PLTW Kite® Student Portal Installation Guide: Mac

PLTW 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. SP is used

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.

Note: Beginning in 2024-2025, the Mac installation uses a PKG file instead of a DMG file.

A Note about Graphics

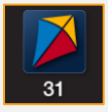
Every effort was made to assure the graphics in this manual match what the users will see when downloading and using SP. Expect some slight differences depending on the operating systems used to access SP.

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Getting Help

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

Resource	Location
Phone	877-335-7589
Email	solutioncenter@pltw.org
Live Chat and Kite Educator Portal	https://educator-pltw.kiteaai.org/
Application Name	PLTW Kite Student Portal
Homepage URL	https://student-pltw.kiteaai.org/
Icon	
Program Website	https://www.pltw.org/

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Changes to the Guide

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

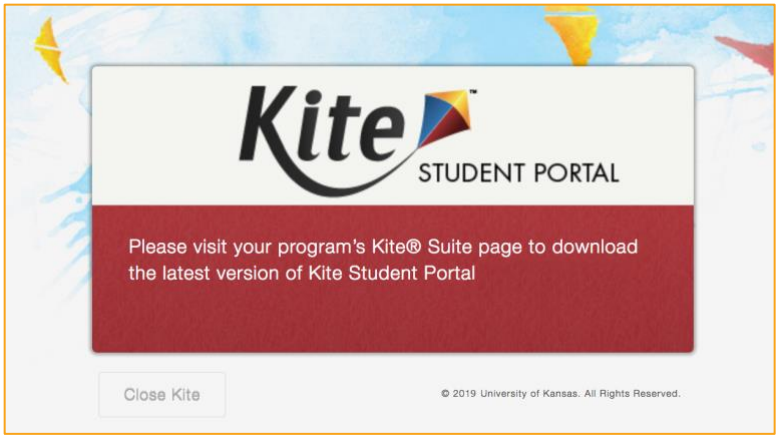
Date	Page	Description of Change

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Outdated versions of SP will display an error screen when accessing the app.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 **may** also need to remove SP from the Application Support folder.

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/Application Support**
4. Click Go.
5. Delete anything Kite Student Portal or Kite Client related, such as the ***PLTWKiteStudentPortal*** folder.

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

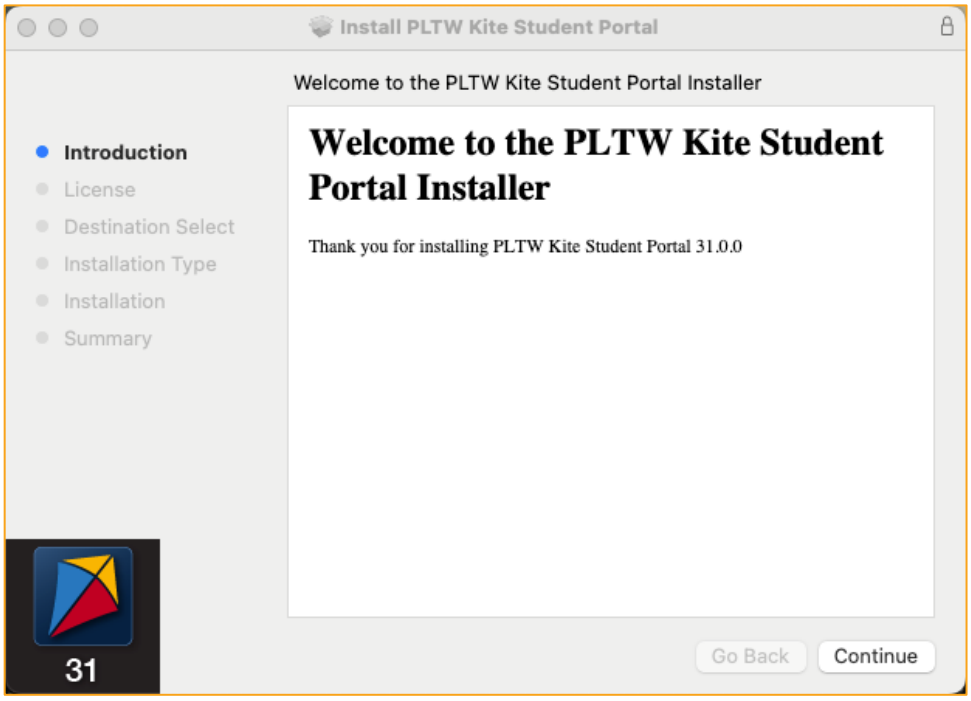
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Downloading and Installing the Newest Version

