



FirstView ParentView by First Student: Getting Started

1. Download the FirstView® ParentView App

Go to 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 ParentView in your browser at 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:

- a) Select State/Province
- b) Select District
- c) Enter Student ID or School Code:

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