



# TESTLET KITE STUDENT PORTAL INSTALLATION GUIDE FOR WINDOWS

2023-24



**Assessment & Technology  
Solutions**

Kite® Student Portal is used by students completing 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 only supported on 64-bit Windows® computers. We are currently working to support 32-bit computers.**

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## INSTALLATION GUIDE OVERVIEW

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

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**Note:** Tablets running Windows are not supported.

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### 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® 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.

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**Phone:** 855-277-9752

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

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

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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.

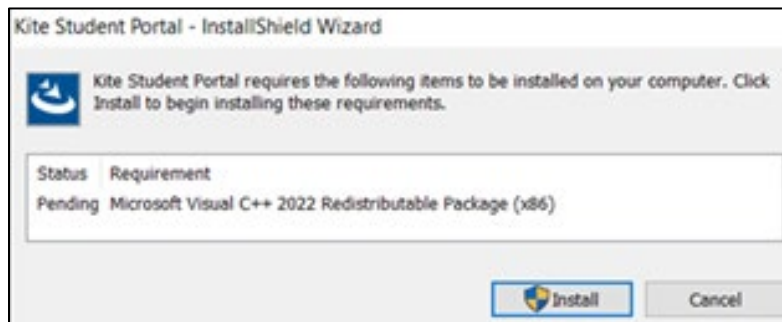
Change Logged	Page	Description of Change
8/20/2023	Various	

## DOWNLOAD AND INSTALL KITE STUDENT PORTAL

### PREREQUISITES

Kite Student Portal requires the prerequisites listed below to work correctly. These are automatically installed with the .exe file and only need to be manually installed when using the .msi file.

- [.NET Framework 4.7.2 Runtime](#)
- [Microsoft Edge WebView2 Runtime](#)
- [Visual C++ 2020-2022 Redistributable](#)



### UNINSTALLING PREVIOUS VERSIONS

**Note:** If a previous version of Kite Student Portal exists, you must uninstall it and restart your machine before installing the newest version.

#### UNINSTALL, REMOVE FILES, DELETE ICON, & RESTART MACHINE

1. From the Start menu, go to the ATS folder then right click on Kite Student Portal and select Uninstall.
2. Follow the on-screen prompts to uninstall the previous version.
3. In the Start menu search field, type %AppData% and press Enter.
4. In folder view, delete the “KiteStudentPortal” folder (and “ATS” folder), if present.
5. Locate the Kite shortcut on the desktop and right click to delete the icon.  
Restart your machine before continuing.

### DOWNLOADING CURRENT VERSION

To download the latest version of Testlet Kite Student Portal, perform the following steps:

**NOTE:** The instructions provided below are for the EXE file. Schools looking for mass deployment across their school should use the MSI file.

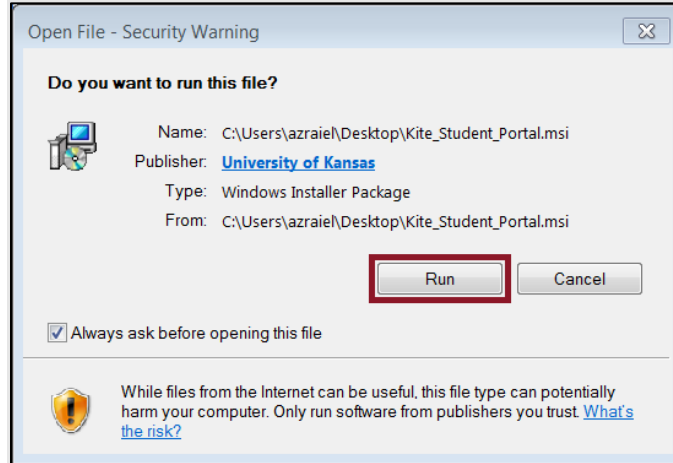
Choose the installation link.