It is imperative that you consult your IT team prior to installing any software or attempting to amend any settings on your computer. Administrative rights are based on a profile created by your System Administrator. These 'rights' may not necessarily allow you to install software properly.

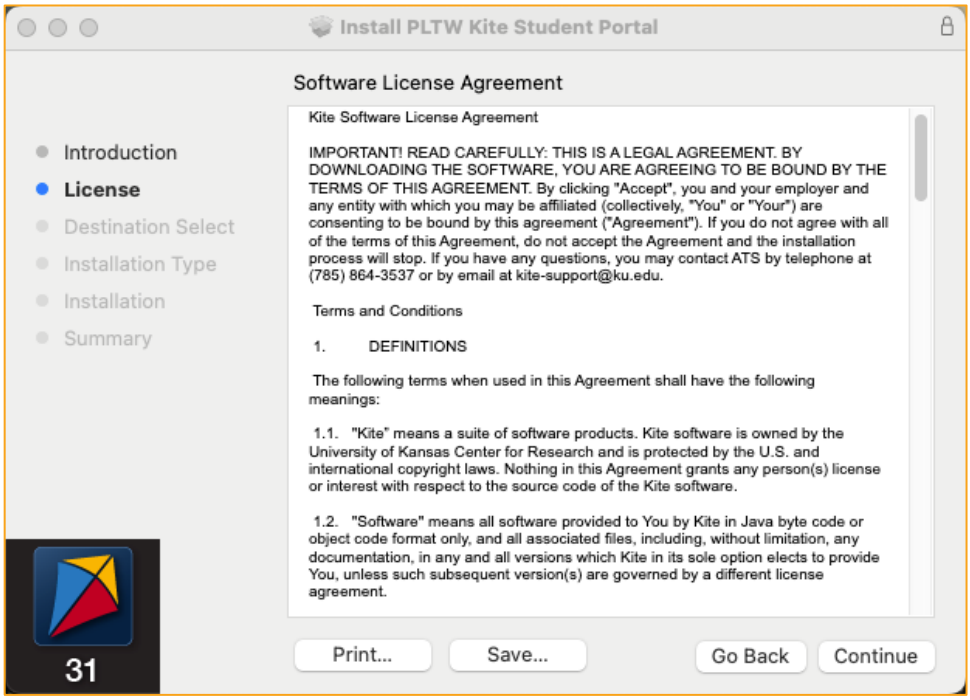
To download the latest version of PLTW Kite Student Portal, perform the following steps:

1. Download PLTW Kite Student Portal for Mac. Once the download is complete, open the downloaded PKG file to begin installation.
2. Locate the file you downloaded on your computer and open the PKG file.
3. The Install PLTW Kite Student Portal window will display. Select Continue.

