



K·I·T·E®

CLIENT

Installation Guide for Macintosh

September 2017



Welcome to KITE Client Software for Macintosh Computers

Note: The KITE® Client software is supported for 64-bit Macintosh® computers. If your machine's processor is 32-bit, then the machine is not compatible with the KITE Client software.

The Kansas Interactive Testing Engine® (KITE) Client software is used by students to take tests. When running, the KITE Client software covers the entire screen of the device, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing the KITE Client software on testing machines before students take tests.

Contents

Welcome to KITE Client Software for Macintosh Computers.....	1
Structure of KITE Client Software Installation Guide	2
A Note about Graphics.....	2
Version Information.....	2
Disclaimer	2
Using KITE Client Software.....	2
Getting Help.....	2
Updating Previous Versions	3
Downloading the New Version.....	5
Installing KITE Client Software	6
Verifying the KITE Client Version.....	7
Accessing KITE Client Software.....	8
Starting KITE Client Software.....	8
Closing KITE Client Software.....	8
Troubleshooting	9
Changes to the Guide	10

Structure of KITE Client Software Installation Guide

This manual assists in the installation of KITE Client software on Macintosh.

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 Client software. Expect some slight differences depending on the operating systems used to access KITE Client software.

Version Information

This manual provides documentation for the KITE system release of August 2017.

Disclaimer

The Kansas Interactive Testing Engine[®], 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 Client Software

KITE Client 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**

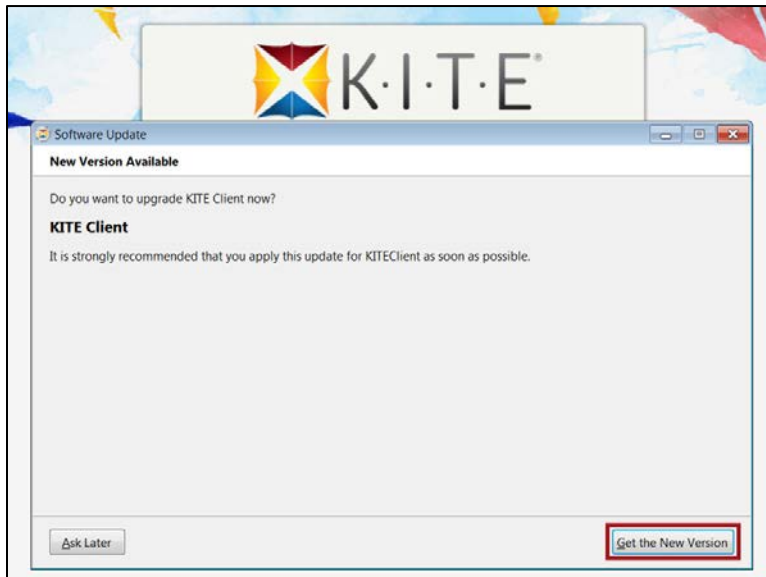
Email: **kite-support@ku.edu**

Updating Previous Versions

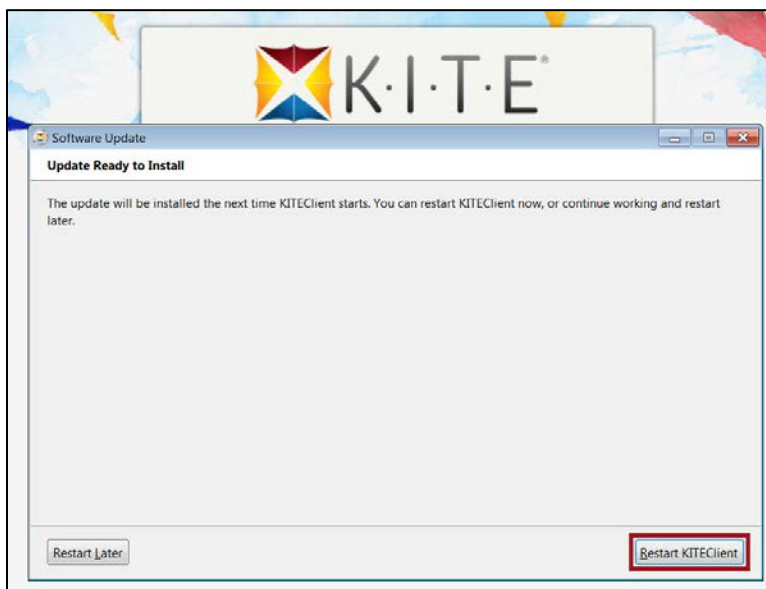
Note: KITE Client now updates automatically with new releases.

To update the previous version, open KITE Client while connected to the internet.

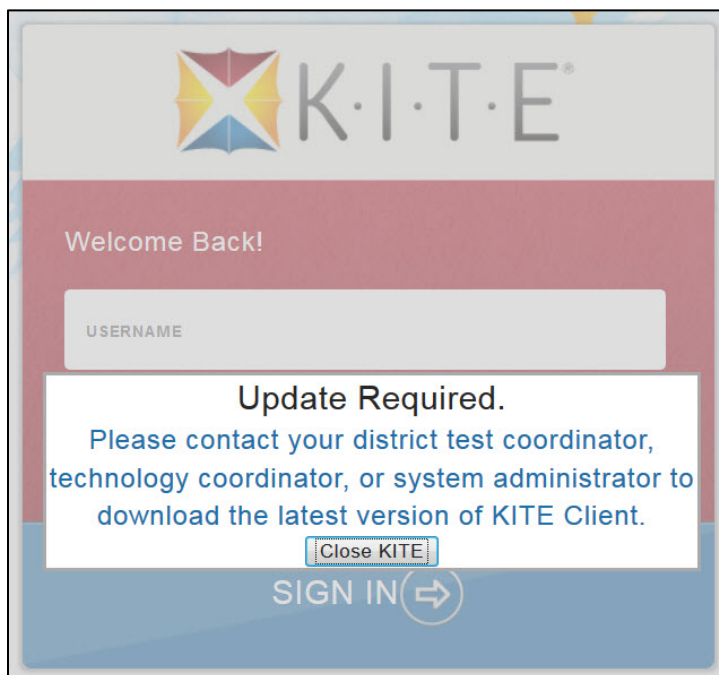
1. Open KITE Client
2. Select Get the New Version.



