



Installation Guide for Windows

August 2019



Welcome to Kite Student Portal Software for Windows

Note: The Kite Student Portal software is supported for both 32-bit and 64-bit Windows® computers.

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.

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Structure of Kite Student Portal Software Installation Guide

This manual assists in the installation of Kite Student Portal software on Windows® 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 2019.

Disclaimer

Kite®, the Kite logo, Dynamic Learning Maps®, DLM®, the DLM logo, cPass®, 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.

Phone: 785-864-3537

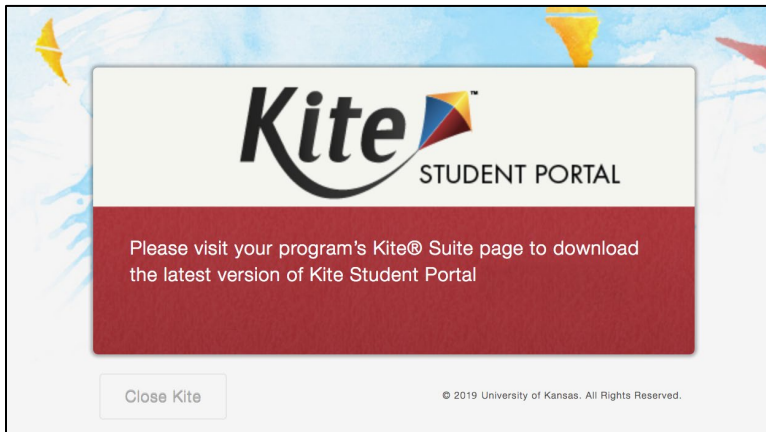
Email: kite-support@ku.edu

Updating/Uninstalling Previous Versions

Kite® Student Portal 7.0 requires a new installation.

You must uninstall any old versions of Kite Student Portal prior to installation.

Note: Outdated versions of Student Portal will display an error screen.



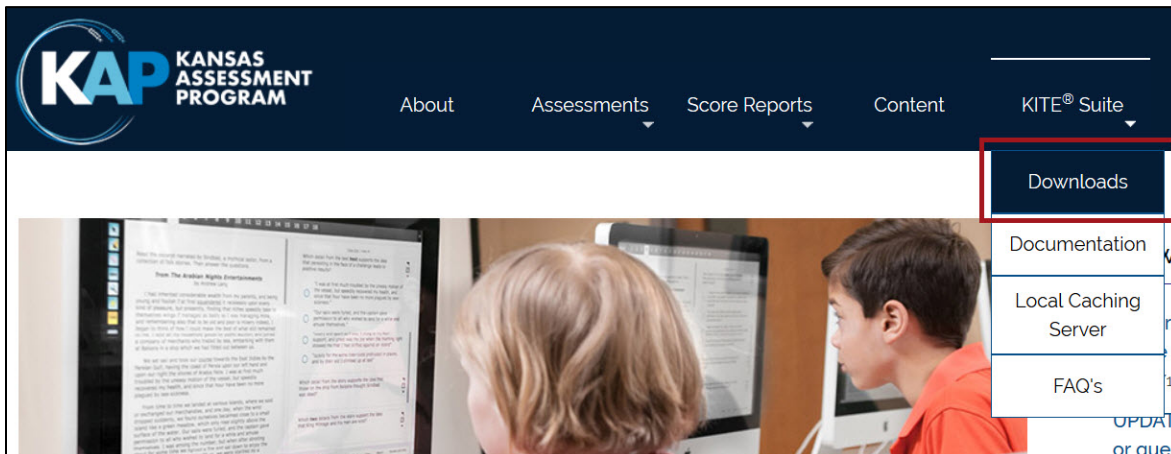
After uninstalling Kite Student Portal, you must also remove the shortcut from the Windows start menu as well as the Desktop icon.

1. Open the File Browser
2. Type %APPDATA% in the address bar and press Enter.
3. Navigate to the ATS folder in the list.
4. Delete this entire folder.