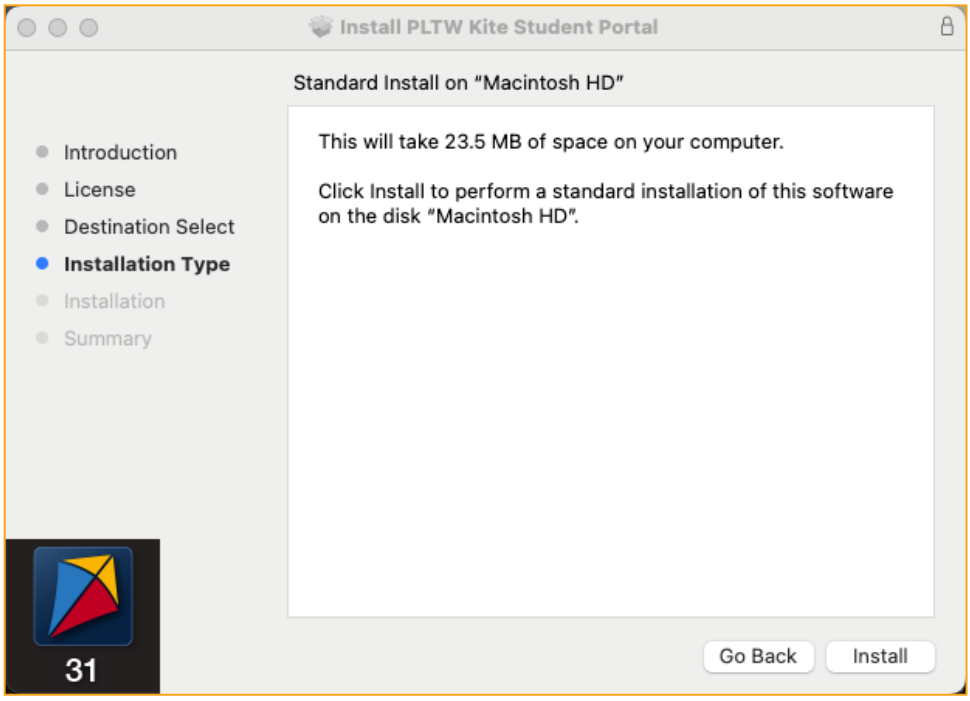


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4. On the License Agreement window, select Continue after reading the Kite Software License Agreement.

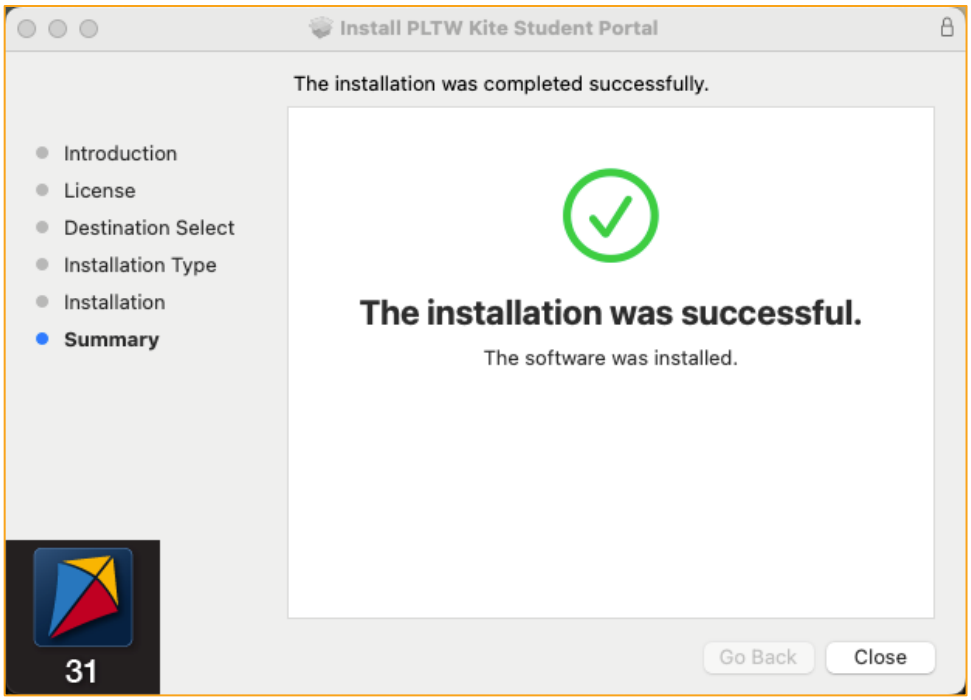


5. Perform a standard installation by selecting Install.



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6. Once the installation has completed, the window will display a success message.



