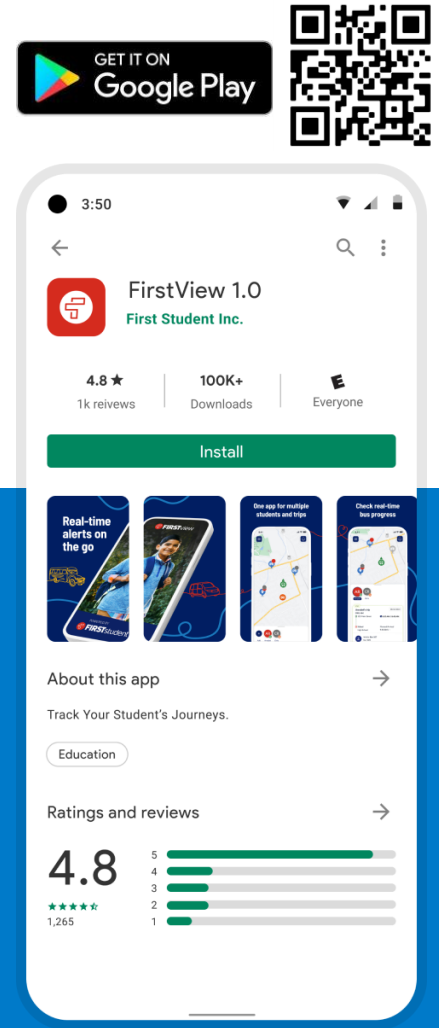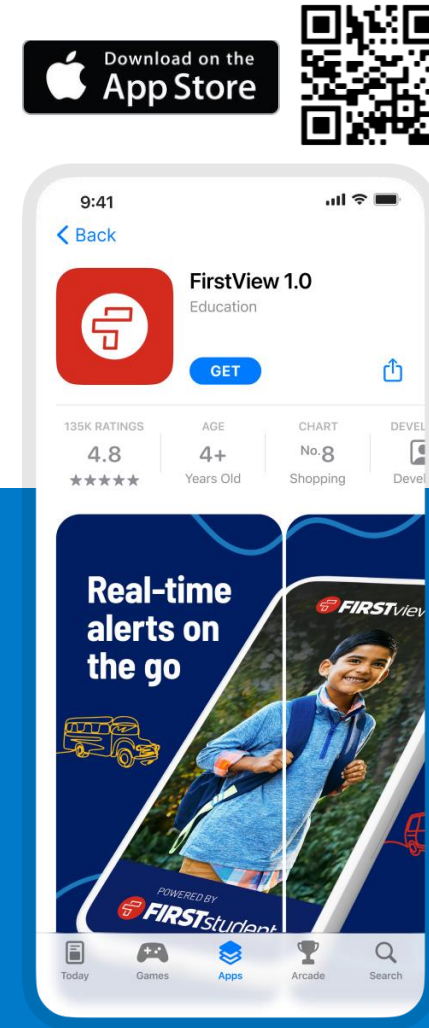# CREATE FIRSTVIEW 1.0 ACCOUNT

STEP 1:
DOWNLOAD APP,
CREATE ACCOUNT &
LOG IN

- You can also download the FirstView 1.0 app by visiting myfirstview.com.

- When creating an account, users must enter their Email, Choose a Password, First Name, Last Name and Phone Number. By registering for and using a FirstView account, you also consent to our Terms of Use and Privacy Policy.

