



Installation Guide for iPad

August 2018



Welcome to Kite Student Portal Software for iPad

Note: iPad® Minis are not supported.

Kite® Student Portal software is used by students to take tests. When running, the Kite Student Portal software covers the full screen of the hardware, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing Kite Student Portal software on testing machines before students take tests.

Note: iPads are not recommended for the KELPA2 assessment program.

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Structure of Kite Student Portal Software Installation Guide

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

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

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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.

Phone: **785-864-3537**

Email: **kite-support@ku.edu**

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.

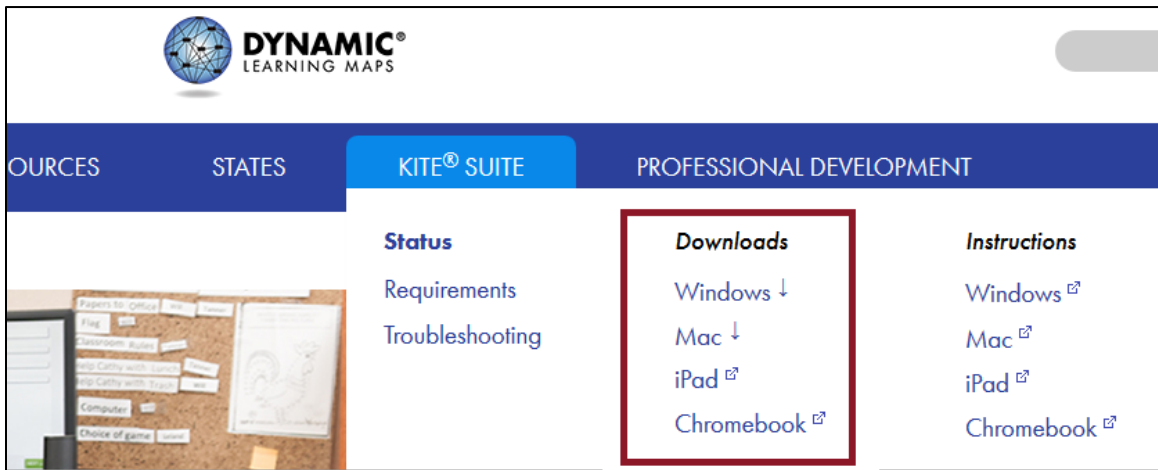
Downloading the New Version

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

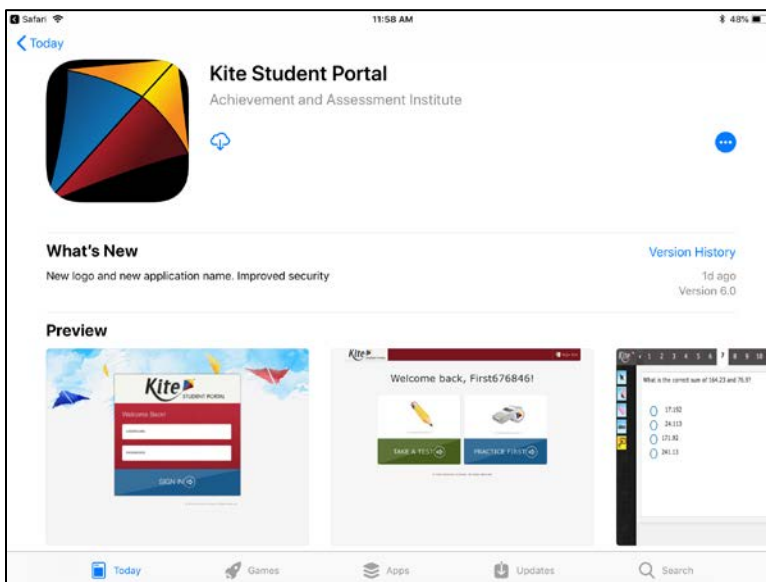
1. Navigate to the DLM webpage.
2. Tap KITE SUITE.



