



Introducing a new way to track your child's bus

GET MESSAGES FROM YOUR DISTRICT OR DEPOT

From delays to important schedule changes. Stay in the know!

KNOW WHERE THE BUS IS

Check bus progression with GPS tracking.

ARRIVAL/DEPARTURE CONFIRMATION

Know when the bus arrives at your child's school and stop.

PARENT SUPPORT
Dedicated support at your fingertips.

MULTIPLE KIDS - ONE APP

Easily track all of your students at one time.

PUSH NOTIFICATIONS
Get in-app alerts when the bus is getting close.



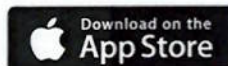
This app helps make my families morning less hectic!
~Suzy's Mom



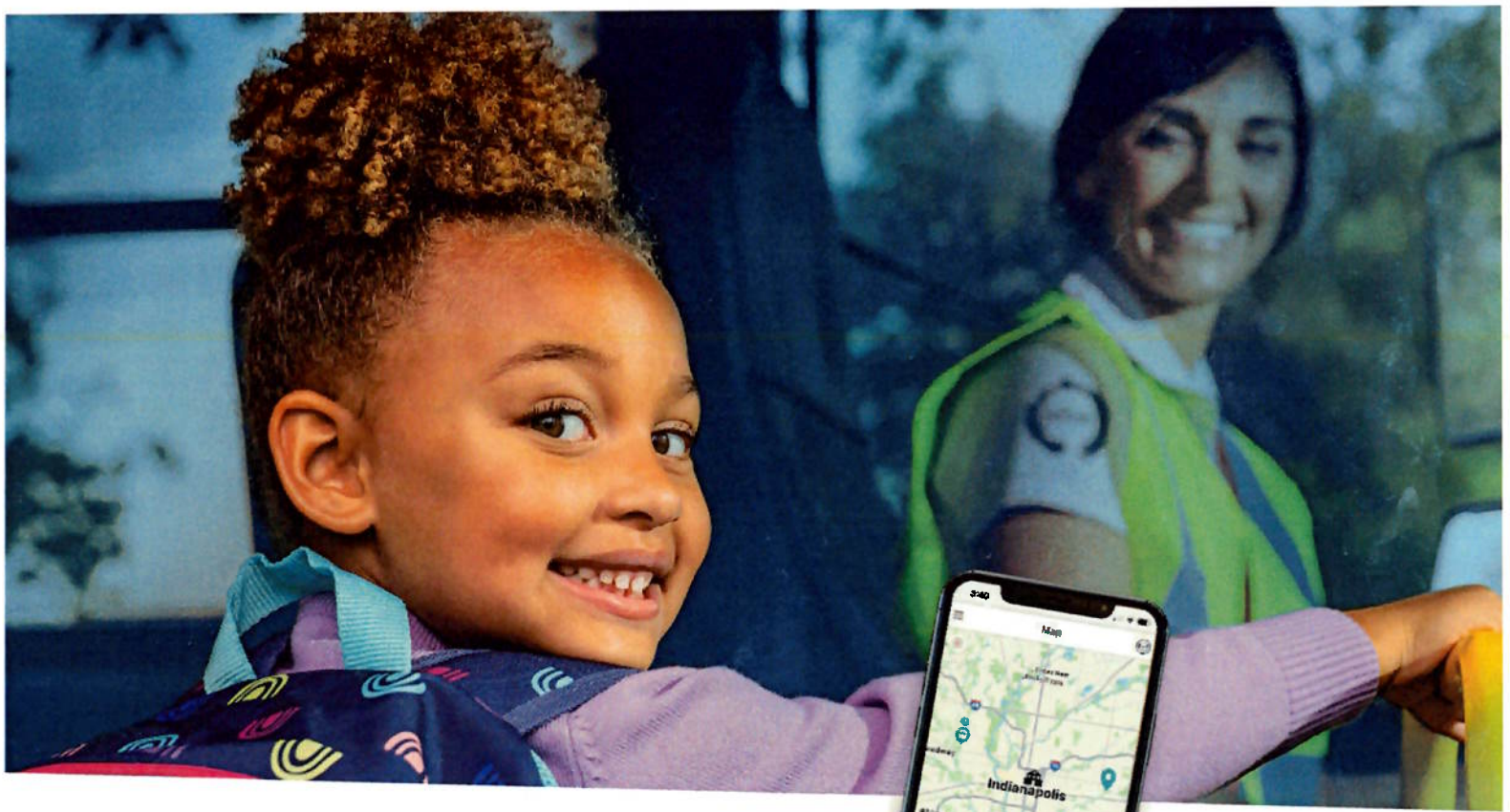
It's my alarm for when the bus is close.
~Joey, Highschool Student