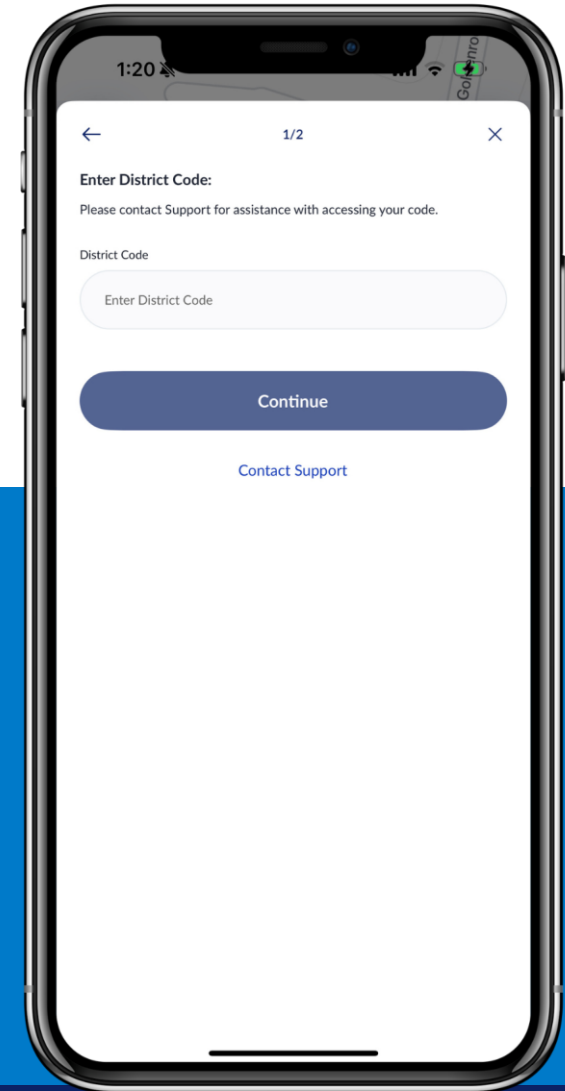*Note: Not all devices are compatible and must meet the minimum operating system and region requirements.*

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ADD YOUR STUDENT(S)

STEP 2:
ENTER DISTRICT CODE

PLEASE CONTACT YOUR SCHOOL DIRECTLY TO ACCESS THE CODE

Enter the unique 5-character district code for your student's district.

