| **Technical Issue** | **What could be causing this?** | **Should I stop testing?** | **What do I do now?** |
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| I can’t figure out how to get into the test. | * KITE was not installed incorrectly. Information on this can be found at <http://www.dynamiclearningmaps.org/content/kite>. * KITE was not installed on the computer or tablet you are using. | N/A | * Check to make sure you are clicking on the link to KITE, which is different from Educator Portal. Look for this symbol:      * If you can’t find the program, contact your local technical support. |
| I try to log in to start the test and it isn’t working. | * You may be using your Educator Portal log in instead of the student’s log in information. * The student may not be entered in the system correctly. * KITE may not have been loaded correctly. | N/A | * Once the testing window opens, retrieve your student tickets from the Educator Portal. * Contact local technical support to ensure that KITE is running correctly. * If KITE is working and you have the correct log in and password information, contact the DLM help desk at 1-844-261-6481 or [DLM-support@ku.edu](mailto:DLM-support@ku.edu?subject=[please%20include%20a%20brief%20description%20of%20your%20issue]&body=Your%20name:%0aState:%0aDistrict:%0aSchool:%0aSummary%20of%20your%20issue:%0a%0aNOTE:%20Please%20do%20not%20include%20any%20personally%20identifiable%20student%20information%20in%20this%20email!) |
| I cannot connect to the internet. | * There may be a problem with the way the device is set up to connect to the internet. * The device may be trying to access the wrong network (i.e. it’s looking to connect to the internet in your district office instead of your building). | N/A | * Restart the computer or tablet. * If you know how, check to make sure that the device is trying to access the correct network. If not, contact local technical support to check. * Contact local technical support to ensure that your network is working. * If an internet connection is not established, you will need to hold off testing until you can reconnect. |
| The screen looks funny – images aren’t showing up / things seem out of place, etc. | * Your computer network may be preventing important files from loading because it doesn’t recognize DLM as a “friendly” organization. * You may be trying to deliver the test on a screen that is too small. | YES | * Make sure you are using a computer or tablet that meets the technology requirements. That information can be found at <http://www.dynamiclearningmaps.org/requirements>. * Your technical support person may need to whitelist items on your district's firewall. That information can be found at <http://kiteassessments.org/sites/default/files/KITE_files/KITE_Client_Whitelisting.pdf>. |
| My student is supposed to have specific accommodations and they aren’t showing up. | * Accommodations may not have been entered into Educator Portal. * Accommodations may have been entered incorrectly into Educator Portal. | YES | * Go back into Educator Portal and check to make sure the proper accommodations are selected in the student’s PNP. * If they are correct in Educator Portal, contact the DLM help desk at 1-844-261-6481 or [DLM-support@ku.edu](mailto:DLM-support@ku.edu?subject=[please%20include%20a%20brief%20description%20of%20your%20issue]&body=Your%20name:%0aState:%0aDistrict:%0aSchool:%0aSummary%20of%20your%20issue:%0a%0aNOTE:%20Please%20do%20not%20include%20any%20personally%20identifiable%20student%20information%20in%20this%20email!) |
| My student is supposed to be able to respond using assistive technology (alternate keyboard, switch, etc.) OR is supposed to be able to hear the text read aloud and it is not working. | * The assistive device or speakers may not be installed properly. * The software to run the assistive device may need to be updated. * KITE may not support the device. | YES | * Contact local technical support to ensure your computer recognizes the devices and the drivers are updated. * If everything is working properly, contact the DLM help desk at 1-844-261-6481 or [DLM-support@ku.edu](mailto:DLM-support@ku.edu?subject=[please%20include%20a%20brief%20description%20of%20your%20issue]&body=Your%20name:%0aState:%0aDistrict:%0aSchool:%0aSummary%20of%20your%20issue:%0a%0aNOTE:%20Please%20do%20not%20include%20any%20personally%20identifiable%20student%20information%20in%20this%20email!). |
| The screen is frozen. I cannot click any buttons or move forward or backward at all. | * The device may be overheating. * There may not be enough memory on the device. | N/A | * You will need to restart the machine, restart KITE and resume testing.\*\* * You might also consider moving the student to another testing device if the problem persists. |
| I just lost my internet connection. | * Too many people might be trying to connect to the internet at the same time or one or more other devices connected to the same network are using a lot of bandwidth (for activities such as streaming video). * If using wireless internet, you may be too physically far away from a “hotspot.” If using a wired connection, old infrastructure may be at fault. * Bad weather can also interrupt an internet connection. | No, though you may not be able to continue or submit the test until you can connect to the internet. | * Contact local technical support to see if a bandwidth limit is preventing a good connection and/or that the network is stable. * Usually, KITE will start working normally once the internet connection is reestablished. * If KITE stops responding (freezes), either the student or you will need to close and restart the application.   + Windows machine: Press Ctrl+Alt+Del and close KITE   + Macintosh: Press the power button to close the app   + iPad: Turn off Guided Access. Open the multi-tasking mode to close KITE.   + Chromebook: Restart the Chromebook * If the entire device freezes, restart the machine, restart KITE and resume testing.\*\* |
| The battery just died on my computer or tablet. | N/A | N/A | * Replace the battery or plug the device directly into the outlet; or * Move to new testing device. * Restart KITE and resume testing.\*\* |
| The power in the building just went out. | N/A | N/A | * Once power and internet are restored, restart the machine, open KITE, and resume testing.\*\* |
| Either I or my student just dropped the computer/tablet and it broke. | N/A | N/A | * Move to a new testing device. * Restart KITE and resume testing.\*\* |

\*\* When you or the student logs back in, the testlet will start at Question 1.