

Kite® Student Portal Installation Guide: Windows



Assessment & Technology Solutions

Installation Guide Overview

This 2023-2024 manual assists in the installation of Kite Student Portal on Windows devices. Kite Student Portal is used by students to take assessments. When running, Kite Student Portal covers the full screen, preventing students from accessing outside information during testing.

Note: Tablets running Windows are not supported.

A Note about Graphics


Every effort was made to assure the graphics in this manual match what users will see when downloading and using Kite Student Portal. Expect some slight differences depending on the operating system used to access Kite Student Portal.

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
Kite Student Portal (Name)	Kite Student Portal
Kite Student Portal (URL)	https://student.kiteaai.org
Kite Student Portal (Icon)	
Program Website	https://nmassessments.org
Program Website Technology Coordinators	https://nmassessments.org/technology-coordinators

Changes to the Guide

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

Date	Page	Change

Download and Install Kite Student Portal

Kite Student Portal 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.

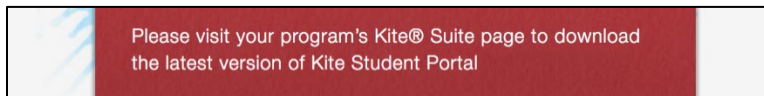
Prerequisites

Kite Student Portal requires the prerequisites listed below to work correctly. These are automatically installed with the .exe file and only need to be manually installed when using the .msi file.

- [.NET Framework 4.7.2 Runtime](#)
- [Microsoft Edge WebView2 Runtime](#)
- [Visual C++ 2020-2022 Redistributable](#)

Uninstalling Previous Versions: Remove Files, Delete Icon, & Restart Device

Outdated versions of Kite Student Portal will display an error screen when accessing the app.



Note: Uninstall previous versions of Kite Student Portal and restart your machine before installing the newest version.

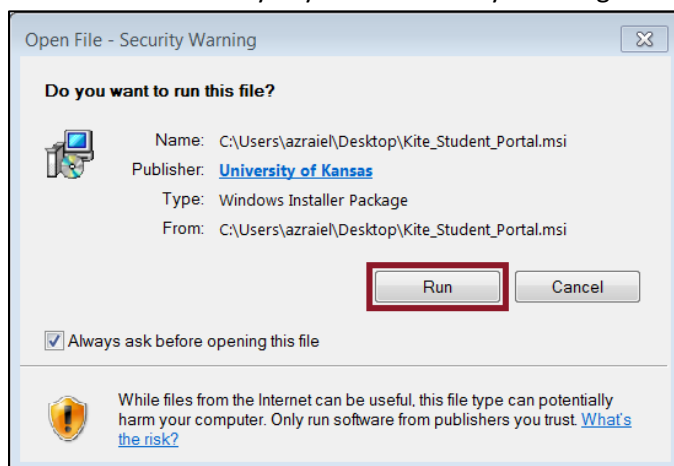
1. From the Start menu, go to the ATS folder then right click on Kite Student Portal and select Uninstall.
2. Follow the on-screen prompts to uninstall the previous version.
3. In the Start menu search field, type %AppData% and press Enter.
4. In folder view, delete the “KiteStudentPortal” folder (and “ATS” folder), if present.
5. Locate the Kite shortcut on the desktop and right click to delete the icon.
6. Restart your machine before continuing.

Downloading the Newest Version

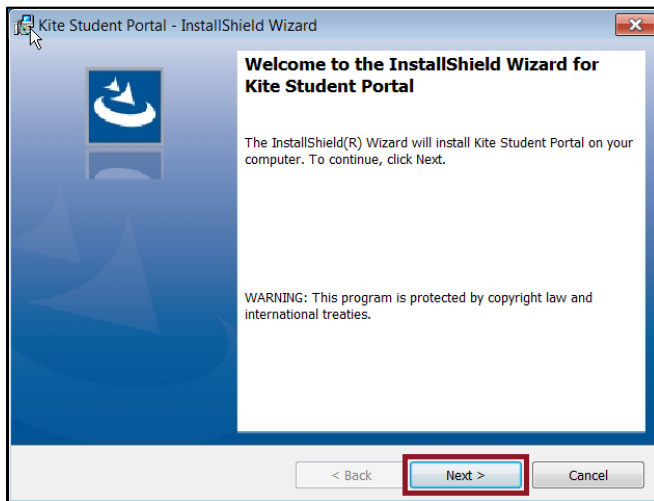
1. Go to the program website for technology coordinators in the Getting Help table at the start of this document.
2. Select the Windows icon in the Kite Student Portal platform icon list.
3. Select the (.exe) link for a single device or the Microsoft Installer (.msi) link for multi-devices.