- EXE file: [Testlet Kite Student Portal EXE file](#)
- MSI file: [Testlet Kite Student Portal MSI file](#)

## INSTALLING KITE STUDENT PORTAL

To install Kite Student Portal, perform the following steps:

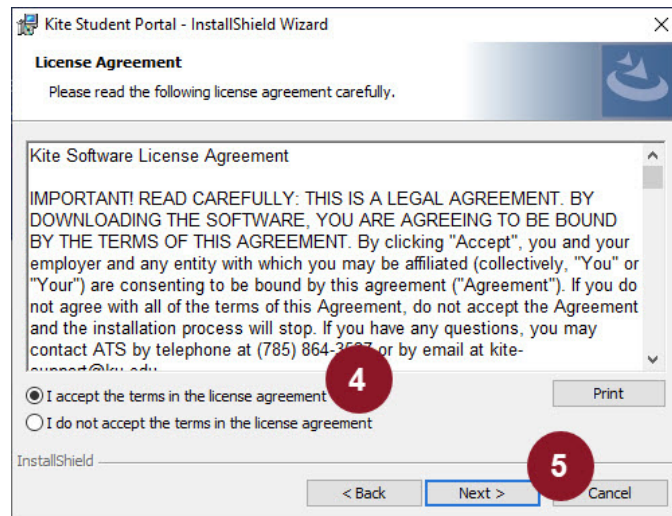
1. Locate the file you downloaded on your computer and open the file.
2. On the Security Warning dialog box, click **Run** or **Run Anyway**.



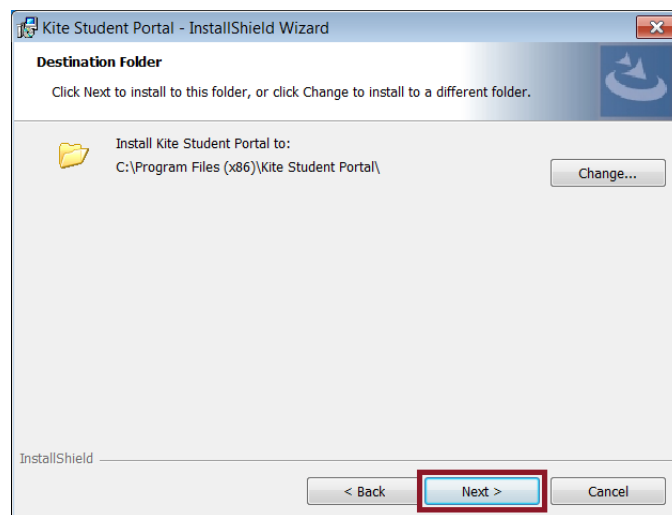
3. On the InstallShield Wizard dialog box, click **Next**.



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



6. Click **Next** on the Destination Folder window.



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

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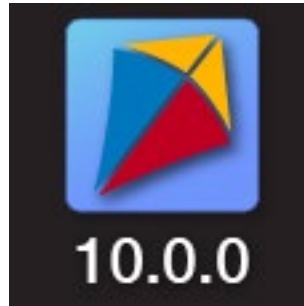
## ACCESSING THE APPLICATION

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

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### OPENING KITE STUDENT PORTAL

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

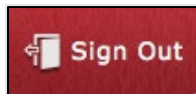


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### CLOSING KITE STUDENT PORTAL

To close Student Portal, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.



## TROUBLESHOOTING

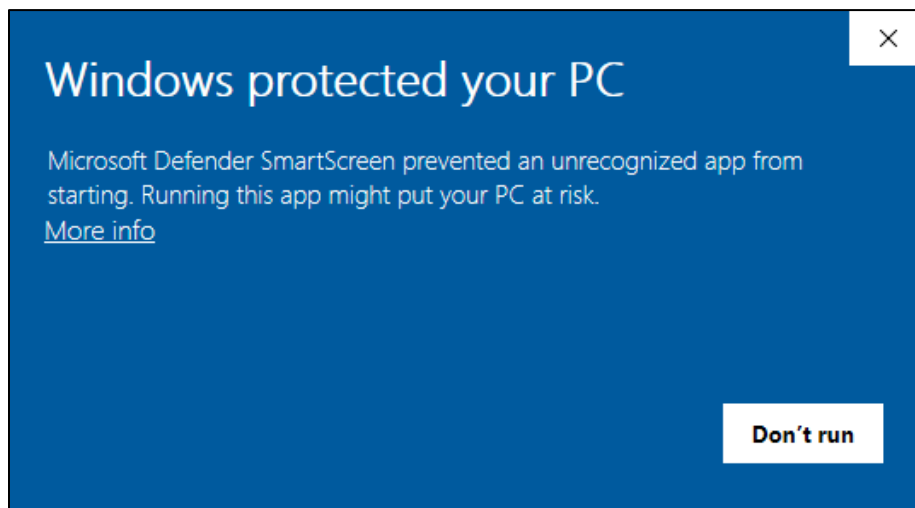
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

