

PRESENTED BY ATS

2025-26 KAP Kite Technology Training

Hosts:

Kevin Le

Kristian Sheu

Kite Technology Training Overview



Kite Infrastructure



Technology Resources



System Requirements



Troubleshooting





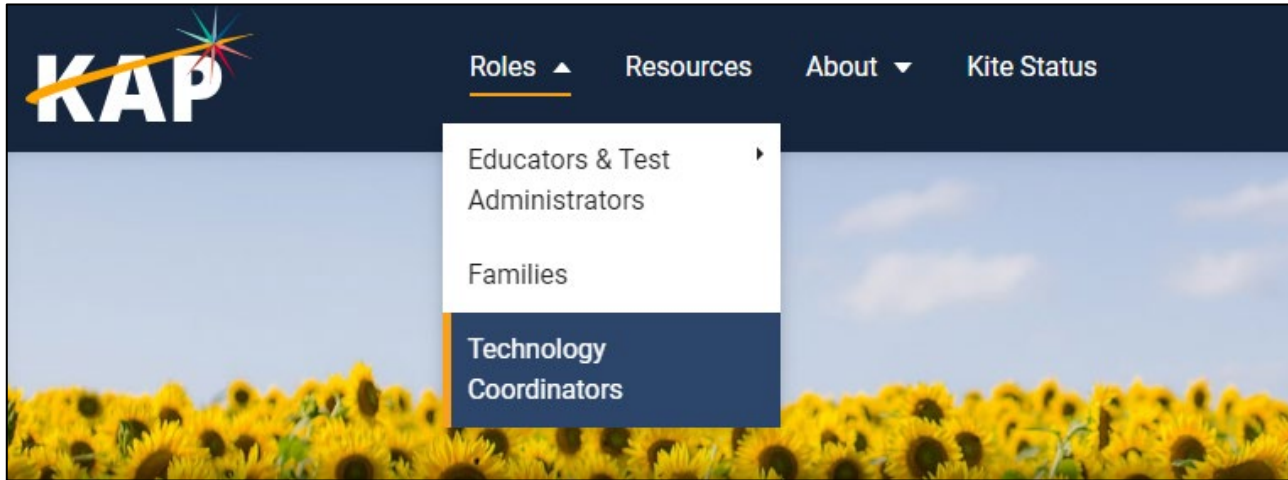
The AWS logo consists of the lowercase letters "aws" in a bold, black, sans-serif font. Below the text is a yellow curved arrow pointing to the right, resembling a smile.



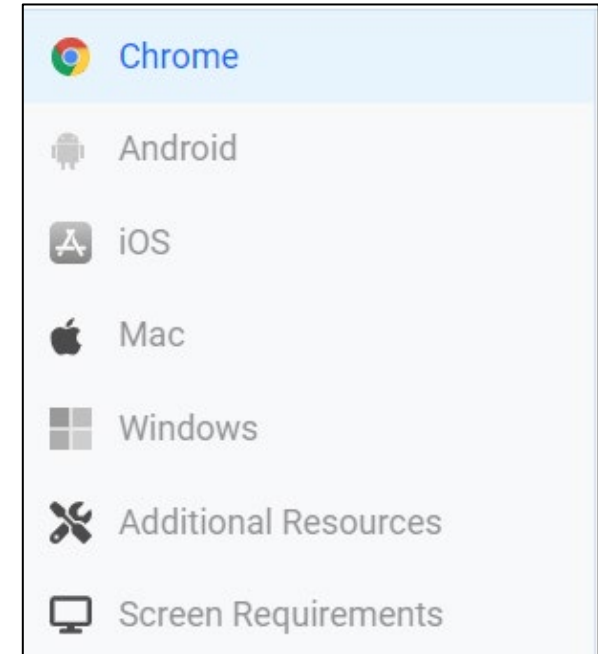
Cloudflare Benefits

- 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  **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/>