Installing Kite Student Portal

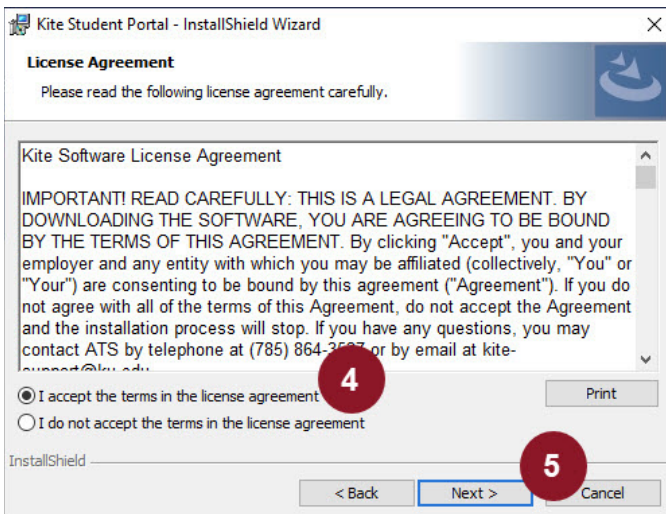
1. Locate the file you downloaded on your computer and open the file.
2. Select Run or Run Anyway on the Security Warning dialog box.



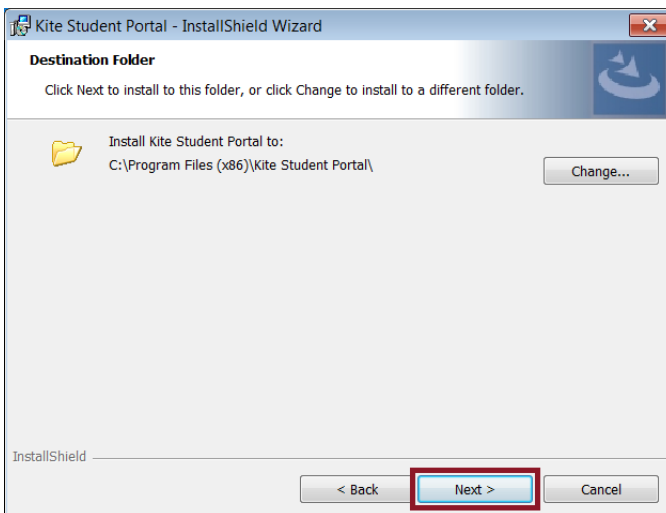
3. Select Next on the InstallShield Wizard dialog box, click Next.



4. Select "I accept the terms in the license agreement" on the License Agreement window.
5. Select Next.



6. Click Next on the Destination Folder window.



7. Select Install to begin the Kite Student Portal installation.
8. Select Yes once the machine asks, "Do you want to allow this app to make changes to your device?"
9. Select Finish once the installation is complete.

Accessing the Application

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

Opening Kite Student Portal

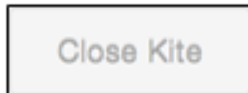
1. Once Student Portal has been successfully installed, it can be accessed by the Kite Student Portal icon on your computer desktop or through the Start menu.

Closing Kite Student Portal

1. From the test selection screen, select Close Kite or Sign Out at the top of the home screen.



2. From the login screen, select Close Kite.



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.