### MY BROWSER IS BLOCKING THE KITE STUDENT PORTAL DOWNLOAD.

There have been reports that Microsoft Edge is preventing the download of Kite Student Portal and displaying a message stating, “*Kite Student Portal.msi was blocked because it could harm your device.*” If you receive this message, please exit the Microsoft Edge browser and download the program using another web browser such as Google Chrome or Mozilla Firefox.

### MICROSOFT WINDOWS DEFENDER SECURITY WARNING WHEN ATTEMPTING TO INSTALL KITE STUDENT PORTAL.

After downloading Kite Student Portal from your program’s website and attempting to begin the install process, your Windows device may display a Microsoft Defender security warning preventing the installation of Kite Student Portal.



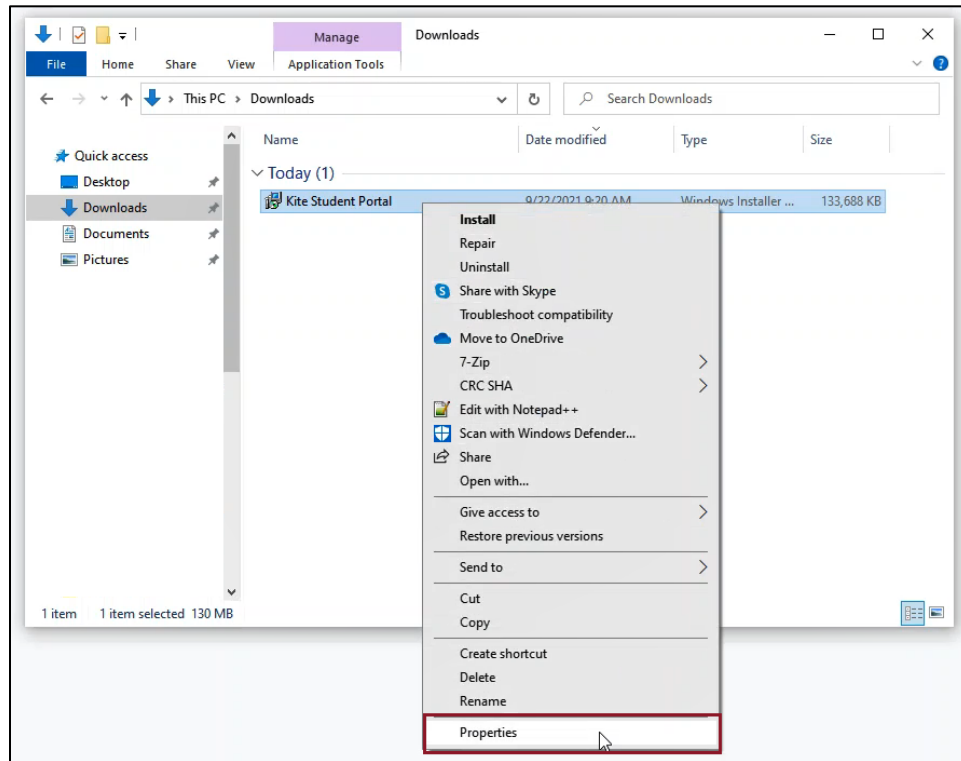
If you encounter this security warning, you can proceed with the installation by following either one of the steps outlined below.