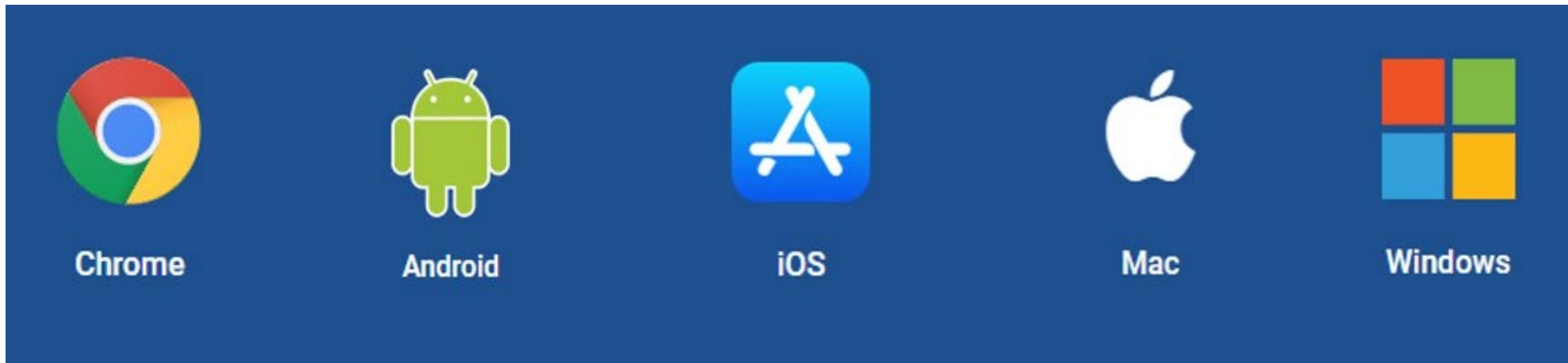
<https://kite-ohkp-secondary-student-click-history.kiteaai.org/>

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

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

Requirements for Student Portal

For the 2025-2026 school year, the following devices and OS are supported:



ChromeOS
108+

Limited

iPadOS
15.8.2 - 18.0
*iOS 17.1 & 17.2 are
not supported

MacOS
12.7.4 – 15

Windows
11

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

Software Versions for 2025-26

Version 11.0.0 of Kite Student Portal is the version needed for the 25-26 School Year

Mac and Windows

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

iPad and Chromebook

- If enabled, Kite Student Portal will auto-update
- Otherwise, Installation Guides for iPad and Chromebook can be found under the Technology Coordinator section of the KAP website.

Android

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

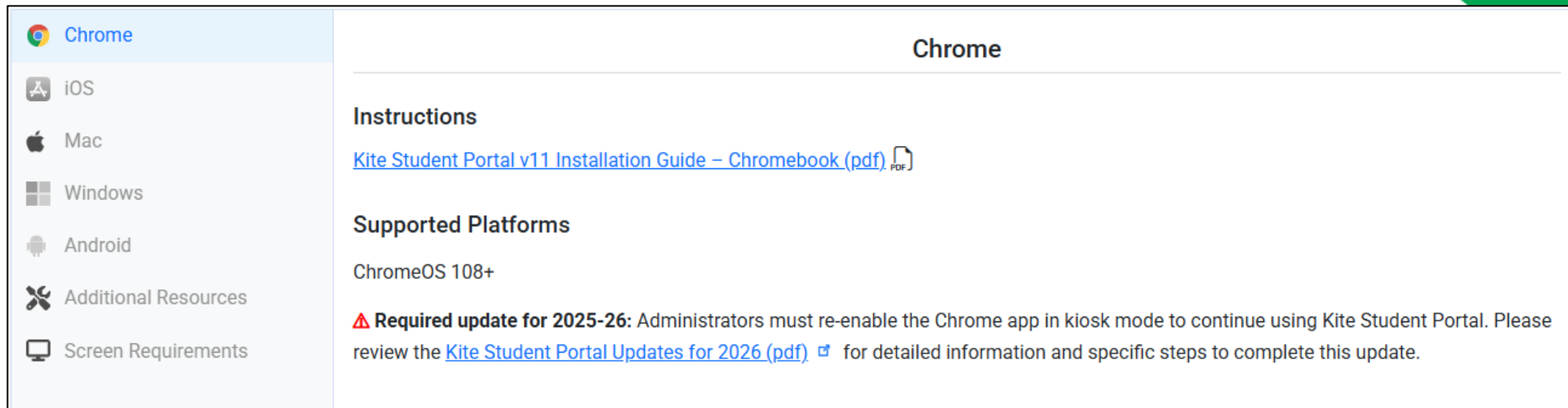
Accessible Client

- **Accessible Client**
 - Available for Windows devices only.
 - Used for assistive technology devices, such as Eye Gaze
 - Contact the Kite Service Desk to get the download
 - Download **not** available on the KAP website

