



# INSTALLATION GUIDE FOR MAC

2021-22



**Agile Technology Solutions**

# KITE<sup>®</sup> STUDENT PORTAL INSTALLATION GUIDE FOR MAC COMPUTERS

**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 with Kite Student Portal.**

Kite Student Portal is used by students participating in the Kansas Assessment Program (KAP). 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 testing machines prior to students completing an assessment.

## CONTENTS

KITE <sup>®</sup> STUDENT PORTAL INSTALLATION GUIDE FOR MAC COMPUTERS .....	1
INSTALLATION GUIDE OVERVIEW .....	2
A Note about Graphics .....	2
Disclaimer .....	2
Getting Help .....	2
Changes to the Guide .....	2
DOWNLOAD AND INSTALL KITE STUDENT PORTAL .....	3
Uninstalling Previous Versions .....	3
Download Kite Student Portal .....	3
ACCESSING THE APPLICATION .....	5
Opening Kite Student Portal .....	5
Closing Kite Student Portal .....	5
TROUBLESHOOTING .....	6

## INSTALLATION GUIDE OVERVIEW

This manual assists in the installation of Kite Student Portal on a Mac.

## 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

Kite® and the Kite logo, are trademarks of The University of Kansas. All other trademarks referenced in this guide belong to their respective owners.

## 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:**      **Toll Free: 855-277-9752**

**Email:**      [kap-support@ku.edu](mailto:kap-support@ku.edu)

**Live Chat:**    [Educator Portal Website](#)

---

## CHANGES TO THE GUIDE

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

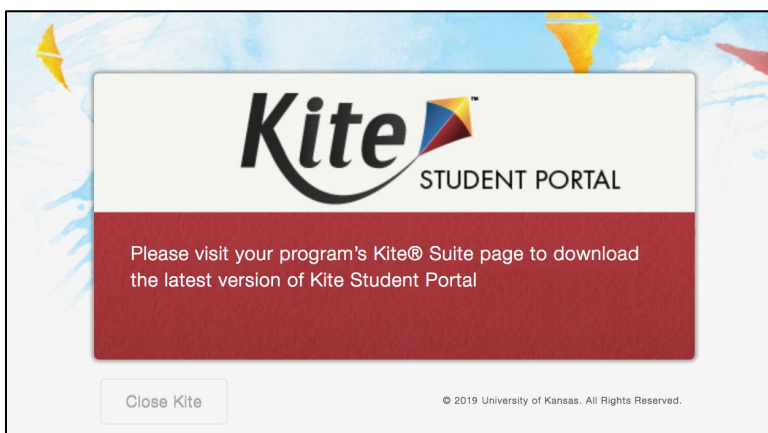
Change Logged	Page	Description of Change
July 2021	All	Updated for 2021-22.
July 2021	3	Kite Student Portal version 8.0.0.0 is required for testing. Older versions must be uninstalled prior to testing in 2021-22.

## DOWNLOAD AND INSTALL KITE STUDENT PORTAL

### UNINSTALLING PREVIOUS VERSIONS

**Kite Student Portal 8.0.0.0 requires a new installation. You must uninstall any old versions of Kite Student Portal prior to installing version 8.0.0.0.**

Outdated versions of Kite Student Portal will display an error screen which directs you to download the latest version of the application from your program's Kite page.



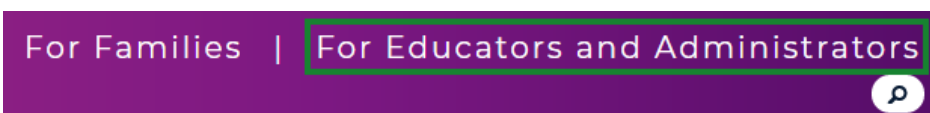
After uninstalling any older versions of Kite Student Portal, you must also remove Kite Student Portal from the Application Support folder.

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

## DOWNLOAD KITE STUDENT PORTAL

To download Kite Student Portal, perform the following steps:

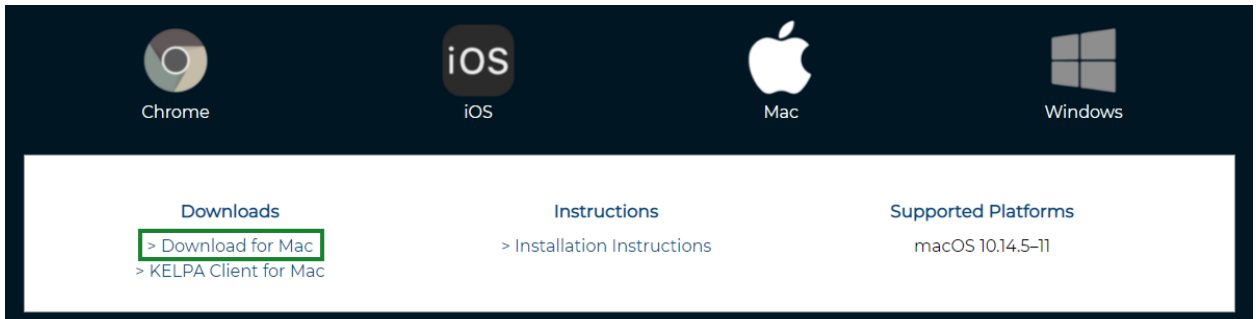
1. Navigate to the [KAP Website](#) and click **For Educators and Administrators**.



