PLTW Kite Student Portal Installation Guide for Mac

Welcome to the PLTW Kite Student Portal installation guide for Mac.

PLTW Kite® Student Portal is what students use to take the End-of-Course (EoC) Assessment and *Inform*ative Assessments. When running, PLTW Kite Student Portal covers the full screen of the test-taking machine, preventing students from accessing outside information during the test.

This installation guide serves as a tool for those responsible for installing PLTW Kite Student Portal on testing machines prior to students completing assessments.

PLTW Kite Student Portal Supported Versions

The newest version of PLTW Kite Student Portal is version 4.0.0.0 (this is the same version used in the 2022-2023 academic year). You need to uninstall version 3.0 or lower and install version 4.0.0.0.

PLTW Kite Student Portal Version 1.0, 2.0, and 3.0 are no longer supported.

Updating/Uninstalling Previous Versions

You must uninstall any old versions of PLTW Kite Student Portal prior to installation if you plan to update your testing device to version 4.0.0.0.

To uninstall prior versions:

1. Open Finder.
2. In the Go menu bar at the top of the screen, click Go to Folder 3. In the text field provided, type **~/Library/Application Support**
4. Click Go.
5. Delete anything PLTW Kite Student Portal, such as the ***PLTWKiteStudentPortal*** folder.

After uninstalling a previous version of PLTW Kite Student Portal, you must also remove PLTW Kite Student Portal from the Application Support folder.

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Downloading and Installing the PLTW Kite Student Portal Software

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 install PLTW Kite Student Portal, perform the following steps:

1. Download PLTW Kite Student Portal for Mac.
2. Once the download has finished, open the DMG file.
3. Drag the PLTW Kite Student Portal app into the Applications folder.
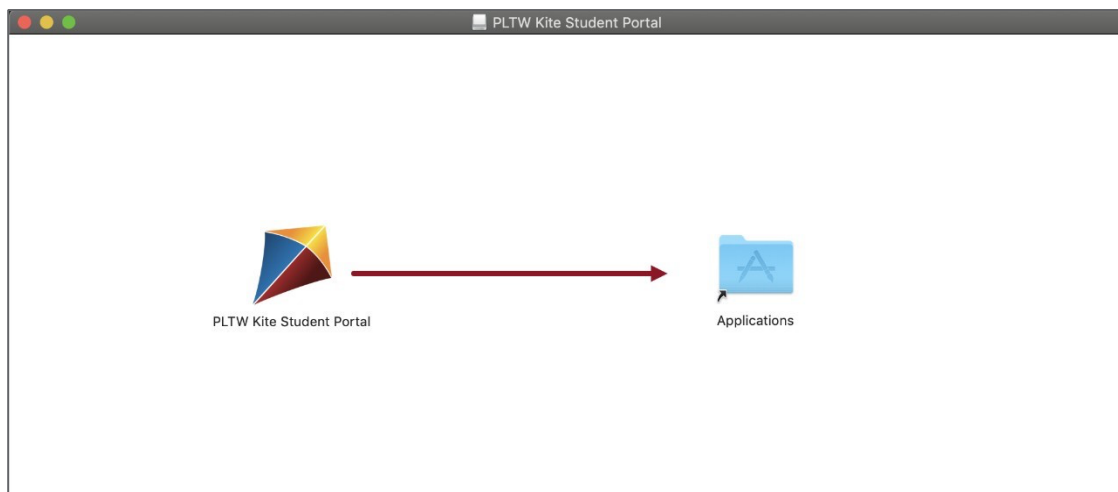
Accessing PLTW Kite Student Portal Software

For more information about using PLTW Kite Student Portal Software, refer to the *PLTW Kite Student Portal User Manual – Teacher View*.

Starting PLTW Kite Student Portal

After you have installed the software, open the Kite Student Portal app from the Applications folder or from the alias you created on the desktop.

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

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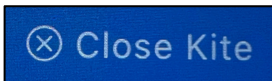✉ solutioncenter@pltw.org
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Closing PLTW Kite Student Portal

To close PLTW Kite Student Portal, perform the following steps.

1. Click the **Sign Out button**.
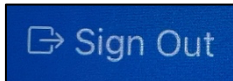
2. Click the **Close Kite button**.


Troubleshooting

If you encounter any errors while using PLTW Kite Student Portal software, please contact the PLTW Solution Center at 877.335.7589 or **solutioncenter@pltw.org.**

After exiting PLTW Kite Student Portal, the process does not quit.
Sometimes, after exiting PLTW Kite Student Portal, the process will continue to run in the background. To close the process, open the Activity Monitor and end the process.

Load error when no network connection detected
This message appears when PLTW Kite Student Portal recognizes that the device is not connected to Wi-Fi when the application is loading. Select End Exam to close the PLTW Kite application. Select Retry to try and connect again after confirming that you have a strong Wi-Fi signal.
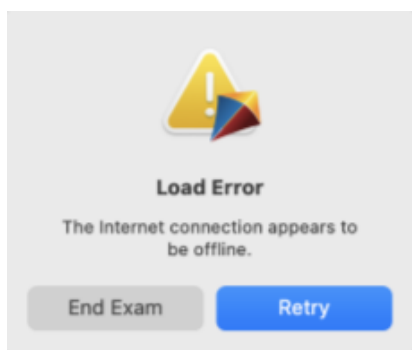
Load error when application cannot be reached

This message appears when PLTW Kite Student Portal cannot be reached due to low, or no, internet connection. Select End Exam to close the Kite application. Select Retry to try and connect again and continue the assessment.
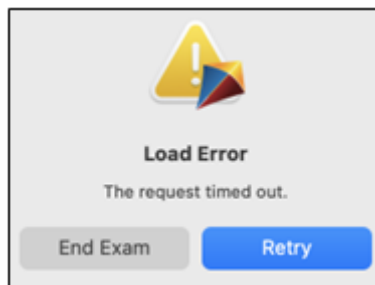
Red screen asking for administrator or quit password

A message similar to the one appearing below may show when PLTW 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.
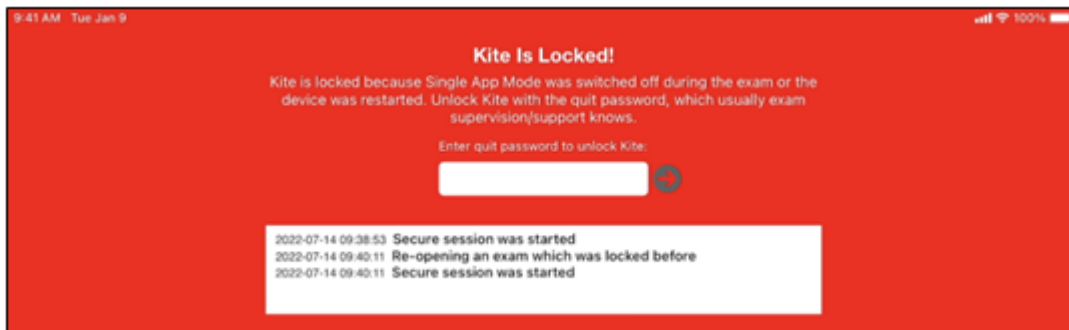
Note: If a white screen appears the device has not yet reconnected to the Wi-Fi.

I am using an outdated version of PLTW Kite Student Portal

Confirm that you are NOT operating PLTW Kite Student Portal version 1.0, 2.0, or 3.0. Only version 4.0.0.0 is supported for 2023-24. Outdated versions of PLTW Kite Student Portal will display an error screen when opened which directs users to download the latest version of the application.

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