document.
2. Select the Mac icon in the Kite Student Portal platform icon list.
3. Once the download is complete, open the downloaded DMG file. Select and drag the Kite Student Portal app into the Applications folder.



4. From the Applications folder, create a Student Portal alias on the desktop.

Accessing the Application

For more detailed information about Kite Student Portal and its features, refer to your program's Kite Student Portal Manual.

Opening Kite Student Portal

1. After Student Portal has been installed, you can open the Student Portal app from the Applications folder or from the alias you created on the desktop.

Note: If you receive a warning that Kite Student Portal software is an application downloaded from the Internet, click Open.

Closing Kite Student Portal

1. From the test selection screen, select Close Kite or Sign Out at the top of the home screen.



2. From the login screen, select Close Kite.



Note: It is important to exit Kite Student Portal following the process outlined above to prevent the app from locking up and requiring a hard reset.

Troubleshooting

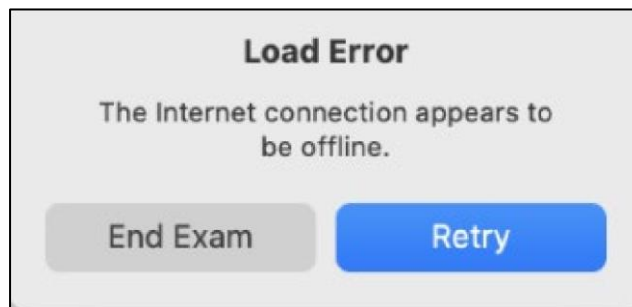
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

After exiting Student Portal, application does not quit

Sometimes after exiting Kite Student Portal, the application will continue to run in the background. To close the application, open the Activity Monitor and end the process.

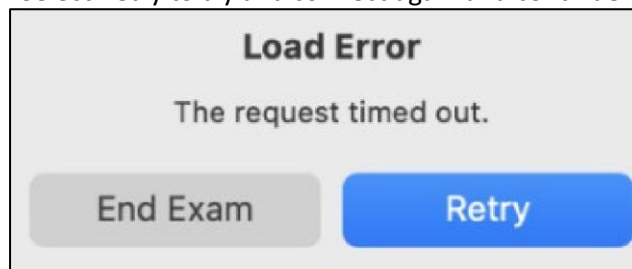
Load error when no network connection detected

This message appears when Kite Student Portal recognizes that the device is not connected to Wi-Fi when the application is loading. Select End Exam to close the Kite application. Select Retry to try and connect again after confirming that you have a strong Wi-Fi signal.



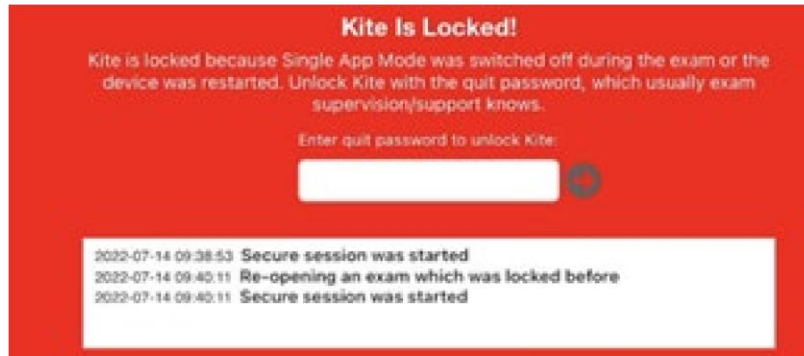
Load error when application cannot be reached

This message appears when Kite Student Portal cannot be reached due to low, or no, internet connection. Select End Exam to close the Kite application. Select Retry to try and connect again and continue the assessment.



Red screen asking for an administrator or quit password

A message similar to the one appearing below may show when Kite Student Portal is incorrectly exited, or another application has taken the focus away from Kite. The secure password is not posted in this manual. Please contact the Kite Service Desk to request this password.



Note: If a white screen appears the device has not yet reconnected to Wi-Fi.
