



## FirstView<sup>®</sup> by First Student: Getting Started

### 1. Download the FirstView<sup>®</sup> Parent App

Go to [web.firstviewapp.com](http://web.firstviewapp.com) or find FirstView<sup>®</sup> in the [App Store](#) or [Google Play](#). Follow the instructions to download the app to your smartphone and create an account.

### 2. Set Up Your Profile

Open the FirstView<sup>®</sup> app from your home screen and begin the registration process. You'll be asked to:

- Select State/Province
- Select District
- Student ID or District Code
- Route Name:

You'll then be prompted to **REGISTER**\*

*\*Registration information pertaining to your student's stop is provided by your school district. FirstView<sup>®</sup> Customer Support cannot provide this information to you*

**Commented [1]:** Review with Implementation if unsure what your district uses

**Commented [2]:** Route name must match what is in District Dashboard

### 3. Follow a Route

Once you have confirmed your account, login and select **Profile** to “**Add A Student**” with the information you received from your school district. Next, you will select AM/MID/PM Route, search for your route name and select your school (if applicable).

### 4. Setup Distance Alerts

To setup alerts for tracking the bus, you will be prompted to “**Configure Notification**”. Select the location you want to track the bus to, choose a geofence size around your location, and set your time range. When the bus enters your geofence within the time range selected, you will get a notification that the bus is near. Students should still be at their assigned bus stop 10 minutes prior to the scheduled arrival time communicated by the school district.

### 5. Receive Notifications

Go to **Settings** and select “**Notification Recipients**” to add email notifications for up to 3 recipients, including yourself. From this screen, you can also edit your **Profile** or follow another route. Alerts and notifications from your district or the bus depot will appear under **Notifications** in the menu.

*\*To receive push notifications, you must allow your mobile device to receive notifications from the FirstView<sup>®</sup> 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<sup>®</sup> provides a dedicated customer support team Monday through Friday to assist you:

- Call toll-free **888-889-8920** from 7:00 a.m. ET to 5:00 p.m. ET
- Email Customer Support at [support@firstviewapp.com](mailto:support@firstviewapp.com)
- Use the in-app “✉” button (right corner) to provide feedback

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Caring for students today, tomorrow, together.