



TESTLET KITE STUDENT PORTAL INSTALLATION GUIDE FOR MAC

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Agile Technology Solutions

Testlet Kite Student Portal is used by students participating in Testlet assessments. When running, Testlet 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 Testlet Kite Student Portal on devices used for assessment.

NOTE: Testlet Kite Student Portal is supported for 64-bit Mac computers. If your machine's processor is 32-bit, your machine is not compatible.

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INSTALLATION GUIDE OVERVIEW

This manual assists in the installation of Testlet 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 Testlet Kite Student Portal. Expect slight differences depending on the operating systems used to access Testlet Kite Student Portal.

DISCLAIMER

Kite® 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

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

CHANGES TO THE GUIDE

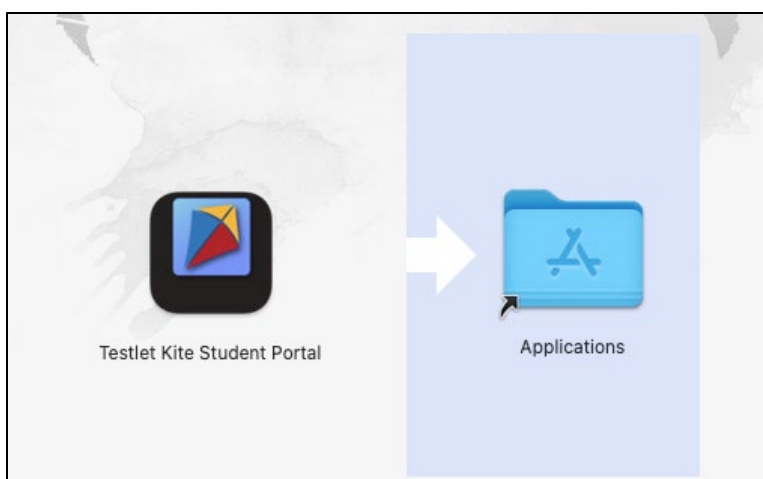
The following table lists the changes made to this guide since the last major release of the documentation.

Change Logged	Page	Description of Change

DOWNLOAD AND INSTALL 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 Testlet Kite Student Portal and its features, refer to the Testlet Kite Student Portal Manual.

OPENING TESTLET KITE STUDENT PORTAL

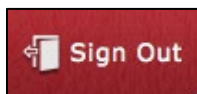
After Testlet Kite Student Portal has been installed, you can open the Testlet Kite Student Portal app from the Applications folder or from the alias you created on the desktop.

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

CLOSING TESTLET KITE STUDENT PORTAL

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

1. Click the Sign Out button.



2. Click the Close Kite button.



Note: Do not use the red X button in the upper left corner to close the window. If you do, you'll get a popup requiring the quit password. Exit using the above method.

TROUBLESHOOTING

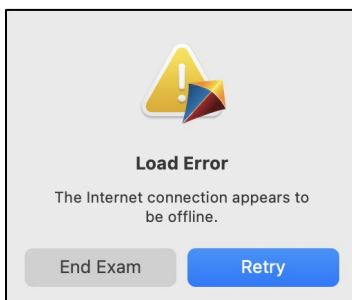
If you encounter any errors while using Testlet Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide and on the footer of each page. A few common issues and their solutions are below.

AFTER EXITING TESTLET KITE STUDENT PORTAL, APPLICATION DOES NOT QUIT

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

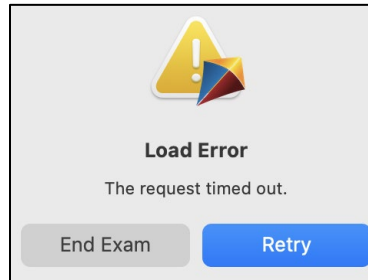
LOAD ERROR WHEN NO NETWORK CONNECTION DETECTED

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



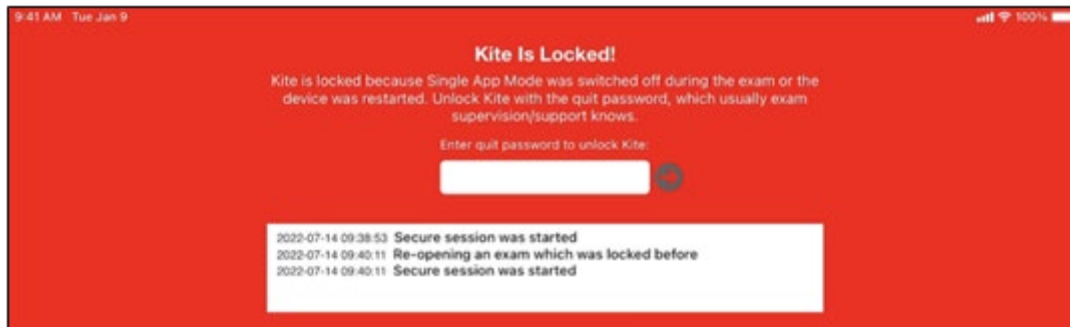
LOAD ERROR WHEN APPLICATION CANNOT BE REACHED

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



RED SCREEN ASKING FOR ADMINISTRATOR OR QUIT PASSWORD

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



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