

# Kite<sup>®</sup> Student Portal Installation Guide: iPad



Assessment & Technology Solutions

## Installation Guide Overview

This 2023-2024 manual assists in the installation of Kite Student Portal on iPad 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.

## 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	844-675-4479
Email	<a href="mailto:kite-support@ku.edu">kite-support@ku.edu</a>
Kite Student Portal (Name)	Kite Student Portal
Kite Student Portal (URL)	<a href="https://student.kiteaai.org">https://student.kiteaai.org</a>
Kite Student Portal (Icon)	
Apple <sup>®</sup> App Store Link	<a href="https://apps.apple.com/us/app/kite-client/id920079620?ls=1">https://apps.apple.com/us/app/kite-client/id920079620?ls=1</a>
Program Website	<a href="https://pie.atlas4learning.org/">https://pie.atlas4learning.org/</a>
Program Website Technology Coordinators	<a href="https://kiteassessments.org/">https://kiteassessments.org/</a>

## 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.

### Downloading 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 iPad icon in the Kite Student Portal platform icon list.
3. Tab the download link for iOS.

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Note: Also available in the Apple® App Store. Make sure the version is specific to your program.

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### Updating Kite Student Portal Manually

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Note: Application updates automatically unless this feature is disabled on device. Follow the manual steps below.

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1. Open the Apple App Store.
2. Tap the Updates tab on the bottom of the screen.

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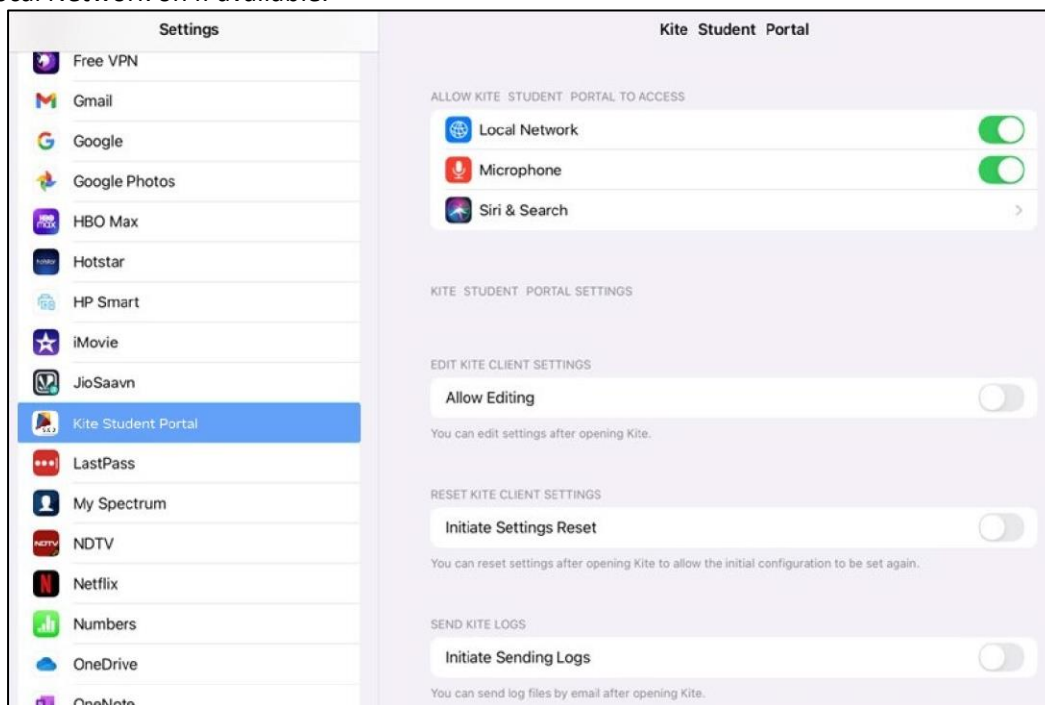
Note: The update menu may be inside the Account page for the App Store.

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3. Find the Kite Student Portal app and tap Update.

### Settings for iPad

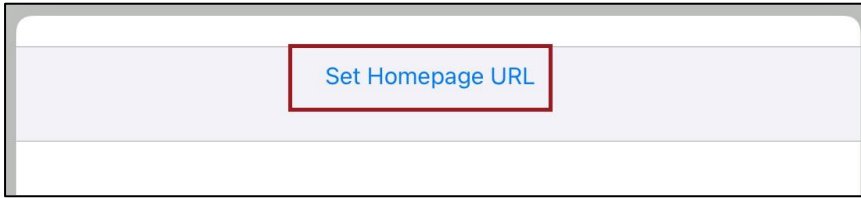
Once Kite Student Portal is installed, navigate to Settings and confirm the app is configured according to the screenshot below. Toggle Local Network on if available.