3. Select Restart KITE Client.



Note: If the Ask Later or Restart Later options are selected, the following message will be displayed. KITE Client will not function until the latest version is installed.



Note: macOS 10.13.0 does not hide the Dock (ribbon) by default when using KITE Client. Access Preferences → Dock and check “Automatically hide and show the Dock.”



Downloading the New Version

Note: This step is only necessary for devices that do not have the previous version of KITE Client installed.

To download the KITE Client software, perform the following steps.

1. Navigate to the KITE webpage.
2. Click Download for Windows.

KITE Client

KITE Client 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.

Download for Windows	Installation instructions
<i>Requires Windows 7, 8.1, or 10</i>	
Download for Mac	Installation instructions
<i>Requires OS X 10.10+</i>	
Download for Chromebook	Installation instructions
<i>All Chromebooks supported</i>	
Download for iPad	Installation instructions
<i>Requires iOS 9.3.2-10</i>	

3. Click Save File.

Installing KITE Client Software

To install the KITE Client software, perform the following steps.

1. Once the download has finished, open the DMG file.
2. Drag KITE Client.app into the Applications folder.
3. Drag KITE Client preferences.app into the Applications folder.
4. From the Applications folder, create a KITE Client alias on the desktop.
5. Close the Applications folder.

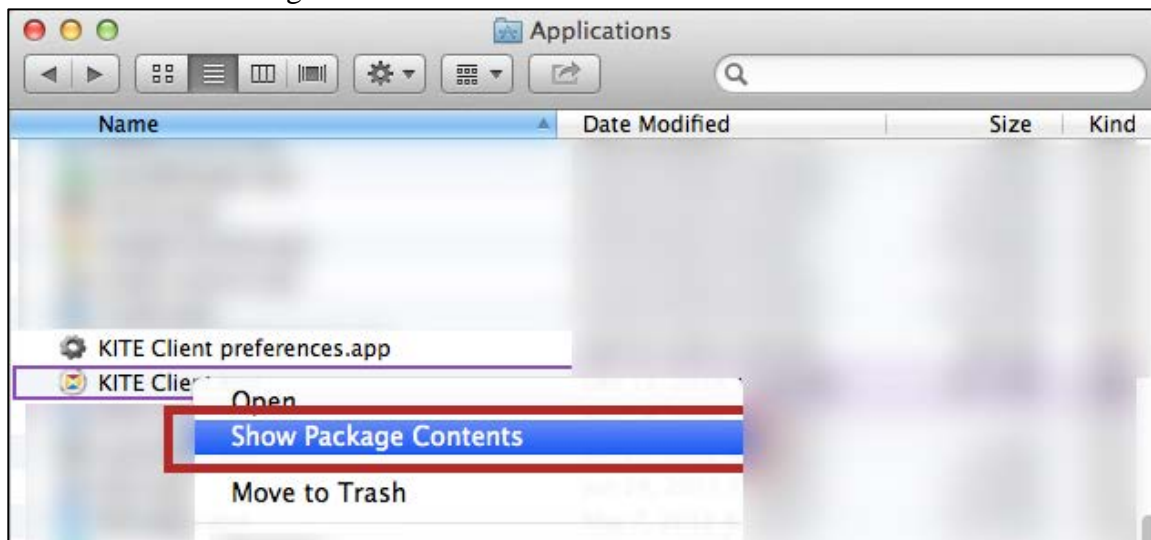
Note: macOS 10.13.0 does not hide the Dock (ribbon) by default when using KITE Client. Access Preferences → Dock and check “Automatically hide and show the Dock.”



Verifying the KITE Client Version

To verify the version of the KITE Client software, perform the following steps.

1. Open the Applications folder.
2. Right-click on KITE Client.app.
3. Click Show Package Contents.



4. Open the Contents folder.
5. Open the Resources folder.
6. Using a text editor, open version.txt

Accessing KITE Client Software

For more information about the KITE Client software, refer to the Educator's Guide to KITE Client software.

Starting KITE Client Software

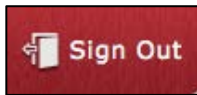
After the KITE Client software has been installed and System Preferences have been adjusted, you can open the KITE Client app from the Applications folder or from the alias you created on the desktop.

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

Closing KITE Client Software

To close KITE Client 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 Client 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 KITE Client software, the Firefox process does not quit.

Sometimes, after exiting KITE Client software, the Firefox process will continue to run in the background. To close the Firefox process, open the Activity Monitor and end the process.

After rebooting KITE Client software, the OS X system shortcuts start working.

On occasion, when you reboot KITE Client software, the OS X system shortcuts are available. To fix the situation, open System Preferences, Security and Privacy, Privacy tab, Accessibility. Clear the checkbox next to KITE Client.app and KITE Client preferences.app.

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
9/29/17	4, 6	OS X 10.13.0 note added.