# FirstView mobile app by First Student: Getting Started

## 1. Download the FirstView Bus Tracking Mobile App

Go to web.firstviewapp.com or scan the QR code to download FirstView in the App Store or Google Play.

**App Store:**

**Google Play:**

Want this Getting Started Guide digitally with visual examples? Scan the QR Code for our FirstView mobile app registration guide.

## 2. Set Up Your Profile

Open the FirstView app and begin the registration process:

a) Select State/Province:
b) Select District:
**c)** District Code: **N2E8A**
d) Route Name: EX: 0AIL01A, 5AIRL01P

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

**Registration information pertaining to your student's route is provided by your school district. FirstView Customer Support cannot provide this information to you.*

## 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.

## 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 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:

- 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
- Use the in-app "✉" button (right corner) to provide feedback