First Student

Technical & Service Resources
for First Student Maintenance Personnel

March 2025 | Version 7

FIRST student

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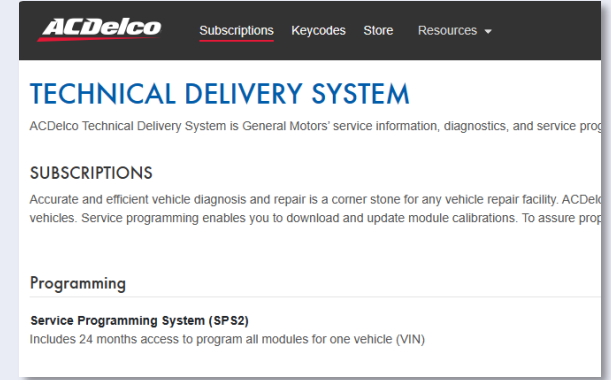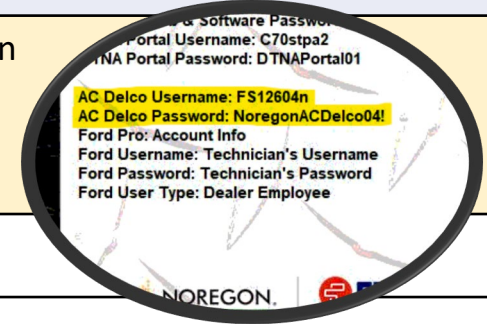
- Updated Zonar Website Link 07/28/2024
- EAM and FSTC update contacts. 08/23/2024
- Email addresses updated to @firststudentinc.com. 08/23/2024
- GM Fleet Tools – Updated Email for GM Account Executive.
- Updated TBB Login Request Form – 10/5/2024
- Updated Cummins QSOL & Service Training Login QRG – 03/20/2025
- Updated the EAM & Workday Learn Slide – 03/20/2025
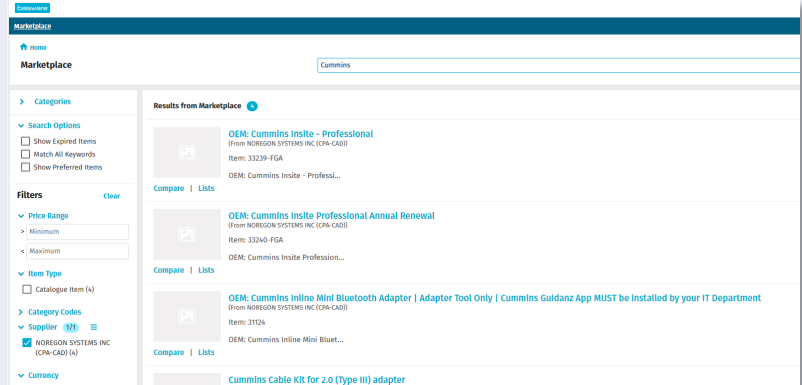
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First Student Technical Resources

AC Delco TDS

Description	AC Delco Technical Delivery System (TDS) is General Motors' service information, diagnostics, and service programming portal to the automotive aftermarket.
Registration Information	AC Delco TDS is primarily used to Purchase the GM Software Subscriptions, Purchase Service Programming Subscriptions per VIN (SPS2) and Access your GM GDS2 Subscription through Tech Line Connect (TLC). It is also used to renew the Tech2Win 30-day lease subscription if Tech2Win was purchased with your subscription. Accounts (registrations) are set up locally. Username and Password must meet GM requirements.
Special Notes	It's **strongly recommended** to create Usernames and Passwords for your TDS Sign In which are easily remembered by your Technicians. When creating a new Sign In or changing the Password, advise Noregon and they can update the Sign In information on your laptop's background screen.
Website URL / Link	https://www.acdelcotds.com/subscriptions
Lean Training Credit	NO – Non-training related.
Support	For more information about AC Delco Service, call the toll-free number at 1-888-212-8959. Initial set up support, steve.patterson@firststudentinc.com, cory.zeisloft@firststudentinc.com or the TAC Desk through EAM.