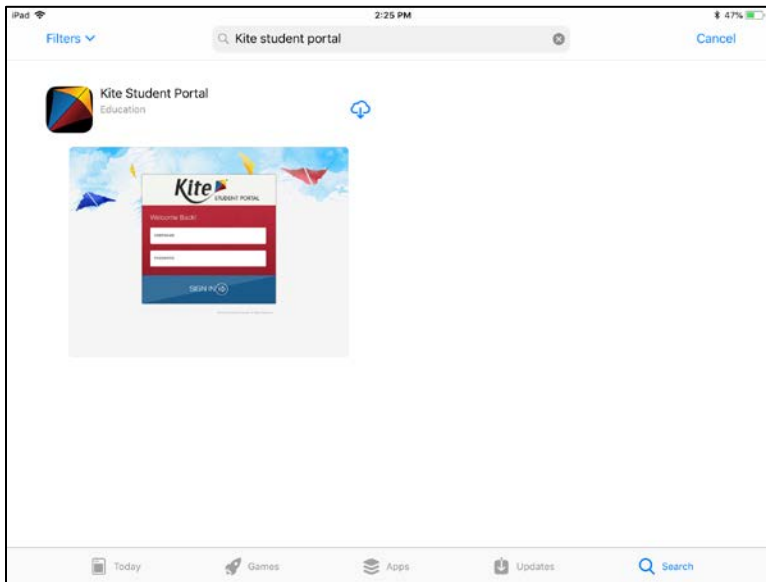
3. Tap iPad.



4. Download application.



Note: Kite Student Portal is also available directly from the App Store.



Securing the iPad

Automatic Assessment Configuration

Student Portal 6.0 supports Apple® Automatic Assessment Configuration (AAC), which locks and configures the iPad for testing. Refer to the “Assessment with iPad” information sheet available at https://www.apple.com/education/docs/Assessment_with_iPad.pdf.

This demo contains several types of questions. For example, you may be asked to move something on the screen or to choose a word or phrase from a sentence or paragraph. You may be asked to choose one or more answer choices from a list. You might have to scroll to see the rest of a passage, the question, or the answer choices. Directions have been added to the questions in this demo to help explain the ways to answer different types of questions.

GENERAL DIRECTIONS

- Answer all of the questions. Use the **Next** and **Back** buttons to move between questions, use the **Flag** icon next to the question number to flag a question for review. You can go to a specific question by clicking on the question number at the top of the screen.
- If you want to return to a question, use the **Back** button.
- At the top of the screen, unanswered question numbers are **gray**, answered question numbers are **green**, and question numbers you flagged for review are **blue**.

Confirm App Self-Lock
Kite Student Portal wants to start Single App Mode. You will be unable to use other apps on iPad until Kite Student Portal ends Single App Mode. Do you want to allow this?

