



INSTALLATION GUIDE FOR MAC

2021-22



Agile Technology Solutions

KITE® STUDENT PORTAL INSTALLATION GUIDE FOR MAC COMPUTERS

Kite Student Portal is used by students who take Dynamic Learning Maps® (DLM®) assessments. When running, Kite Student Portal covers the entire screen of the device, preventing students from accessing outside information while testing. This installation guide is for those 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.

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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[®], the Kite logo, Dynamic Learning Maps[®], DLM[®], and the DLM 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:	855-277-9751
Email:	kite-support@ku.edu
Live Chat:	Educator Portal Website

CHANGES TO THE GUIDE

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

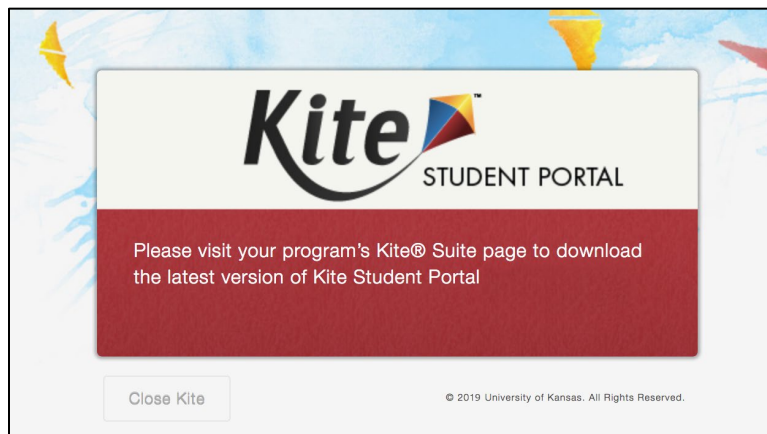
Change Logged	Page	Description of Change
July 2021	All	Updated for 2021-22.
July 2021	3	Kite Student Portal version 8.0.0.0 is required for testing. Older versions must be uninstalled prior to testing in 2021-22.

DOWNLOAD AND INSTALL KITE STUDENT PORTAL

UNINSTALLING PREVIOUS VERSIONS

Kite Student Portal 8.0.0.0 requires a new installation. You must uninstall any old versions of Kite Student Portal prior to installing version 8.0.0.0.

Outdated versions of Kite Student Portal will display an error screen when accessing the app.



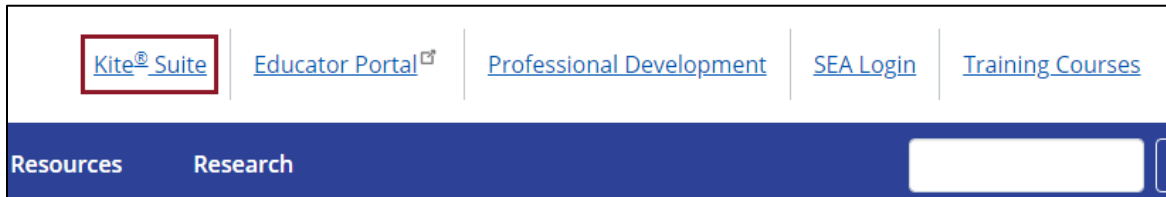
After uninstalling any older versions of Kite Student Portal, you must also remove Kite Student Portal from the Application Support folder.

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.

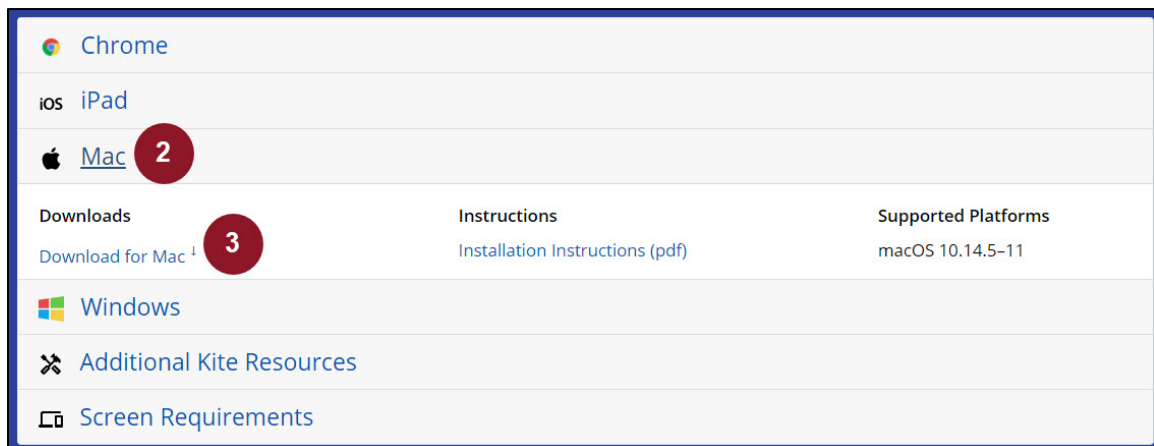
DOWNLOAD KITE STUDENT PORTAL

To download Kite Student Portal, perform the following steps:

