NM-ASR Kite® Student Portal Installation Guide: iPad

Kite Student Portal (SP) is used 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.

> **NOTE:** iPad Minis are not supported.

Installation Guide Overview

This manual assists in the installation of SP on iPad devices. 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

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 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
9/24/26	3, 4	Toggle on Initiate Settings Reset in Settings if you receive a message stating you did not enter the correct password.

Downloading and 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.

Downloading the Newest Version

1. Go to the Technology Coordinators page on the program website in the Getting Help table at the start of this document.
2. Select the iOS icon from the platform icon list.
3. Select the download link for iOS. When accessed from an iPad, the link will redirect to the Kite Student Portal page in the Apple App Store.

> **NOTE:** Also available directly from the App Store by searching for Kite Student Portal. Kite Student Portal is used with multiple assessment programs. ***Make sure to use the Application Name specific to your program! Check the Getting Help table for the Application Name.***

Updating Student Portal Manually

> **NOTE:** Application updates automatically unless this feature is disabled on device. Follow the manual steps below.

1. Open the Apple **App Store**.
2. Tap the **Account** page in the top right corner.
3. Tap **Apps**.
4. Tap **My Apps**.

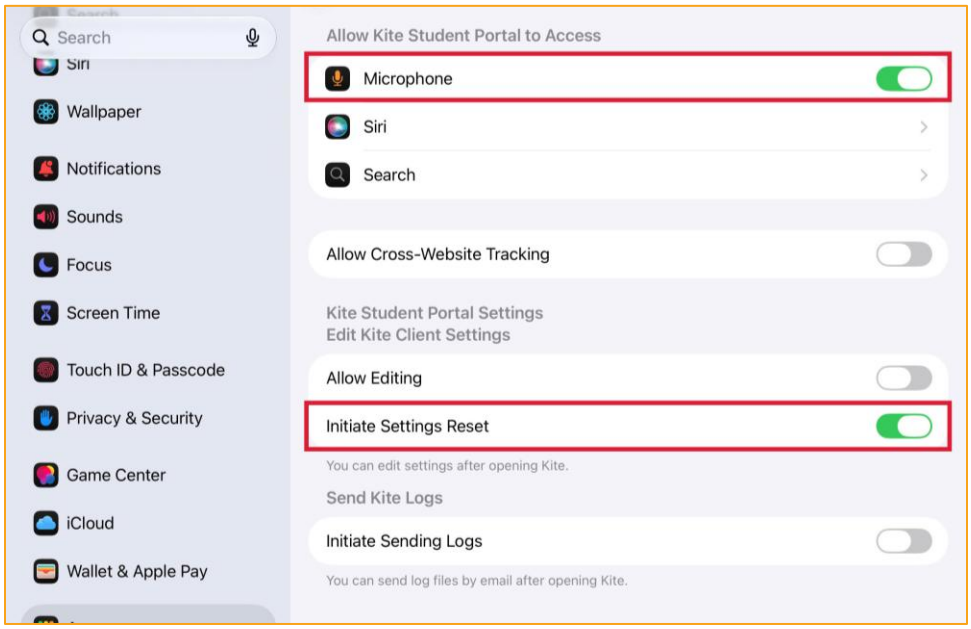
> **NOTE:** Depending on the iOS version, **My Apps** may be called **Purchased**.

5. Search **Kite** to find the application quickly.
6. Find the Kite Student Portal app and tap **Update**.

© 2026 The University of Kansas

Settings for iPad

Once SP is installed, navigate to Settings and confirm the app is configured according to the screenshot below. Toggle on Microphone and Initiate Settings Reset.

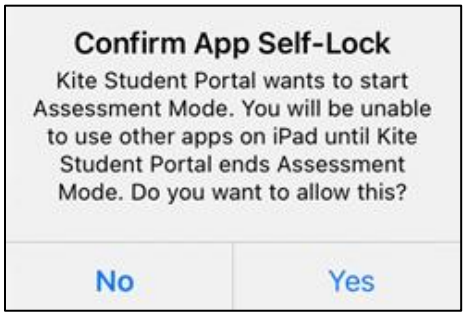


Accessing the Application

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 Kite Student Portal

1. Tap the SP icon to open the application.
2. Tap **Yes** when the following pop-up message displays.



NOTE: If you tap **No**, a No Kiosk Mode Available pop-up appears. Tap **Retry** to Confirm App Self-Lock.