#### PROCESS 1

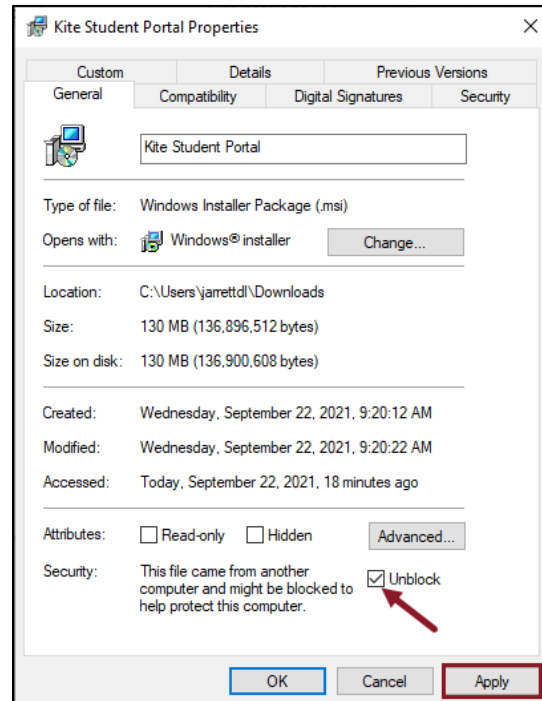
1. Using a web browser other than Microsoft Edge, download Kite Student Portal.
2. Open Windows File Explorer.
3. In the Downloads folder, right click on **Kite Student Portal**.



#### 4. Click Properties.



#### 5. In the **General** tab, click **Unblock** at the bottom of the window.



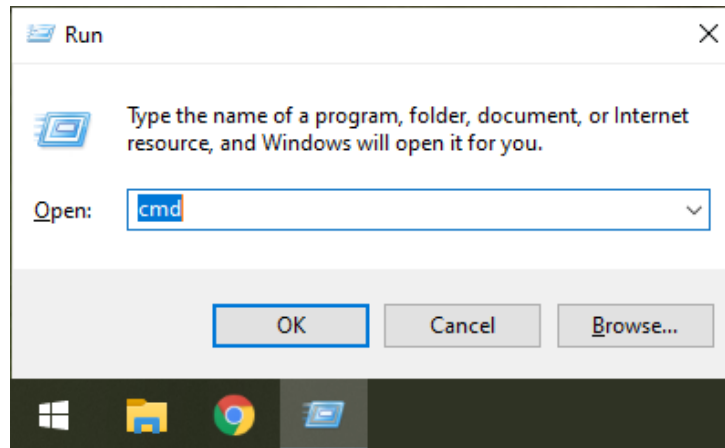
#### 6. Click Apply, then click **OK**.

#### 7. Back in the Downloads folder in the File Browser, double-click on **Kite Student Portal** to begin the install process.

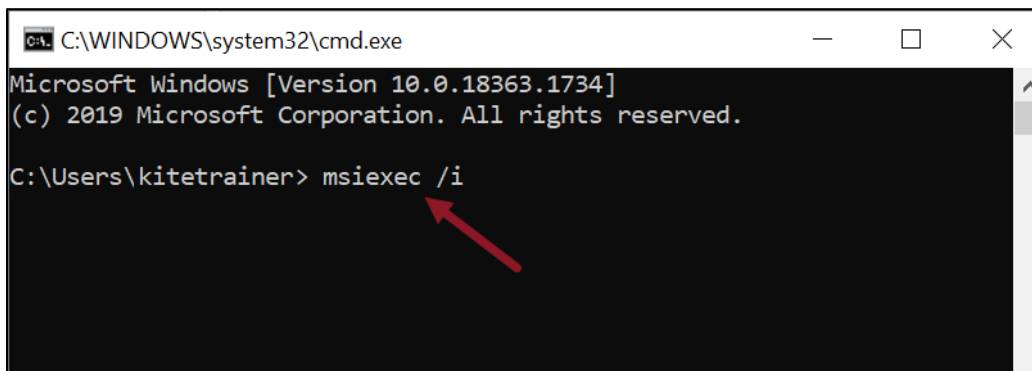
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## PROCESS 2

1. Press **Windows/Start + R** keys simultaneously to open the “Run” box.
2. Type “cmd” and then click “**OK**” to open a Command Prompt.



