FirstView® by First Student: Getting Started

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 home screen and begin the registration process. You'll be asked to:
   a) Select State/Province
   b) Select District
   You'll then be brought to a log-in screen, but you must first register. Please click to register below the login fields and complete all required fields. You will receive an email to confirm your registered account.
   Once you confirm your registered account, **please use school code 3896** to access our routes.

3. **Follow a Stop**
   Once you have confirmed your account, login and select **Profile** to **"Add A Student"** with the school code provided. 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 student's stops.

4. **Set 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 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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