- If you don't know your student's district code or are unsure if your district is offering tracking for your student in the app, please contact your student's school or within the app, tap **Contact Support** for assistance.

MANUALLY ADD YOUR STUDENT(S)

STEP 3:
ENTER STUDENT'S DETAILS

Your student's district name will now be displayed at the top of the screen.

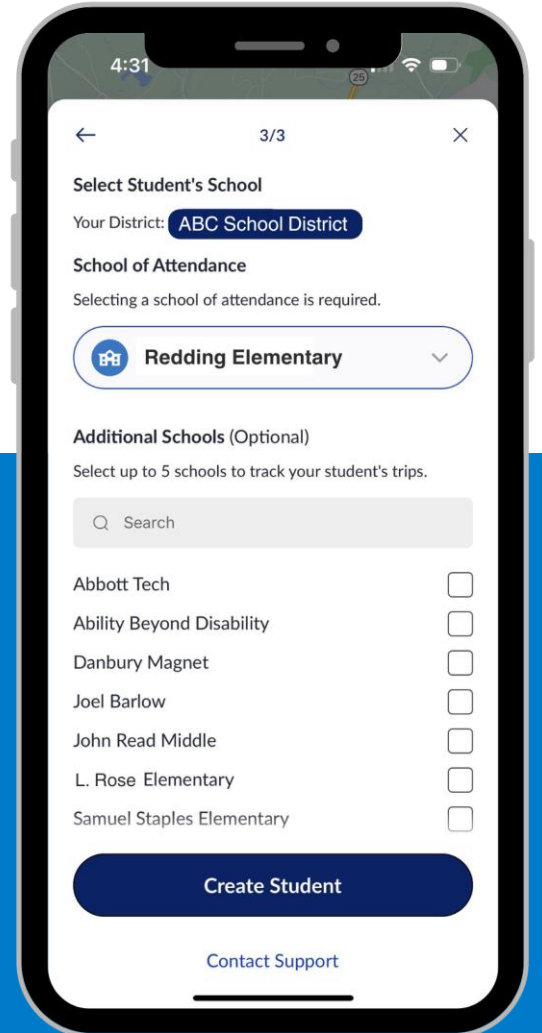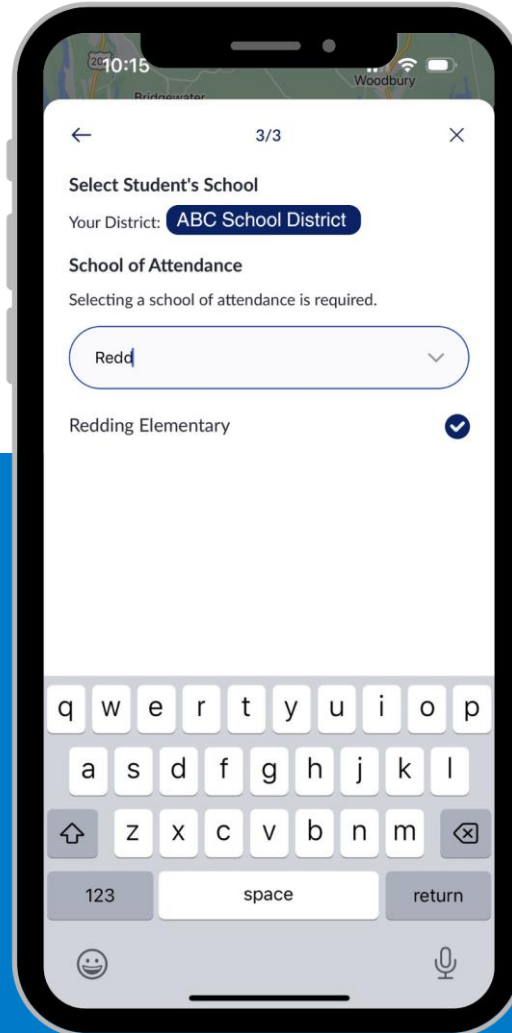- Enter in your student's first and last name.

