



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.

**You can also access the Parent App in your browser at web.firstviewapp.com*

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.

**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 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 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 follow another student's stop. Alerts and notifications from your district 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 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.

powered by

First  **Student**

Caring for students today, tomorrow, together.™