



# TESTLET KITE STUDENT PORTAL INSTALLATION GUIDE FOR MAC

2023-24



Assessment & Technology  
Solutions

Kite Student Portal is used by students participating in Testlet assessments. 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 prior to students completing an assessment.

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

## CONTENTS

INSTALLATION GUIDE OVERVIEW .....	2
A Note about Graphics .....	2
Disclaimer .....	2
Getting Help.....	2
Changes to the Guide .....	2
DOWNLOAD AND INSTALL TESTLET KITE STUDENT PORTAL .....	3
Uninstalling Previous Versions .....	3
Download Kite Student Portal .....	4
Accessing the Application.....	4
Opening Kite Student Portal.....	4
Closing Kite Student Portal.....	4
TROUBLESHOOTING .....	5
After exiting Student Portal, application does not quit.....	5
Load error when no Network connection detected.....	5
Load error when application cannot be reached .....	5
Red screen asking for administrator or quit password .....	6
I am using an outdated version of Kite Student Portal .....	6

## INSTALLATION GUIDE OVERVIEW

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.

### DISCLAIMER

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

### GETTING HELP

Common tasks are described in this manual, but if you require additional assistance, please contact the Kite Service Desk using any of the methods below.

**Phone:** 855-277-9752

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

**Live Chat:** <https://educator-testlet.kiteai.org/>

### CHANGES TO THE GUIDE

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

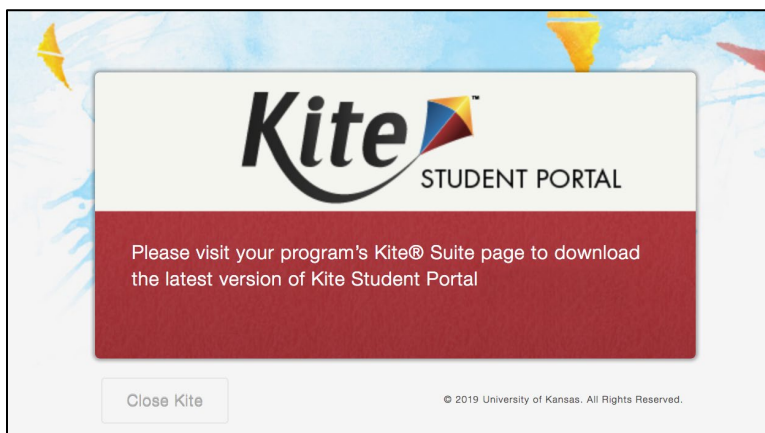
Change Logged	Page	Description of Change

## DOWNLOAD AND INSTALL TESTLET KITE STUDENT PORTAL

### UNINSTALLING PREVIOUS VERSIONS

**Kite Student Portal 9.0.0 or above requires a new installation. You must uninstall any older versions of Kite Student Portal below version 9.0.0.**

Outdated versions of Kite Student Portal will display an error screen when accessing the app.



After uninstalling any older versions of Kite Student Portal, you **may** also need to remove Kite Student Portal from the Application Support folder.

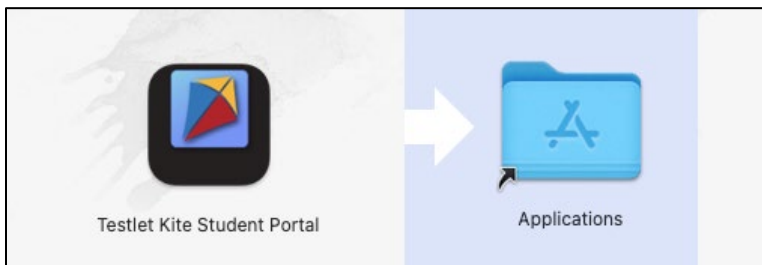
1. Open Finder.
2. In the Go menu bar at the top of the screen, click Go to Folder.
3. In the text field provided, type **~/Library/Application Support**
4. Click Go.
5. Delete anything Kite Student Portal or KITE Client related, such as the ***KiteStudentPortal*** folder.

---

## DOWNLOAD KITE STUDENT PORTAL

To download and install Testlet Kite Student Portal, perform the following steps:

1. Download [Testlet Kite Student Portal for Mac](#).
2. Once the download has finished, open the DMG file.
3. Drag the Testlet Kite Student Portal app into the Applications folder.



4. From the Applications folder, create a Testlet Kite Student Portal alias on the desktop.

## ACCESSING THE APPLICATION

For more detailed information about Kite Student Portal and its features, refer to the Kite Student Portal Manual for Test Administrators.

---

## OPENING KITE STUDENT PORTAL

After Student Portal has been installed, you can open the Student Portal app from the Applications folder or from the alias you created on the desktop.

