# Kite

## STUDENT PORTAL

# INSTALLATION GUIDE FOR IPAD

## 2023-24

KU
ACHIEVEMENT
& ASSESSMENT
INSTITUTE

**The University of Kansas**

**Assessment & Technology
Solutions**

Kite Student Portal is used by students who take Kansas Assessment Program (KAP) assessments. When running, Kite Student Portal covers the entire screen of the device, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing Kite Student Portal on devices used for assessment.

**Note:    iPad® Minis are not supported.**

## CONTENTS

# INSTALLATION GUIDE OVERVIEW

This manual assists in the installation of Kite Student Portal on iPad devices.

## 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 Kite Student Portal. Expect some slight differences depending on the operating systems 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 using any of the methods below.

**Phone: 855-277-9752**

**Email:** **kap-support@ku.edu**

**Live Chat:** **https://educator.kiteaai.org/**

## CHANGES TO THE GUIDE

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

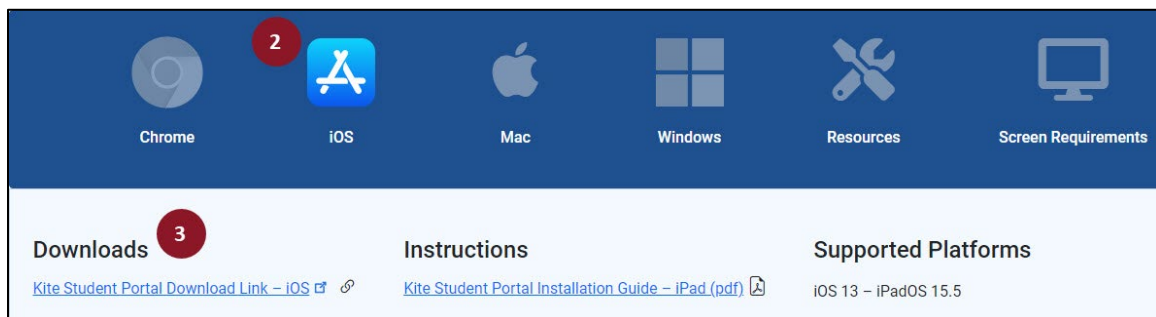| Change Logged | Page | Description of Change |
|---------------|------|-----------------------|
|               |      |                       |
|               |      |                       |

## DOWNLOAD KITE STUDENT PORTAL

To download the latest version of Kite Student Portal, perform the following steps:

1. On the KAP website, select **Roles** from the drop-down menu, then select Technology Coordinators.



2. In the Student Portal section, select the iPad icon from the platform list.
3. Tap the download link for iOS.



When accessed from an iPad, the link will redirect to the Kite Student Portal page in the Apple® App Store.

| Note: | Also available in the App Store by searching for Kite Student Portal. |
|---|---|

## UPDATING KITE STUDENT PORTAL

**Kite Student Portal must be updated to version 9.0.0 or above prior to testing.**

| Note: | Application updates automatically unless this feature is disabled on device. |
|---|---|

To manually update Kite Student Portal to the latest version, perform the following steps:

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

| Note: | The update menu may be inside the Account page for the App store. |
|---|---|

