



# Installation Guide for Mac

August 2020



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# Welcome to Kite Student Portal Software for Mac Computers

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**Note: Kite® Student Portal is supported for 64-bit Macintosh® computers. If your machine’s processor is 32-bit, then the machine is not compatible with Kite Student Portal.**

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Kite Student Portal is used by students to take tests. 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 before students take tests.

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# Structure of Kite Student Portal Installation Guide

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.

## ***Version Information***

This manual provides documentation for the Kite system release of August 2020.

## ***Disclaimer***

Kite<sup>®</sup>, the Kite logo, Dynamic Learning Maps<sup>®</sup>, DLM<sup>®</sup>, the DLM logo, cPass<sup>®</sup>, and the cPass logo are trademarks of The University of Kansas. All other trademarks referenced in this guide belong to their respective owners.

# Using Kite Student Portal

Kite Student Portal is used by students to take tests.

## ***Getting Help***

Common tasks are described in this manual, but if you need additional help, call or email the Service Desk.

Hint: Check your organization's website for a toll-free number for the Service Desk.

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**Phone:**        **785-864-3537**

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

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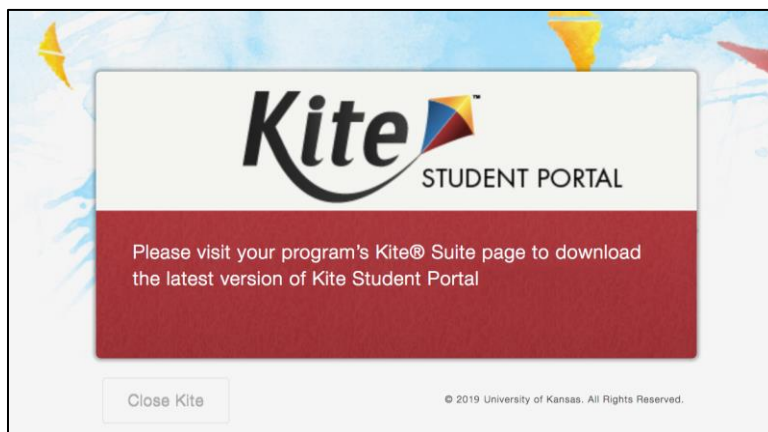
## Updating/Uninstalling Previous Versions

Kite Student Portal 7.0 requires a new installation.

You must uninstall any old versions of Kite Student Portal prior to installation.

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**Note: Outdated versions of Student Portal will display an error screen.**



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After uninstalling 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.

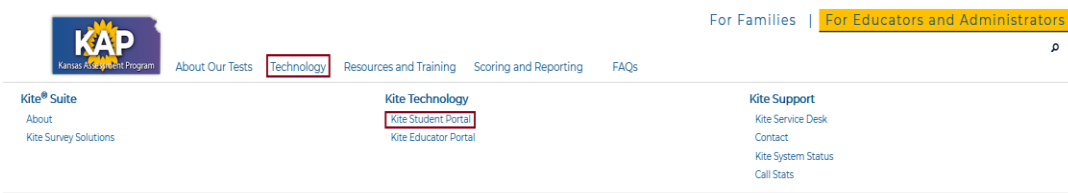
## Downloading the New Version

To download Kite Student Portal, perform the following steps:

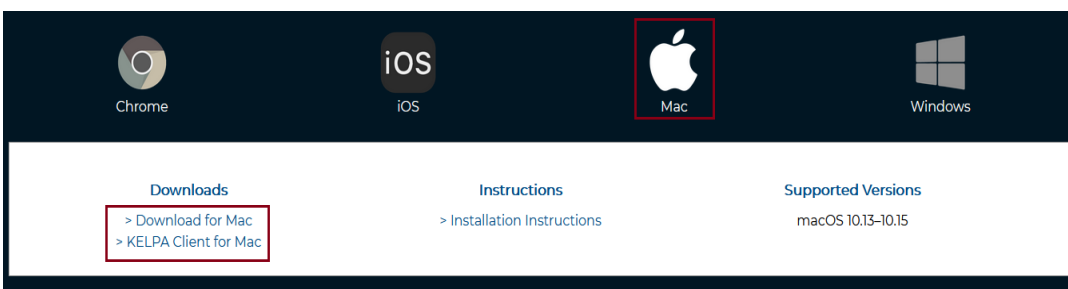
1. Navigate to the KAP Website and click **For Educators and Administrators**.



