



K·I·T·E®

CLIENT

Installation Guide for iPad

September 2017



Welcome to KITE Client Software for iPad

Note: iPad® Minis are not supported.

The Kansas Interactive Testing Engine® (KITE®) Client software is used by students to take tests. When running, the KITE Client 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 Client software on testing machines before students take tests.

Note: iPads are not recommended for the KELPA2 assessment program.

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Structure of KITE Client Software Installation Guide

This manual assists in the installation of KITE Client software on iPad 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 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 September 2017.

Disclaimer

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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**

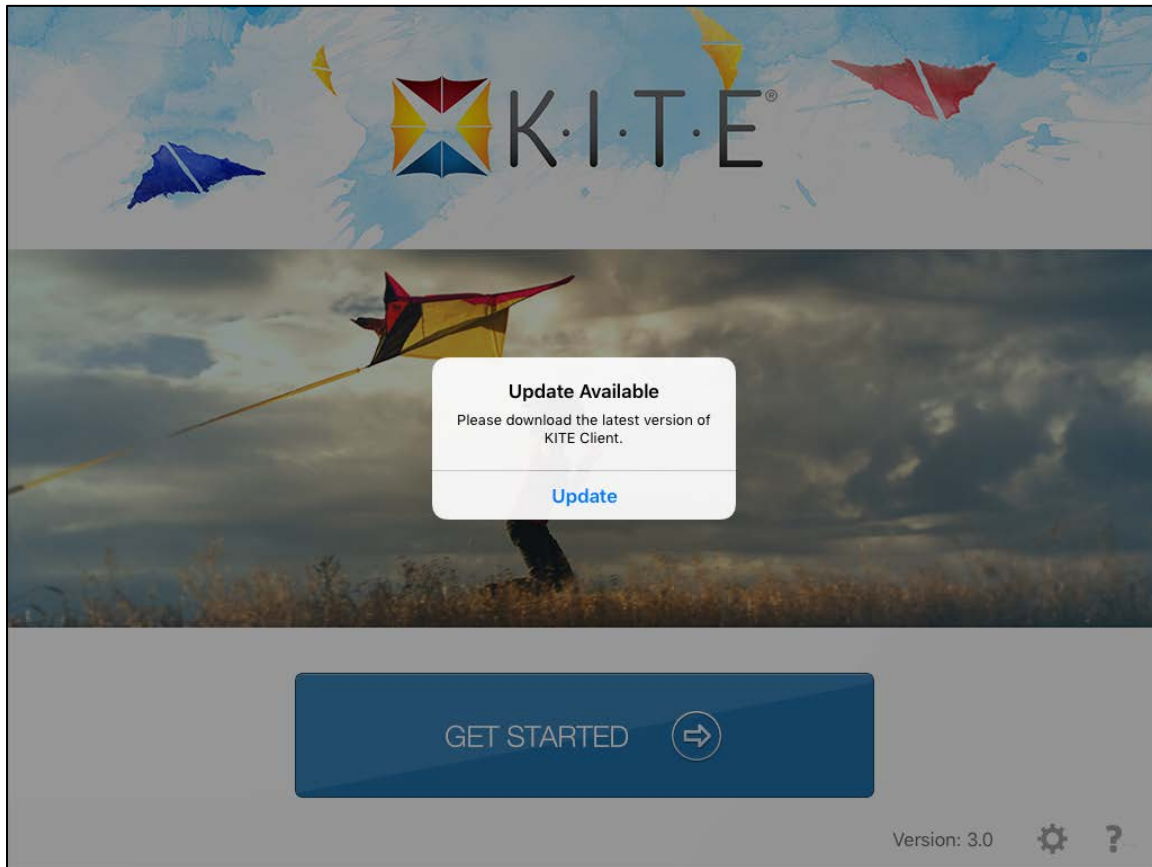
Email: **kite-support@ku.edu**

Updating Previous Versions

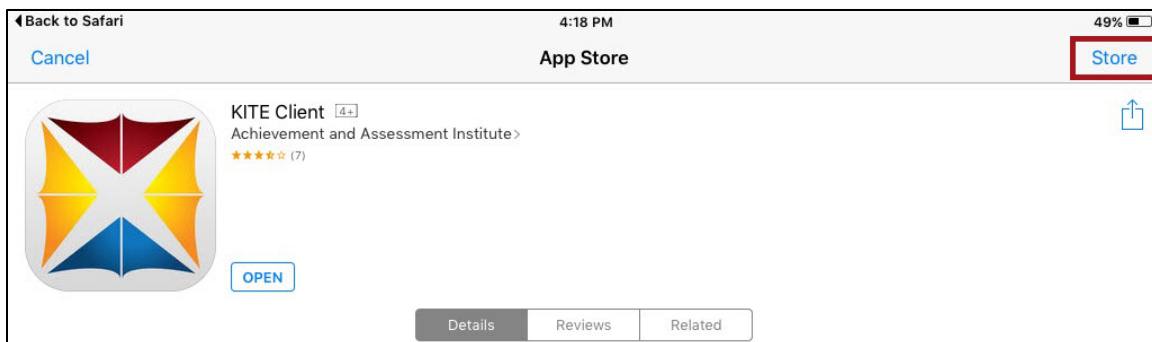
Note: KITE Client now automatically prompts to update when a new version is available.

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

1. Open KITE Client
2. Tap Update



3. Tap Store

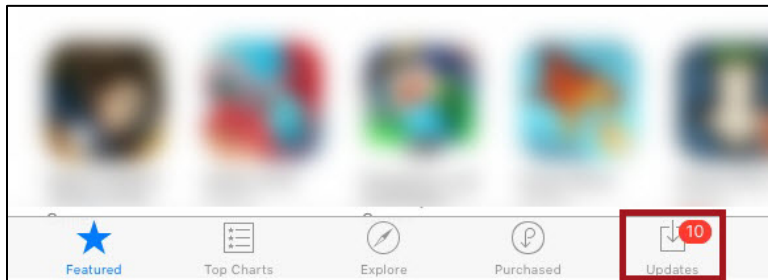


4. Tap Update

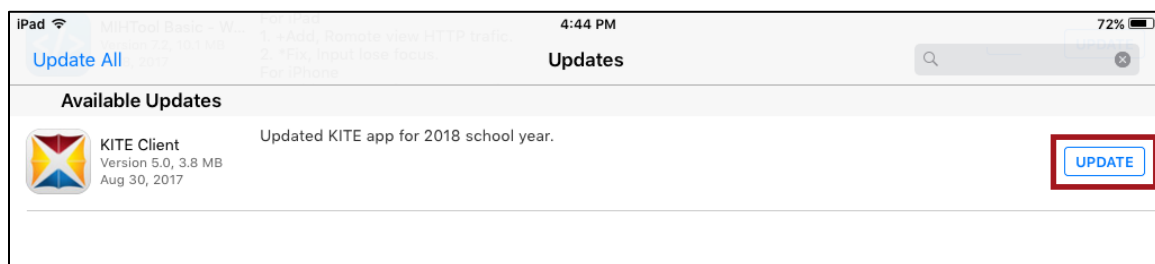


Or

1. Access the App Store
2. Tap Updates



3. Tap Update



Note: iTunes login may be required.

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 iPad.

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>	

Securing the iPad

After downloading the KITE Client software from the App Store, you should secure the iPad for use during assessments. Apple® maintains documentation on this topic at: <http://www.apple.com/education/ipad/resources/>