Downloading the New Version

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

1. Navigate to the Kite Suite section of your program's website.



2. Click Windows .EXE or Windows .MSI.

Note: Use the .exe file for all installations unless you prefer an .msi. MSI files have an additional dependency for Microsoft Visual C++ which you will be prompted to install when Student Portal installation is complete.

Kite Student Portal

Kite Student Portal is a software program that must be installed on the computer or tablet used for testing. The minimum screen resolution required to run Kite is 1024x768. The list below will be updated as new versions become available.

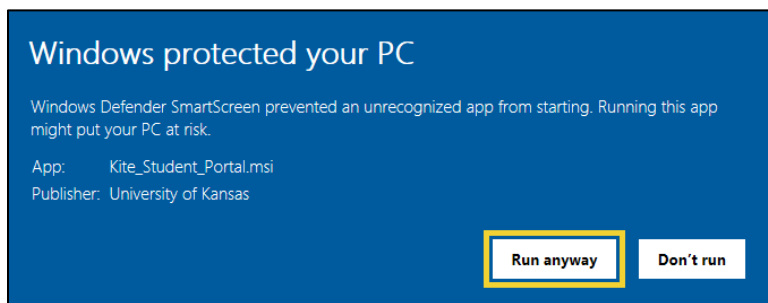
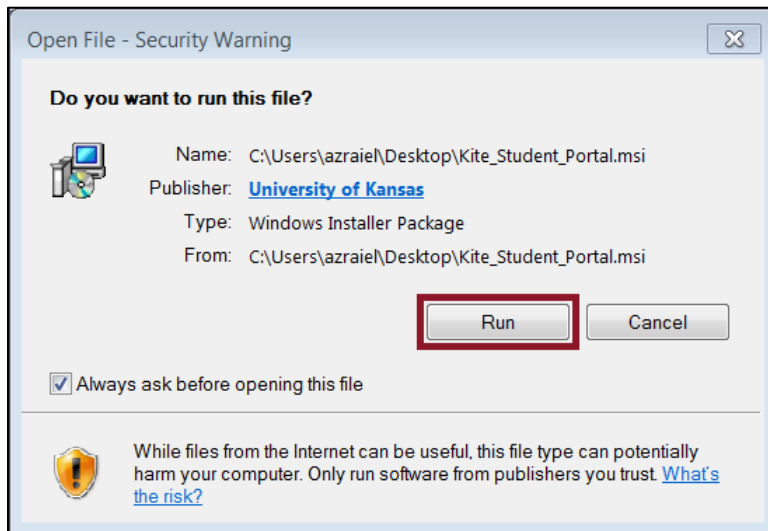
Download for Windows (EXE MSI)	Installation instructions
<i>Windows 7, 8.1, and 10 supported</i>	
Download for Mac	Installation instructions
<i>macOS 10.13 - 10.14 supported</i>	
Download for Chromebook	Installation instructions
<i>ChromeOS running chrome browser 72+</i>	
Download for iPad	Installation instructions
<i>iOS 11- 12 supported</i>	

