FirstView® by First Student: Getting Started

We are pleased to announce the launch our parent tracking app, FirstView®.
Please follow the instructions below:

1. **Download the FirstView® Parent App**
   Go to firstviewapp.com or find FirstView® in the App Store or Google Play.
   Follow the instructions to download the app to your smartphone.
   *You can also access the Parent App in your browser at web.firstviewapp.com

2. **Set Up Your Profile**
   Open the FirstView® app from your homescreen and begin the registration process. You'll be asked to:
   a) Select State/Province
   b) Select District
   You'll then be prompted to **REGISTER**.

3. **Follow a Stop**
   Once you have confirmed your account, login and select **Profile** to **"Add A Student"** with the information you received from your school district. The student ID can be found on the Parent Command Center on the district's website. When you enter your Student ID, place the numbers 67 in front it. For example, if you student ID is 123456, you would enter 67123456. Once you select **"Done",** you will be able to see stop information in your **Profile**. The Scheduled Stop times will also appear on your FirstView® **Map**. You may track multiple students.

4. **Set Notifications**
   Go to **Settings** and select **"Notification Recipients"** to add email notifications for upto 3 receipients, including yourself. From this screen, you can also edit your **Profile** or follow another student's stop. Alerts and notifications from your district or the bus depot will appear under **Notifications** in the menu.

5. **Set Up Time and Distance Alerts**
   To set up alerts for when the bus is a certain time or distance away from the stop, go to **Profile** and **select your student.** You can set alerts for both AM and PM dispatch. These alerts will be displayed under **Notifications** in the menu.
   *To receive push notifications, you must allow your mobile device to receive notifications from the FirstView® app. You will be prompted upon downloading the app or you can confirm/update your settings within your phone's app settings.

6. **Ask for Help or Give Suggestions**
   FirstView® provides a dedicated customer support team Monday through Friday to assist you:
   o Call toll-free **888-889-8920** from 7:00 a.m. ET to 5:00 p.m. ET
   o Email Customer Support at support@firstviewapp.com
   o Use the in-app "✉" button (right corner) to provide feedback

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