Installation

ChromeOS

- Available in the Chrome Web Store
- Must be installed in kiosk mode through Google Admin



The screenshot shows the Chrome Web Store page for the Chrome OS application. On the left is a navigation menu with options: Chrome, iOS, Mac, Windows, Android, Additional Resources, and Screen Requirements. The main content area is titled "Chrome" and includes the following information:

- Instructions:** A link to [Kite Student Portal v11 Installation Guide – Chromebook \(pdf\)](#).
- Supported Platforms:** ChromeOS 108+.
- Required update for 2025-26:** Administrators must re-enable the Chrome app in kiosk mode to continue using Kite Student Portal. Please review the [Kite Student Portal Updates for 2026 \(pdf\)](#) for detailed information and specific steps to complete this update.

Installation

Android

If you plan to use Android tablets for the 2025-26 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

Chrome

iOS

Mac

Windows

Android

Additional Resources

Screen Requirements

iOS

Downloads

[Kite Student Portal Download Link - iOS](#)

Instructions

[Kite Student Portal v11 Installation Guide - iPad \(pdf\)](#)

Supported Platforms

iOS 15.8.2 - 18.0

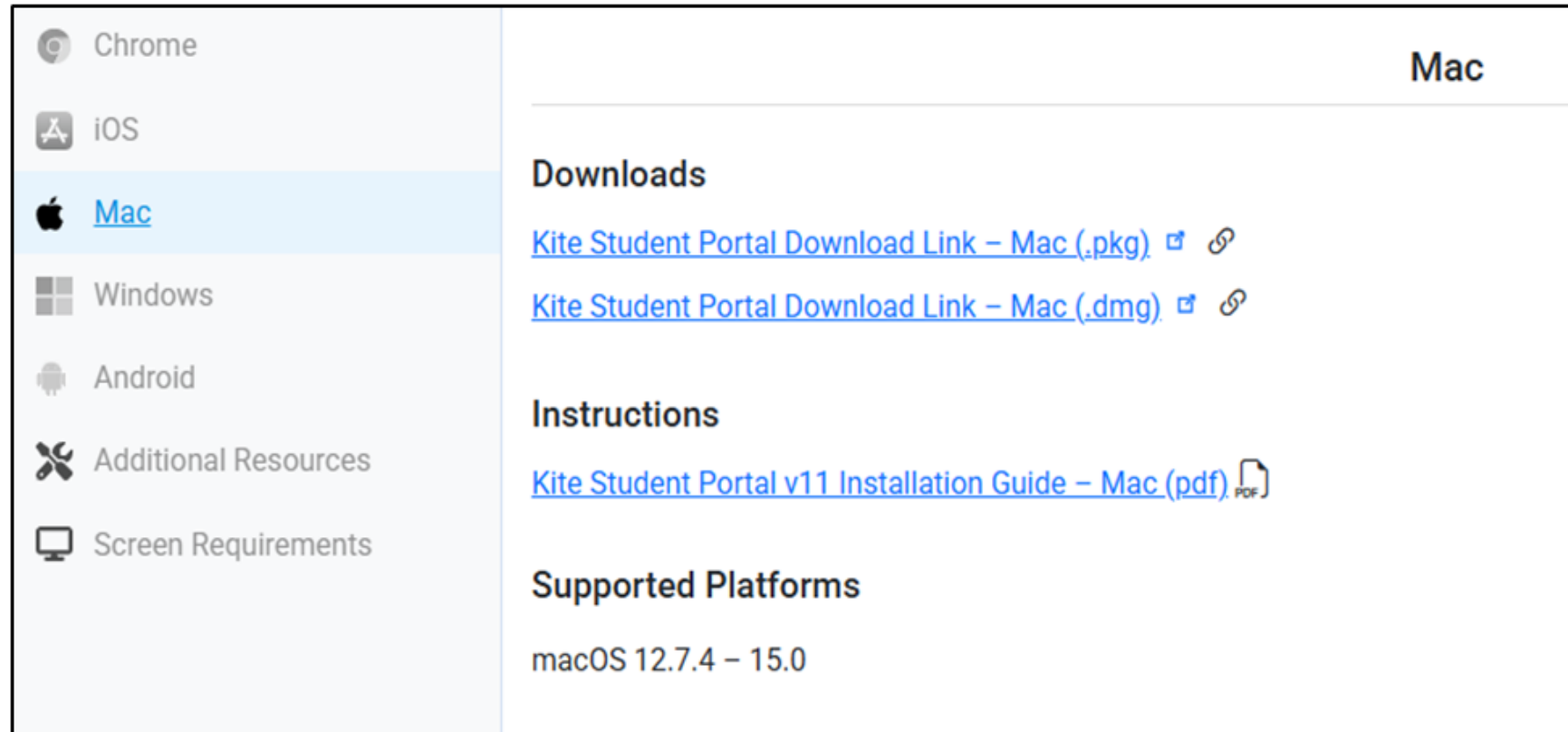
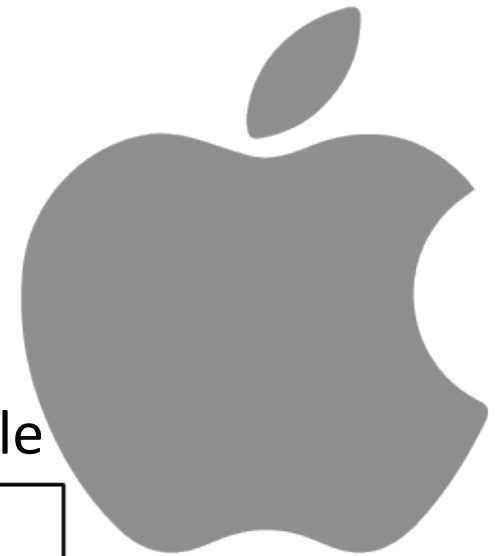
**Please refrain from using iOS 17.1 & 17.2 as they are currently unsupported.*