Troubleshooting

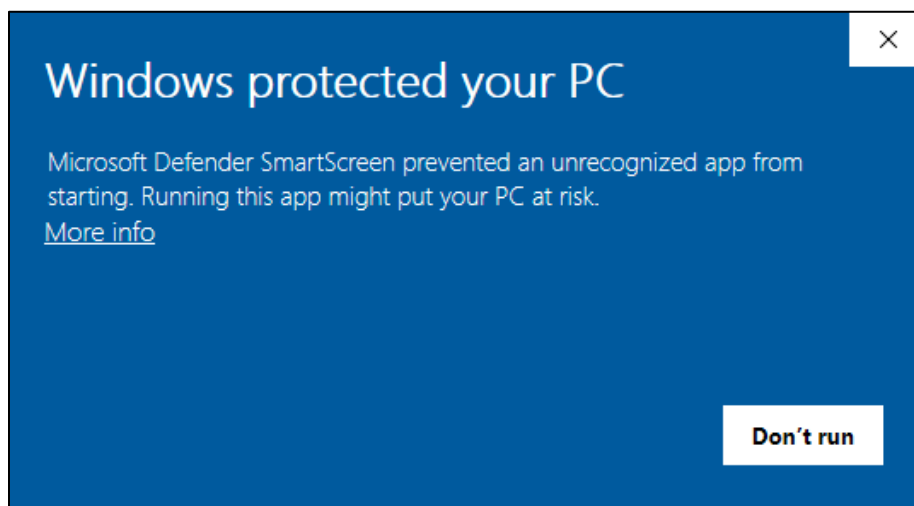
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

My browser is blocking the Kite Student Portal download.

There have been reports that Microsoft Edge is preventing the download of Kite Student Portal and displaying a message stating, “Kite Student Portal.msi was blocked because it could harm your device.” If you receive this message, please exit the Microsoft Edge browser and download the program using another web browser such as Google Chrome or Mozilla Firefox.

Microsoft Windows Defender Security Warning when attempting to install Kite Student Portal.

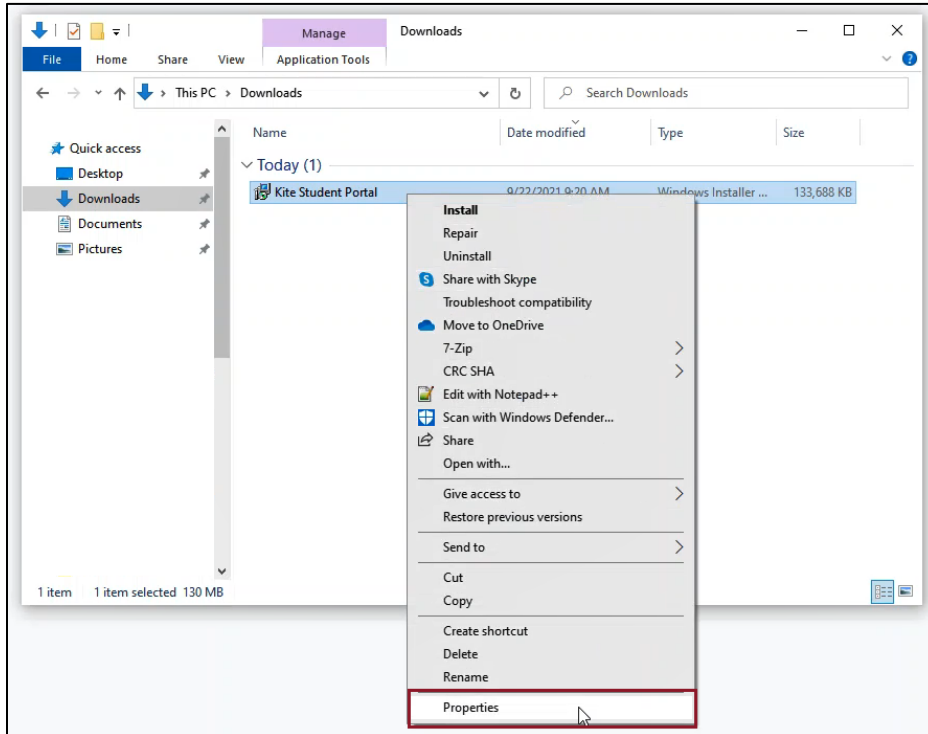
After downloading Kite Student Portal from your program’s website and attempting to begin the install process, your Windows device may display a Microsoft Defender security warning preventing the installation of Kite Student Portal.