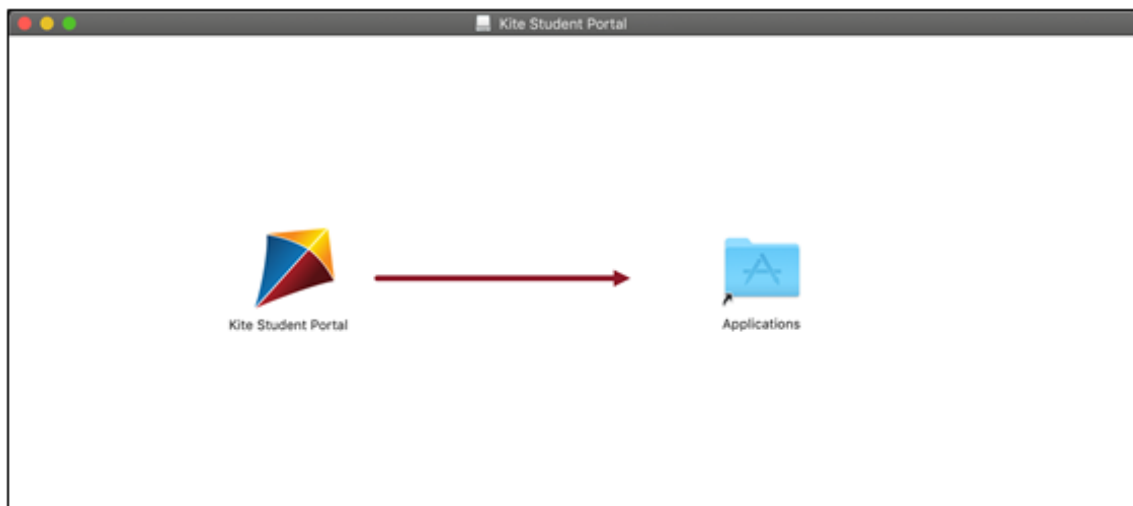
2. Click on **Kite Technology** in the navigation menu.



3. In the **Student Portal** section, click the Apple icon for Mac, then click *> Download for Mac* in the Downloads column.



4. Click Save File.
5. Once the download is complete, open the downloaded DMG file. Click and drag the Kite Student Portal app into the Applications folder.



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

---

## ACCESSING THE APPLICATION

For detailed information about Kite Student Portal and its features, refer to the Kite Student Portal Manual for Test Administrators.

## OPENING KITE STUDENT PORTAL

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.

---

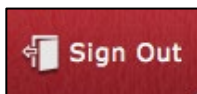
**Note: If you receive a warning that Kite Student Portal software is an application downloaded from the Internet, click Open.**

---

## CLOSING KITE STUDENT PORTAL

To close the Student Portal application, perform the following steps.

1. Click the Sign Out button.



1. Click the Close Kite button.



---

## 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.

---

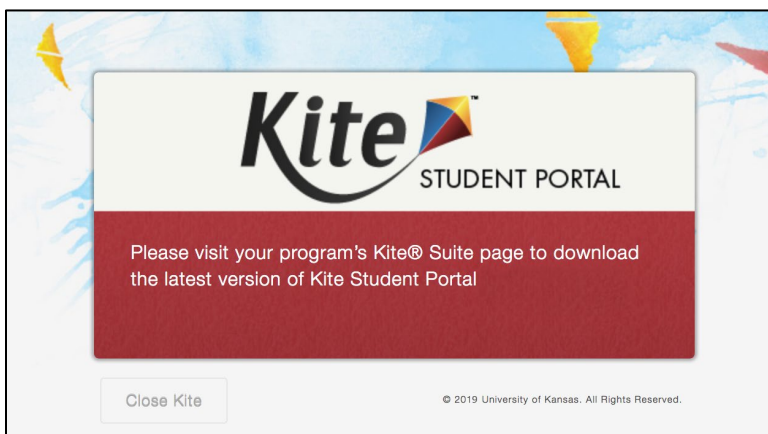
### AFTER EXITING KITE STUDENT PORTAL, THE APPLICATION DOES NOT QUIT.

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.

---

### I AM USING AN OUTDATED VERSION OF KITE STUDENT PORTAL

Confirm that you are operating Kite Student Portal version 8.0.0.0. Outdated versions of Kite Student Portal will display an error screen which directs you to download the latest version of the application.



---

**Note: You must uninstall any versions of Kite Student Portal older than 8.0.0.0 prior to installing the newest version.**

---

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

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