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.
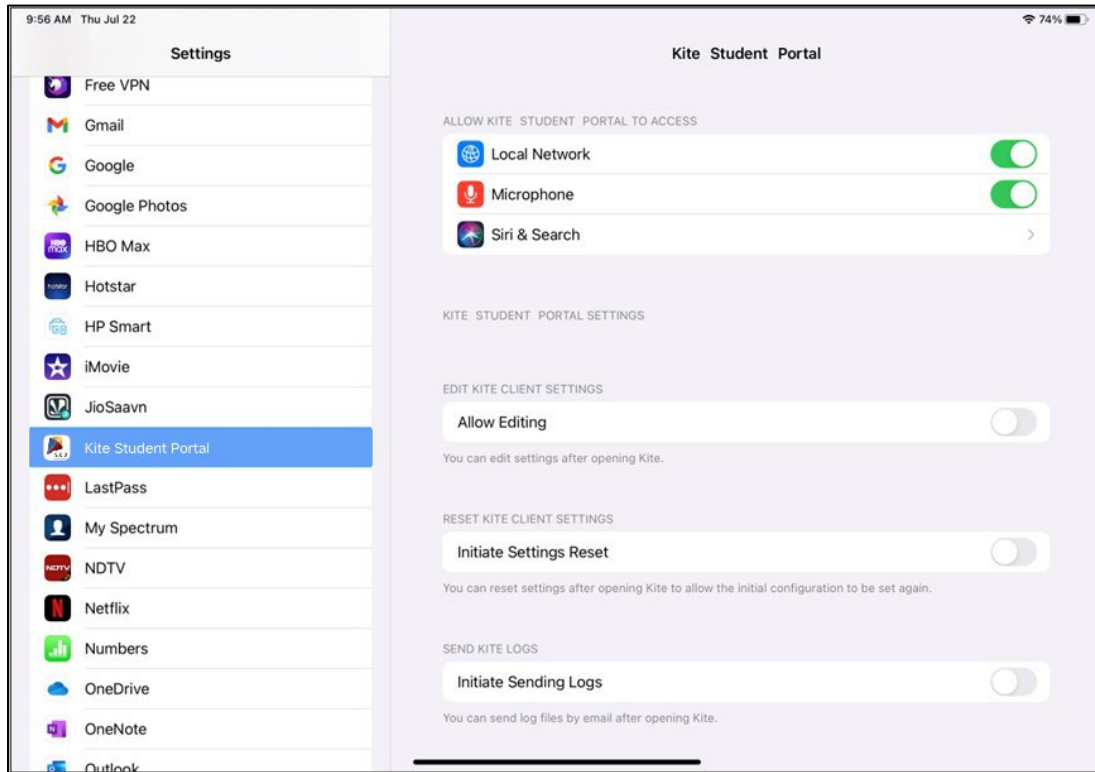


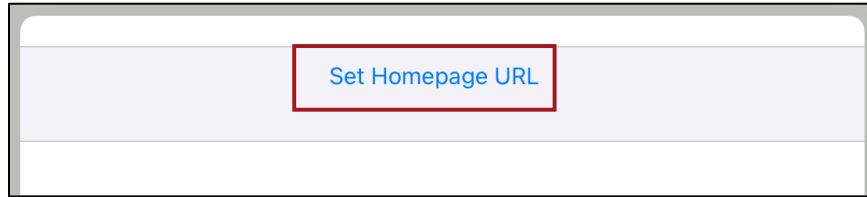## SECURING THE IPAD

### 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:
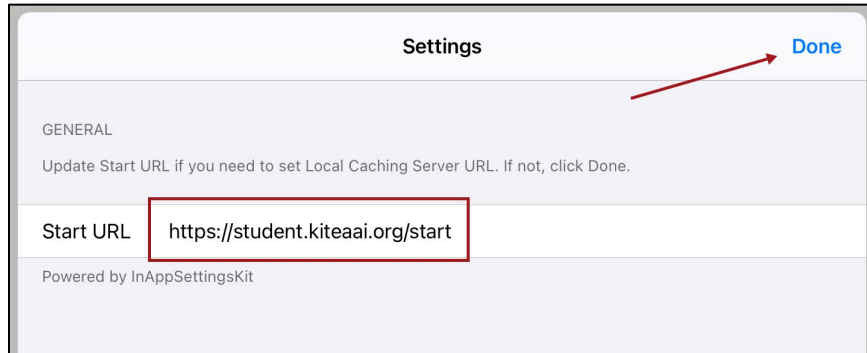
1. Tap the Kite icon.

2. The following popup will appear. Tap Set Homepage URL.

> Set Homepage URL

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

> **Settings**        Done
>
> GENERAL
>
> Update Start URL if you need to set Local Caching Server URL. If not, click Done.
>
> Start URL    https://student.kiteaai.org/start
>
> Powered by InAppSettingsKit

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

**Note:** **You're only prompted to set Homepage URL in the first app launch.**
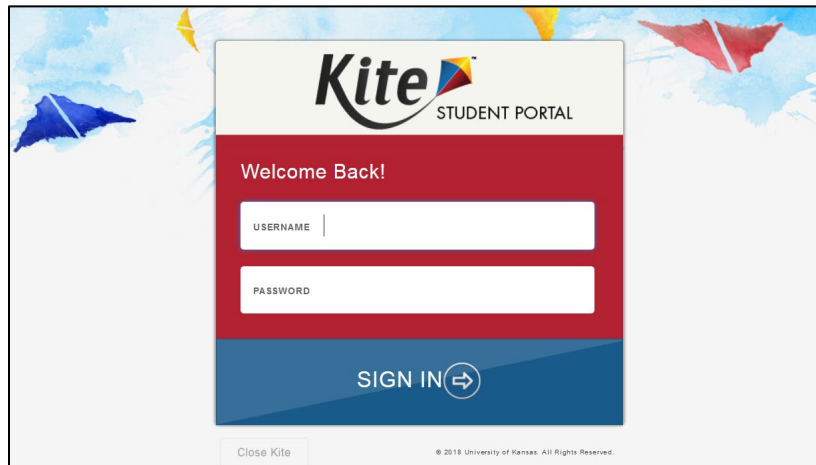
## ACCESSING THE APPLICATION