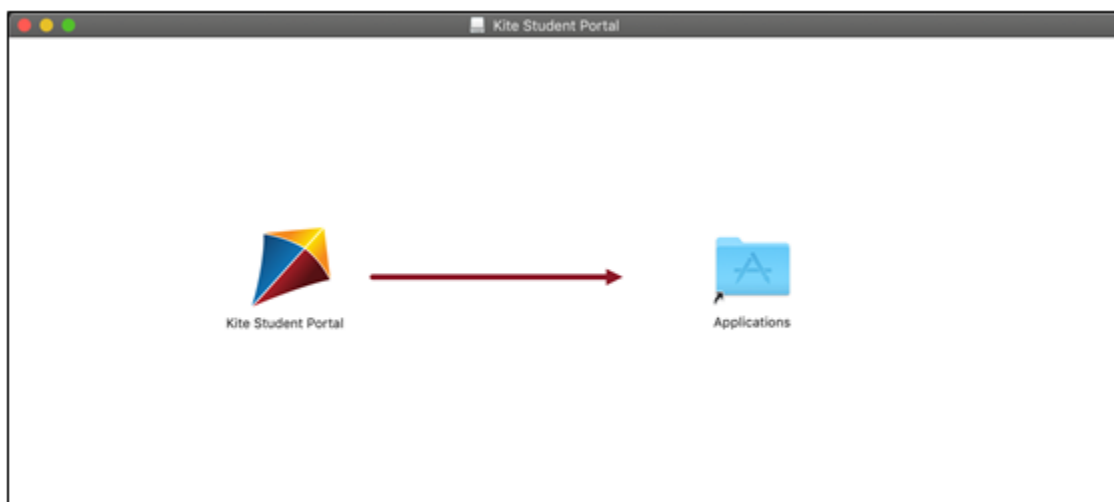
1. On the [DLM website](#), click **Kite® Suite** in the upper navigation to open the [Kite page](#).



2. In the Student Portal section on the Kite page, click Mac.
3. Click Download for Mac.



4. Once the download is complete, open the downloaded DMG file. Click and drag the Kite Student Portal app into the Applications folder.



5. From the Applications folder, create a Student Portal alias on the desktop.

ACCESSING THE APPLICATION

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

HINT: On your state's DLM webpage, select Assessment Resources in the Resource Category filter option to find the Test Administration Manual.

OPENING KITE STUDENT PORTAL

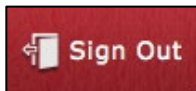
After Student Portal has been installed, you can open the Student Portal app from the Applications folder or from the alias you created on the desktop.

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.



TROUBLESHOOTING

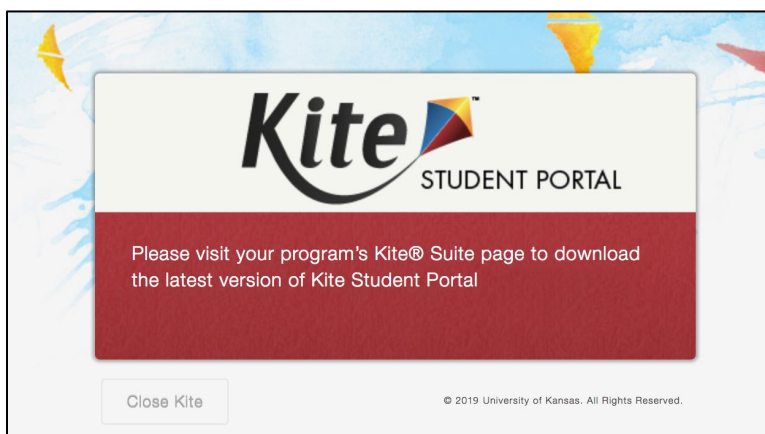
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

AFTER EXITING KITE STUDENT PORTAL, THE 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.

I AM USING AN OUTDATED VERSION OF KITE STUDENT PORTAL

Confirm that you are operating Kite Student Portal version 8.0.0.0. Outdated versions of Kite Student Portal will display an error screen which directs you to download the latest version of the application.



Note: You must uninstall any versions of Kite Student Portal older than 8.0.0.0 prior to installing the newest version.

After uninstalling any older versions of Kite Student Portal, you must also 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.