



## FirstView® by First Student: Getting Started

### 1. Download the FirstView® Parent App

Go to [firstviewapp.com](https://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](https://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:

- Select State/Province
- Select District

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

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

### 3. Follow a Stop

Once you have confirmed your account, login and select **Profile** to “**Add A Student**” with the information you received from your school district. 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:

- 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.™