It's easy to use!
~Max's Grandma

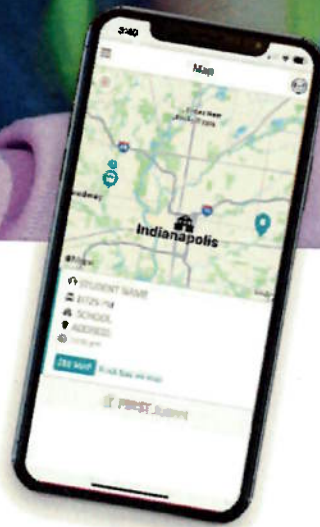


Contact Customer Support at 1.888.889.8920 or support@Firstviewapp.com to learn more.



ParentView

Frequently Asked Questions



ParentView is the industry's most comprehensive and secure bus tracking and parent communication app. ParentView helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, ParentView is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is close, secure password protection and built-in customer support.

I don't have a smartphone. Can I still use ParentView?

Yes! A desktop version of ParentView is available at web.firstviewapp.com.

How do I set it up?

ParentView is quick and easy to set up – just follow the prompts!

What if I don't know the code(s) required for Adding a Student?

All codes required for registration are provided by the school district.

How often does the bus move on the map?

As the app receives the GPS coordinates from the GPS device installed on the bus, you will see the bus's location update on the map.



Where can I get access to ParentView?

You can access ParentView, by downloading FirstView® in the App Store or Google Play.








When will I see the bus on the map?

As long as the vehicle's GPS unit is working properly, the bus icon appears on the map 15 minutes before your student's route is scheduled to begin and disappears 5 minutes after the bus arrives at the destination.

How do I track the bus?

Once you enter your student's stop into your Profile, it will automatically appear on the ParentView map. Below is a quick explanation for each icon.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow).
	Provides the tracking status once your student's route begins. All AM tracking information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
	Refresh icon in the upper left-hand corner of the map lets you know the app is working and updating.

Can I follow more than one stop?

Yes! Buses for all your students can be tracked with ParentView. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

Is it possible to send notifications to my childcare provider and my work email address?

Yes! ParentView users can go to "Settings" and add up to three email addresses as "notification recipients" to get push notifications forwarded to their email.

I need to change my student's bus stop or home address. Can I do that within the app?

No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

How do I contact customer support?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday:

- Call toll-free 888-889-8920 from 7:00 am ET to 5:00 pm ET;
- Email Support at support@firstviewapp.com; or
- Use the in-app envelope icon to provide feedback

Powered by

ParentView Self-Guided Tools

**Registering to track
your route with GPS**

Step 1:
Download app¹, Register/Confirm
your account, & Log-In²



1. You can also access the app at web.firstviewapp.com
2. Users must enter their First Name, Last Name, Phone Number, Email Address, State, School District, and Choose a Password. By registering for and using a FirstView account, you also consent to our terms of use and our privacy policy.

ParentView Self-Guided Tools

Registering to track your route



Step 2: Register

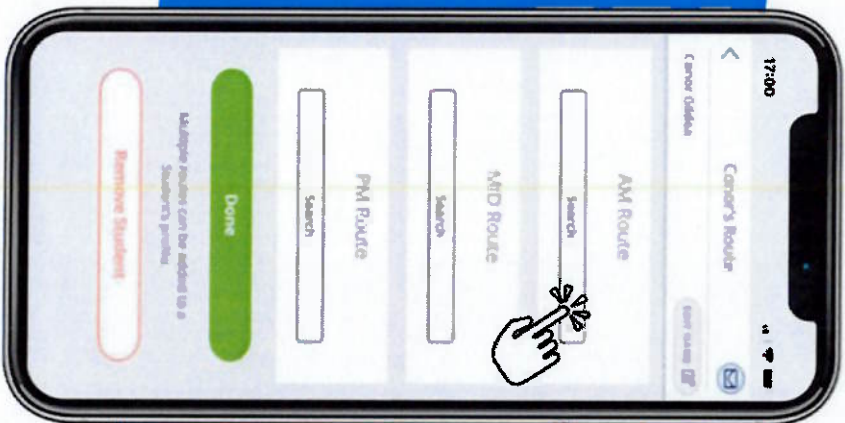
- Select your state and school district from the drop down
- Add your code(s) *



*If you do not know the code(s) required to add your student, please contact your school district.