No Yes

GO BACK

BEGIN

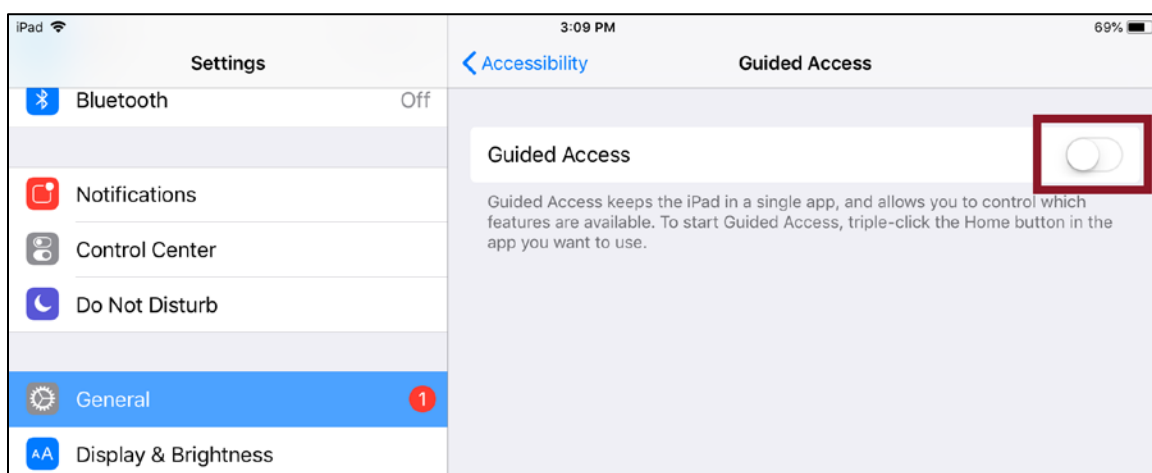
Guided Access

Kite Student Portal 6.0 software also supports the use of Guided Access, an iPad accessibility feature designed to help students with disabilities.

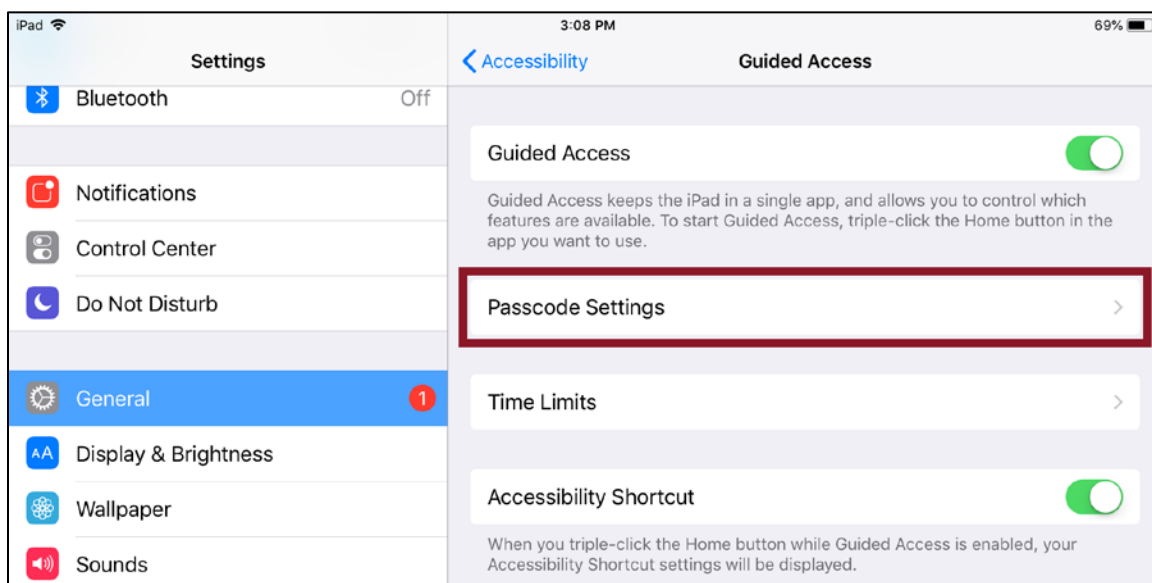
Note: Guided Access must be configured individually on each iPad that will be used for testing.

To turn on Guided Access, perform the following steps.

1. Tap Settings.
2. On the Settings screen, tap General.
3. Tap Accessibility.
4. Tap Guided Access.
5. Tap the button to the right of Guided Access.



6. To set a passcode, tap Passcode Settings.



7. Tap Set Guided Access Passcode.
8. Use the keypad to type a passcode.
9. Type your passcode a second time.
10. Close Settings.

Note: For the last steps in configuring Guided Access, the iPad should be running the Kite Student Portal software. If testing will not begin immediately, you can stop configuring Guided Access and return to the following steps before testing will begin.

