

PRESENTED BY ATS

2026-27 KAP Kite Technology Training

Hosts:

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Kite Technology Training Overview



Kite Infrastructure



Technology Resources



System Requirements



Troubleshooting

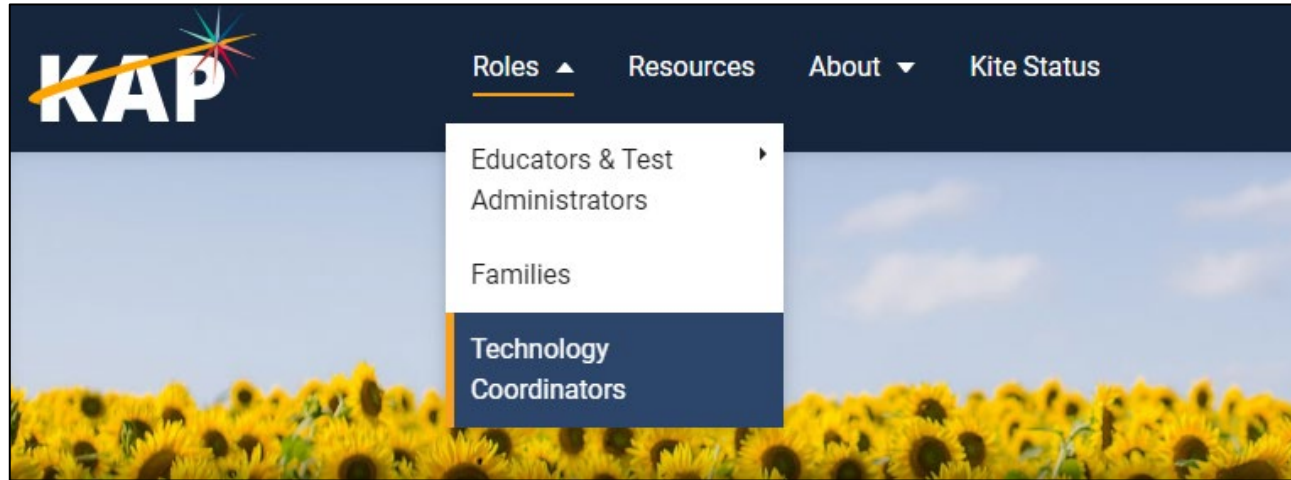




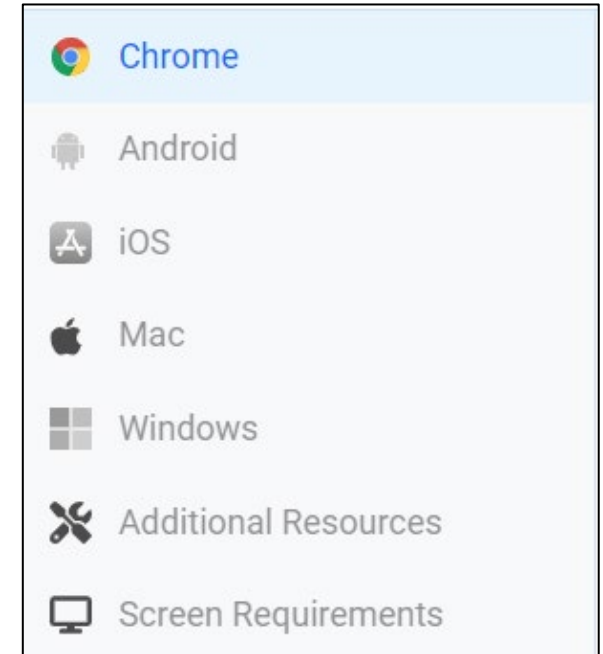
Cloudflare Benefits

- Improved security and protection from distributed denial of service (DDOS) attacks
- Better performance, including regional caching through use of Cloudflare's Content Distribution Network (CDN)
- Lower latency for schools when accessing cached Kite content