For more detailed information about using Kite Student Portal and its features, refer to the Kite Student Portal Manual for Test Coordinators.
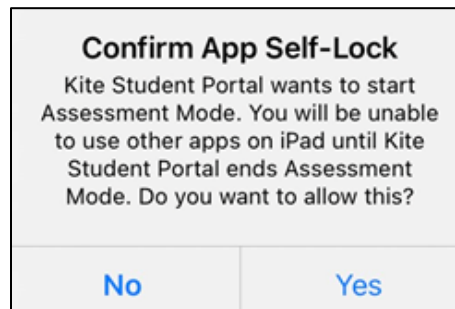
### OPENING KITE STUDENT PORTAL

1. To open Kite Student Portal, tap the Kite icon.



2. The following pop-up message will appear. Tap Yes.



**Confirm App Self-Lock**

Kite Student Portal wants to start Assessment Mode. You will be unable to use other apps on iPad until Kite Student Portal ends Assessment Mode. Do you want to allow this?

No          Yes

**Note:** **If you tap No, a No Kiosk Mode Available pop-up will appear. Tap Retry to Confirm App Self-Lock.**
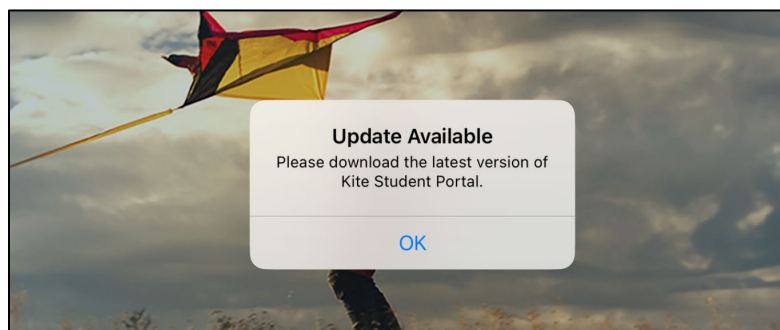
3. Enter the student credentials on the login screen.

**Note:** **If an outdated version of Kite Student Portal is still installed, the following pop-up message will display asking to update the app. Tap OK to close the app and follow the instructions above to install the latest version.**



**Update Available**
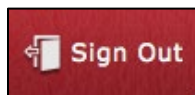Please download the latest version of Kite Student Portal.

OK

## EXITING KITE STUDENT PORTAL

To close Kite Student Portal, tap the Close Kite button at the top of the home screen.
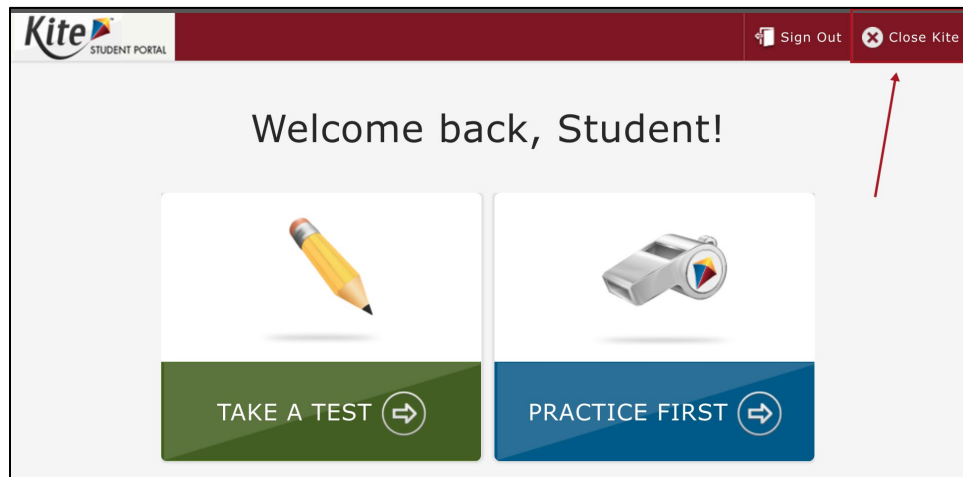


Alternatively, you can perform the following steps:
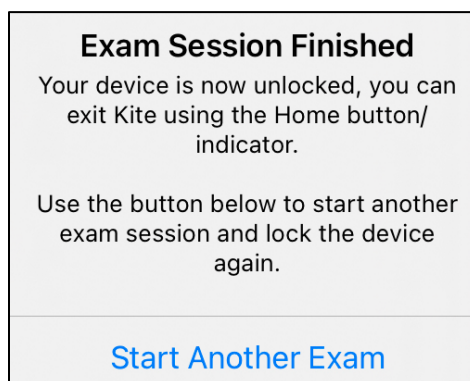
1.  Tap the Sign Out button.