11. Open the Kite Student Portal app.
12. Triple-click the Home button.
13. Enter the Guided Access passcode.
14. At the bottom of the iPad screen, make changes to the settings using the table below for reference.

Option	Recommended Setting	Notes
Sleep/Wake Button	OFF	Disable the sleep/wake button. Hint: Tap Hardware Buttons to locate this setting.
Volume Buttons	OFF	Disable the volume buttons. Hint: Tap Hardware Buttons to locate this setting.
Touch	ON	Enable the touch controls.
Motion	OFF	Disable the response to motion.

15. When you are finished changing settings, tap Resume at the upper right side of the screen.

Configuring Kite Student Portal Software for Use with LCS

Note: The LCS is not compatible with DLM® alternate assessment. If your site is participating in DLM assessments, please do not use an LCS.

Note: If your program or site does not use LCS, skip this section.

If your site uses LCS to allocate bandwidth during testing, you must set each client so that it points to the LCS.

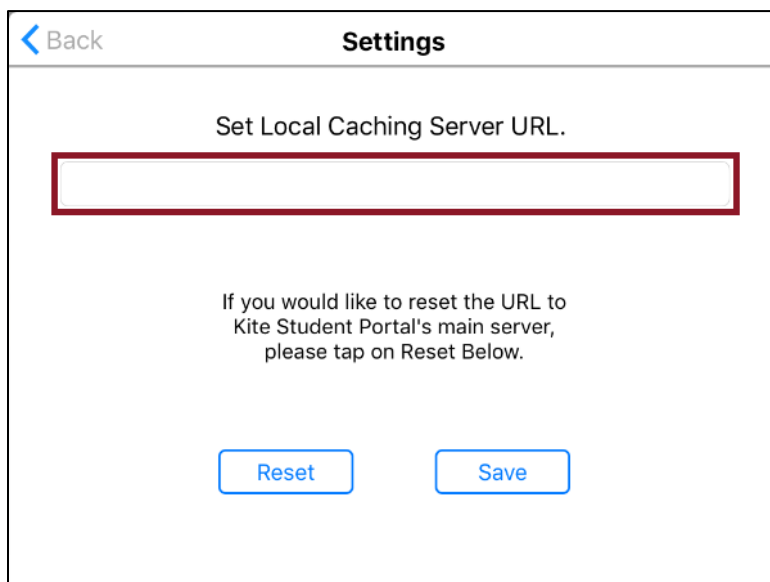
Pointing Kite Student Portal Software to the LCS

To configure a test machine, perform the following steps.

