NM-ASR Kite® Student Portal Installation Guide: Mac

Kite Student Portal (SP) is used by students by students to take online assessments. When running, SP covers the entire screen of the device, preventing students from accessing outside information during the test.

Installation Guide Overview

This manual assists in the installation of SP on MacOS. This installation guide is for the people responsible for installing SP on testing machines prior to students completing an assessment.

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 SP. Expect some slight differences depending on the operating systems used to access SP.

Disclaimer

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Getting Help

Common tasks are described in this manual, but if you require additional assistance, please contact the Kite Service Desk or view the program website using any of the methods below.

Resource	Location
Phone	855-519-0571
Email	nm-asr-support@ku.edu
Live Chat and Kite Educator Portal	https://educator.kiteaai.org
Application Name	Kite Student Portal
Homepage URL	https://student.kiteaai.org
Icon	
Program Website	https://nmassessments.org/

Changes to the Guide

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

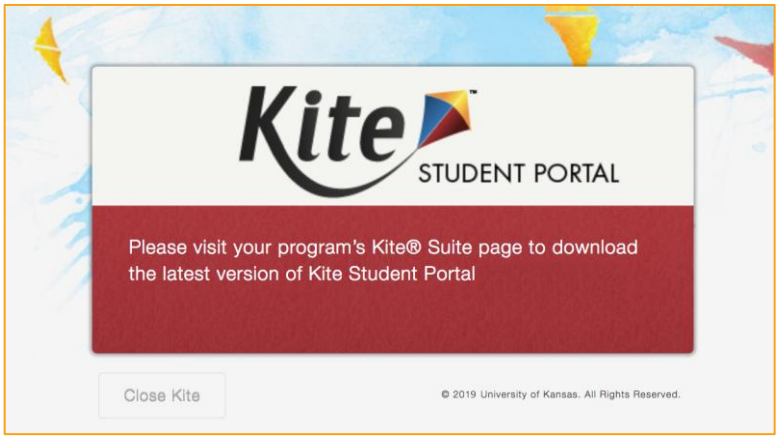
Date	Page	Description of Change

Installing Student Portal

SP should be updated to the latest version prior to testing. Please check the program website for information on the latest version and supported operating systems.

Uninstalling Previous Versions

Outdated versions of SP will display an error screen when accessing the app.



After uninstalling any older versions of SP, you also need to remove all related files.

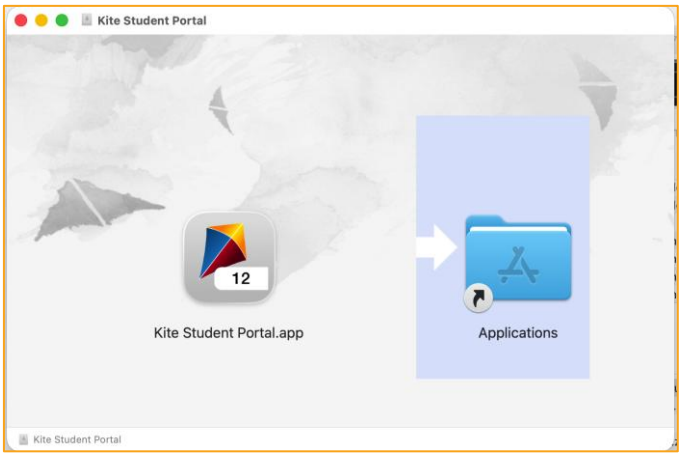
1. Open Finder.
2. Select **Go to Folder** in the **Go** menu bar at the top of the screen.
3. In the text field provided, type **~/Library/Preferences/org.ats.kitestudentportal.plist**
4. Select **Go.**
5. Right click on the file and select **Move to Trash**.
6. Go back to the **Go** menu and select **Go to Folder** again.
7. In the text field provided, type **~/Library/Application Support**
8. Select **Go**.
9. Delete anything Kite Student Portal or Kite Client related, such as the ***KiteStudentPortal*** folder.

> **Note:** Typical uninstallation of Kite Student Portal will automatically delete these folders. Most users will not have anything to delete.

Downloading and Installing the Newest Version

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

1. Go to the Kite Suite page on the program website in the Getting Help table at the start of this document.
2. Select the **Mac icon** from the platform icon list.
3. Select the download link for **Mac**.
4. Locate the file you downloaded on your computer and open the **DMG file**.
5. Drag the Kite Student Portal app into the Applications folder.