2.  You will be sent back to the Login page. Tap 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 of the iPad.**

3.  Once you tap Close Kite, the following pop-up will appear. You can close the app by tapping the Home button or swiping up on the screen.



**Exam Session Finished**

Your device is now unlocked, you can exit Kite using the Home button/ indicator.

Use the button below to start another exam session and lock the device again.

**Start Another Exam**

# TROUBLESHOOTING

If you encounter any errors while using the Kite Student Portal software, you can always contact the service desk (contact information is on the first page of this guide). Some 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.
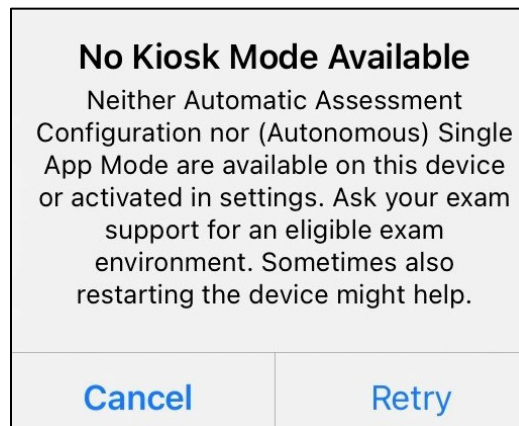2. Reopen the app using the instructions in this guide.

**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.

### No Kiosk Mode Available

Neither Automatic Assessment Configuration nor (Autonomous) Single App Mode are available on this device or activated in settings. Ask your exam support for an eligible exam environment. Sometimes also restarting the device might help.

| Cancel | Retry |

## 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. The Set Homepage URL pop-up should appear. Make sure the URL is set to **https://student.kiteaai.org/start**
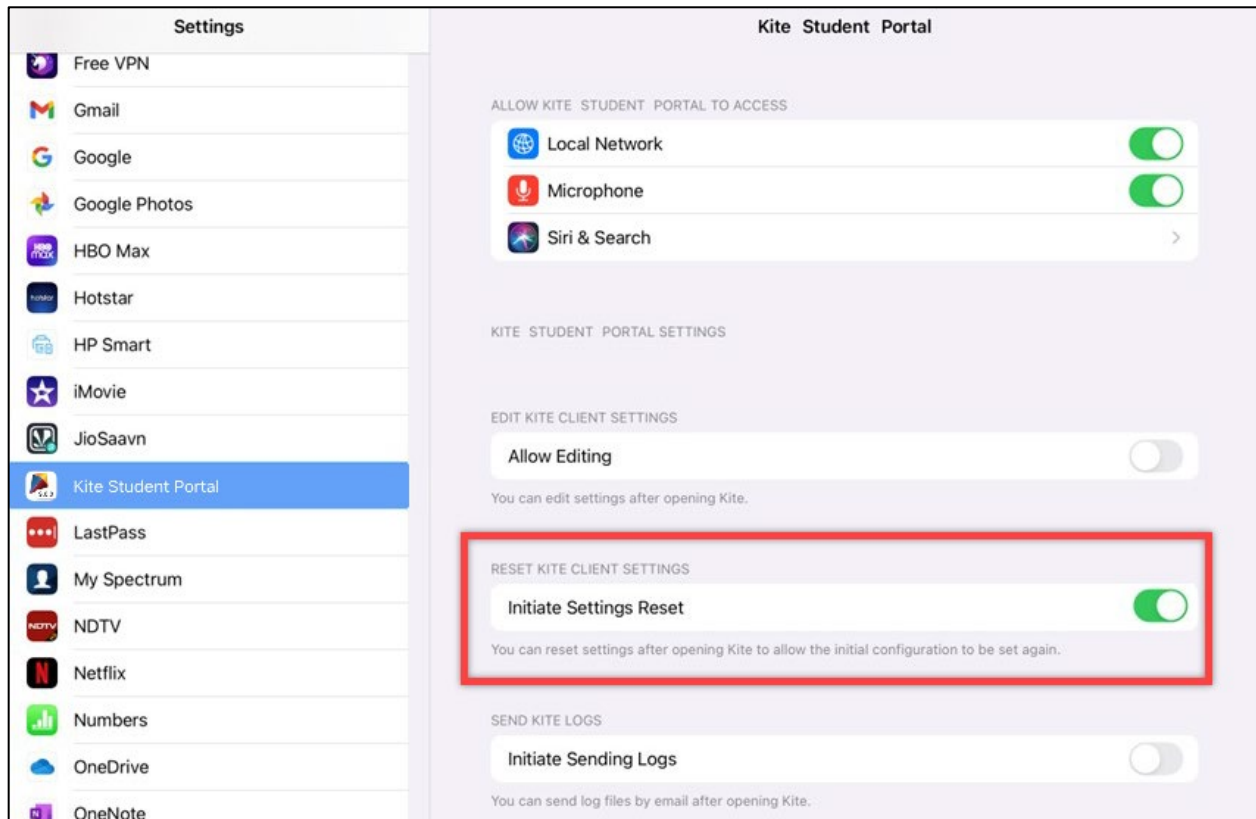