MANUALLY ADD YOUR STUDENT(S)

STEP 4:
ADD STUDENT'S SCHOOL OF ATTENDANCE

1. Search for and select your student's school of attendance from the list.

Optional: You can add up to 5 additional schools. Example: If your student is transported to an alternate school or a program outside of their main school of attendance.
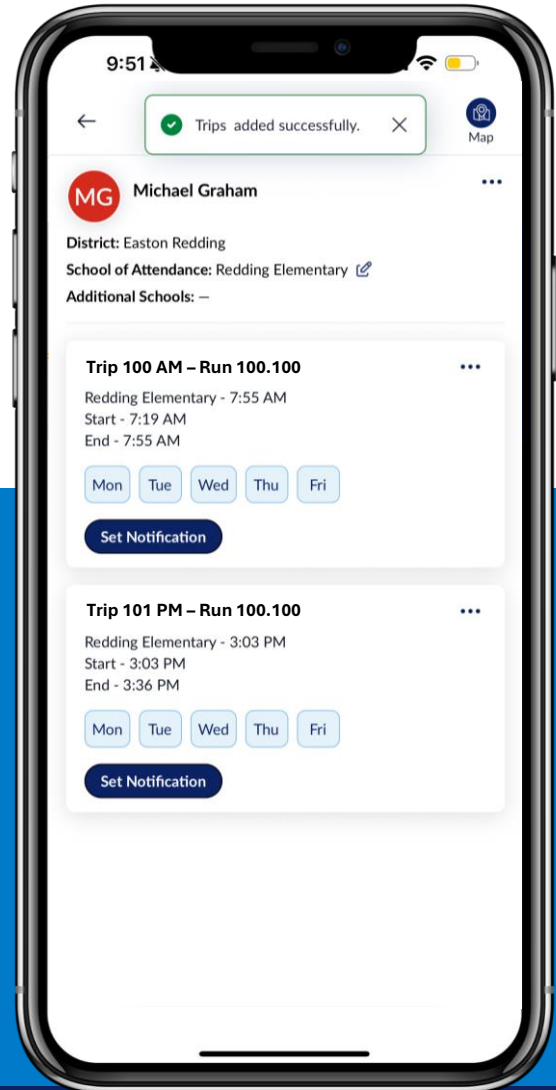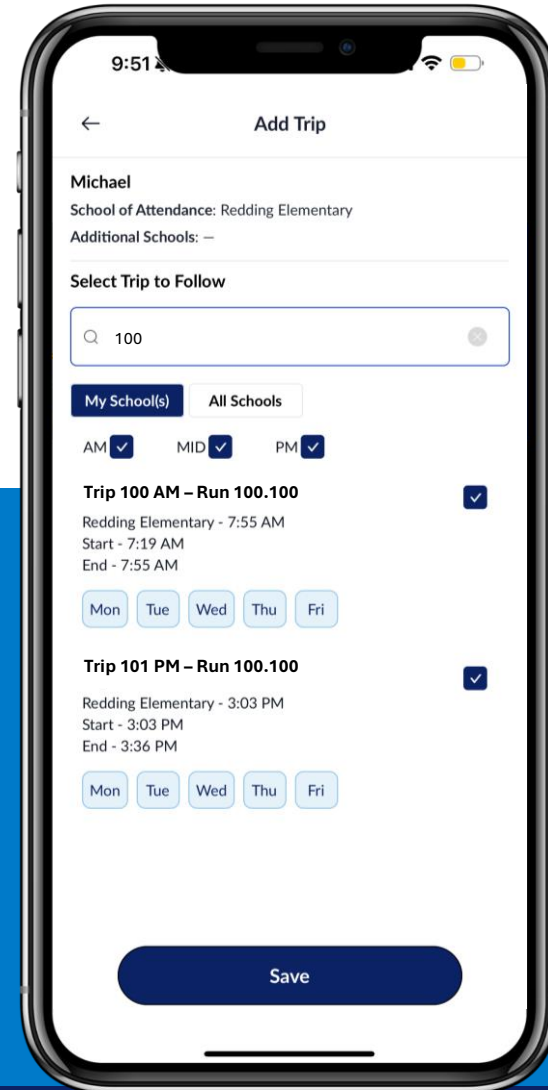
2. Once confirmed, you've successfully added your student and will be directed to the tracking map screen to add their trips and notifications for tracking.