	Basware (Purchasing)
Description	Basware is First Student's purchasing Website for products outside of EAM Hexagon, which basically means non-bus or vehicle parts. Basware is currently used to Purchase Diagnostics Software and Hardware for Maintenance locations.
Registration Information	RMMs, AGMs or LMs must request a Basware login for Service Managers and TICs to purchase Diagnostic Software. This process is completed using the First Student IT Service Catalog by choosing the appropriate check boxes.
Special Notes	A training video/course is available on FGTC covering the process using Basware to order Diagnostic Software and Hardware.
Website URL / Link	Basware Purchase-to-Pay
Lean Training Credit	NO – Non-training related.
Support	Primary - First Student IT Service Desk. Assistance for ordering software/hardware from Noregon: cory.zeisloft@firststudentinc.com or steve.patterson@firststudentinc.com

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Bendix Commercial Vehicle Systems

Description	The Bendix Commercial Vehicle Systems website provides access to Bendix Technical and Service Information using easy search functions. Systems include Air Disc & Drum Brake, Steering and many more topics.
Registration Information	Currently registration is not required but is optional. In most cases Technicians can access the site using the URL listed below and then click the Service and Support option then click *B2Bendix Quick Links > Sales and Technical Documentation*. Use the search boxes to find documents and videos. There are numerous ways to search for Technical Information on this website.
Special Notes	Generally, Bendix Brake systems are found on newer IC Type B, C and D Buses.
Website URL / Link	https://www.bendix.com/en/
Lean Training Credit	NO – Non-training related. Information regarding the *The Bendix Online Brake School* can be found on the Technical Training Resource Guide.
Support	Site access issues - steve.patterson@firststudentinc.com

Blue Bird Vantage

Description	Blue Bird Vantage provides access to wiring schematics, service information, and dash fault codes. This site is used to access the Blue Bird Battery Electric EV Online Training courses.
Registration Information	No registration needed.
Special Notes	Online Electric Bus Training Access is available. See the Technical Training Resource Guide for Electric Bus Information.
Website URL / Link	https://vantage.blue-bird.com/Portal/Technical-Reference.aspx
Lean Training Credit	No, non-training. See the Blue Bird Academy Information on the Technical Training Resource Document for Technical Training.
Support	Steve Patterson of access issues | steve.patterson@firststudentinc.com

	BraunAbility Manual Index
Description	BraunAbility site provides access to Service Manuals for BraunAbility Wheelchair Lifts.
Registration Information	No registration needed
Special Notes	None
Website URL / Link	https://www.braunability.com/us/en/commercial/support/product-manuals.html
Lean Training Credit	No
Support	Steve Patterson | steve.patterson@firststudentinc.com
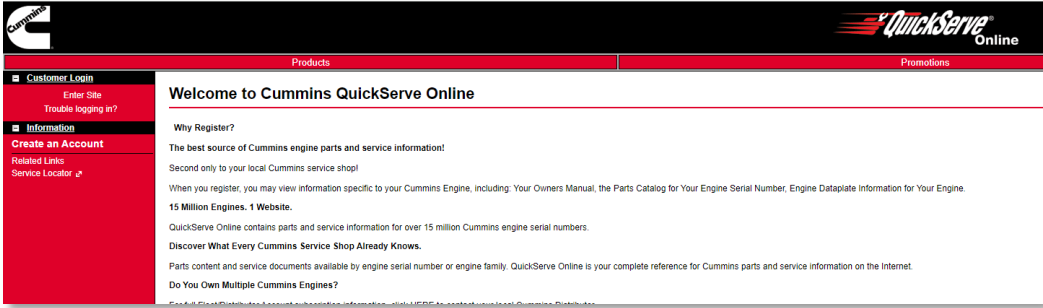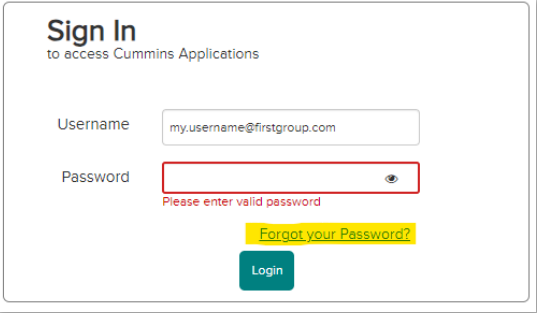
	Cummins Quick Serve Online
Description	Cummins Engine Service and Maintenance Information Page (QSOL).
Registration Information	Cummins Service Training login setup, is covered in a QRG on First Connect. • LINK to QRG in First Connect *(Login required to access First Connect).*
Special Notes	• New Usernames for First Student maintenance employees are created internally. • Email steve.patterson@firststudentinc.com for the **Form** to add new employee(s). • For existing employees who have forgotten their **Username**, Email steve.patterson@firststudentinc.com. • For existing employees who have forgotten their **Password**, it can be reset by clicking the ***Forgot your Password?*** link on the QSOL Website. • Additional information can be found on FGTC under *TAC Technical Tips* catalog.
Website URL / Link	https://quickserve.cummins.com/ Cummins Support: https://www.cummins.com/customer-assistance (1-800-286-6467)
Lean Training Credit	No, non-training. Refer to the ***Technical Training Resource Guide*** for Cummins Service Training access.
Support	Steve Patterson | steve.patterson@firststudentinc.com	***Back to Table of Contents***