3. If installing the .msi file, type or paste the following text in the command line after `C:\Users\username> msiexec /i`



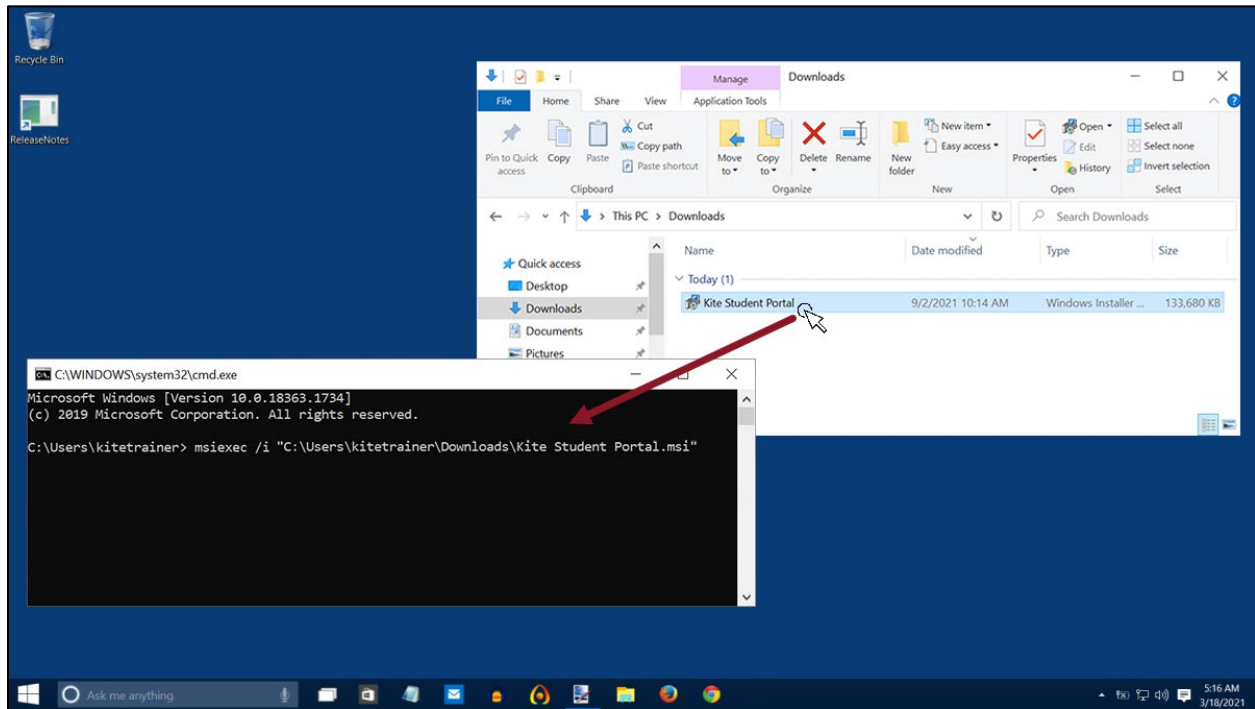
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**Note:** If you are installing the .exe file, DO NOT paste the “msiexec” text in the command line. Simply proceed to steps 4 and 5 for the .exe file.

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4. Open the File Explorer and navigate to the Downloads folder.

5. Click and drag the Kite Student Portal file into the command line.



6. Press **Enter** to begin the installation.

**I PRESSED THE POWER BUTTON ON MY DEVICE TO EXIT KITE STUDENT PORTAL 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 the Kite Student Portal software 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 normal reboot options in the Start menu again. 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 Reset folder.
6. Right-click on the KiteStudentPortal.ResetUtility.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. Use the down arrow to select "Reset system configuration to default values"
9. Press the **Enter** key.

10. The next screen will say “Please enter the name of the user for which to reset all configuration values:”
11. Type in the username used to log in to the computer and press the **Enter** key.
12. When the process is finished, a line will display saying “Successfully reset all changes!”
13. You can now close the popup and view options to reboot the device.

## ERROR MESSAGE WHEN LAUNCHING STUDENT PORTAL

Upon launching the application, I do not see the login screen. I get a popup stating “**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.**”

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**Note:** The following steps are contingent upon adequate user permissions, administrative access, and knowledge. Local IT staff should be consulted if any of the steps prompt an administrator's password or a change that is beyond the knowledge of the user.

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The first step to troubleshoot these errors is to ensure that the prerequisite software has been installed on the device.

The second step to troubleshoot is to check the “KiteStudentPortal” service.