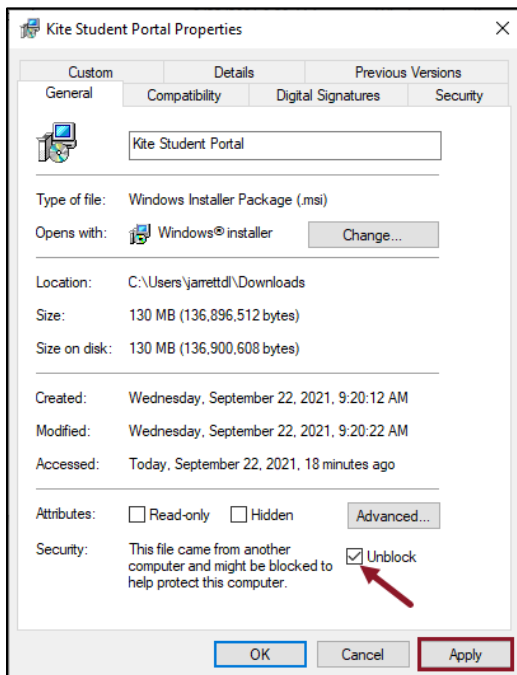
If you encounter this security warning, you can proceed with the installation by following either one of the steps outlined below.

Process 1

1. Using a web browser other than Microsoft Edge, download Kite Student Portal.
2. Open Windows File Explorer.
3. Right click on Kite Student Portal in the Downloads folder.
4. Select Properties.



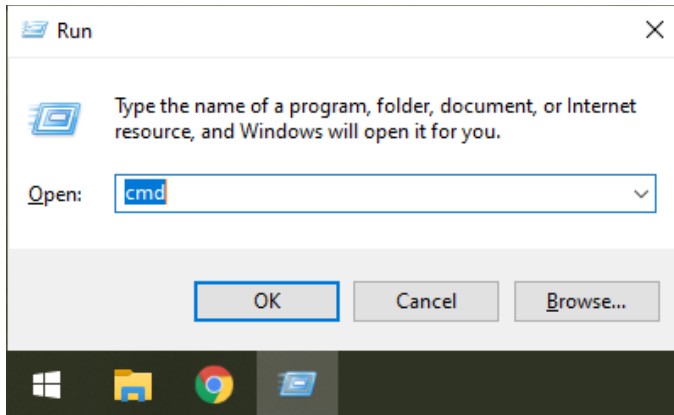
5. Select Unblock at the bottom of the window in the General tab.



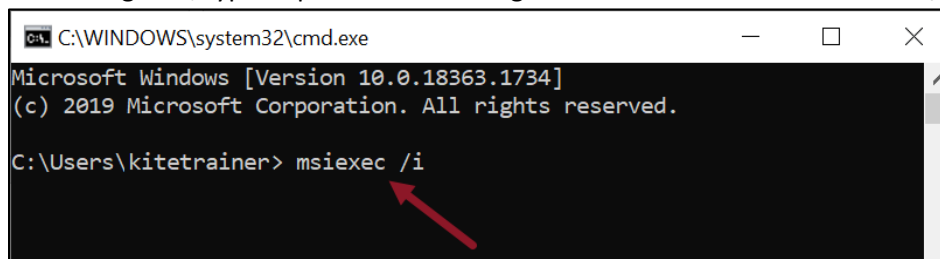
6. Select Apply, then select OK.
7. Double-click on Kite Student Portal to begin the install process in the Downloads folder in the File Browser.

Process 2

1. Press Windows/Start + R keys simultaneously to open the "Run" box.
2. Type "cmd" and then click "OK" to open a Command Prompt.