Resources for Kite Technology Coordinators



<https://ksassessments.org/technology-coordinators>



System Requirements

Kite  TM *Suite*



Whitelisting

Whitelist the following URLs

*.kiteaai.org

https://ssl.google-analytics.com

If you are unable to whitelist wildcards, whitelist the URLs below

https://educator.kiteaai.org

https://student.kiteaai.org

https://kite-ohkp-student-login.kiteaai.org/

https://kite-ohkp-secondary-student-login.kiteaai.org/

https://kite-ohkp-student-click-history.kiteaai.org/

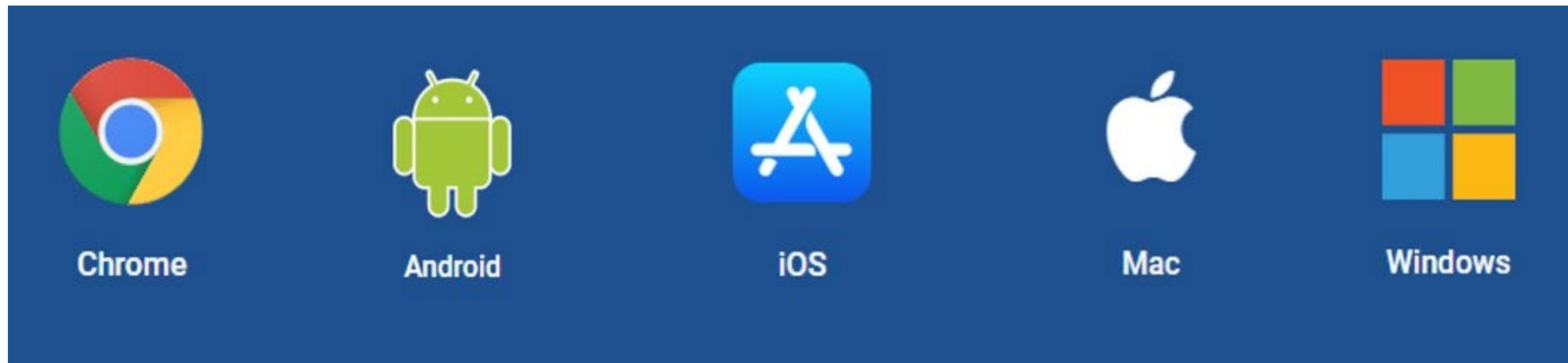
https://kite-ohkp-secondary-student-click-history.kiteaai.org/

https://kite-ohkp-student-kelpa-audio.kiteaai.org/

https://kite-ohkp-secondary-student-kelpa-audio.kiteaai.org

Requirements for Student Portal

For the 2026-2027 school year, the following devices and OS are supported:



Chrome

Android

iOS

Mac

Windows

ChromeOS
138+

Limited

iPadOS
18.7.7 - 26+

MacOS
14.8.5 - 26+

Windows
11

Please reference the [Technology Coordinators page](#) for OS updates throughout the year.

Software Versions for 2026-27

Version 12.0.0 of Kite Student Portal is the version needed for the 26-27 School Year

Mac and Windows

- Installation Guide and download links found under the Technology Coordinator section of the KAP website.

Chromebook

- Manually installed using the App ID found in the Chromebook install guide

iPad and Chromebook

- If enabled, Kite Student Portal will auto-update.

Android

- Contact the Kite Service Desk to verify the Android Tablet model is supported

Installation

ChromeOS

- Must be installed in kiosk mode through Google Admin
- Must use the App ID from the Install Guide

 **Chrome**

 iOS

 Mac

 Windows

 Android

 Screen Requirements

 Additional Resources

Chrome

Installation Guide
[Installation Instructions for Chrome](#)

Supported Platforms
ChromeOS 138+



Installation

Android

If you plan to use Android tablets for the 2026-27 school year, please contact the Kite Service Desk first