ParentView Self-Guided Tools

Registering to track your route



Step 3: Search AM | MID | PM

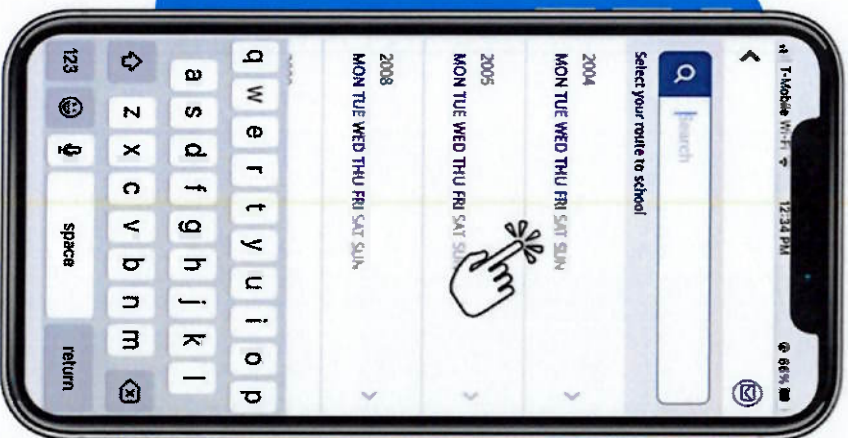
- Search for your student's assigned Route*.
- You will need to add your morning route, midday, and afternoon route separately



*If you do not know the code(s) required to add your student, please contact your school district.

ParentView Self-Guided Tools

Registering to track your route



Step 4: Add Route

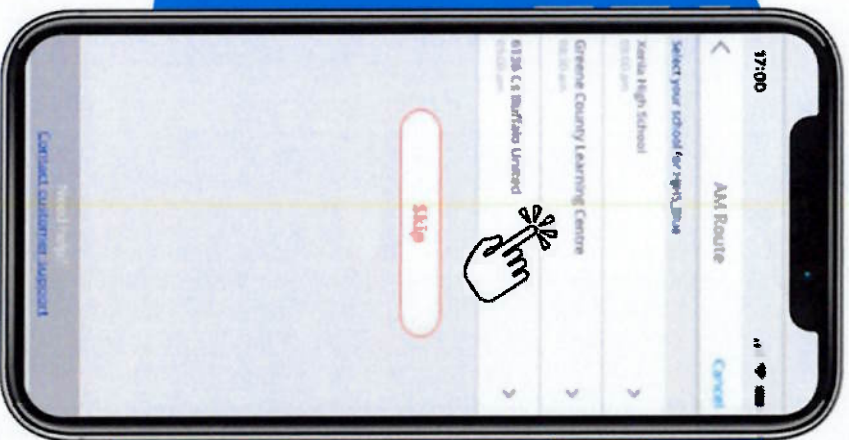
- Search and select for your student's assigned route
- You can see days of the week the route operates in blue



*If you do not know your student's assigned route, please contact your local First Student Office or your district

ParentView Self-Guided Tools

Registering to track your route



Step 5: Add School

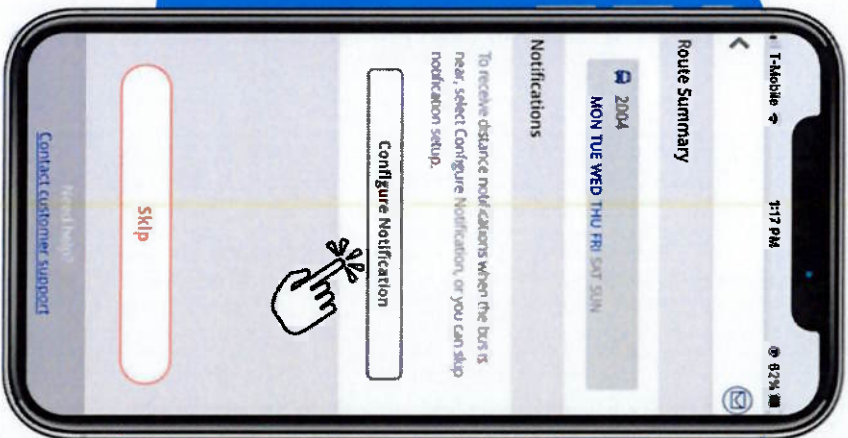
- If applicable, select your student's school to track the bus to/from school
- Or you can skip this step *