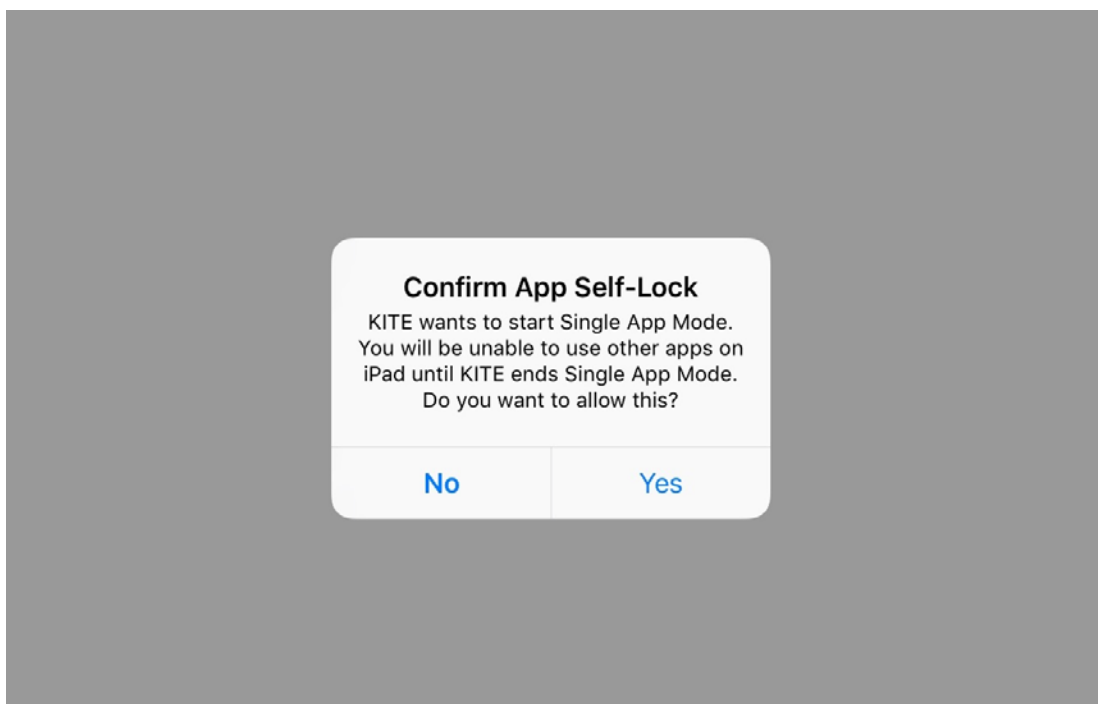
Search for “Assessment with iPad”.

Note: Much of the information that follows is drawn from the “Assessment with iPad” information sheet available at: http://images.apple.com/education/docs/Assessment_with_iPad.pdf

Methods of securing the KITE Client software include the following:

- ASAM (Autonomous Single App Mode)
- SAM (Single App Mode)
- Guided Access®

Note: KITE Client 5.0 has an auto-lock feature that does not require SAM (Single App Mode), ASAM (Autonomous Single App Mode), or Guided Access for iOS 9.3.2+. This Auto-Lock feature prevents the usage of other apps until KITE Client has ended. A pop up window displays after selecting a test to prompt this feature being used. Selecting yes enables ASAM for the users. Selecting no will mean that Guided Access has to be used.



Autonomous Single App Mode (ASAM) or Single App Mode (SAM)

KITE Client 5.0 software supports the use of ASAM (Autonomous Single App Mode) or SAM (Single App Mode) during testing. When configuring the profile for use with testing, include the following bundle ID to allow the iPad to use the KITE Client software:

us.cete.tde.KITE

The configuration profile should turn off (deactivate) the following options:

- Predictive keyboard
- Auto-correction
- Check Spelling
- Definition lookup
- Screenshots
- Storing content in iCloud

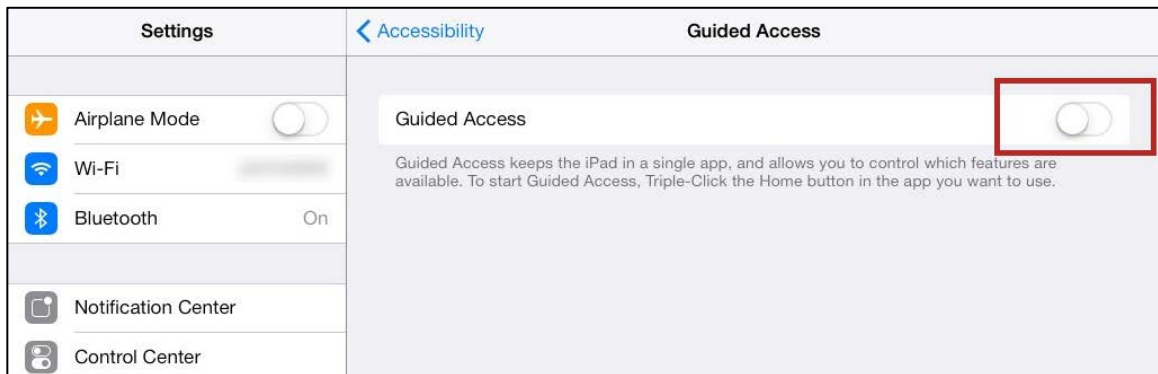
Guided Access

KITE Client 5.0 software supports the use of Guided Access.

