Kite
STUDENT PORTAL

Installation Guide for Windows
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KU
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Agile Technology Solutions

Kite® Student Portal Installation Guide for Windows Computers

Note:	Kite Student Portal is supported for both 32-bit and 64-bit Windows® computers.

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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Installation Guide Overview

This manual assists in the installation of Kite Student Portal on Windows® 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 installation procedures 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.

Phone: **785-864-3537**

Email: **kite-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.

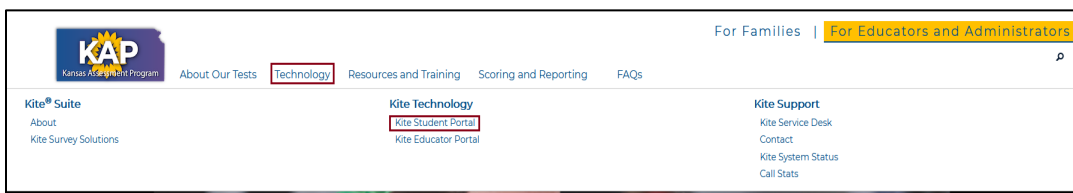| Change Logged	Page	Description of Change

Download Kite Student Portal

To download Kite Student Portal, perform the following steps:

1. Navigate to the KAP Website and click **For Educators and Administrators**.
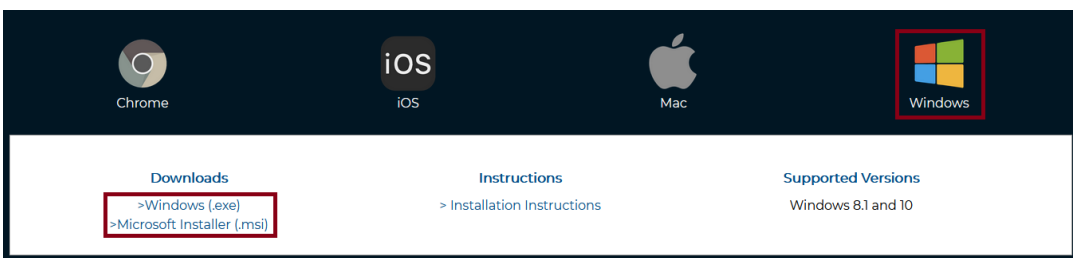
2. Click on or hover over **Technology** in the navigation menu and then click Kite Student Portal.

3. Click on the **Windows** icon and choose either Windows Executable (.exe) or Windows Microsoft Installer (.msi) under Downloads.

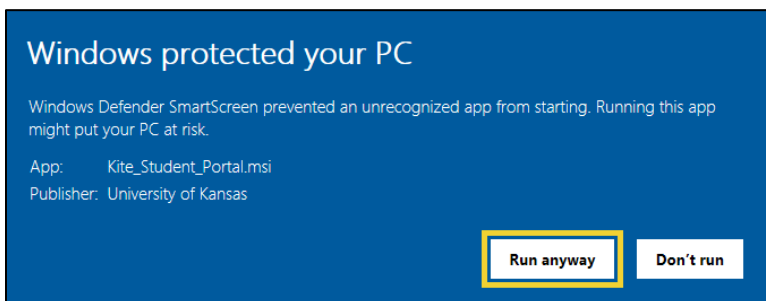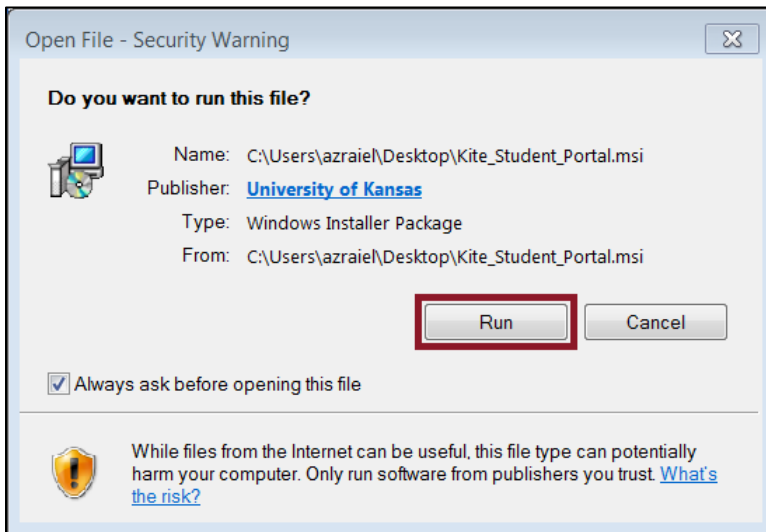   **Note:** **The .msi file is recommended for bulk installs.**
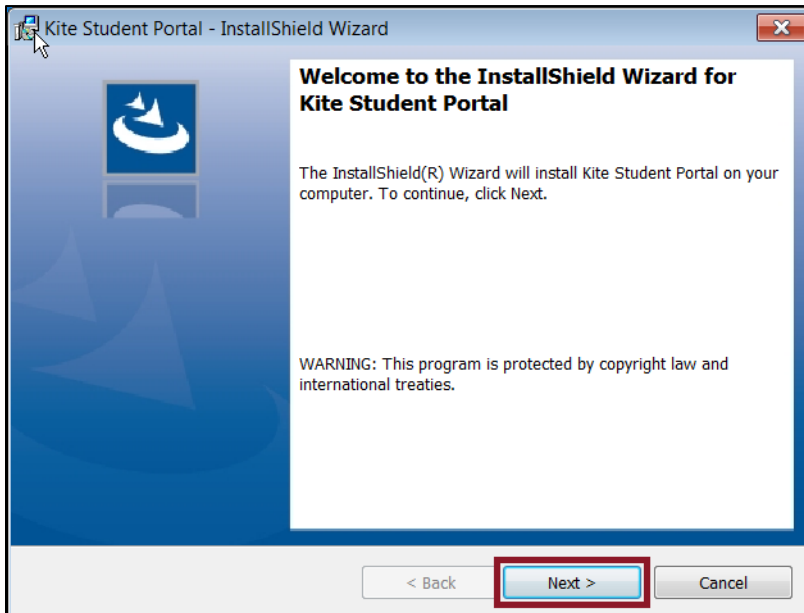
4. Click Save File.