*If schools are not available to track, you will be automatically redirected to the next registration step. If your school isn't available to select, skip this step

ParentView Self-Guided Tools

Registering to track your route



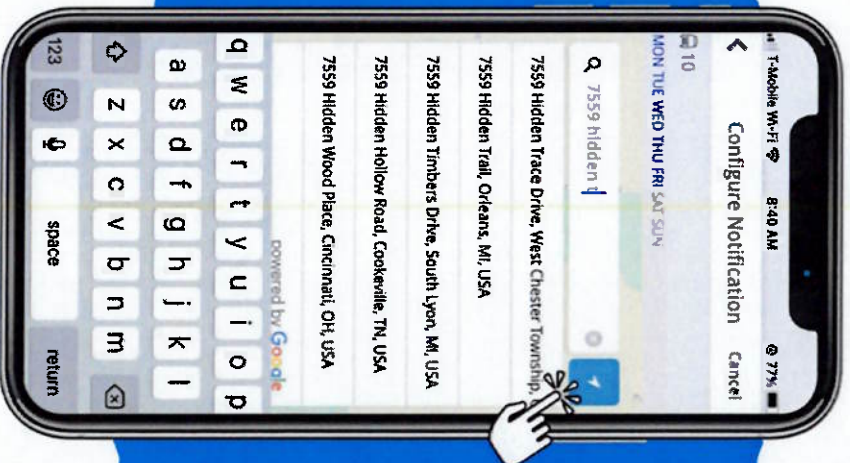
Step 6: Configure Notification

- Select configure notification to receive an alert when the bus is near your student's stop location
- Skip if you don't want to add a stop location for notifications and just want to track the bus on the map



ParentView Self-Guided Tools

Registering to track your route



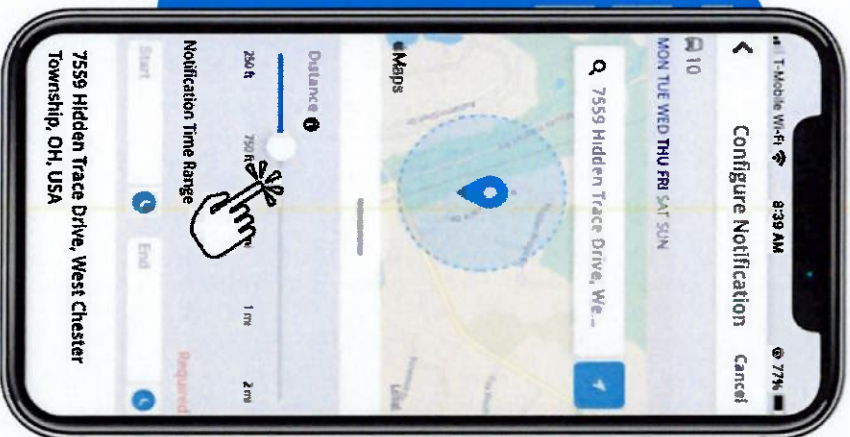
Step 7: Add Your Stop Location

- Enter and select the address where your student gets on and off the bus
- Or use location services to drop a pin on the map at your current location



ParentView Self-Guided Tools

Registering to track your route



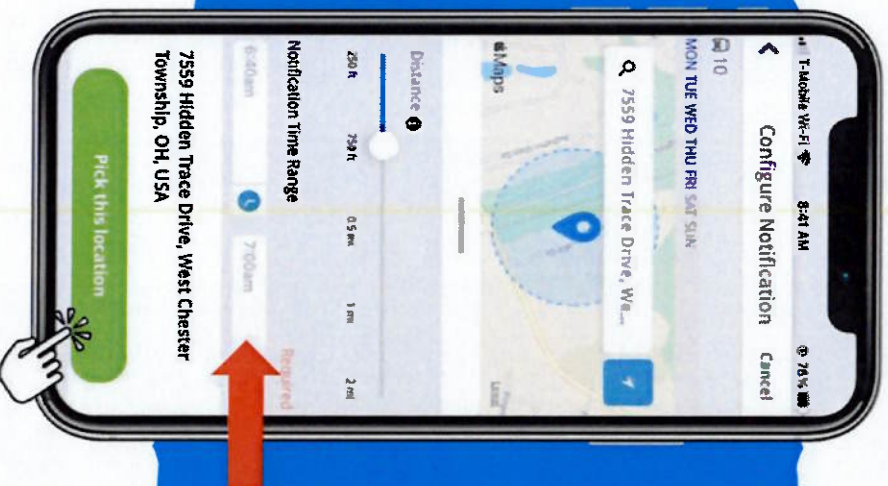
Step 8: Create Geofence

- Use the distance slider to define a radius (geofence) around your stop. When the bus crosses into that radius, you'll get a notification the bus is near