Accessing the Application

When running, SP is a secure browser; it covers the full screen, preventing students from accessing outside information during testing. All other applications are not accessible once SP is launched.

Opening Student Portal

After SP has been installed, you can open the app from the Applications folder or an alias you create.

The following messages may appear when open application for the first time:

- **Local Settings Have Been Reset** - Select **OK**.
- **Software is an application downloaded from the Internet** – Select **OK**.
- **Permissions Required for Speaking Tests** – select **OK**. Another pop-up will then display asking to allow access to the microphone. Select **Allow**.

Closing Student Portal

To close SP, perform the following steps.

1. Click **Sign Out**.

2. Click **Close Kite**.

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Troubleshooting

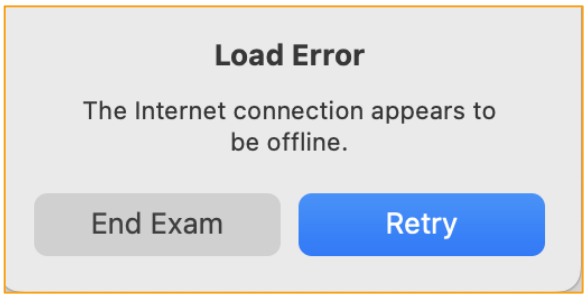
If you encounter any errors while using SP, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide and at the bottom of each page. A few common issues and their solutions are below.

After exiting Student Portal, application does not quit

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

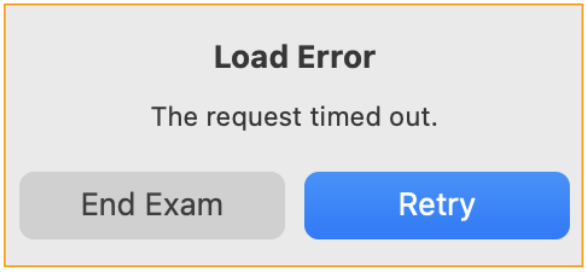
Load error when no Network connection detected

This message appears when SP recognizes that the device is not connected to Wi-Fi when the application is loading. Select End Exam to close. 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 SP cannot be reached due to low, or no, internet connection. Select End Exam to close. Select Retry to try and connect again and continue the assessment.



Red screen asking for administrator or quit password

A message similar to the one appearing below may show when SP 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.

Current version will not install; message says to download most recent version

This may happen if you have an Apple Silicone Mac. After installing the most recent version of Student Portal and launching the application, the following message appears: “Please visit your program’s Kite Suite page to download the most recent version of Kite Student Portal.”

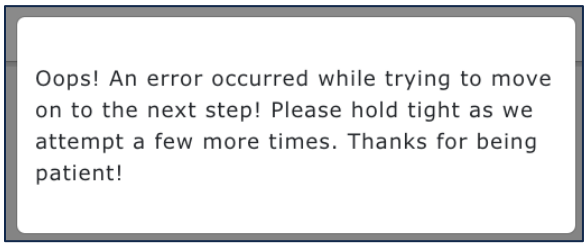
To remedy this, you will need to remove a preferences file that was not removed during installation.

1. Open Finder.
2. Select **Go to Folder** in the Go menu bar at the top of the screen.
3. In the text field provided, type ~/Library/Preferences/org.ats.kitestudentportal.plist
4. Select **Go**
5. Right click on the file and select **Move to Trash**.

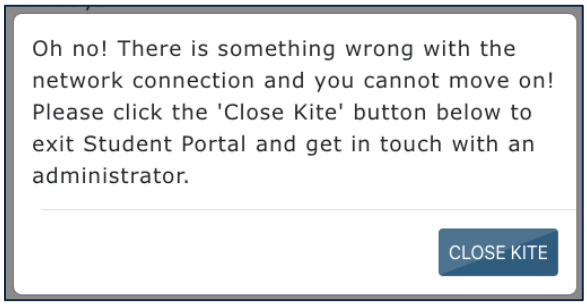
You may receive a message when you relaunch the application that says, “Local Kite Settings Have Been Reset.” This is expected. Select **OK** to move on to the login page.

Oops! An Error Occurred

If Kite Student Portal cannot connect to the Kite servers, the following message will display.



This message will remain for approximately 10 seconds while the application tries to regain connection. If Student Portal cannot get reconnected, the following message will display, and you can tap **Close Kite**. Please check your internet settings to verify a connection or restart your device before continuing.



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