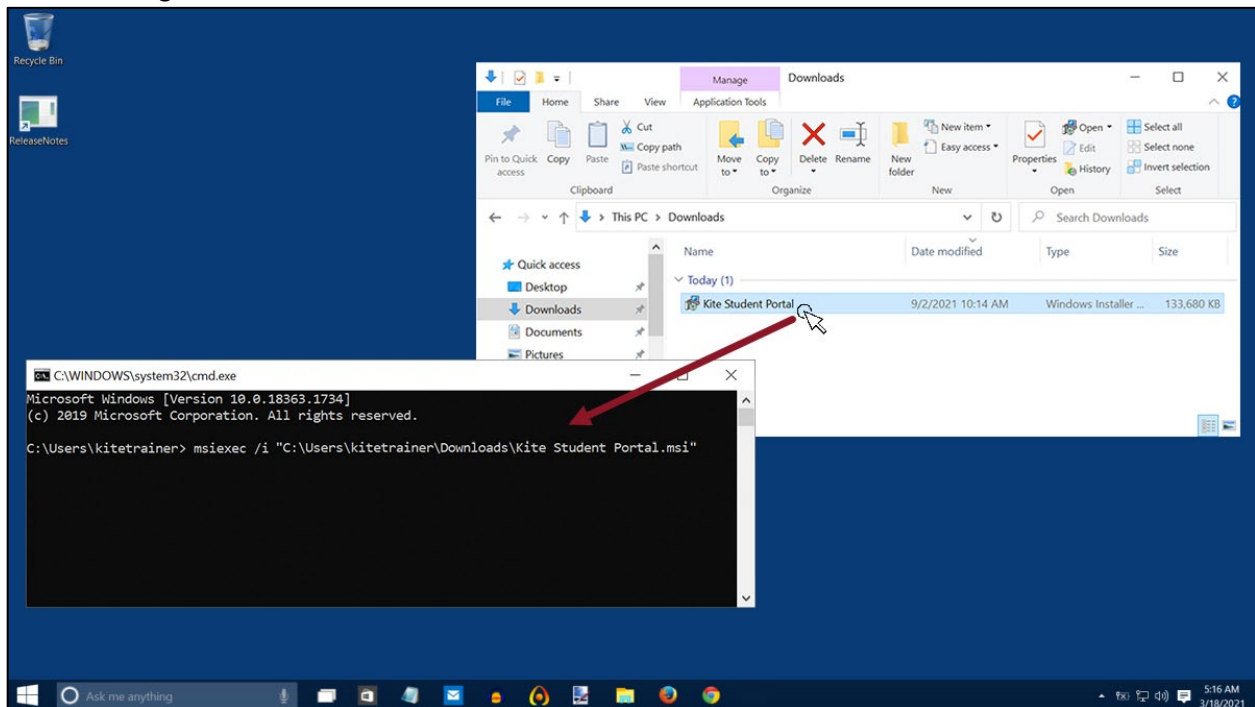


3. If installing .msi, type or paste the following text in the command line after C:\Users\username> msixec /i .



Note: If you are installing the .exe file, DO NOT paste the "msixec" text in the command line. Simply proceed to steps 4 and 5 for the .exe file.

4. Open the File Explorer and navigate to the Downloads folder.
5. Click and drag the Kite Student Portal file into the command line.
6. Click and drag the Kite Student Portal file into the command line.



7. Press Enter to begin the installation.

I pressed the power button on my device to exit Kite Student Portal and power off. After restarting the device, the normal reboot options in the Windows start menu do not display. Also, I cannot access any reboot options after pressing Ctrl+Alt+Delete.

In very rare cases, the Windows reboot options in the Start menu and/or the Ctrl+Alt+Delete window do not properly display after exiting the Kite Student Portal software via a hard reboot. In this instance, please restart your computer by pressing the power button again to shut off the device. Upon restarting the device, you should now see all normal reboot options in the Start menu again. If you restarted the device and still do not see the reboot options in the Start menu, please contact your IT administrator to perform the following troubleshooting steps on the device:

1. Open the Windows File Browser.
2. Navigate to your C: Drive.
3. Open the Program Files (x86) folder.
4. Open the Kite Student Portal folder.
5. Open the Reset folder.
6. Right-click on the KiteStudentPortal.ResetUtility.exe file and select "Run as administrator."
7. When asked if you want to allow this app to make changes to your device, click Yes.
8. Use the down arrow to select "Reset system configuration to default values"
9. Press the Enter key.
10. The next screen will say "Please enter the name of the user for which to reset all configuration values:"
11. Type in the username used to log in to the computer and press the Enter key.
12. When the process is finished, a line will display saying "Successfully reset all changes!"
13. You can now close the popup and view options to reboot the device.

Error message when launching Student Portal

Upon launching the application, I do not see the login screen. I get a popup stating "Kite failed to start a new session! Please consult the log files for more information", or, "Failed to initialize the Kite service! Kite will now terminate since the service is configured to be mandatory."

Note: The following steps are contingent upon adequate user permissions, administrative access, and knowledge. Local IT staff should be consulted if any of the steps prompt an administrator's password or a change that is beyond the knowledge of the user.