DTNA Portal (Daimler/Freightliner)

Description	DTNA Portal provides access to Freightliner & Thomas Bus Service Information, Wiring Schematics, and Maintenance Manuals. Common Sites accessed are EZ-Wiring and ServiceLink among others.
Registration Information	No registration needed.
Special Notes	Current login Information can be found on the Shop Diagnostic laptop background screen. • Ensure you are using the current password. • Inform Shop Manager/TIC if password does not work, **DO NOT** attempt to reset. • **DO NOT** call Freightliner and request a password reset.
Website URL / Link	https://dtnacontent-dtna.prd.freightliner.com/content/public/dtnaportalpublic.html
Lean Training Credit	No, non-training.
Support	Steve Patterson	steve.patterson@firststudentinc.com
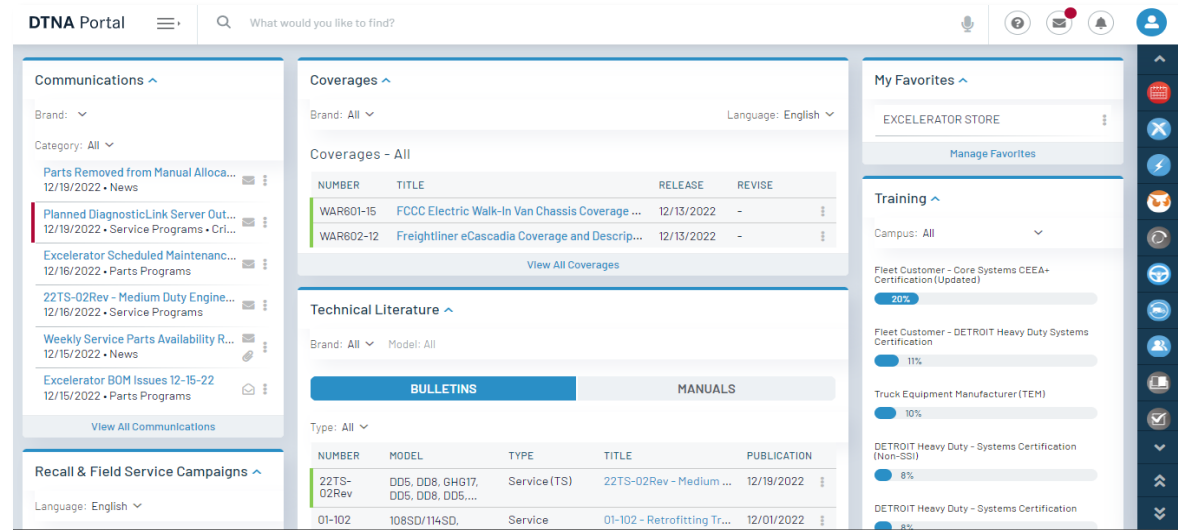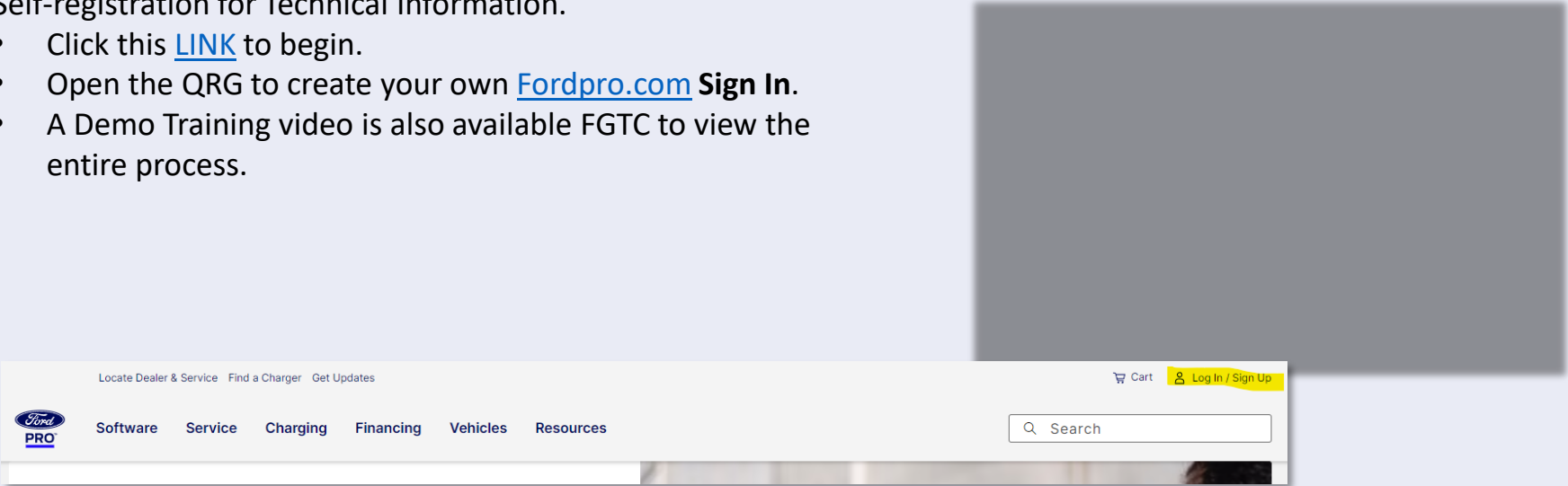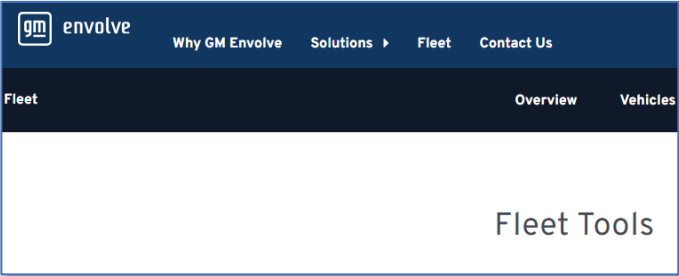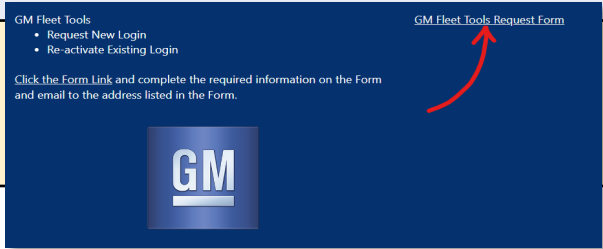
EAM & Workday Learn

Description	**EAM Hexagon** and **Workday Learn** access for Service Managers and TICs is initially started by the RMM (Regional Maintenance Manager) or AMM (Area Maintenance Manager). Information is emailed to MaintenanceTrainingDesk@firstgroup.com
Registration Information	**New Technician** access requests for EAM Hexagon and Workday Learn can be submitted to MaintenanceTrainingDesk@firstgroup.com by Maintenance Managers and TICs. Usernames, Passwords and Access permissions to both sites are administered by Multiple Admins. All Admins receive the requests through the MaintenanceTrainingDesk@firstgroup.com email address.
Special Notes	**DO NOT** contact the First Group IT Service Desk for issues with EAM, FGTC or Tablet login issues.
Website URL / Link	Fleet Links - First Student, Inc. (firststudentinc.com)
Lean Training Credit	NO – Non-training related.
Support	Primary: MaintenanceTrainingDesk@firstgroup.com