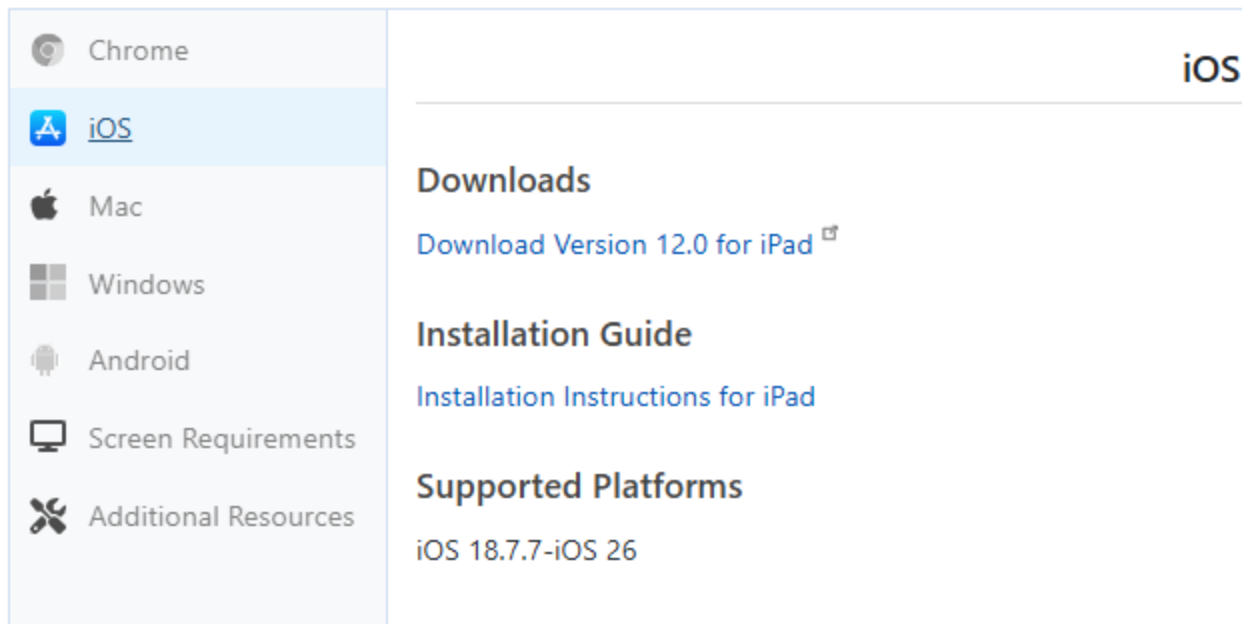
- Some Android tablet models may not be supported for secure testing and must be preapproved



Installation

iPadOS

- Available in the App Store
- Can be installed individually or through MDM software



Installation

Mac

- Available only in .dmg
- Can be installed on a single machine or pushed out to multiple