1. Tap the Kite icon.



2. Tap the settings button.
3. On the Settings screen, type the address for your LCS.



4. Tap Save.

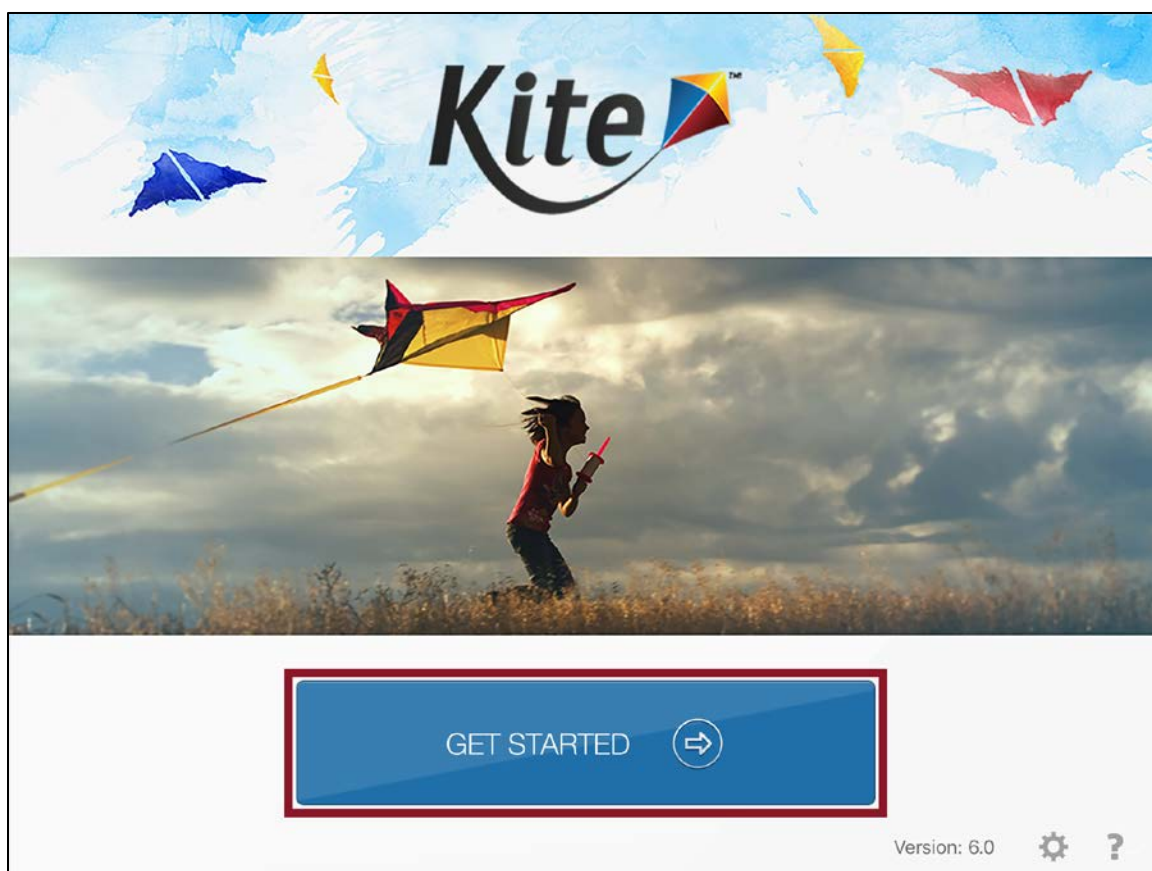
Note: During testing using LCS, the Kite Student Portal software will display the message “Connected through LCS” after login.

Accessing Kite Student Portal Software

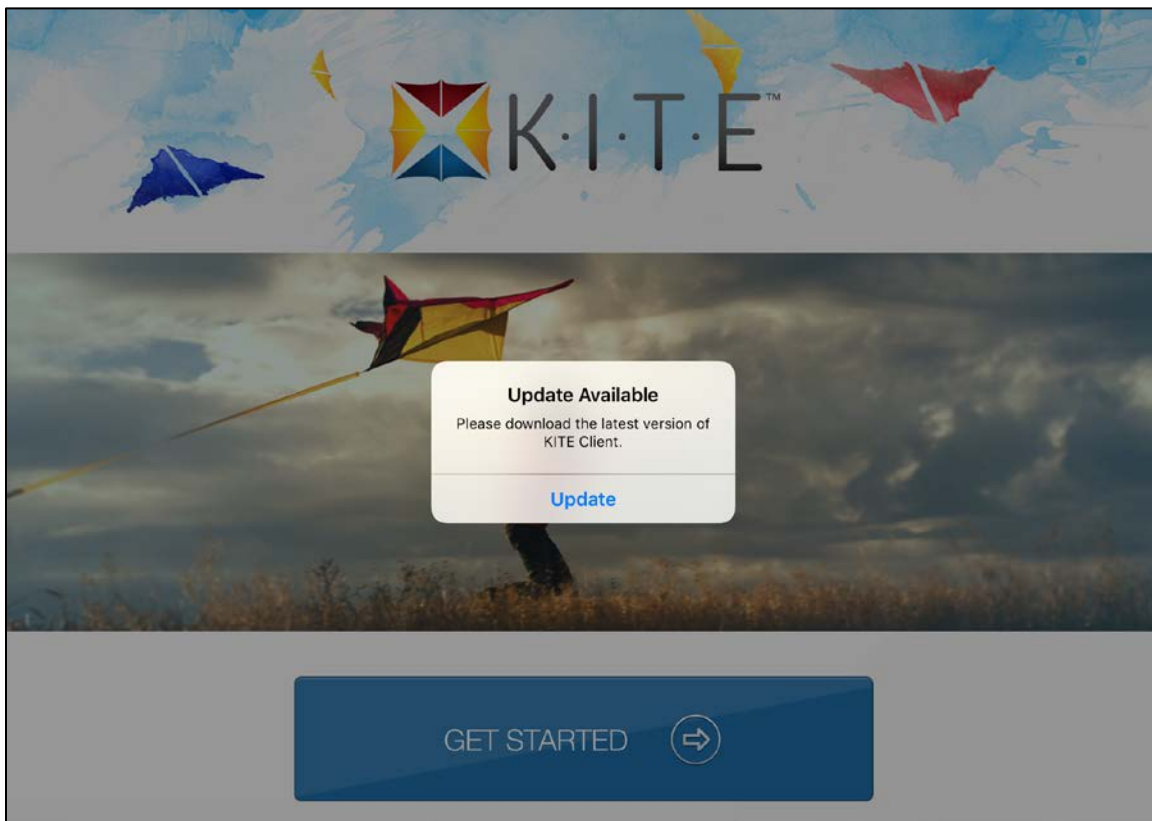
For more information about using the Kite Student Portal software, refer to the Educator's Guide to Kite Student Portal Software.