3. Enter the student credentials on the login screen.

NOTE: If an outdated version of Kite Student Portal is still installed, the home screen will not load and a pop-up message will display asking you to update the app. Tap **OK** to close the app and follow the instructions above to install the newest version.

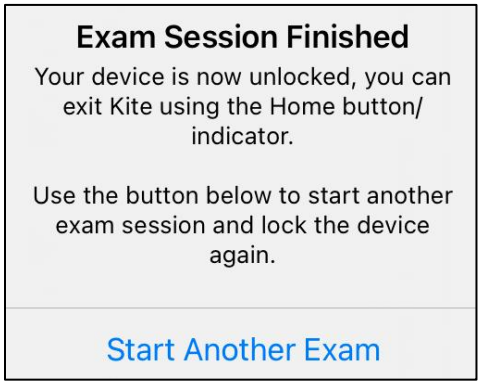
© 2026 The University of Kansas

Closing Student Portal

To close SP, tap **Close Kite** at the top of the home screen or the login page.

> **NOTE:** It is important to exit Kite Student Portal following the process outlined above to prevent the app from locking up and requiring a hard reset of the iPad.

Once you tap **Close Kite**, the following pop-up will appear. You can close the app by tapping the Home button or swiping up on the screen.

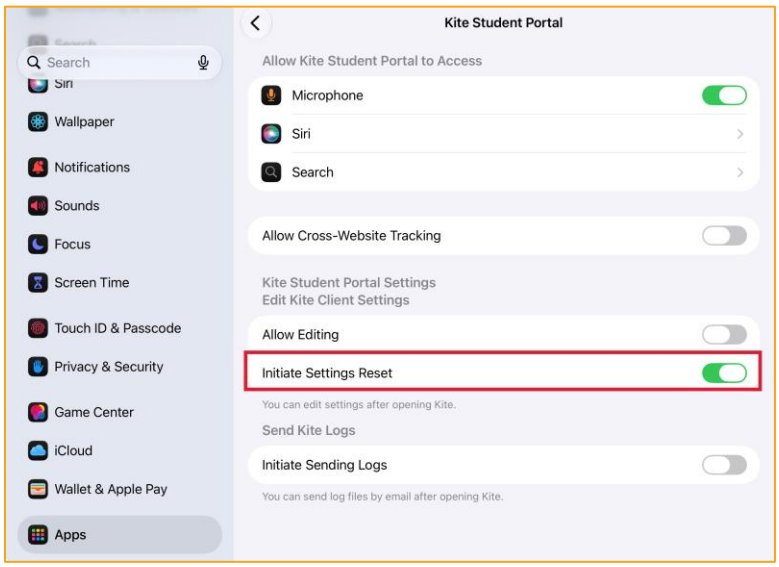


Troubleshooting

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.

Incorrect Exam Password

To resolve this issue, navigate to Settings and toggle Initiate Settings Reset.



© 2026 The University of Kansas

Network Issues Cause Student Portal to Stop Responding

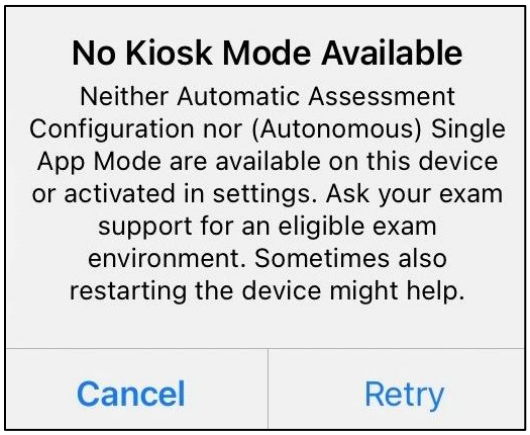
To resolve this issue, perform the following steps.

1. Use the instructions in this guide to close SP.
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." Depending on the model of your iPad, you either hold the home and power buttons down at the same time or press the volume up button one time, volume down button one time, and then press and hold the power button until the screen goes completely black.