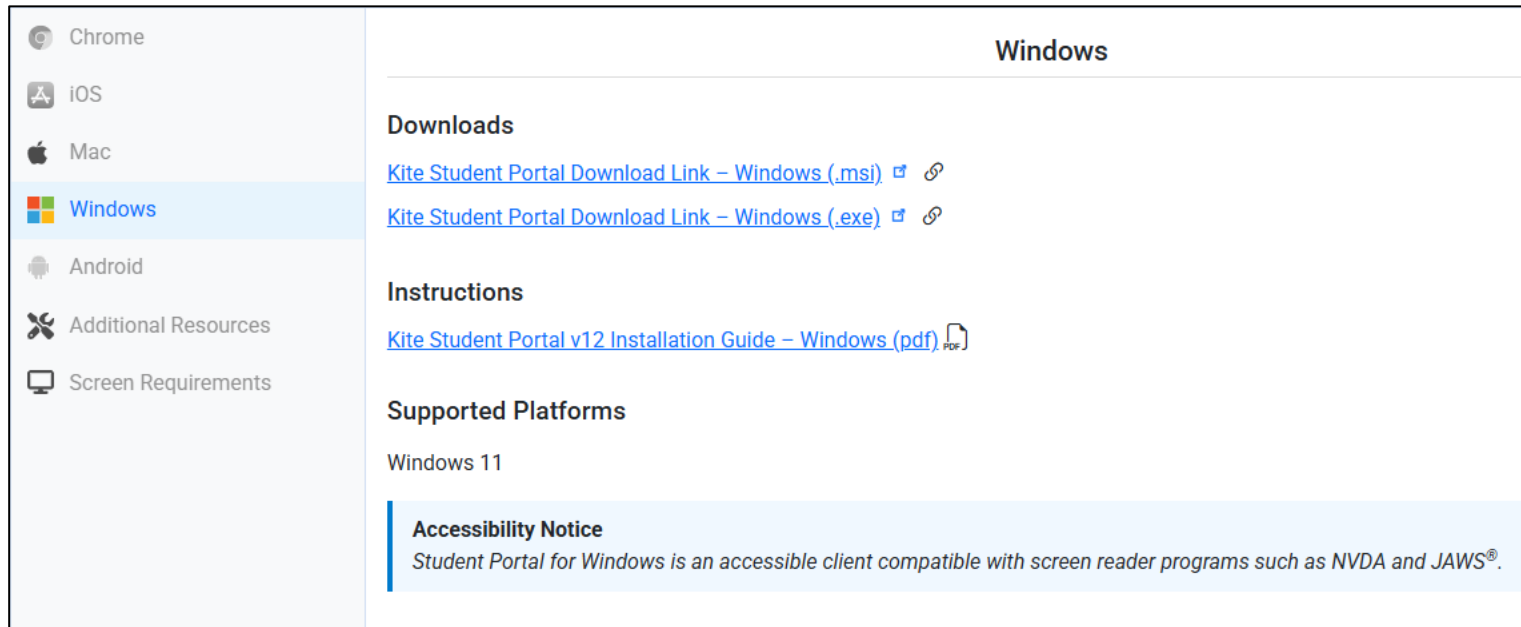


Chrome	Mac
iOS	
<u>Mac</u>	
Windows	
Android	
Screen Requirements	
Additional Resources	
Downloads	
Download Version 12.0 for Mac (.dmg)	
Installation Guide	
Installation Instructions for Mac	
Supported Platforms	
macOS 14.8.5, macOS 15, macOS 26	

Installation

Windows

- Available in .exe and .msi
- Can be pushed or installed on a single computer



**Student Portal for Windows has an accessible client compatible with screen reader programs such as NVDA or JAWS®*

Prerequisites - Windows

Student Portal for Windows requires the following prerequisites to function properly:

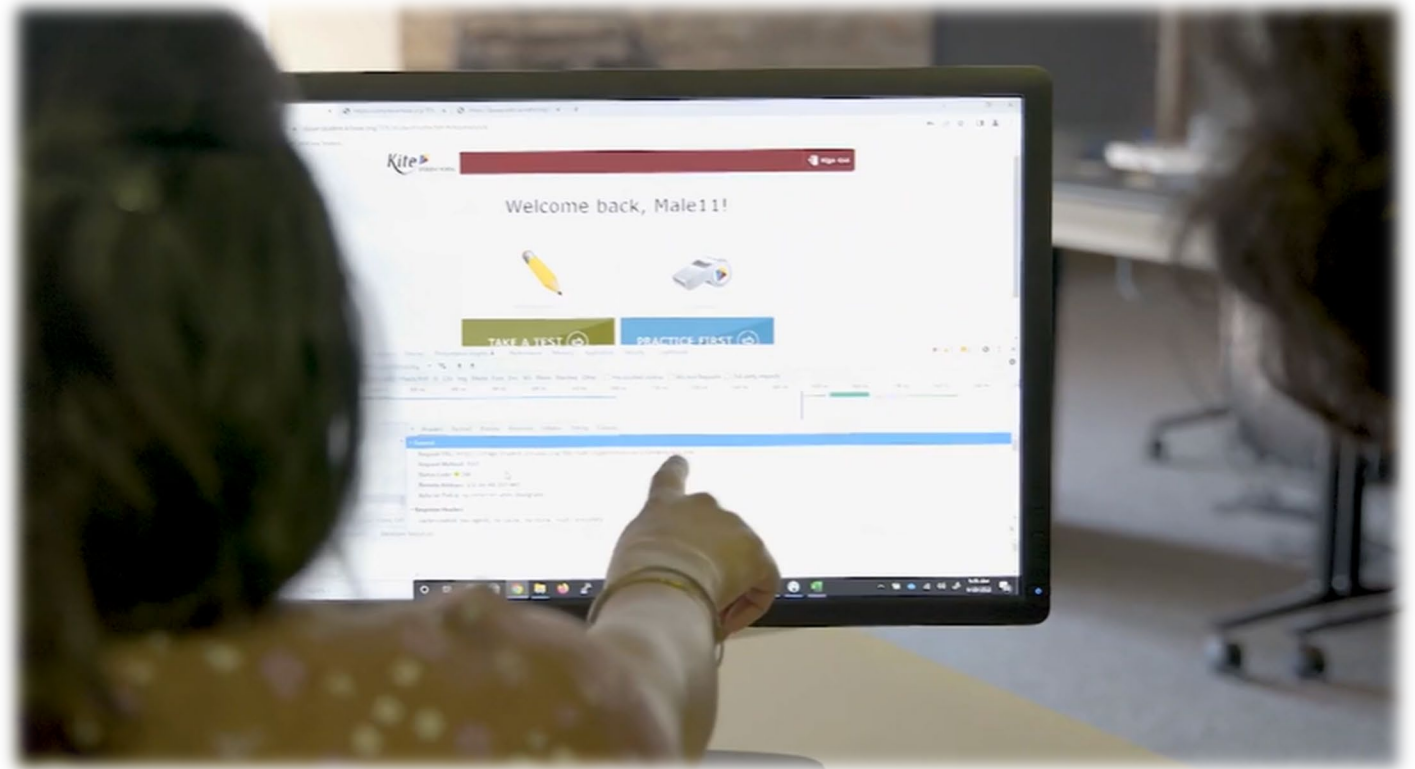
- .NET Framework 4.8 Runtime
- Visual C++ 2015-2019 Redistributable



