



# Installation Guide for Macintosh

August 2018



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# Welcome to Kite Student Portal Software for Macintosh Computers

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**Note: The Kite® Student Portal software is supported for 64-bit Macintosh® computers. If your machine’s processor is 32-bit, then the machine is not compatible with the Kite Student Portal software.**

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Kite Student Portal software is used by students to take tests. When running, the Kite Student Portal software 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 the Kite Student Portal software on testing machines before students take tests.

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# Structure of Kite Student Portal Software Installation Guide

This manual assists in the installation of Kite Student Portal software on Macintosh.

## ***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 the Kite Student Portal software. Expect some slight differences depending on the operating systems used to access Kite Student Portal software.

## ***Version Information***

This manual provides documentation for the Kite system release of August 2018.

## ***Disclaimer***

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

# Using Kite Student Portal Software

Kite Student Portal software is used by students to take tests.

## ***Getting Help***

Common tasks are described in this manual, but if you need additional help, call or email the Service Desk.

Hint: Check your organization's website for a toll-free number for the Service Desk.

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**Phone:**        **785-864-3537**

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

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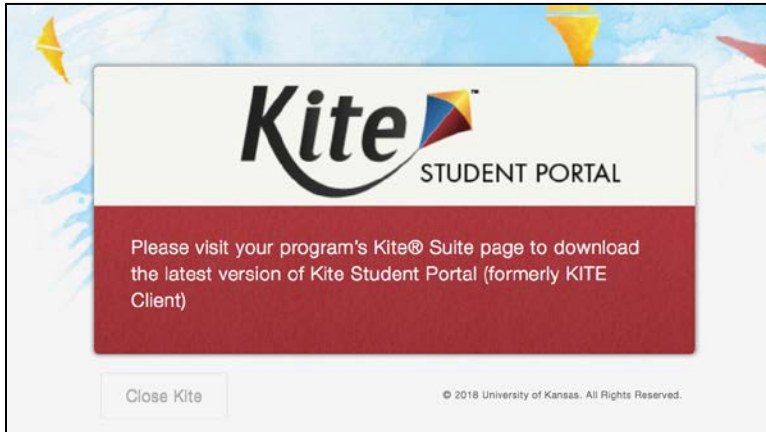
## Updating Previous Versions

Kite® Student Portal 6.0 requires a new installation.

Uninstall any versions of KITE Client (Student Portal's predecessor) prior to installation.

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**Note: Outdated versions of Student Portal will display an error screen.**



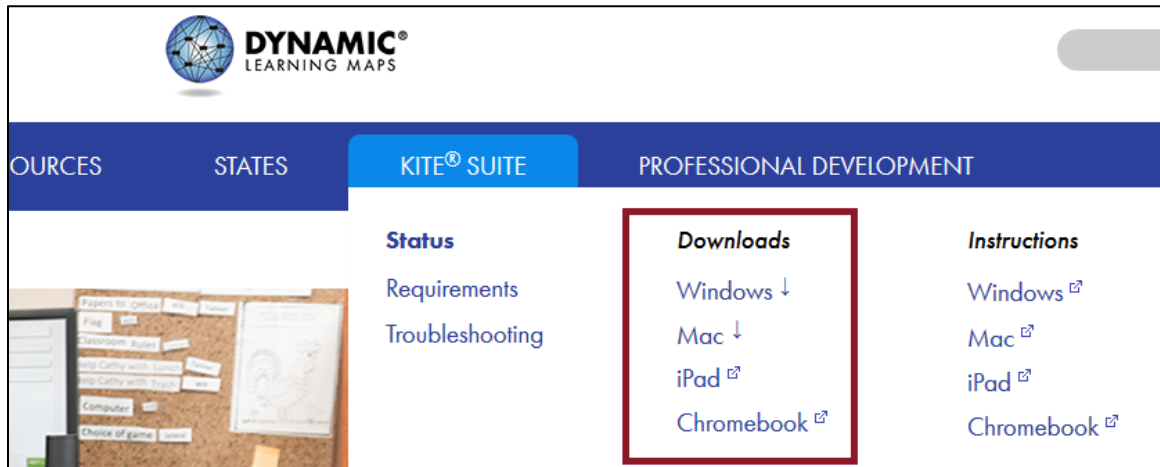
## Downloading the New Version

To download the Kite Student Portal software, perform the following steps.

1. Navigate to the KITE SUITE menu at [dynamiclearningmaps.org](http://dynamiclearningmaps.org).



2. Click Mac.



3. Click Save File.

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## Installing Kite Student Portal Software

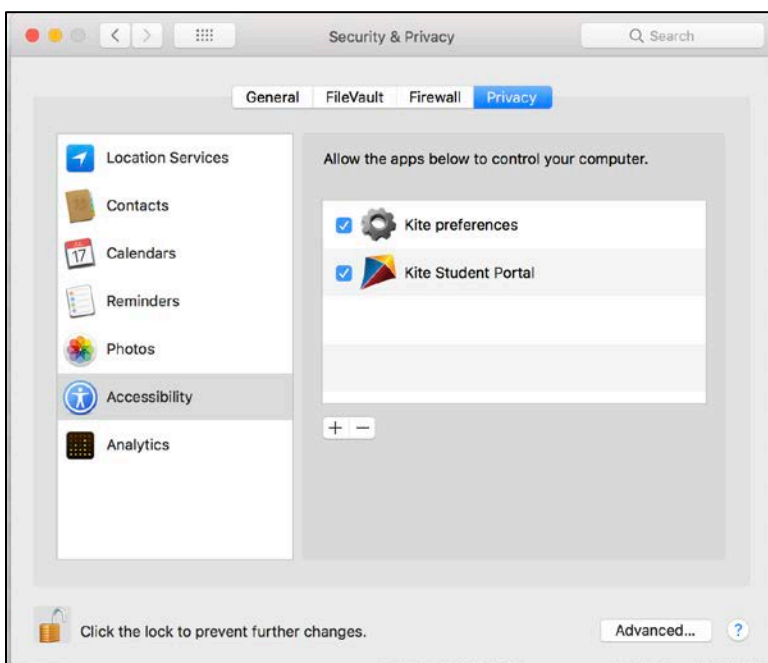
1. Once the download has finished, open the DMG file.
2. Drag Kite Student Portal.app into the Applications folder.
3. Drag Kite preferences.app into the Applications folder.
4. From the Applications folder, create a Student Portal alias on the desktop.
5. Close the Applications folder.
6. Open System Preferences.