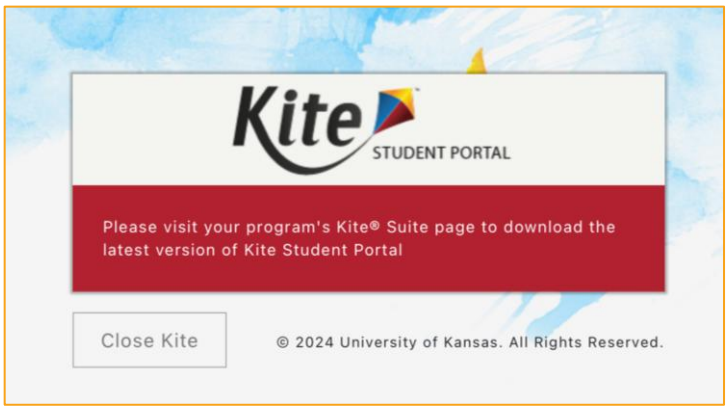
"No Kiosk Mode Available"

The app was not allowed to enter App Self-Lock mode. Tap on **Retry** and tap **Yes**.



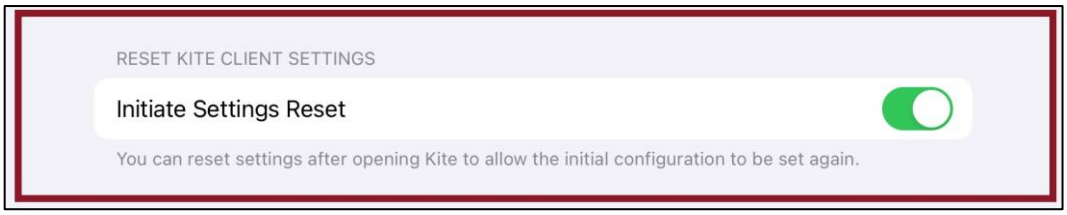
Login Screen Does Not Appear

This can happen if the URL is set incorrectly.



To reset the Start URL, follow these steps:

1. Open **Settings**.
2. Tap on **Kite Student Portal**.
3. Tap the toggle switch to Initiate Settings Reset.

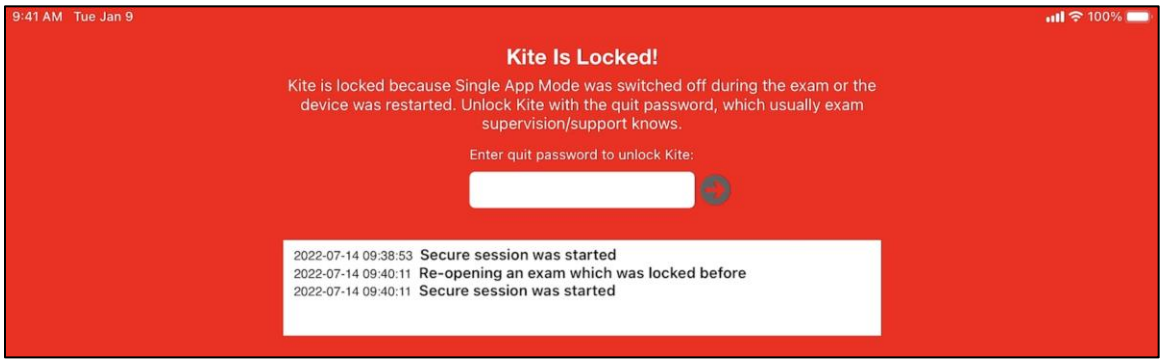


4. Open SP. A pop-up to Set Homepage URL displays. Make sure the URL is set to:

https://files.kiteaai.org/installers/studentportal/settings/12.0.0/ipad/KiteClientSettings.kite

Red Screen Asking for an Administrator or Quit Password

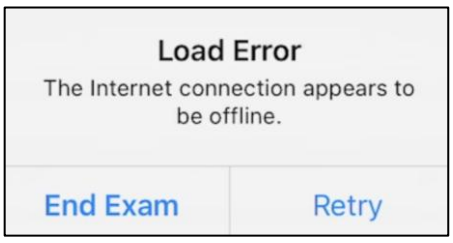
This message appears when SP is incorrectly exited, or another application has taken the focus away from Kite. ***The secure password is not posted in this manual.*** Please contact the Kite Service Desk to request this password.



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

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. Tap **End Exam** to close the application and confirm that you have a strong Wi-Fi signal. Tap **Retry** to try and connect again.