ParentView Self-Guided Tools

Registering to track your route



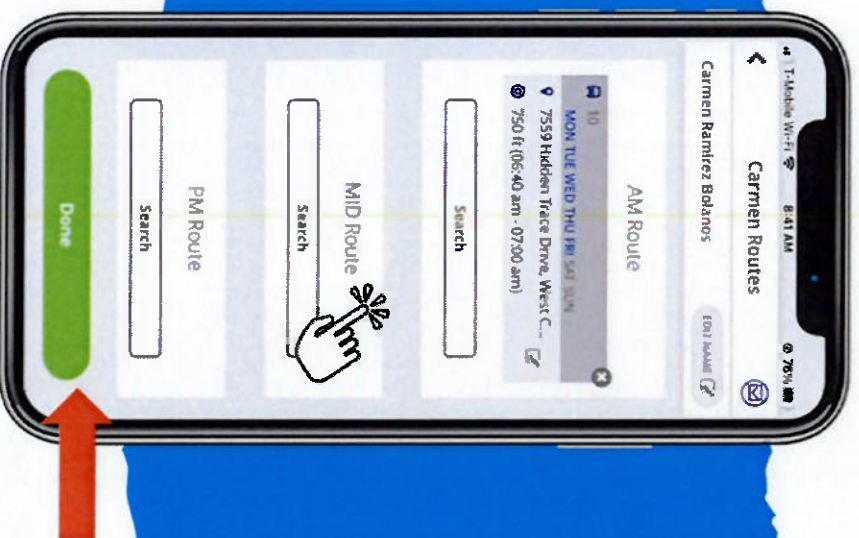
Step 9: Enter Notification Time

- Enter your notification time range, so you're only notified if the bus enters your radius (geofence) around your student's scheduled stop time
- When done, select "Pick this location"



ParentView Self-Guided Tools

Registering to track your route



Step 10: Add Additional Routes

Add additional routes to follow

When done adding your student's routes to track for the AM, MID, and/or PM, select Done*



*You can also edit your notification (select the edit icon) and/or delete the route and notification completely by selecting the X