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MANUALLY ADD TRIP(S)
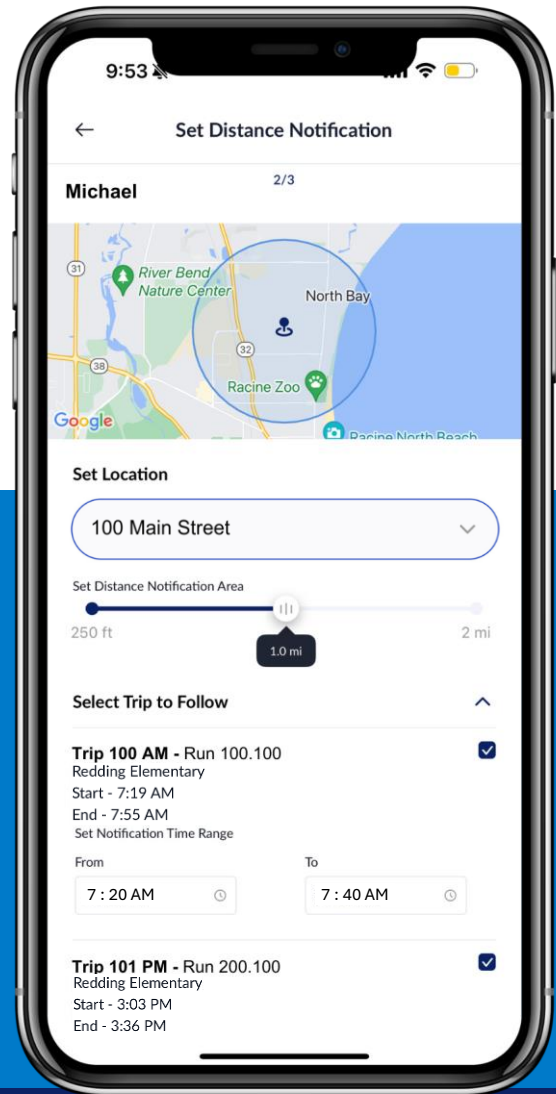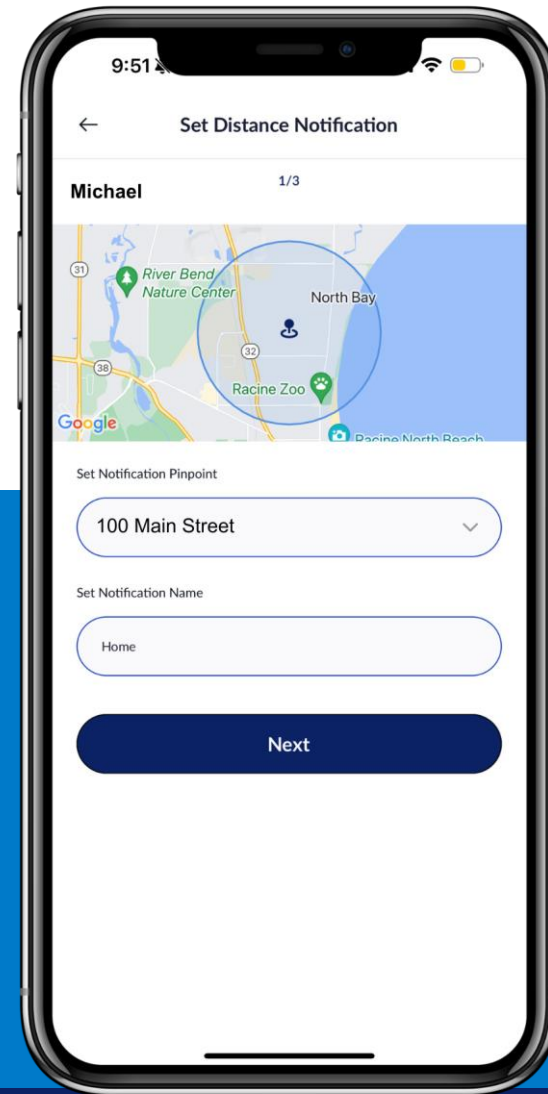
STEP 5:
ADD STUDENT'S TRIP(S) AND NOTIFICATIONS

1. Select the trip(s) that you want to follow for your student by choosing their route or run.

2. Once the trips are added, you'll be asked to set distance notifications to receive when the vehicle is near your student's stop location. Add up to 3 distance notifications per trip.

• Configure notifications by clicking Set Notifications, the notification bell on the map, or in notification settings. Notifications are sent via push alerts and displayed in the app's notification center.

CONFIGURE DISTANCE NOTIFICATIONS

STEP 6:
CUSTOMIZE THE DISTANCE NOTIFICATION

1. Set your notification pinpoint, which is typically the student's stop address. You can also choose a name for this notification.

2. Adjust the notification area to ensure the alert is triggered only when the vehicle enters your specified area. You can drag this marker from 250 ft to 2 miles (or 80 m to 3.2 km based on your phone settings).

3. Assign it to one or more of your student's trips. It is recommended to customize the time range for the alert, ensuring you only receive a notification when the vehicle is approaching your student's stop, not when it's passing by for an earlier pick-up or drop-off.

READY TO TRACK STUDENT'S TRIPS

STEP 7:
START TRACKING!

By tapping on the student's circle icon and swiping up, you'll see the trip information for the student's current or upcoming trip, and:

- Bus location on the map in real time
- Trip status and distance notification details
- Pick-up and drop-off addresses with scheduled/arrived times
- Vehicle bus number and run number for your student's portion of the trip

If you have app related questions, contact FirstView Customer Support, Monday – Friday from 7:00 AM – 5:00 PM ET:

- support@myfirstview.com
- Toll Free: 1 (888) 889-8920 | Local: (513) 419-2921
- In-App Feedback via the Contact Support button