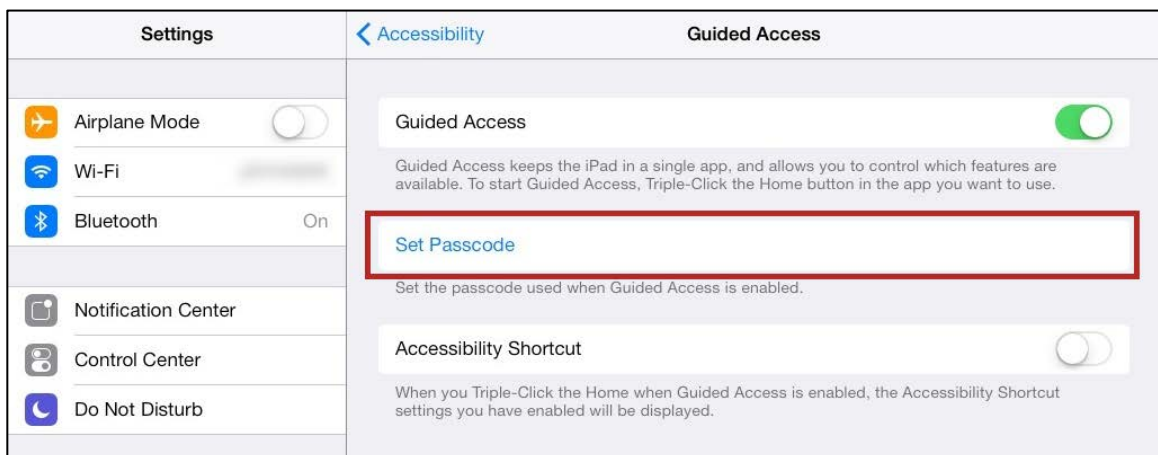
Note: Guided Access must be configured individually on each iPad that will be used for testing.

To turn on Guided Access, perform the following steps.

1. Tap Settings.
2. On the Settings screen, tap General.
3. Tap Accessibility.
4. Tap Guided Access.
5. Tap the button to the right of Guided Access.



6. To set a passcode, tap Set Passcode.



7. Use the keypad to type a passcode.
8. Type your passcode a second time.
9. Close Settings.

Note: For the last steps in configuring Guided Access, the iPad should be running the KITE Client software. If testing will not begin immediately, you can stop configuring Guided Access and return to the following steps before testing will begin.

10. Open the KITE Client app.
11. Triple-click the Home button.
12. Enter the Guided Access passcode.
13. At the bottom of the iPad screen, make changes to the settings using the table below for reference.

Option	Recommended Setting	Notes
Sleep/Wake Button	OFF	Disable the sleep/wake button. Hint: Tap Hardware Buttons to locate this setting.
Volume Buttons	OFF	Disable the volume buttons. Hint: Tap Hardware Buttons to locate this setting.
Touch	ON	Enable the touch controls.
Motion	OFF	Disable the response to motion.