Installing Kite Student Portal

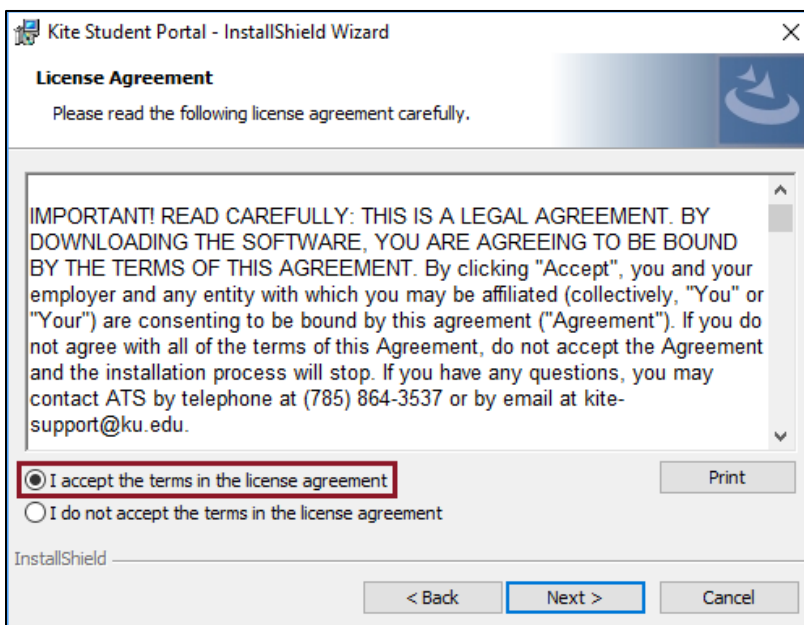To install Kite Student Portal, perform the following steps.

1. Locate the file you downloaded.
2. Open the file.
3. On the Open File – Security Warning dialog box, click Run or Run Anyway.

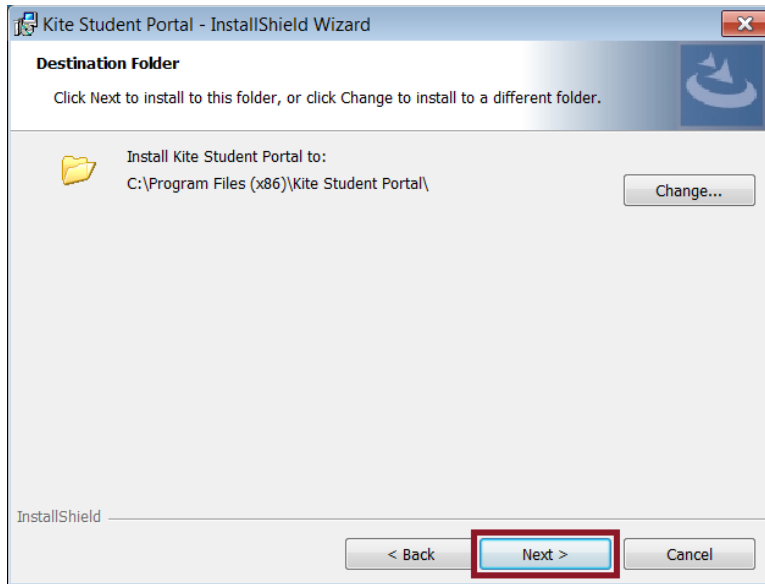4. On the InstallShield Wizard dialog box, click Next.