These should be automatically installed with the EXE setup bundle but will need to be installed manually when using the MSI packages.

Troubleshooting

Troubleshooting Potential Issues



SEB Errors

Issue:

- Error message: “Kite failed to start a new session! Please consult the log files for more information” or “Failed to initialize the Kite service! Kite will now terminate since the service is configured to be mandatory.”

Cause:

- Services are not running and or are not set to automatic

Resolution:

- Open Task Manager and use the services tab to ensure the service is running and set to automatic
- If the issue persists, uninstall remove the app data folders and then reinstall

(The steps can be found in the [Installation Guide for Windows](#))

Internet Connection Failed During Launch

Issue:

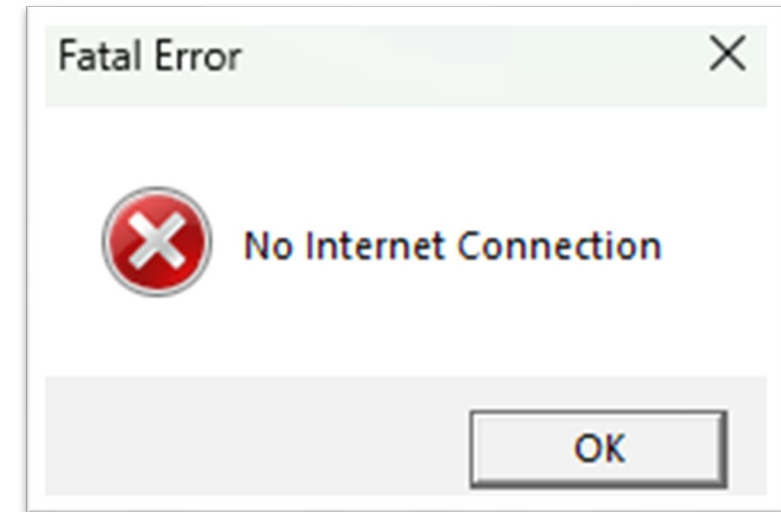
- “No Internet Connection ”

Cause:

- Student Portal recognizes that the device is not connected to Wi-Fi

Resolution:

- Select "End Exam" if on Mac or iPad, select "OK" on PC to close the app and then verify that the device has a strong Wi-Fi signal before relaunching the app



Internet Connection Failed After Launch

Issue:

- A student is testing and a "Oops! An error occurred..." message appears

Cause:

- Bandwidth or connection issue to the Kite servers

Resolution:

- The message will remain for approximately 10 seconds while the application tries to regain connection. If Student Portal cannot reestablish a connection, a new message will pop-up advising the student to contact an administrator for next steps.
- Exit the test using the Close Kite button, restart device, verify connection, and proceed with testing

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!

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

Kite Reset Utility

Issue:

- No options on the computer to shut down or restart
- Text: "No Power Options Available"

Cause:

- Rebooting the computer while Student Portal is running doesn't allow all of the lock down features to close properly

Resolution:

- There is an executable file in C:\Program Files (x86)\Kite Student Portal\Reset\KiteStudentPortal.ResetUtility
- Needs to be run as an administrator. (The steps can be found in the [Installation Guide for Windows](#))

```
Kite Reset Utility

Please choose one of the following options:

[ ] Restore system configuration via backup mechanism
[x] Reset system configuration to default values
[ ] Show version information
[ ] Show application log
[ ] Exit

Use the up/down arrow keys and enter to navigate the menu.
```

Chromebook

Issue:

- “Something went wrong while displaying Kite Student Portal”

Cause:

- The Chromebook cannot connect to the Kite servers

Resolution:

- Make sure the Chromebook has an internet connection
- Make sure the whitelisting has been done
- Verify the URL has not been changed

Something went wrong while displaying Kite Student Portal application.