## LOAD ERROR WHEN NO NETWORK CONNECTION DETECTED

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.
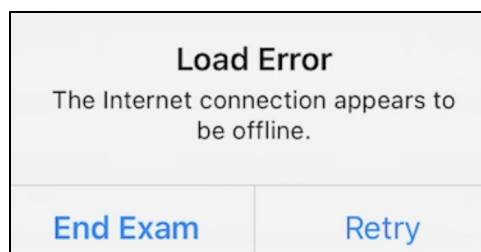
## LOAD ERROR WHEN APPLICATION CANNOT BE REACHED

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.
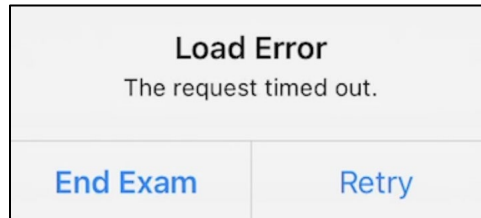


## RED SCREEN ASKING FOR AN ADMINISTRATOR OR QUIT PASSWORD

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.
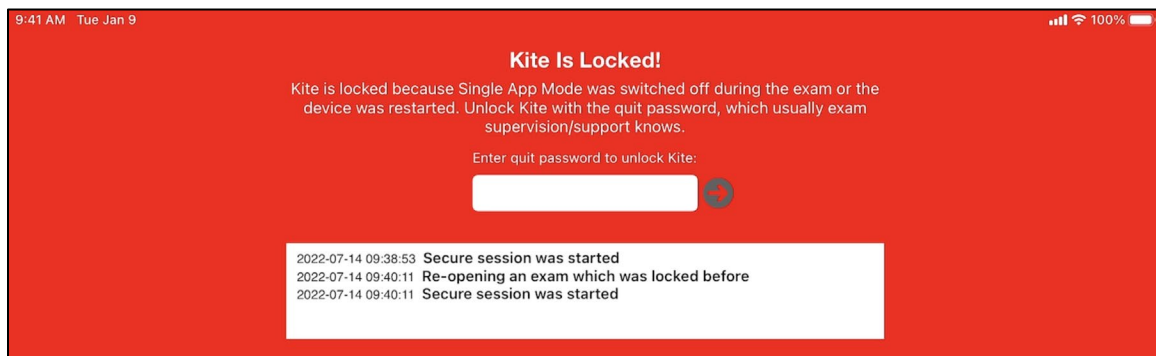


**Note:** If a white screen appears the device has not yet reconnected to Wi-Fi.

## 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.
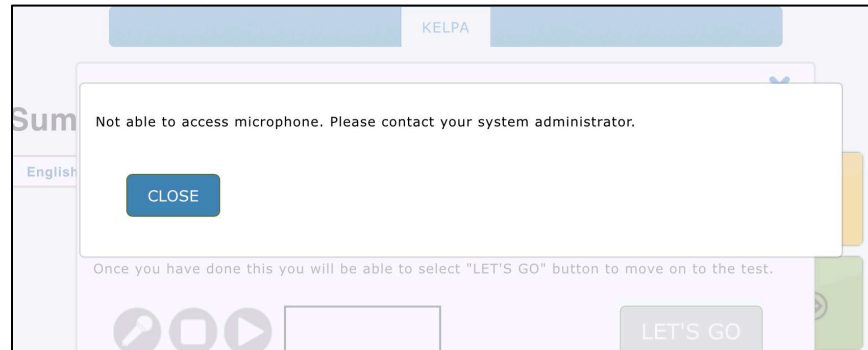


To allow microphone access, perform the following steps:

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