



Litchfield School District

School Administrative Unit #27
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“Imagine Greatness, Expect Success!”

Michael Jette, Ph.D.
Superintendent

Doug Totten
Business Services

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Curriculum, Instruction
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Hollie Falzone
Human Resources

August 28, 2023

Dear Parents:

In continued partnership with our transportation provider, First Student, Litchfield School District is launching FirstView[®], a bus tracking and parent communications app for your smartphone or desktop. **Live Tracking** The FirstView[®] map screen shows you the location and direction of your student's bus, your student's stop schedule for the current day and timestamps for school arrivals and departures. You'll know when the bus arrives to or departs from school.

- **Predictive Stop Arrival Times**

Analyzing route and real-time GPS data, it determines an estimated time of arrival to your stop provided on the FirstView[®] map. The app is designed to provide parents with a better guideline for bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.

- **Custom Alerts and Messages**

Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop.

- **Multi-Stop View**

Buses for all your students can be tracked with FirstView[®]. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

- **Additional User Notifications**

Connect up to three additional email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!

- **Available in Multiple Languages**

English, French (Canadian), Spanish, Vietnamese, Oromo, Chinese, Amharic, Tagalog, Somali, Tigrinya are available based on your phone's language settings.

- **Secure and Easy Access**

FirstView[®] requires a password-protected account for app set-up. This way, only you can view your student's stop! These codes are provided to you by your district.

- **Dedicated Customer Support**

We are here to help you. Whether you are having trouble getting started with FirstView[®], not seeing correct data or have an idea to make FirstView[®] better, we want to hear from you! You can contact FirstView by calling the toll free number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST, emailing Customer Support at support@firstviewapp.com, or by using the in-app “✉” button to provide feedback.

FirstView® by First Student: Getting Started

1. Download the FirstView® Parent App

Go to firstviewapp.com or find FirstView® in the [Apple] [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

Please click on the link for a Self-Guided FirstView QUICK START GUIDE.

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
- c) Select School
- d) Add School Code:

School Codes: **GMS: 2SFL** **LMS: T5ZX** **CHS: HLDY**

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:

- 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

If you need further assistance, please feel free to contact either FirstView support at 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST, or you can contact Kayla Collins at SAU 27 at 603-578-3570 EXT: 3330 or kcollins@litchfieldsd.org

Thank you for your participation.

Sincerely,

Michael Jette, Superintendent