



FirstView® by First Student: Getting Started

1. Download the FirstView® Parent 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.

2. Set Up Your Profile

Open the FirstView® app from your homescreen and begin the registration process. You'll be asked to:

- a) Select State/Province
- b) Select District

You'll then be prompted to **REGISTER**. You can find step-by-step instructions at firstviewapp.com.

3. Follow a Stop

Once you select “**Done**,” your morning and afternoon stops will automatically appear on your **Profile** under **Student Stops** and on your FirstView® map. You may track multiple students.

4. Set Notifications

Go to **Settings** and select “**Notification Settings**” to turn on notifications. From this screen, you also can add email recipients, edit your Profile or add another student. Alerts and notifications from your district will appear under **Notifications** in the menu.

(Please note: To receive push notifications, you must allow your mobile device to receive notifications from the FirstView® app. You can confirm/update your settings within your phone's app settings.)

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 A.M. and P.M. dispatch.

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; or
- Use the in-app “!” button (right corner) to provide feedback.

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First  **Student**

Caring for students today, tomorrow, together.™