---

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

---

---

## CLOSING KITE STUDENT PORTAL

To close the Student Portal application, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.



---

**Note:** Do not use the traditional close window thing in Mac because then you'll get a popup requiring a password. Exit using the above method.

---

## TROUBLESHOOTING

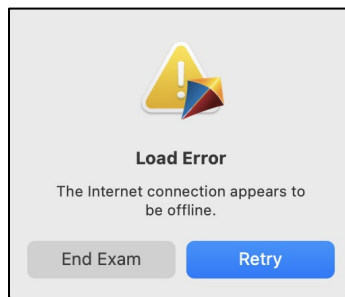
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

### AFTER EXITING STUDENT PORTAL, APPLICATION DOES NOT QUIT

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

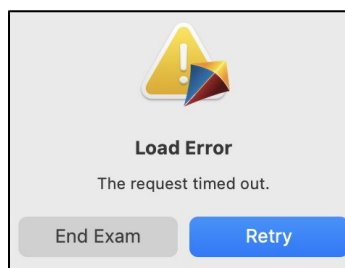
### LOAD ERROR WHEN NO NETWORK CONNECTION DETECTED

This message appears when Kite Student Portal recognizes that the device is not connected to Wi-Fi when the application is loading. Select End Exam to close the Kite application. Select Retry to try and connect again after confirming that you have a strong Wi-Fi signal.



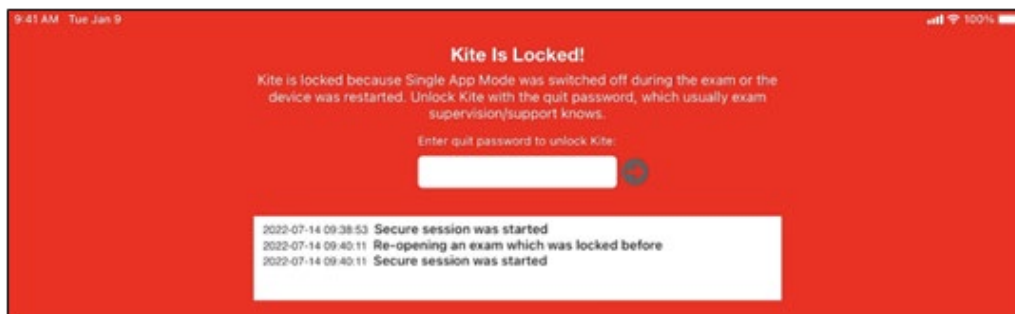
### LOAD ERROR WHEN APPLICATION CANNOT BE REACHED

This message appears when Kite Student Portal cannot be reached due to low, or no, internet connection. Select End Exam to close the Kite application. Select Retry to try and connect again and continue the assessment.



## RED SCREEN ASKING FOR ADMINISTRATOR OR QUIT PASSWORD

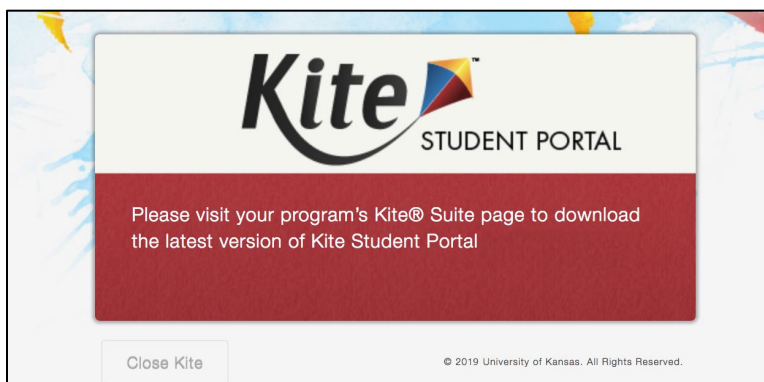
A message similar to the one appearing below may show when Kite Student Portal is incorrectly exited, or another application has taken the focus away from Kite. **The secure password is not posted in this manual.** Please contact the Kite Service Desk to request this password.



**Note:** If a white screen appears the device has not yet reconnected to Wi-Fi.

## I AM USING AN OUTDATED VERSION OF KITE STUDENT PORTAL

Confirm that you are operating Kite Student Portal version 9.0.0 or above. Outdated versions of Kite Student Portal will display an error screen which directs you to visit your program's Kite Suite page to download the latest version of the application.



**Note:** You must uninstall any versions of Kite Student Portal older than 9.0.0 prior to installing the newest version.

After uninstalling any older versions of Kite Student Portal, you **may** also need to 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.