PLTW Kite Student Portal
Installation Guide
for iPads

Welcome to the PLTW Kite® Student Portal installation guide for iPads.

**Note:** iPad Minis do not support PLTW Kite Student Portal.

Students use the PLTW Kite Student Portal to take tests. When running, PLTW Kite Student Portal 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 the PLTW Kite Student Portal on testing machines before students take tests.

This installation guide assists in the installation of the PLTW Kite Student Portal on iPads.

**Updating PLTW Kite Student Portal**

**Note:** If you have Automatic Updates turned on, your app will update automatically.

To update PLTW Kite Student Portal to the latest version, perform the following steps:

1. Open the Apple App Store.
2. Tap the Updates tab on the bottom of the screen.
3. Find the PLTW Kite Student Portal app and tap Update.

**Downloading PLTW Kite Student Portal**

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

1. Search for the PLTW Kite Student Portal app in the Apple App Store.
2. Download the PLTW Kite Student Portal app.
Settings for iPad

Once PLTW Kite Student Portal is installed, go to Settings and verify the app is configured according to the screenshot below.

Securing the iPad

**Automatic Assessment Configuration**

PLTW Kite Student Portal supports Apple Automatic Assessment Configuration (AAC), which configures and locks the iPad for testing. Refer to Apple’s Assessment with iPad document for more information.

When PLTW Kite Student Portal is first opened, the homepage URL must be set. To set the homepage URL, perform the following steps.

1. Tap the Kite icon.
2. The following popup will appear Tap Set Homepage URL.

3. The correct Start URL will be displayed. Tap Done.

4. You will then be taken to the login screen.

Note: You will only be prompted to set the Homepage URL the first time the app is launched.
Accessing the PLTW Kite Student Portal Application

For more detailed information about using PLTW Kite Student Portal and its features, refer to the PLTW Kite Portal User Manuals.

Starting PLTW Kite Student Portal

1. To start PLTW Kite Student Portal, tap the Kite icon.

2. The following pop-up message will appear. Tap Yes.

   ![Confirm App Self-Lock](image)

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

3. Enter the student credentials on the login screen.

   **Note:** If an old version of PLTW Kite Student Portal is still installed, the following pop-up message will display asking you to update the app to the latest version. Tap OK to close the app and follow the instructions above to install the latest version.
Closing PLTW Kite Student Portal

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

1. Click the Sign Out button.

![Sign Out Button]

**Note:** It is important that the app be closed correctly to prevent the app from locking up and requiring a hard reset of the iPad.

2. 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.

![Exam Session Finished]

**Exam Session Finished**
Your device is now unlocked, you can exit Kite using the Home button/indicator.

Use the button below to start another exam session and lock the device again.

Start Another Exam

3. To fully close out of the app, double-click the home button or swipe up to enter multi-tasking mode, then swipe up on PLTW Kite Student Portal.
Troubleshooting

If you encounter any errors while using the PLTW Kite Student Portal, you can always contact the PLTW Solution Center. Some common issues and their solutions are below.

Network Issues Cause PLTW Kite Student Portal Software to Stop Responding
To resolve this issue, perform the following steps.

1. Use the instructions in this guide to Close PLTW Kite Student Portal software.
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.

![No Kiosk Mode Available](image)

**Login Screen Does Not Appear**
This can happen if the URL is set incorrectly. The reset the Start URL, follow these steps.

1. Open Settings.
2. Tap on PLTW Kite Student Portal.
3. Tap the toggle switch to Initiate Settings Reset.
4. Open PLTW Kite Student Portal. The Set Homepage URL pop-up should appear. Make sure the URL is set to https://pltw-student.kiteaai.org/start

**Load Error When No Network Connection Detected**

This message appears when the 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 Kite application. Select Retry to try and connect again after confirming that you have a strong Wi-Fi signal.

![Load Error]

**Load Error When Application Cannot Be Reached**

This message appears when the 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.

![Load Error]

**Red Screen Asking for an Administrator or Quit Password**

This message appears when the PLTW Kite Student Portal is exited incorrectly, or another application has taken the focus away from the application. The secure password is not posted in this manual. Please contact the PLTW Solution Center to request this password.
Device is Not Able to Access 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 PLTW Kite Student Portal app.
2. Open Settings.
3. Tap on PLTW Kite Student Portal.
4. Tap the toggle Microphone switch to ON.