1. Open the Task Manager
2. Click on the **Services** tab

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**Note:** You may need to expand what you can see by clicking **More Details**

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3. Locate the KiteStudentPortal service
4. If the status appears as Stopped, right click and select **Start**
5. Check to see if Kite Student Portal launches

If the status appears as Running and the error persists, continue to the final troubleshooting step. The final troubleshooting step is a complete reinstallation of Kite Student Portal. The following steps outline a complete reinstallation.

1. Uninstall Kite Student Portal
2. Open the Task Manager
3. Click on the **Services** tab

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**Note:** You may need to expand what you can see by clicking **More Details**

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4. Locate the KiteStudentPortal service
6. Right click and select **Stop**
7. Delete installed folder in C:\Program Files(x86)\Kite Student Portal
8. Delete app data folders:
  - a. %APPDATA%/ATS
  - b. %APPDATA%/KiteStudentPortal
  - c. %LOCALAPPDATA%/ATS
  - d. %LOCALAPPDATA%/KiteStudentPortal
9. Reinstall Kite Student Portal

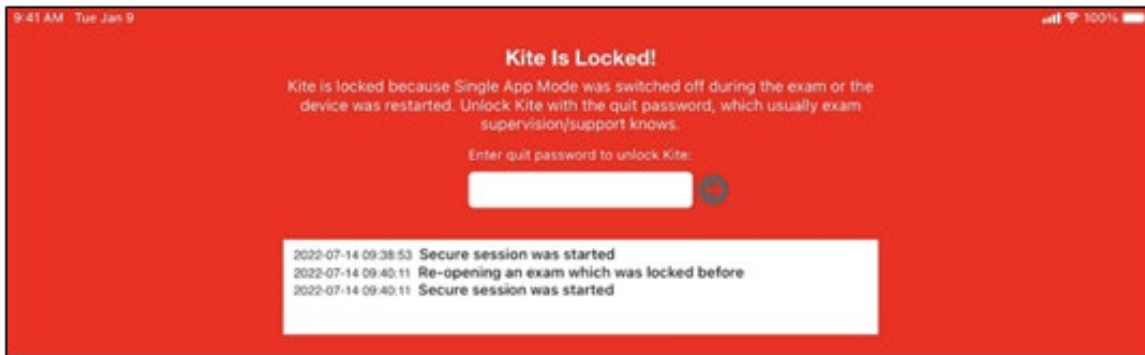
## ERROR MESSAGE: “THE ACTIVE DISPLAY CONFIGURATION IS NOT PERMITTED. PLEASE CONSULT THE LOG FILES FOR MORE INFORMATION”

After installing Kite Student Portal and launching the application, I do not see the login screen. I get a popup stating “The active display configuration is not permitted. Please consult the log files for more information.”

This error occurs when launching Kite Student Portal and more than three displays are being used. Close Kite Student Portal, disconnect the other displays, and launch the application again.

## RED SCREEN ASKING FOR AN 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.



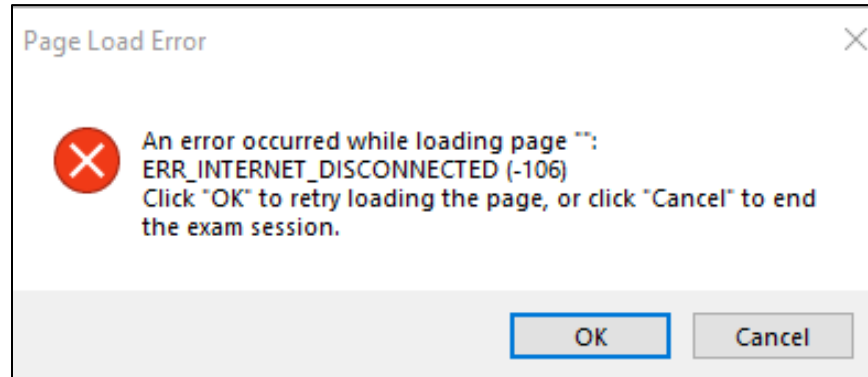

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**Note:** If a white screen appears the device has not yet reconnected to Wi-Fi.

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## 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 Cancel to close the Kite application. Select OK 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 Cancel to close the Kite application. Select OK to try and connect again and continue the assessment.

