



FirstView ParentView by First Student: Getting Started

1. Download the FirstView ParentView App

Go to web.firstviewapp.com or find FirstView in the [App Store](#) or [Google Play](#). Follow the instructions to download the app to your smartphone and create an account.

2. Set Up Your Profile

Once you have registered your account, open the ParentView app from your home screen to begin setting up your profile. You'll need to know your student's:

- a) Select State/Province: *Example - Connecticut*
- b) Select District: *Example - Ridgefield Public Schools*
- c) Student District Number or District Code: *Example – 1234 (Found in the Parent Portal in Powerschools)*
- d) Route Name: *Example - BUS12 or VAN34 (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

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 set up 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 to assist you:

- Call toll-free **888-889-8920** from 7:00 a.m. ET to 5:00 p.m. ET



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- Email Customer Support at support@firstviewapp.com
- Use the in-app “✉” button (right corner) to provide feedback