## Securing the iPad: Automatic Assessment Configuration (AAC)

Kite Student Portal supports Apple Automatic Assessment Configuration (AAC), which configures and locks the iPad for testing. Refer to [Apple's Assessment with iPad document](#) for more information. When Kite Student Portal is first opened, the homepage URL must be set. To set the homepage URL, perform the following steps:

1. Tap the Kite Student Portal icon to open the application.
2. The following popup will appear. Tap Set Homepage URL.



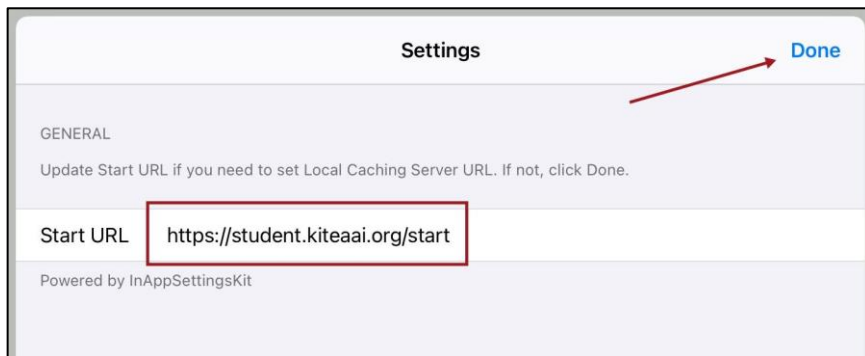
3. The correct Start URL will be displayed. Tap Done.

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Note: The correct URL for your program is in the Help Resource table at the beginning of this document.

Note: You're only prompted to set the Homepage URL in the first app launch.

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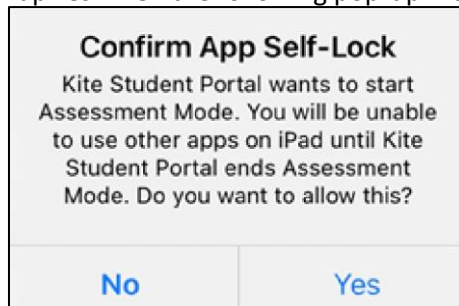
4. You will then be taken to the login screen.

## 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. Tap the Kite Student Portal icon to open the application.
2. Tap Yes when the following pop-up message displays.



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Note: If you tap No, a No Kiosk Mode Available pop-up will appear. Tap Retry to Confirm App Self -Lock.

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3. Enter the student credentials on the login screen.
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Note: If an outdated version of Kite Student Portal is still installed, the home screen will not load and message to update may display. Close the app and install the newest version.

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## Closing Kite Student Portal

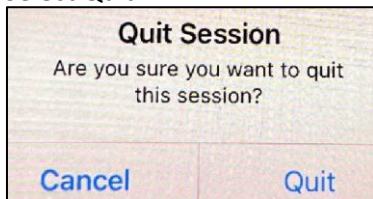
1. From the test selection screen, select Close Kite or Sign Out at the top of the home screen.



2. From the login screen, select Close Kite.



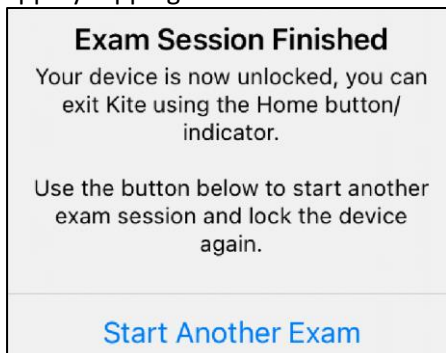
3. Select Quit.



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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.

4. Once you tap Quit, the iPad is no longer in secure-locked mode and the following pop-up will appear. Close the app by tapping the Home button or swiping up on the screen.



## 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.

### *Network issues cause Kite Student Portal software to stop responding*

To resolve this issue, perform the following steps:

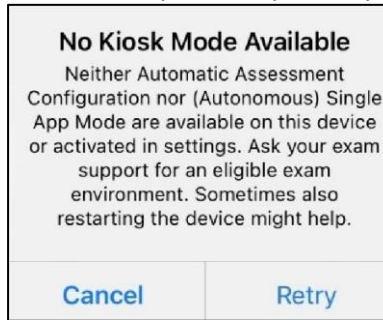
1. Use the instructions in this guide to Close Kite Student Portal software.
2. Reopen the app using the instructions in this guide.

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Note: Losing internet connectivity during testing will occasionally result in a completely locked system. This lock must be corrected with a "hard reset." Depending on the model of your iPad, you either hold the home and power buttons down at the same time or press the volume up button one time, volume down button one time, and then press and hold the power button until the screen goes completely black.