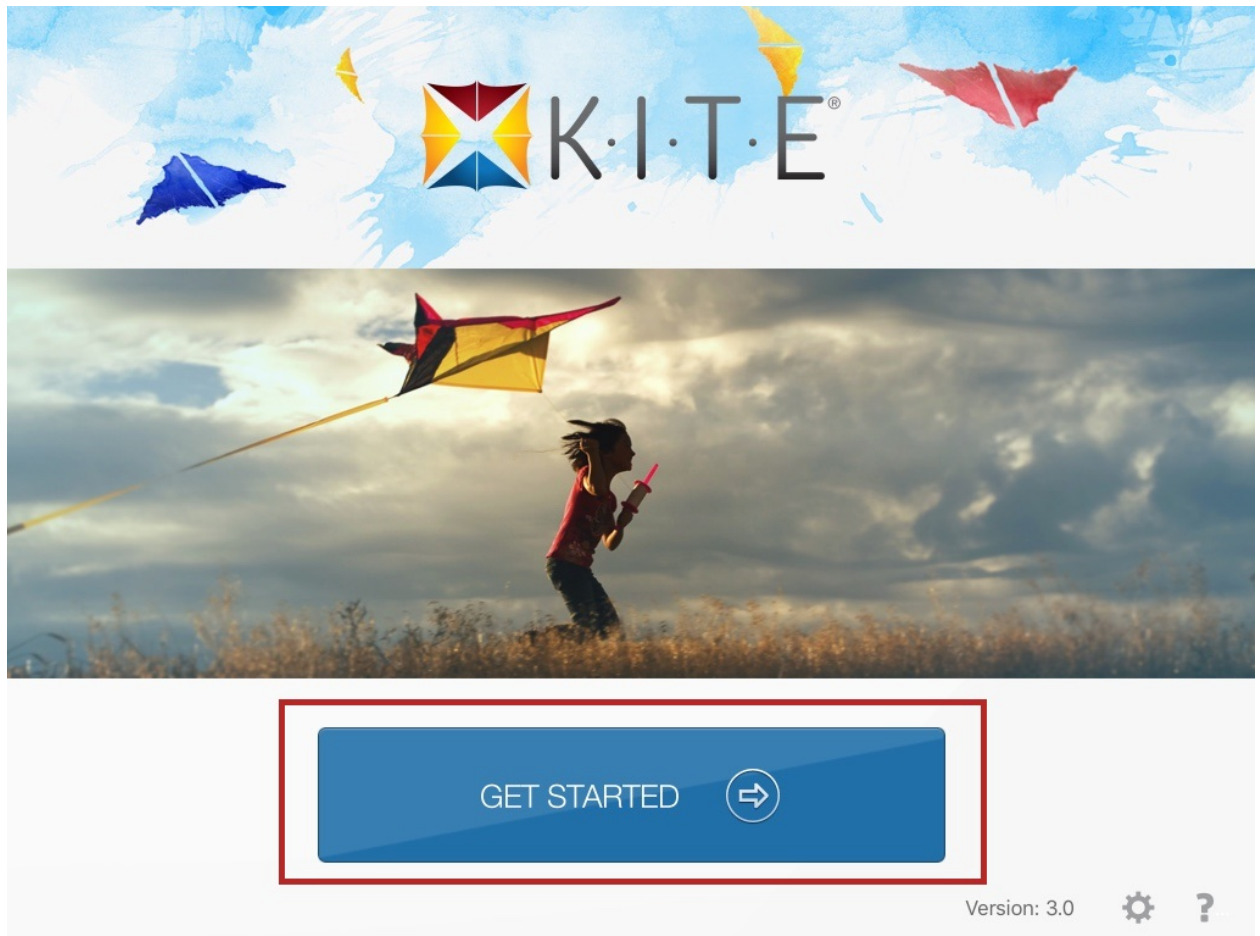
14. When you are finished changing settings, tap Resume at the upper right side of the screen.

