Installation Guide for iPad
August 2019
Welcome to Kite Student Portal for iPad

Note: iPad® Minis are not supported.

Kite® Student Portal software is used by students to take tests. When running, Kite Student Portal covers the full screen of the hardware, 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.

Note: iPads are not recommended for the KELPA assessment program.

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Structure of Kite Student Portal Installation Guide

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.

Version Information

This manual provides documentation for the Kite system release of August 2019.

Disclaimer

Kite®, the Kite logo, Dynamic Learning Maps®, DLM®, the DLM logo, cPass®, 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.

Phone: 785-864-3537
Email: kite-support@ku.edu
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. In the **Download Links** section, click Download for iPad.
4. Download application.

Note: Kite Student Portal is also available directly from the App Store.

Updating Kite Student Portal

To 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.
3. Find the Kite Student Portal app and tap Update.
Securing the iPad

*Automatic Assessment Configuration*

Student Portal 7.0 supports Apple® Automatic Assessment Configuration (AAC), which locks and configures the iPad for testing. Refer to the “Assessment with iPad” information sheet available at https://www.apple.com/education/docs/Assessment_with_iPad.pdf.
Guided Access

Kite Student Portal also supports the use of Guided Access, an iPad accessibility feature designed to help students with disabilities.

Note: Guided Access must be configured individually on each iPad that will be used for testing.

To turn on Guided Access, perform the following steps.

1. Tap Settings.
2. On the Settings screen, tap General.
3. Tap Accessibility.
4. Tap Guided Access.
5. Tap the button to the right of Guided Access.

6. To set a passcode, tap Passcode Settings.
8. Use the keypad to type a passcode.
9. Type your passcode a second time.

Note: For the last steps in configuring Guided Access, the iPad should be running Kite Student Portal. If testing will not begin immediately, you can stop configuring Guided Access and return to the following steps before testing will begin.

11. Open the Kite Student Portal app.
12. Triple-click the Home button.
13. Enter the Guided Access passcode.
14. At the bottom of the iPad screen, make changes to the settings using the table below for reference.

<table>
<thead>
<tr>
<th>Option</th>
<th>Recommended Setting</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleep/Wake Button</td>
<td>OFF</td>
<td>Disable the sleep/wake button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hint: Tap Hardware Buttons to locate this setting.</td>
</tr>
<tr>
<td>Volume Buttons</td>
<td>OFF</td>
<td>Disable the volume buttons.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hint: Tap Hardware Buttons to locate this setting.</td>
</tr>
<tr>
<td>Touch</td>
<td>ON</td>
<td>Enable the touch controls.</td>
</tr>
<tr>
<td>Motion</td>
<td>OFF</td>
<td>Disable the response to motion.</td>
</tr>
</tbody>
</table>

15. When you are finished changing settings, tap Resume at the upper right side of the screen.
Configuring Kite Student Portal for Use with LCS

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

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

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

**Pointing Kite Student Portal to the LCS**

To configure a test machine, perform the following steps.

1. Tap the Kite icon.

2. Tap the settings button.

3. On the Settings screen, type the address for your LCS.

4. Tap Save.

**Note:** During testing using LCS, Kite Student Portal will display the message “Connected through LCS” after login.
Accessing Kite Student Portal

For more information about Kite Student Portal, refer to the Kite Student Portal Manual for Test Coordinators.

**Starting Kite Student Portal**

1. To start Kite Student Portal, open the application.
2. Tap Get Started.
Note: If an old version of Kite Student Portal is still installed, the following message will be displayed. Clicking the Update button will allow you to update the app from the App Store.
### Ending a Test Session – Guided Access Only

**Note:** If the iPad uses Guided Access to secure the testing session, use the following procedure to close the app.

If the iPad uses Guided Access, perform the following steps.

1. When the Sign In screen displays, triple-click the home button.
2. Enter the Guided Access passcode.
3. Tap the End button in the upper left.

**Note:** The Sign In screen will reappear with a warning that Guided Access is turned off.

4. Click the home button to close the app.
5. Double-click the home button to enter multi-tasking mode.
6. Swipe up on the Kite Student Portal software to fully close the app.

### Closing Kite Student Portal

To close Kite Student Portal, perform the following steps.

7. Click the Sign Out button.

8. Double-click the home button to enter multi-tasking mode.
9. Swipe up on the Kite Student Portal app screen to fully close the app.
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.

“App Version Error. An unexpected error occurred while verifying the app version. Please check the network connection and try again.”

To resolve this issue, perform the following steps.

1. Uninstall the Kite Student Portal software.
   
   Hint: Delete the app from the iPad.

2. Reinstall the app using the instructions in this guide.

**Network Issues Cause Kite Student Portal to Stop Responding**

To resolve this issue, perform the following steps.

1. Use the instructions in this guide to Close Kite Student Portal.
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”—holding the home and power buttons down at the same time.

“Guided Access Disabled”

If you start Kite Student Portal without securing the iPad using AAC or Guided Access, you will receive an error message at some point. To resolve the issue, close the Kite Student Portal and secure the device using AAC or Guided Access.
# Changes to the Guide

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

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

<table>
<thead>
<tr>
<th>Change Logged</th>
<th>Page</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/2/2019</td>
<td>All</td>
<td>Updated screens and language from Student Portal 6.0 to 7.0.</td>
</tr>
<tr>
<td>8/29/2019</td>
<td>3-4</td>
<td>Updated instructions for accessing the Kite Student Portal download link from the updated KAP website.</td>
</tr>
</tbody>
</table>