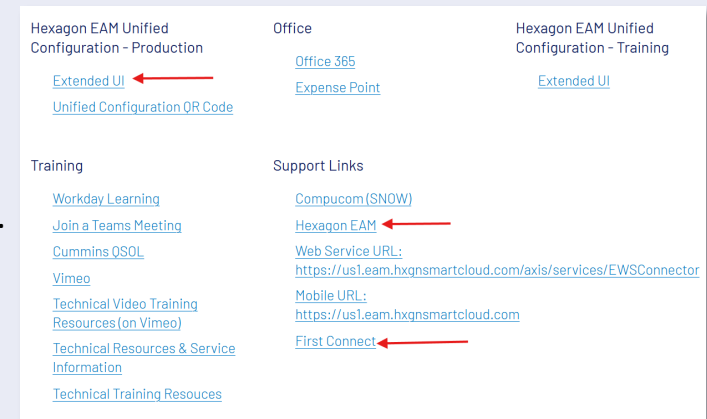|	**Ford Pro - Service Portal**
Description	Access to the Ford/Lincoln/Mercury Service, Maintenance and Technical Information. Access to Pin-point Tests, Schematics, OASIS, and MUCH MORE!
Registration Information	Self-registration for Technical Information. • Click this LINK to begin. • Open the QRG to create your own Fordpro.com **Sign In**. • A Demo Training video is also available FGTC to view the entire process. Locate Dealer & Service Find a Charger Get Updates 🛒 Cart 👤 Log In / Sign Up Ford PRO Software Service Charging Financing Vehicles Resources 🔍 Search
Special Notes	• Follow the QRG information to create your own **Ford Pro Sign In**.
Website URL / Link	Fordpro.com
Lean Training Credit	NO – Non-training related. The Ford STARS Training Site requires a Ford Pro User ID. See the Technical Training Resource Guide for more information on Ford STARS Training access.
Support	Steve Patterson | steve.patterson@firststudentinc.com Cory Zeisloft | cory.zeisloft@firststudentinc.com	*Back to Table of Contents*

	GM Fleet Tools (GM Envolve)
Description	GM Fleet Tools is GM Dealership level Service Information, Wiring Schematics, Maintenance Manuals, Troubleshooting, etc., for First Student Maintenance Technicians.
Registration Information	Follow this LINK to the *Employee Portal>Maintenance> Training Page* to access the **GM Fleet Tools Request Form**. • Download and Save the PDF Form on your Computer. • Complete the First and Last Name fields, Phone #, Email address and Supervisor information. • Save the Form to your Computer. • Email the Saved Form to the email address shown on Page 2 (Lackey, Bernard - bernard.lackey@gm.com) **NOTE: Do NOT Scan or Hand-write your information.**
Special Notes	GM Fleet tools • Request New Login • Re-activate Existing Login
Website URL / Link	https://www.gmenvolve.com/fleet/tools/fleet-tools
Lean Training Credit	No, non-training. The **GM Center of Learning** training access is covered in the Technical Training Resources document.
Support	Steve Patterson | steve.patterson@firststudentinc.com

Hexagon Agility FleetCare (CNG & LPG)