Installation

Mac

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



The screenshot shows a web interface with a sidebar on the left containing navigation links: Chrome, iOS, Mac (highlighted), Windows, Android, Additional Resources, and Screen Requirements. The main content area is titled 'Mac' and includes sections for Downloads, Instructions, and Supported Platforms. The Downloads section lists two links: 'Kite Student Portal Download Link - Mac (.pkg)' and 'Kite Student Portal Download Link - Mac (.dmg)'. The Instructions section lists 'Kite Student Portal v11 Installation Guide - Mac (pdf)'. The Supported Platforms section lists 'macOS 12.7.4 - 15.0'.

Installation

Windows

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

Windows

Downloads

- [Kite Student Portal Download Link - Windows \(.msi\)](#)
- [Kite Student Portal Download Link - Windows \(.exe\)](#)

Instructions

- [Kite Student Portal v11 Installation Guide - Windows \(.pdf\)](#)

Supported Platforms

Windows 11

⚠ Required update for 2025-26: Global location access must be enabled on Windows devices. Please review the [Kite Student Portal Updates for 2026 \(pdf\)](#) for detailed information and specific steps to complete this update.

Accessibility Notice
Student Portal for Windows is an accessible client compatible with screen reader programs such as NVDA and JAWS®.

**Student Portal for Windows is 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:

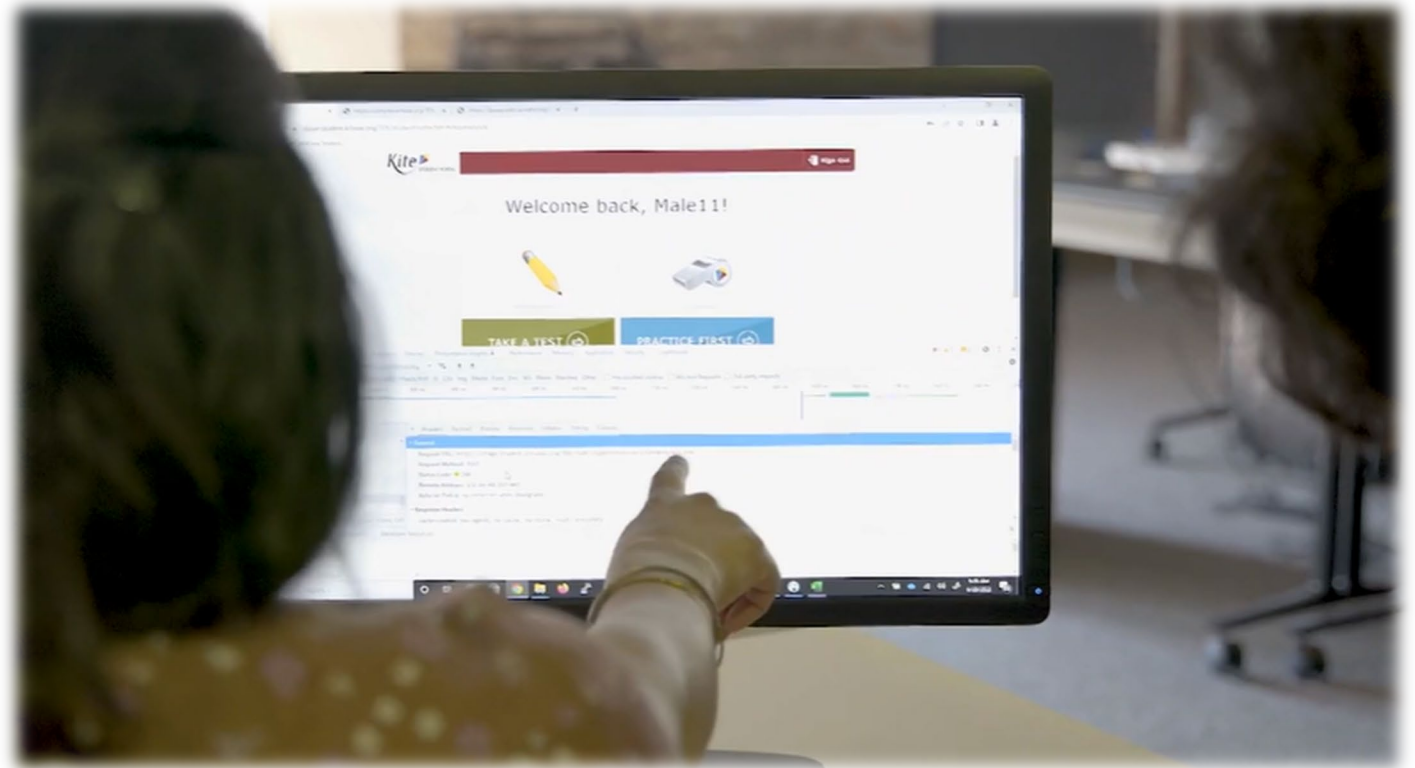
- .NET Framework 4.8 Runtime
- Visual C++ 2015-2019 Redistributable



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:

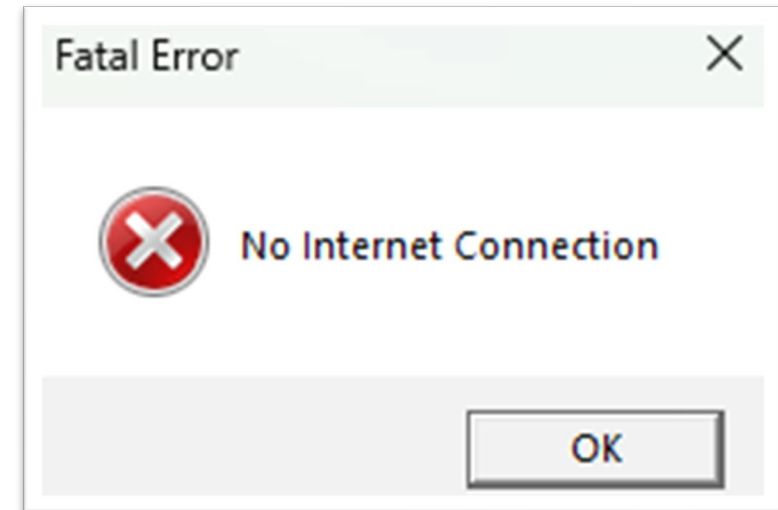
- “No Internet Connection ”

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

Active Display Configuration

Issue:

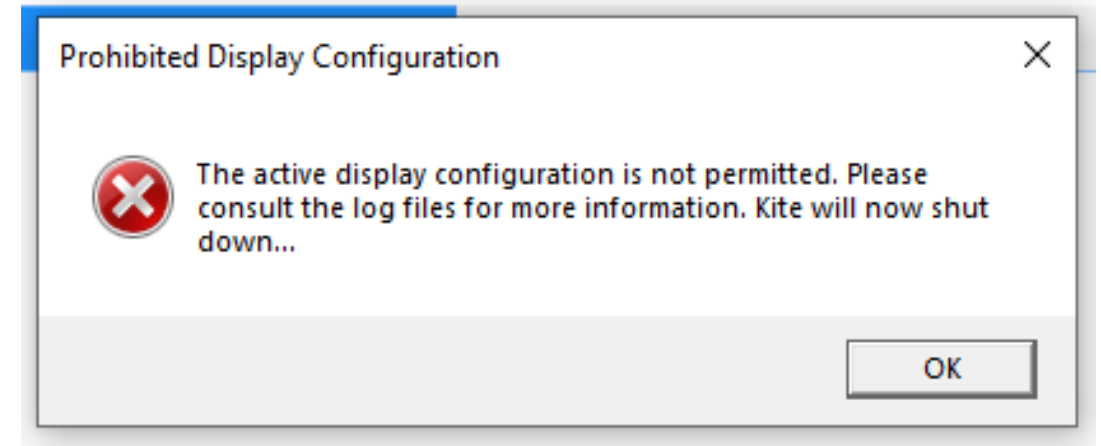
- Error "*The active display configuration...*"

Cause:

- More than 3 displays are being used while launching Student Portal

Resolution:

- Disconnect the 4th or any additional displays, then relaunch Student Portal with 3 or fewer displays



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

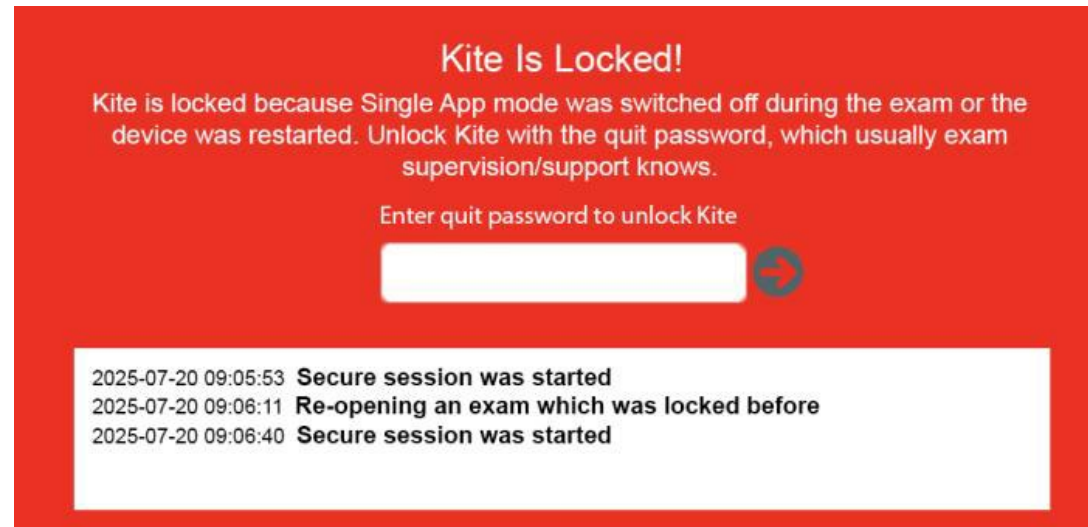
Resolution:

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

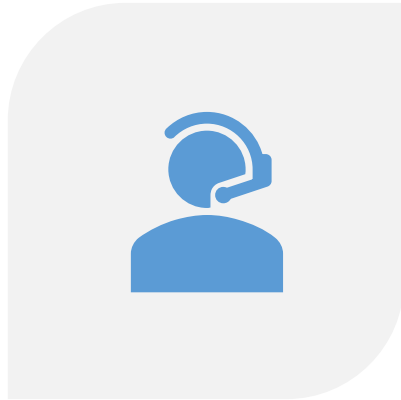
Something went wrong while displaying Kite Student Portal application.

Quit Passwords

- The passwords for 2025 are device-type specific and remain the same as last year.
- For security reasons, the Quit Passwords are **not** published in the manual or on any website.
- If the password is needed, a user with an account in Kite Educator Portal must contact the Kite Service Desk.



Questions?



KITE SERVICE DESK



855-277-9752



KAP-SUPPORT@KU.EDU



KU ACHIEVEMENT & ASSESSMENT INSTITUTE

We are now open for any
questions.

The University of Kansas