FIRSTview
ParentView

Introducing a new way
to track your child's bus

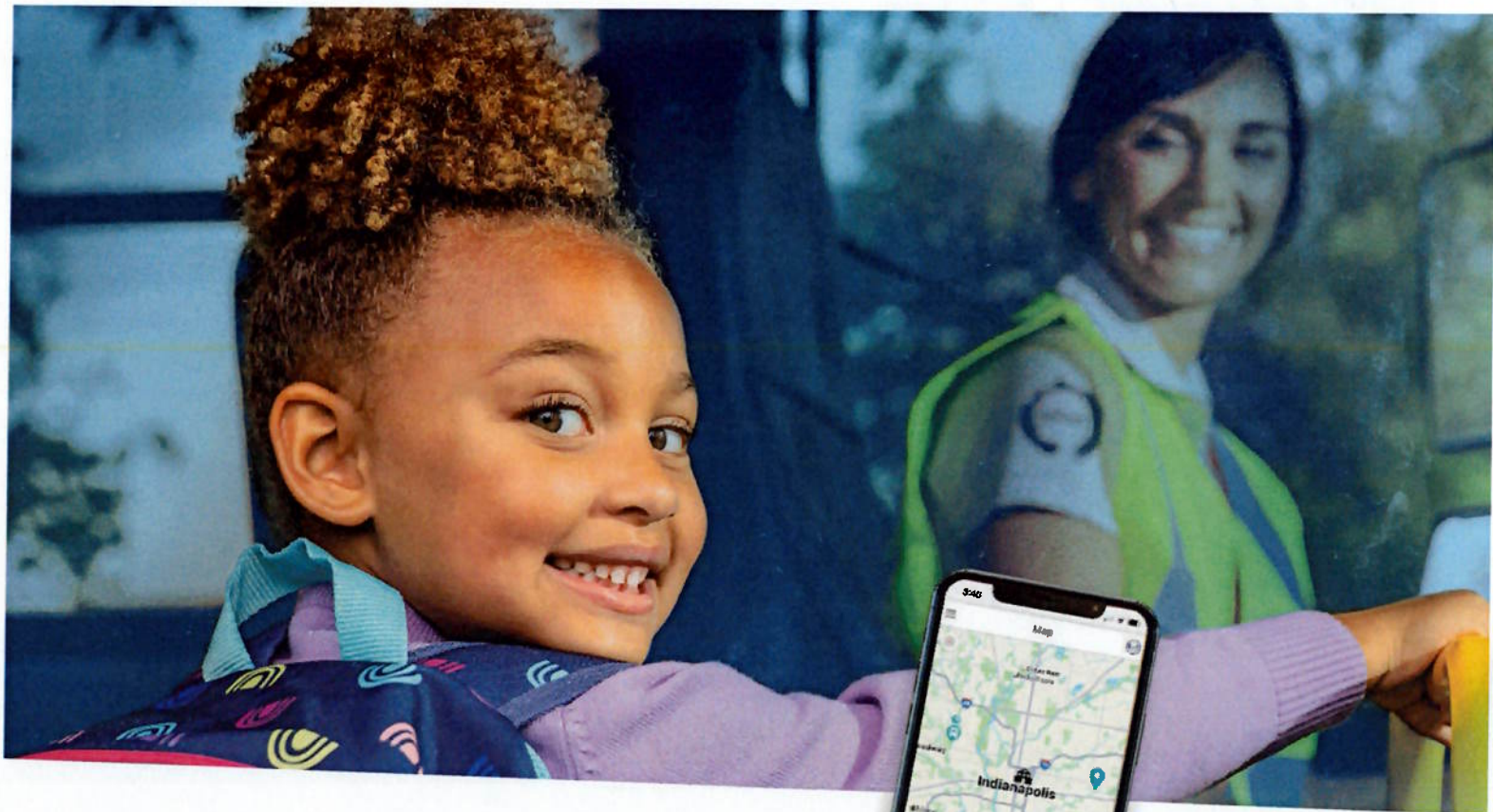
GET IT ON
Google Play

Download on the
App Store



Powered by **FIRST**student

The banner features a blue border. On the left is a blue-outlined icon of a smartphone with a circuit-like pattern. The main text 'FIRSTview ParentView' is in blue, with 'FIRST' in a larger, bolder font. Below this, the phrase 'Introducing a new way to track your child's bus' is written in orange. At the bottom left are two black buttons: 'GET IT ON Google Play' and 'Download on the App Store'. In the center bottom is the FirstView logo, which consists of a blue square containing an orange circle with a white stylized 'F' and the text 'FIRSTview' below it. To the right of the logo is a black and white QR code. At the bottom right, the text 'Powered by FIRSTstudent' is displayed, with 'FIRST' in a large, bold, white font and 'student' in a smaller white font.



ParentView

Frequently Asked Questions

ParentView is the industry's most comprehensive and secure bus tracking and parent communication app. ParentView helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, ParentView is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is close, secure password protection and built-in customer support.

I don't have a smartphone. Can I still use ParentView?

Yes! A desktop version of ParentView is available at web.firstviewapp.com.

How do I set it up?

ParentView is quick and easy to set up – just follow the prompts!

What if I don't know the code(s) required for Adding a Student?

All codes required for registration are provided by the school district.

How often does the bus move on the map?

As the app receives the GPS coordinates from the GPS device installed on the bus, you will see the bus's location update on the map.



Where can I get access to ParentView?

You can access ParentView, by downloading FirstView® in the App Store or Google Play.










When will I see the bus on the map?

As long as the vehicle's GPS unit is working properly, the bus icon appears on the map 15 minutes before your student's route is scheduled to begin and disappears 5 minutes after the bus arrives at the destination.

How do I track the bus?

Once you enter your student's stop into your Profile, it will automatically appear on the ParentView map. Below is a quick explanation for each icon.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow).
  	Provides the tracking status once your student's route begins. All AM tracking information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
	Refresh icon in the upper left-hand corner of the map lets you know the app is working and updating.

Can I follow more than one stop?

Yes! Buses for all your students can be tracked with ParentView. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

Is it possible to send notifications to my childcare provider and my work email address?

Yes! ParentView users can go to "Settings" and add up to three email addresses as "notification recipients" to get push notifications forwarded to their email.

I need to change my student's bus stop or home address. Can I do that within the app?

No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

How do I contact customer support?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday:

- Call toll-free 888-889-8920 from 7:00 am ET to 5:00 pm ET;
- Email Support at support@firstviewapp.com; or
- Use the in-app envelope icon to provide feedback

Powered by