Quit Passwords

Issue:

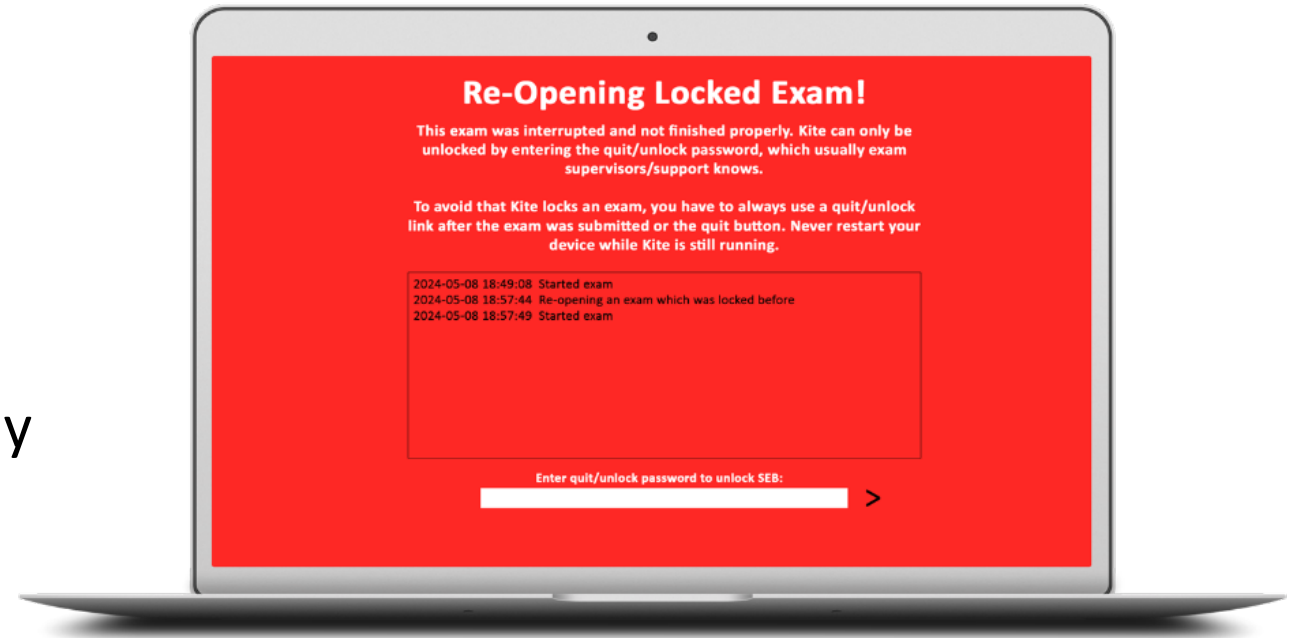
- Red screen that cannot be exited. Could happen on Mac, PC, and iPads

Cause:

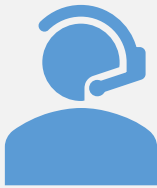
- Student Portal was shut down improperly

Resolution:

- Enter the quit password
- Close Student Portal using the “Close Kite” button every time
- Note: The quit password is new this year.



Questions?



KITE SERVICE DESK



855-277-9752



KAP-SUPPORT@KU.EDU

The background of the image is a photograph of the University of Kansas campus at dusk. The sky is a deep blue with some clouds. In the background, several university buildings are visible, including a prominent tower on the right. The foreground is filled with dark, silhouetted trees. Overlaid on the image are several thick red diagonal lines. On the left side, there are several thin white diagonal lines. The text 'KU ACHIEVEMENT & ASSESSMENT INSTITUTE' is written in a large, white, serif font. Below this, the text 'We are now open for any questions.' is written in a smaller, white, sans-serif font. A horizontal white line separates this text from the text 'The University of Kansas' which is written in a bold, white, sans-serif font.

KU ACHIEVEMENT & ASSESSMENT INSTITUTE

We are now open for any
questions.

The University of Kansas