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.

Note: If you receive a warning that Kite Student Portal software is an application downloaded from the Internet, click Open.

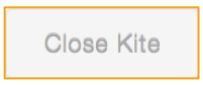
Closing Student Portal

To close SP, perform the following steps.

1. Click **Sign Out**.



2. Click **Close Kite**.



Note: Do not use the red x in the upper left corner to close your window. Exit using the method described above.

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Troubleshooting

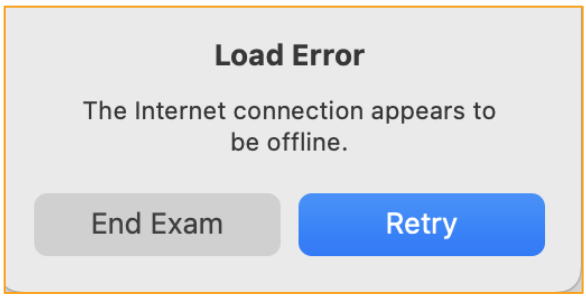
If you encounter any errors while using SP, you can always contact the Solution Center. Contact information can be found at the beginning of this guide and at the bottom of each page. A few common issues and their solutions are below.

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.

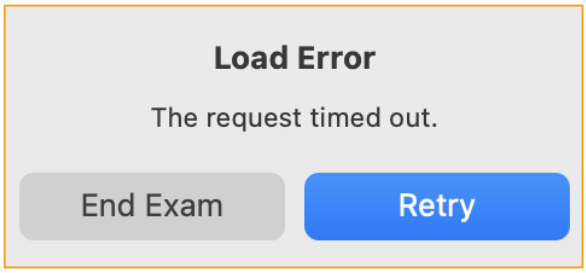
Load error when no Network connection detected

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.



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Red screen asking for administrator or quit password

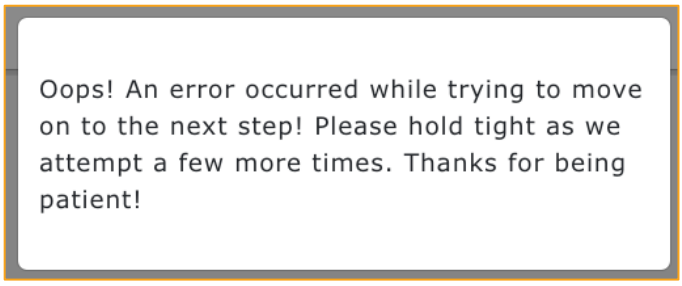
A message similar to the one appearing below may show when SP is incorrectly exited, or another application has taken the focus away from Kite. **The secure password is not posted in this manual**. Please contact the Solution Center to request this password.



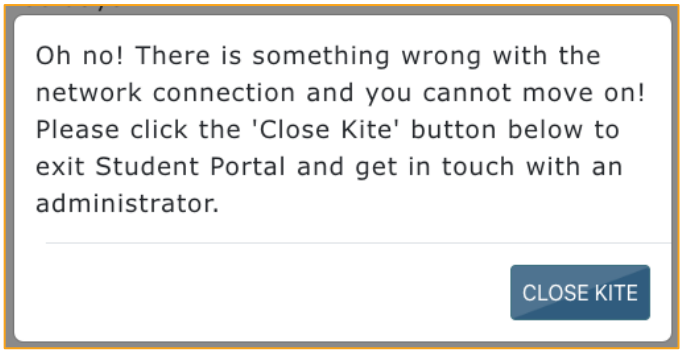
Note: If a white screen appears, the device has not yet reconnected to Wi-Fi.

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 select the Close Kite button. Please check your internet settings to verify a connection or restart your device before continuing.



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