Accessing KITE Client Software

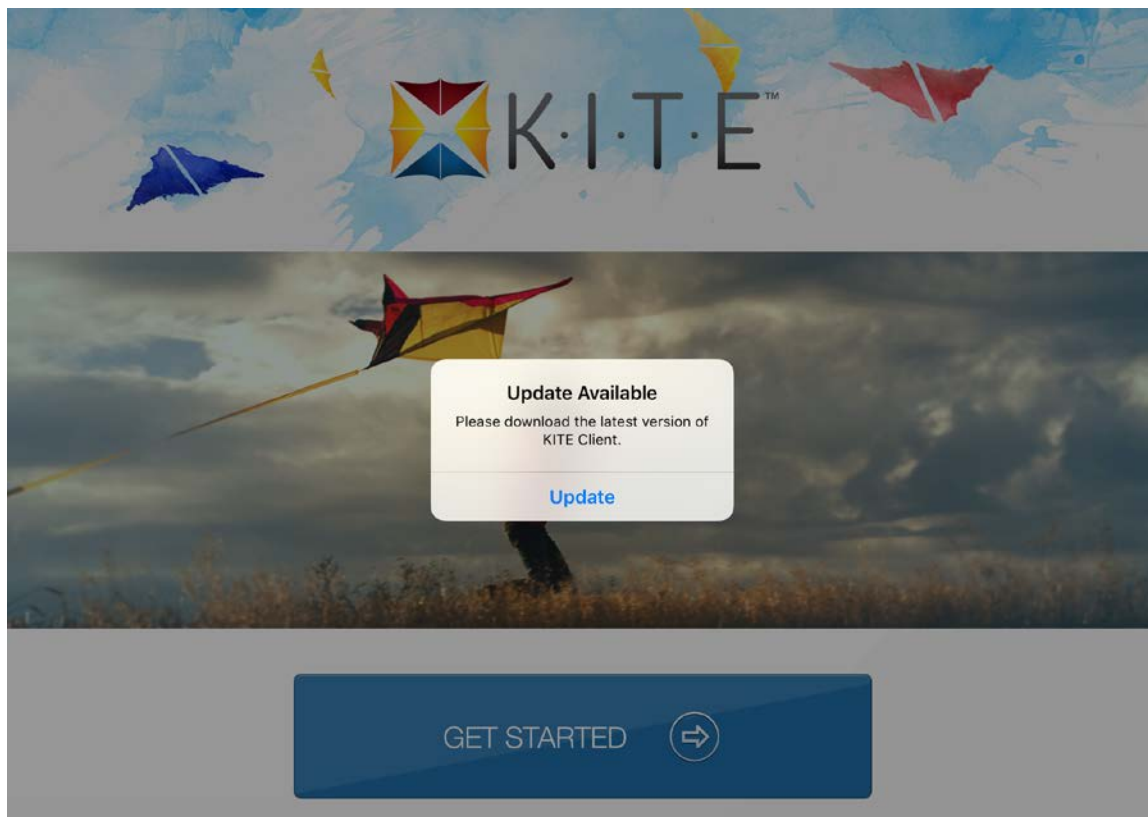
For more information about using the KITE Client software, refer to the Educator's Guide to KITE Client Software.

Starting KITE Client Software

1. To start the KITE Client software, open the application.
2. Tap Get Started.



Note: If an old version of the KITEClient app is still installed, the following message will be displayed. Clicking the Update button will allow you to update the app from the App Store.



Ending a Test Session – Guided Access Only

Note: If the iPad uses Guided Access to secure the testing session, use the following procedure to close the app.

If the iPad uses Guided Access, perform the following steps.

1. When the Sign In screen displays, triple-click the home button.
 2. Enter the Guided Access passcode.
 3. Tap the End button in the upper left.
-

Note: The Sign In screen will reappear with a warning that Guided Access is turned off.

4. Click the home button to close the app.
5. Double-click the home button to enter multi-tasking mode.
6. Swipe up on the KITE Client software to fully close the app.

Closing KITE Client Software

To close KITE Client software, perform the following steps.

7. Click the Sign Out button.



8. Double-click the home button to enter multi-tasking mode.
9. Swipe up on the KITE Client software to fully close the app.

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.

“App Version Error. An unexpected error occurred while verifying the app version. Please check the network connection and try again.”

To resolve this issue, perform the following steps.

1. Uninstall the KITE Client software.

Hint: Delete the app from the iPad.

2. Reinstall the app using the instructions in this guide.

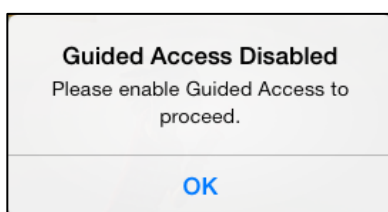
Network Issues Cause KITE Client Software to Stop Responding

To resolve this issue, perform the following steps.

1. Use the instructions in this guide to Close KITE Client 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”—holding the home and power buttons down at the same time.

“Guided Access Disabled”



If you start KITE Client software without securing the iPad using ASAM, SAM, or Guided Access, you will receive an error message at some point. To resolve the issue, close the KITE Client software and secure the device using ASAM, SAM, or Guided Access.

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
9/1/2017	All	Major document overhaul.