

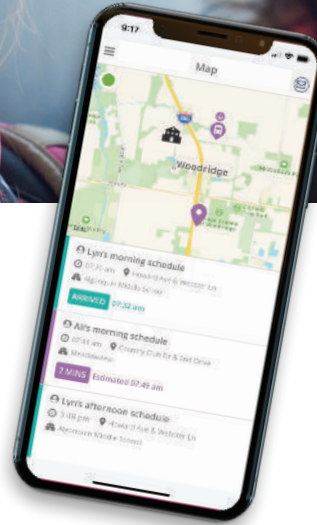


# FirstView<sup>®</sup> Parent App

## Frequently Asked Questions

FirstView<sup>®</sup> by First Student is the industry's most comprehensive and secure bus tracking and parent communication app. FirstView<sup>®</sup> helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, FirstView<sup>®</sup> is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is a chosen distance or number of minutes away, secure password protection and built-in customer support.

 **Where can I find the FirstView<sup>®</sup> Parent App?**  
You can find FirstView<sup>®</sup> in the App Store or Google Play.



### **I don't have a smartphone. Can I still use FirstView<sup>®</sup>?**

Yes! A desktop version of FirstView<sup>®</sup> is available at [firstviewapp.com](http://firstviewapp.com).

### **How do I set it up?**

FirstView<sup>®</sup> is quick and easy to set up – just follow the prompts!

### **What if I don't know the code(s) required for Adding a Student?**

All codes required for registration are provided by the school district.

### **How often does the bus move on the map?**

As the app receives the GPS coordinates from the GPS device installed on the bus, you will see the bus's location update on the map.










### When will I see the bus on the map?

As long as the vehicle's GPS unit is working properly, the bus icon appears on the map 15 minutes before your student's route is scheduled to begin and disappears 5 minutes after the bus arrives at the destination.

### How do I track the bus?

Once you enter your student's stop into your Profile, it will automatically appear on the FirstView® map. Below is a quick explanation for each icon.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow).
	Provides the tracking status once your student's route begins.
	Confirms the bus arrived at your student's stop and displays the time it did so. All AM stop information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
	Shows the time your student's bus arrived at the school in the morning or departed school in the afternoon.
	Refresh icon in the upper left-hand corner of the map lets you know the app is working and updating.

### Can I follow more than one stop?

Yes! 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.

### Is it possible to send notifications to my childcare provider and my work email address?

Yes! Parent app users can go to "Settings" and add up to three email addresses as "notification recipients" to get push notifications forwarded to their email.

### I need to change my student's bus stop or home address. Can I do that within the app?

No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

### How do I contact customer support?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday:

- Call toll-free 888-889-8920 from 7:00 am ET to 5:00 pm ET;
- Email Support at support@firstviewapp.com; or
- Use the in-app envelope icon to provide feedback