### **“No Kiosk Mode Available”**

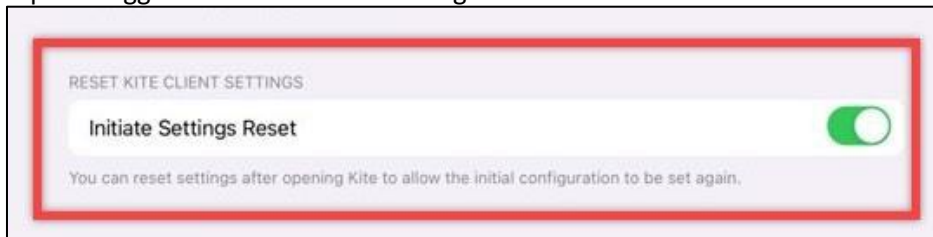
The app was not allowed to enter App Self-Lock mode. Tap on Retry and tap Yes.



### **Login screen does not appear**

This can happen if the URL is set incorrectly. To reset the Start URL, follow these steps:

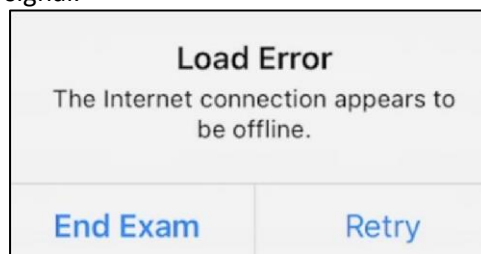
1. Open Settings.
2. Tap on Kite Student Portal.
3. Tap the toggle switch to Initiate Settings Reset.



4. Open Kite Student Portal. A pop-up to Set Homepage URL displays. Make sure the URL is set correctly for your program according to the Getting Help resource table at the beginning of this document.

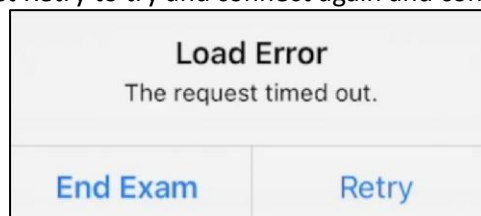
### **Load error when no network connection detected**

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.



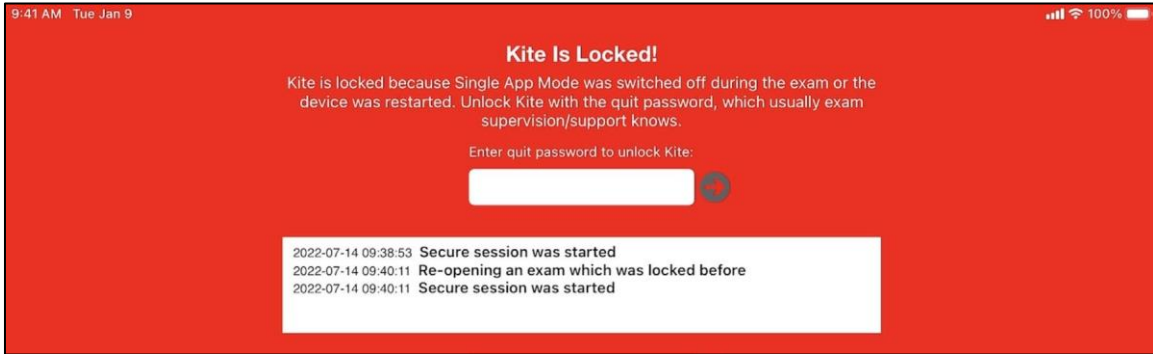
### **Load error when application cannot be reached**

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***

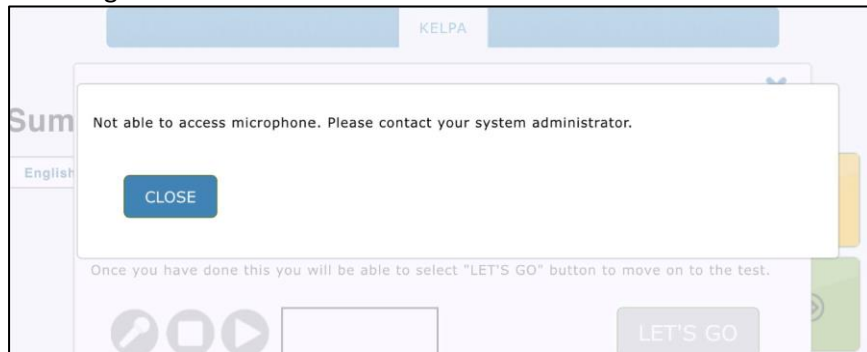
This message appears when Kite Student Portal is incorrectly exited, or another application has taken the focus away from Kite. The secure password is not posted in this manual. Please contact the Kite Service Desk to request this password.



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

### ***Device is not able to access the microphone***

If the student encounters the following screen when selecting an available test, you will need to allow microphone access through the device settings.



To allow microphone access, perform the following steps:

1. Close the Kite Student Portal app.
2. Open Settings.
3. Tap on Kite Student Portal.
4. Tap the toggle Microphone switch to ON.