2. Click on or hover over **Technology** in the navigation menu and then click Kite Student Portal.



3. Click on the **Mac** icon, and choose the version of Student Portal to download.



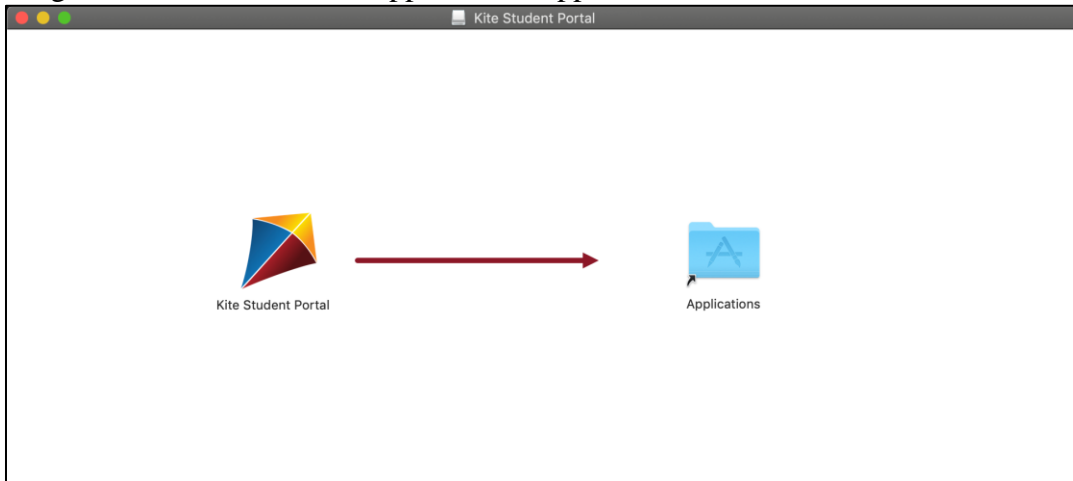
**Note: If your students will be completing the KELPA speaking tests using a Mac computer, you must install the new KELPA Kite Student Portal client for Mac. This client is only for KELPA testing.**

4. Click Save File.

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## Installing Kite Student Portal Software

1. Once the download has finished, open the DMG file.
2. Drag the Kite Student Portal app into the Applications folder.



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

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## Configuring Kite Student Portal Software for Use with LCS

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**Note:** The LCS is not compatible with DLM<sup>®</sup> alternate assessment. If your site is participating in DLM assessments, please do not use an LCS.

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**Note:** If your program or site does not use LCS, skip this section.

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Before moving forward with the LCS, you must contact ATS in order to get the administrator's password for the LCS. Contact information can be found on page 2 of this guide.

If your organization uses LCS to allocate bandwidth during testing, you must set each client so that it points to the LCS.

### ***Pointing Kite Student Portal Software to the LCS***

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**Note:** Configuring the LCS settings requires the use of a text editor. For best results, avoid TextEdit (included with OS X). Consider software like TextWrangler (Bare Bones software), TextMate (MacroMates Ltd.), or Brackets (Adobe).

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To configure a testing machine, perform the following steps.

1. Launch the Kite Student Portal application.
2. Click command and the , (comma) key simultaneously.
3. Enter the administrator password in the dropdown when prompted.
4. Click OK.
5. In the Start URL text field, type your LCS Host URL.
6. Close the popup window.
7. A pop up notification will display with an alert that you have edited settings and the current settings will be discarded. Click Apply to save the changes.

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**Note:** The steps above need to be applied to each individual testing machine.

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## Accessing Kite Student Portal Software

For more information about Kite Student Portal, refer to the Educator's Guide to Kite Student Portal software.

### ***Starting Kite Student Portal Software***

After Kite Student Portal has been installed and System Preferences have been adjusted, you can open the Kite Student Portal app from the Applications folder or from the alias you created on the desktop.

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

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### ***Closing Kite Student Portal Software***

To close Kite Student Portal, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.





## Troubleshooting

If you encounter any errors while using Kite Student Portal, 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.

***After exiting Kite Student Portal software, the Kite Student Portal process does not quit.***

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

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## Changes to the Guide

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

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**Note: The Page column indicates the page number of the current document where the change appears.**

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Change Logged	Page	Description of Change