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**Note: Steps 6 and later are only required for Mac computers running macOS versions less than 10.13.4, or if Mobile Device Management is not used. If you are using Mobile Device Management, see page 7.**

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7. Click Security & Privacy.
8. Click the Privacy tab.
9. Click Accessibility.
10. On the bottom left of the window, click the padlock.
11. Enter your administrator password.
12. Click Unlock.
13. From the Applications folder, drag Kite Student Portal into the list of applications.
14. From the Applications folder, drag Kite preferences into the list.
15. Verify that both icons have a checkmark next to them.



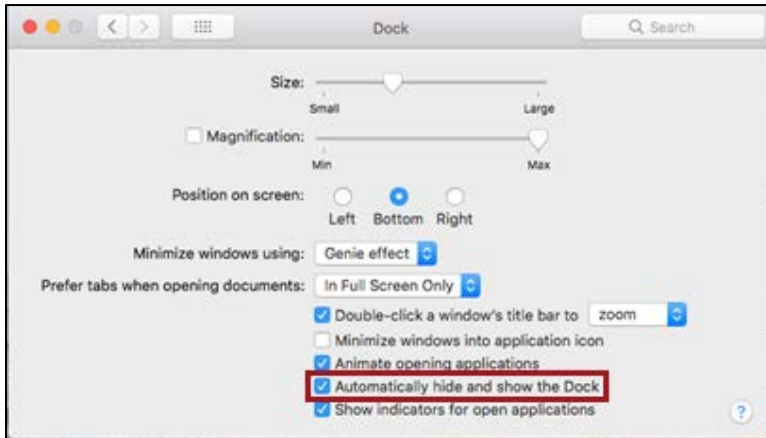
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**Note: The list may contain other applications. Do not adjust any other applications.**

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16. Click General tab.
17. Under the Allow apps downloaded from: selection option, click Mac App Store and identified developers.
18. In the bottom left of the window, click the padlock to save changes.
19. Close the Applications folder.

**Note: macOS 10.13.0 does not hide the Dock (ribbon) by default when using KITE Client. Access Preferences → Dock and check “Automatically hide and show the Dock.” Later versions do not require this step.**



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## Mobile Device Management

### **MacOS 10.13.4+**

Mac computers with macOS versions 10.13.4 or later can receive a profile from Mobile Device Management (MDM) to automatically approve Student Portal to use the accessibility features of macOS. You can upload a pre-configured profile from the link below into your MDM system:

<https://files.kiteai.org/installers/studentportal/latest/mdm-profile/SignedProfile.mobileconfig>

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**Note: All systems running macOS Sierra 10.12 can run macOS High Sierra 10.13.4 or later. An upgrade is available for free from Apple® support, and upgrading allows for easier deployment of Student Portal at scale for users with MDM.**

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If your MDM vendor has support for the Autonomous Single App Mode payload for macOS and you'd prefer to create the profile manually, you will need the following information:

Bundle ID: org.ats.kitestudentportal

Bundle ID: com.ats.Kite-preferences

Team ID: BK4732M7XX

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**Note: The service desk cannot provide support with MDM. Users who need assistance should contact Apple Support.**

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## Accessing Kite Student Portal Software

For more information about the Kite Student Portal software, refer to the Educator's Guide to Kite Student Portal software.

### ***Starting Kite Student Portal Software***

After the Kite Student Portal software has been installed and System Preferences have been adjusted, you can open the Kite Student Portal app from the Applications folder or from the alias you created on the desktop.

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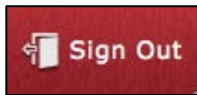
**Note: If you receive a warning that Kite Student Portal software is an application downloaded from the Internet, click Open.**

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### ***Closing Kite Student Portal Software***

To close Kite Student Portal software, perform the following steps.

1. Click the Sign Out button.



2. Click the Close KITE button.



## Troubleshooting

If you encounter any errors while using the Kite Student Portal software, you can always contact the service desk (contact information is on the first page of this guide). Some common issues and their solutions are below.

### ***After exiting Kite Student Portal software, the Kite Student Portal process does not quit.***

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

### ***After rebooting Kite Student Portal software, the OS X system shortcuts start working.***

On occasion, when you reboot Kite Student Portal software, the OS X system shortcuts are available. To fix the situation, open System Preferences, Security and Privacy, Privacy tab, Accessibility. Clear the checkbox next to Kite Student Portal.app and Kite Student Portal preferences.app.

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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.

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**Note: The Page column indicates the page number of the current document where the change appears.**

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Change Logged	Page	Description of Change
8/1/18	All	Major document overhaul.