© 2026 The University of Kansas

Load Error When Application Cannot Be Reached

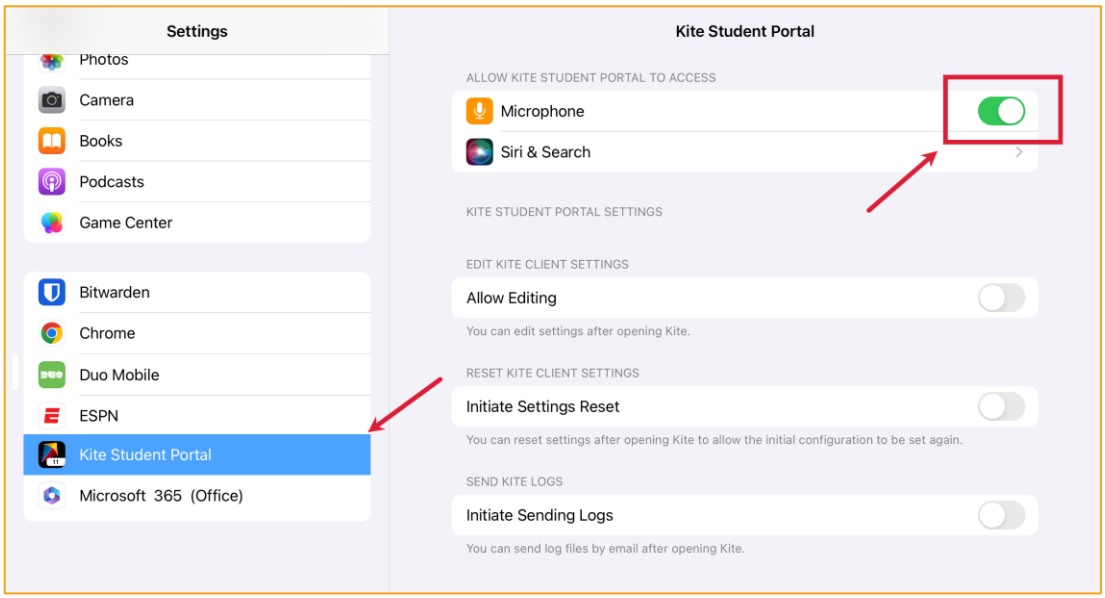
This message appears when SP cannot be reached due to low, or no, internet connection. Tap **End Exam** to close the application. Tap **Retry** to try and connect again and continue the assessment.

Device is Not Able to Access the Microphone

If the student encounters the following screen when selecting an available test, you will need to allow microphone access through the device settings.

To allow microphone access, perform the following steps:

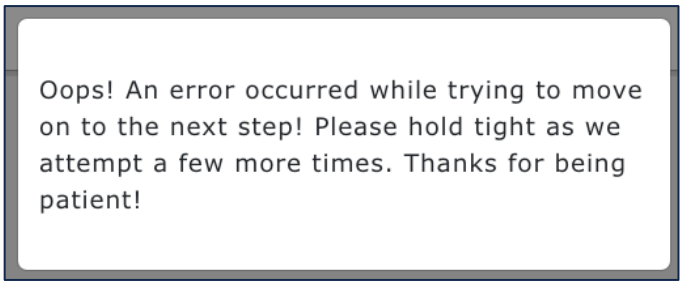
1. Close the SP app.
2. Open **Settings**.
3. Tap on **Kite Student Portal**.
4. Tap the toggle Microphone switch to ON.



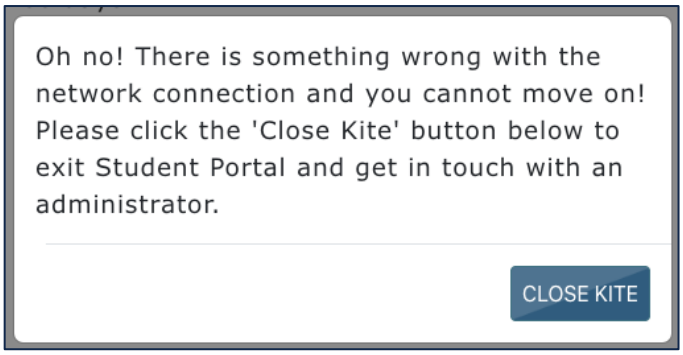
© 2026 The University of Kansas

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.



© 2026 The University of Kansas