The first step to troubleshoot these errors is to ensure that the prerequisite software has been installed on the device. The second step to troubleshoot is to check the "KiteStudentPortal" service.

1. Open the Task Manager.
2. Click on the Services tab.

Note: You may need to expand what you can see by clicking More Details

3. Locate the KiteStudentPortal service.
4. If the status appears as Stopped, right click and select Start.
5. Check to see if Kite Student Portal launches.

If the status appears as Running and the error persists, continue to the final troubleshooting step. The final troubleshooting step is a complete reinstallation of Kite Student Portal. The following steps outline a complete reinstallation.

1. Uninstall Kite Student Portal.
2. Open the Task Manager.
3. Click on the Services tab.

Note: You may need to expand what you can see by clicking More Details

4. Locate the KiteStudentPortal service.
5. Right click and select Stop.
6. Delete installed folder in C:\Program Files(x86)\Kite Student Portal.
7. Delete app data folders:
 - a. %APPDATA%/ATS
 - b. %APPDATA%/KiteStudentPortal
 - c. %LOCALAPPDATA%/ATS
 - d. %LOCALAPPDATA%/KiteStudentPortal
8. Reinstall Kite Student Portal.

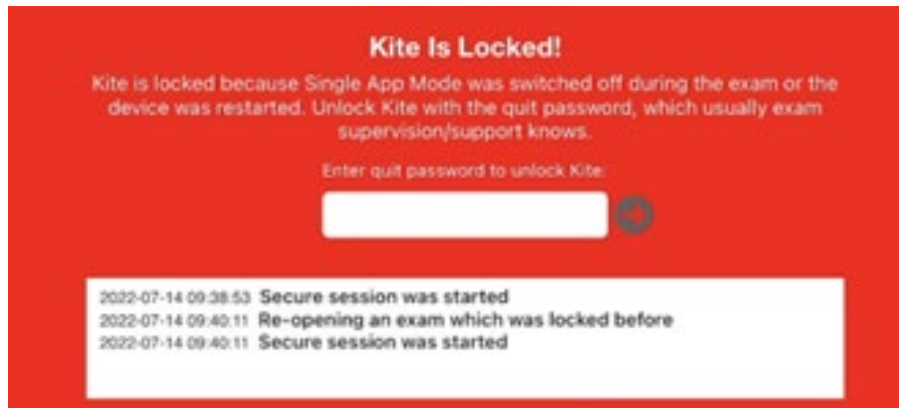
Error message: “The active display configuration is not permitted. Please consult the log files for more information”

After installing Kite Student Portal and launching the application, I do not see the login screen. I get a popup stating “The active display configuration is not permitted. Please consult the log files for more information.”

This error occurs when launching Kite Student Portal and more than three displays are being used. Close Kite Student Portal, disconnect the other displays, and launch the application again.

Red screen asking for an administrator or quit password

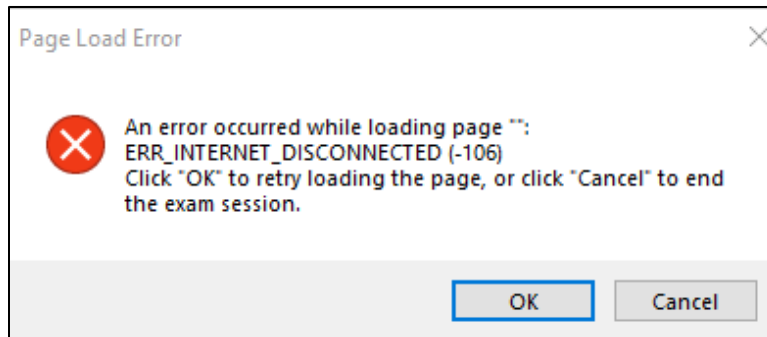
A message similar to the one appearing below may show when Kite Student Portal is incorrectly exited, or another application has taken the focus away from Kite. The secure password is not posted in this manual. Please contact the Kite Service Desk to request this password.



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 Kite Student Portal recognizes that the device is not connected to Wi-Fi when the application is loading. Select Cancel to close the Kite application. Select OK 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 Kite Student Portal cannot be reached due to low, or no, internet connection. Select Cancel to close the Kite application. Select OK to try and connect again and continue the assessment.