5. Click Next.
6. On the License Agreement window, click I accept the terms in the license agreement. Click Next.

7. Click Next.

8. To begin the Kite Student Portal installation, click Install.
9. Your machine will ask, "Do you want to allow this app to make changes to your device?" Click Yes.
10. Once the installation is complete, click Finish.

# Configuring Kite Student Portal for Use with an LCS

If your program or site does not use a Local Caching Server (LCS), please skip this section.

Note: **The LCS is not compatible with DLM alternate assessments. If your site is participating in DLM assessments, please do not use an LCS.**

Before moving forward with the LCS, you must contact ATS 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. To configure a testing machine, perform the following steps.

1. Click on the Windows Start menu.
2. Search for "Kite Preferences."
3. A window will open allowing you to change the Start URL
4. In the Start URL text box, enter your LCS Host URL.
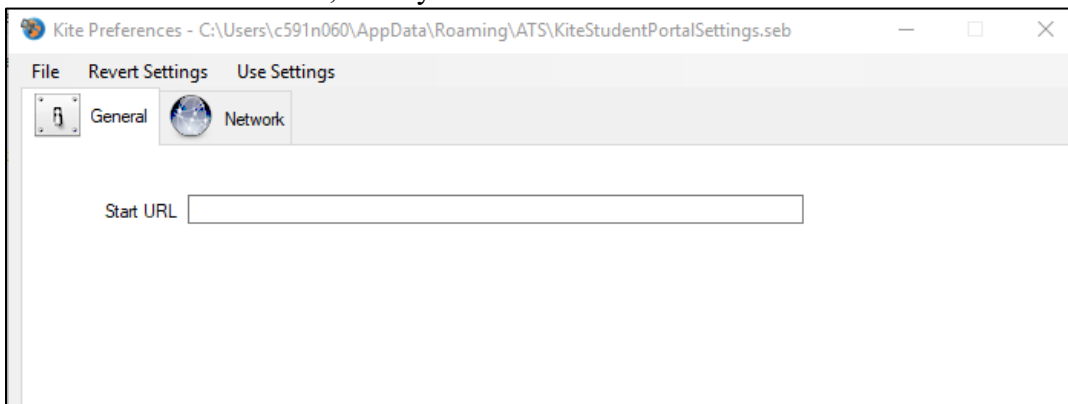
5. Click the X to close the window.
6. A pop-up message will display prompting you to save your changes.
7. Click Yes.

During testing using an LCS, Kite Student Portal will display the message "Connected through LCS" after login.

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.
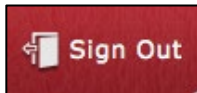
Starting Kite Student Portal

Once Kite Student Portal has been successfully installed, it can be accessed by an icon on your computer desktop or through the Start menu.

Closing Kite Student Portal

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 the Kite Student Portal software (Windows 8.1 and 10), the process does not quit.

Sometimes, after exiting Kite Student Portal (in Windows 8.1 and 10), the process will continue to run in the background. To close the process, open the Task Manager and end the process.

I pressed the power button on my device to exit the Kite Student Portal software and power off. After restarting the device, the normal reboot options in the Windows start menu do not display. Also, I cannot access any reboot options after pressing Ctrl+Alt+Delete.

In very rare cases, the Windows reboot options in the Start menu and/or the Ctrl+Alt+Delete window do not properly display after exiting Kite Student Portal via a hard reboot. In this instance, please restart your computer by pressing the power button again to shut off the device. Upon restarting the device, you should now see all of the normal reboot options in the Start menu. If you restarted the device and still do not see the reboot options in the Start menu, please contact your IT administrator to perform the following troubleshooting steps on the device:

1. Open the Windows File Browser.
2. Navigate to your C Drive.
3. Open the Program Files (x86) folder.
4. Open the Kite Student Portal folder.
5. Open the SebWindowsServiceWCF folder.
6. Right-click on the SebRegistryResetter.exe file and select "Run as administrator."
7. When asked if you want to allow this app to make changes to your device, click Yes.
8. A command prompt will automatically open and ask "Is there anything NOT working as expected when you press CTRL+ALT+DEL? (Y=Yes/N=No)."
9. Type Y and press Enter.
10. A line will display asking "Under what user did you run the SEB Windows Client? (Please type in the username followed by ENTER)."
11. Type in the username used to log in to the computer.
12. A script will run inside the command prompt updating the registry. When it is finished, a line will display saying "Finished, press any key to exit the application."
13. Press any key.
14. The command prompt will close automatically. You should now be able to view options to reboot the device normally.