3. Click Save File.

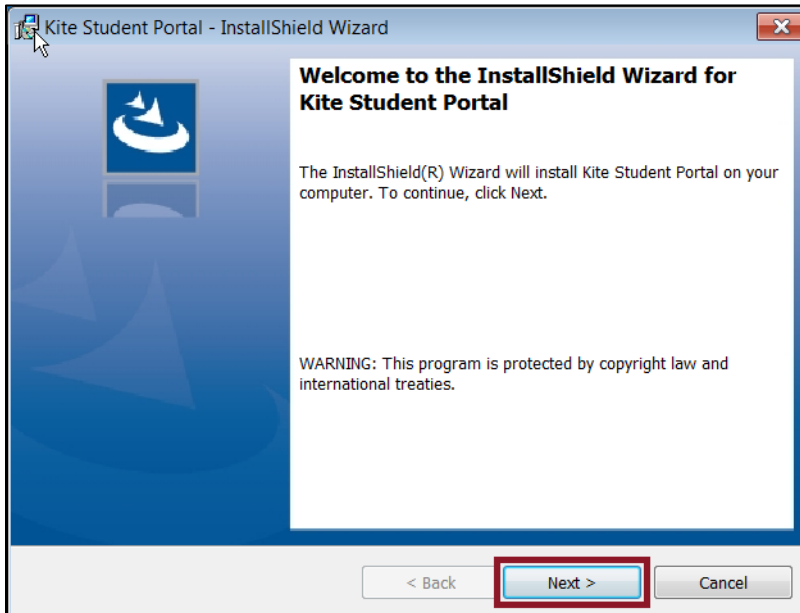
Installing Kite Student Portal Software

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

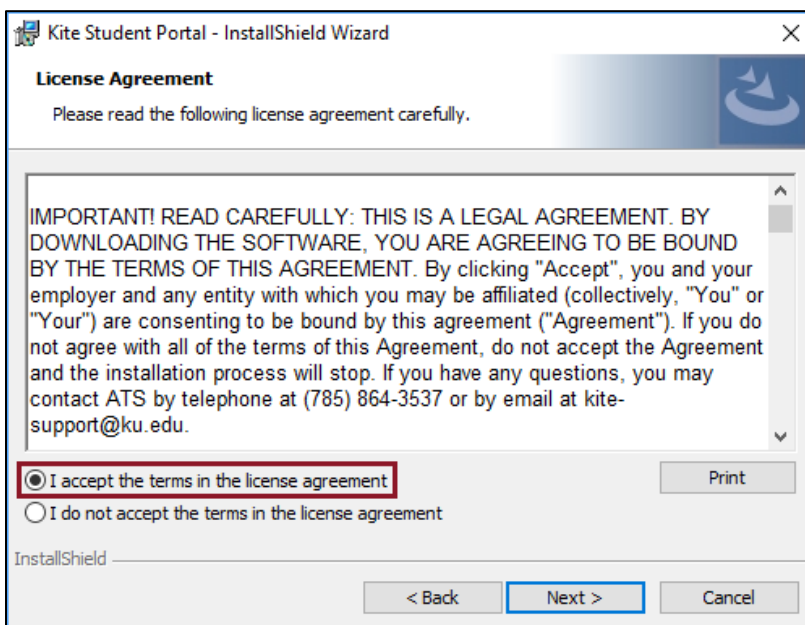
1. Locate the file you downloaded.
2. Open the file.
3. On the Open File – Security Warning dialog box, click Run or Run Anyway.



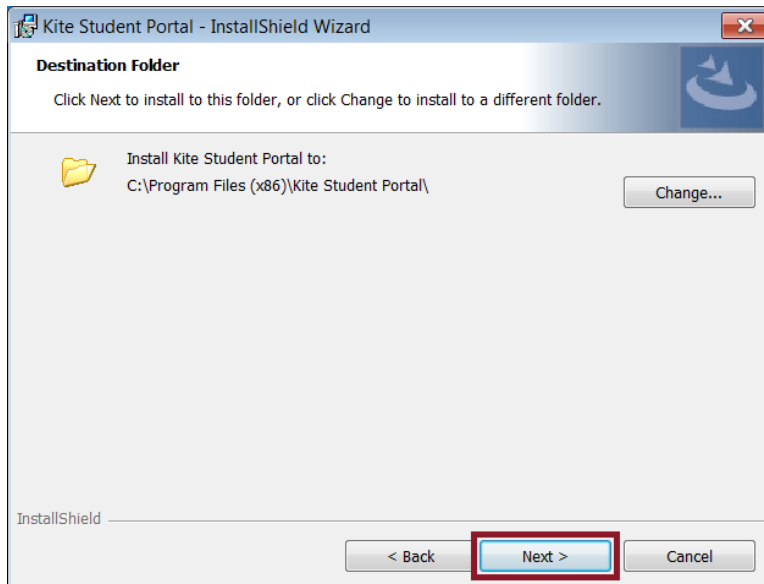
4. On the InstallShield Wizard dialog box, click Next.