Starting Kite Student Portal Software

1. To start the Kite Student Portal software, open the application.
2. Tap Get Started.



Note: If an old version of the Kite Student Portal (formerly KITE Client) is still installed, the following message will be displayed. Clicking the Update button will allow you to update the app from the App Store.



Ending a Test Session – Guided Access Only

Note: If the iPad uses Guided Access to secure the testing session, use the following procedure to close the app.

If the iPad uses Guided Access, perform the following steps.

1. When the Sign In screen displays, triple-click the home button.
 2. Enter the Guided Access passcode.
 3. Tap the End button in the upper left.
-

Note: The Sign In screen will reappear with a warning that Guided Access is turned off.

4. Click the home button to close the app.
5. Double-click the home button to enter multi-tasking mode.
6. Swipe up on the Kite Student Portal software to fully close the app.

Closing Kite Student Portal Software

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

7. Click the Sign Out button.



8. Double-click the home button to enter multi-tasking mode.
9. Swipe up on the Kite Student Portal software to fully close the app.

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.

“App Version Error. An unexpected error occurred while verifying the app version. Please check the network connection and try again.”

To resolve this issue, perform the following steps.

1. Uninstall the Kite Student Portal software.

Hint: Delete the app from the iPad.

2. Reinstall the app using the instructions in this guide.

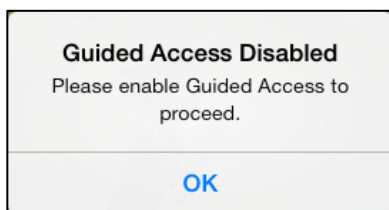
Network Issues Cause Kite Student Portal Software to Stop Responding

To resolve this issue, perform the following steps.

1. Use the instructions in this guide to Close Kite Student Portal software.
2. Reopen the app using the instructions in this guide.

Note: Losing internet connectivity during testing will occasionally result in a completely locked system. This lock must be corrected with a “hard reset”—holding the home and power buttons down at the same time.

“Guided Access Disabled”



If you start Kite Student Portal software without securing the iPad using AAC or Guided Access, you will receive an error message at some point. To resolve the issue, close the Kite Student Portal software and secure the device using AAC or Guided Access.

Changes to the Guide

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

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

Change Logged	Page	Description of Change
8/1/2018	All	Major document overhaul.