5. Click Next.
6. On the License Agreement window, click I accept the terms in the license agreement. Click Next.



7. Click Next.



8. To begin the Kite Student Portal installation, click Install.
9. Your machine will ask, “Do you want to allow this app to make changes to your device?” Click Yes.
10. Once the installation is complete, click Finish.

Configuring Kite Student Portal Software for Use with LCS

Note: The LCS is not compatible with DLM® alternate assessments. 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.

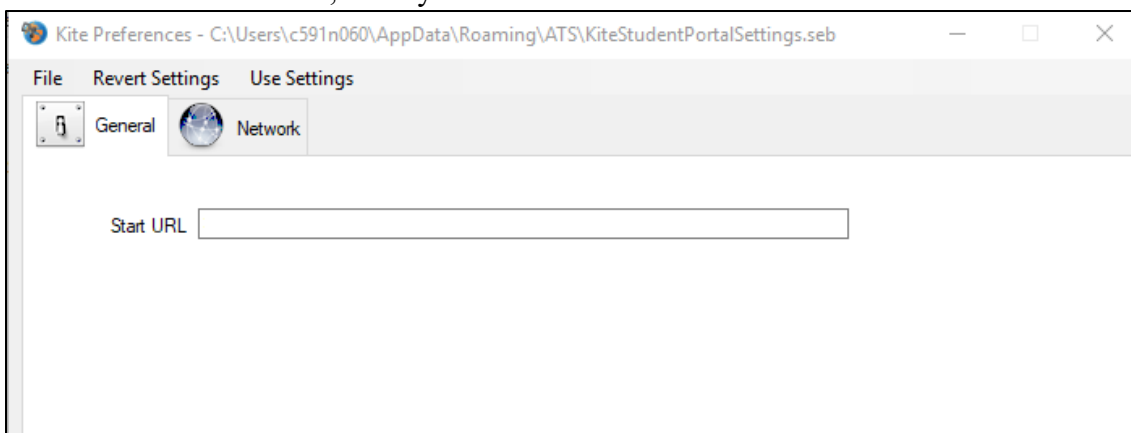
If your site uses LCS to allocate bandwidth during testing, you must set each client so that it points to the LCS.

Pointing Kite Student Portal Software to the LCS

Note: The following procedure describes how to edit individual application files.

To configure a testing machine, perform the following steps.

1. Click on the Windows Start menu.
2. Search for “Kite Preferences.”
3. A window will open allowing you to change the Start URL
4. In the Start URL text box, enter your LCS Host URL.



5. Click the X to close the window.
6. A pop up message will display prompting you to save your changes.
7. Click Yes.

Note: During testing using an LCS, 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

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

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 the Kite Student Portal software (Windows 8.1 and 10), the process does not quit.

Sometimes, after exiting the Kite Student Portal software (in Windows 8.1 and 10), the process will continue to run in the background. To close the process, open the Task Manager and end the process.

I pressed the power button on my device to exit the Kite Student Portal software 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 of the normal reboot options in the Start menu. 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 SebWindowsServiceWCF folder.
6. Right-click on the SebRegistryResetter.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. A command prompt will automatically open and ask "Is there anything NOT working as expected when you press CTRL+ALT+DEL? (Y=Yes/N=No)."
9. Type Y and press Enter.
10. A line will display asking "Under what user did you run the SEB Windows Client? (Please type in the username followed by ENTER)."
11. Type in the username used to log in to the computer.
12. A script will run inside the command prompt updating the registry. When it is finished, a line will display saying "Finished, press any key to exit the application."
13. Press any key.
14. The command prompt will close automatically. You should now be able to view options to reboot the device normally.

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
8/2/2019	All	Updated language from Student Portal 6.0 to 7.0.
8/2/2019	8	Updated configuration settings for using Student Portal with an LCS.
8/2/2019	10	Added steps for troubleshooting potential issue with restarting the testing device.