Description	Hexagon Agility FleetCare Website provides access to Documentation for CNG and LPG Engines, and Fuel Systems. The site offers links to Technical Support and Paid Training Courses, both Online and in person. The 4 most used sections will be Parts, Tech Support Documentation and Training. For example, use the Documentation link to view information on the Propane Autogas (LPG) Engines.
Registration Information	In most cases a Login is not required, but a login can be created when using the different menu options along the Main Header and is highly recommended.
Special Notes	A 3-level (paid) training program is available under the Training Menu. Consult your RMM before signing up.
Website URL / Link	https://hexagonagility.com/fleetcare
Lean Training Credit	No, non-training. If *Virtual Training* or *ILT is completed*, please forward course and completion records to steve.patterson@firstgroup to earn Lean Training Credit.
Support	Steve Patterson	steve.patterson@firststudentinc.com
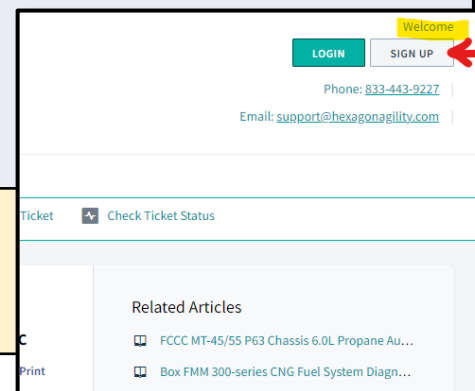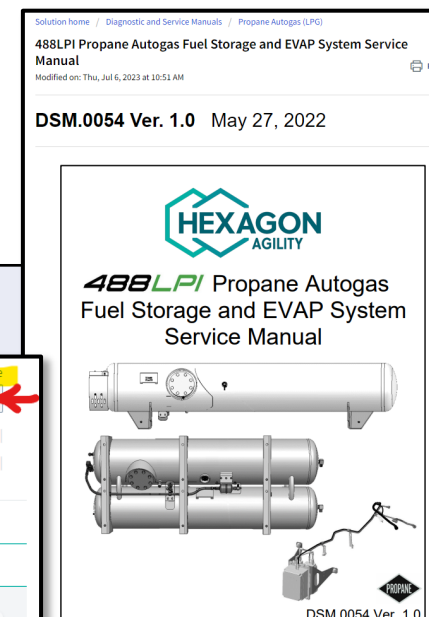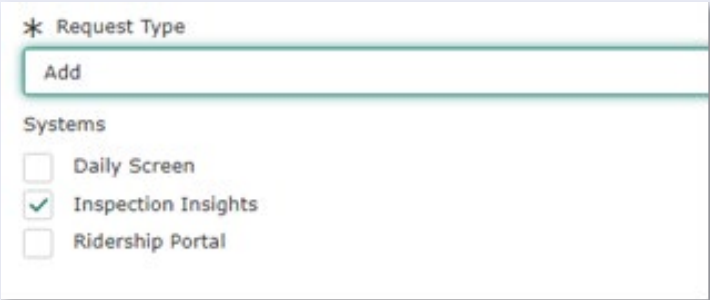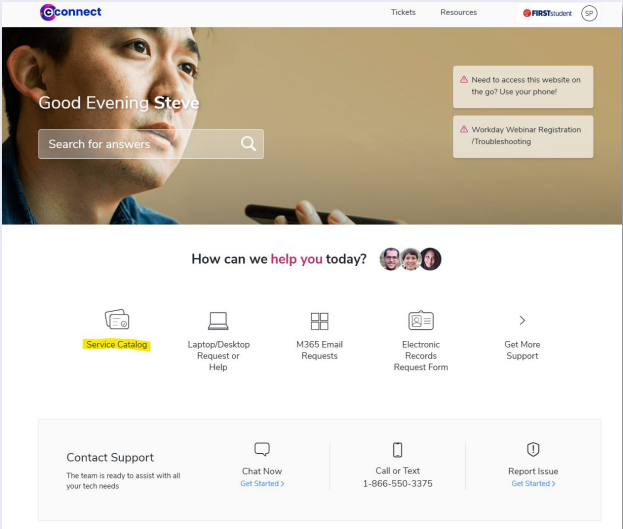
Inspection Insights (Driver Hub)

Description	Inspection Insights allow designated SM's, LM's and RMM's to Login and view driver Electronic Vehicle Inspection Reports (EVIR) in EAM. This process allows designated users to view the drivers EVIR.
Registration Information	RMM's, Service Manager's, TIC's or LM's must request access through the IT Service Catalog. • Technicians may not be granted access to this site. • Access is determined by the RMM, LM, or Service Manager. **Request Type** Add **Systems** ☐ Daily Screen ☑ Inspection Insights ☐ Ridership Portal
Special Notes	None
Website URL / Link	https://fsitportal.go2connect.com/
Lean Training Credit	NO – Non-training related.
Support	First Student IT Service Desk.

Meritor - Literature on Demand

Description	Meritor Technical Literature on Demand provides access to Meritor product Service Manuals for First Student Maintenance Personnel.
Registration Information	No registration needed.
Special Notes	None
Website URL / Link	https://www.meritor.com/literature-on-demand
Lean Training Credit	No, non-training. Information regarding access to the **Meritor Bullpen** Online Training site can be found in the *Technical Training Resource Document*.
Support	Steve Patterson	steve.patterson@firststudentinc.com
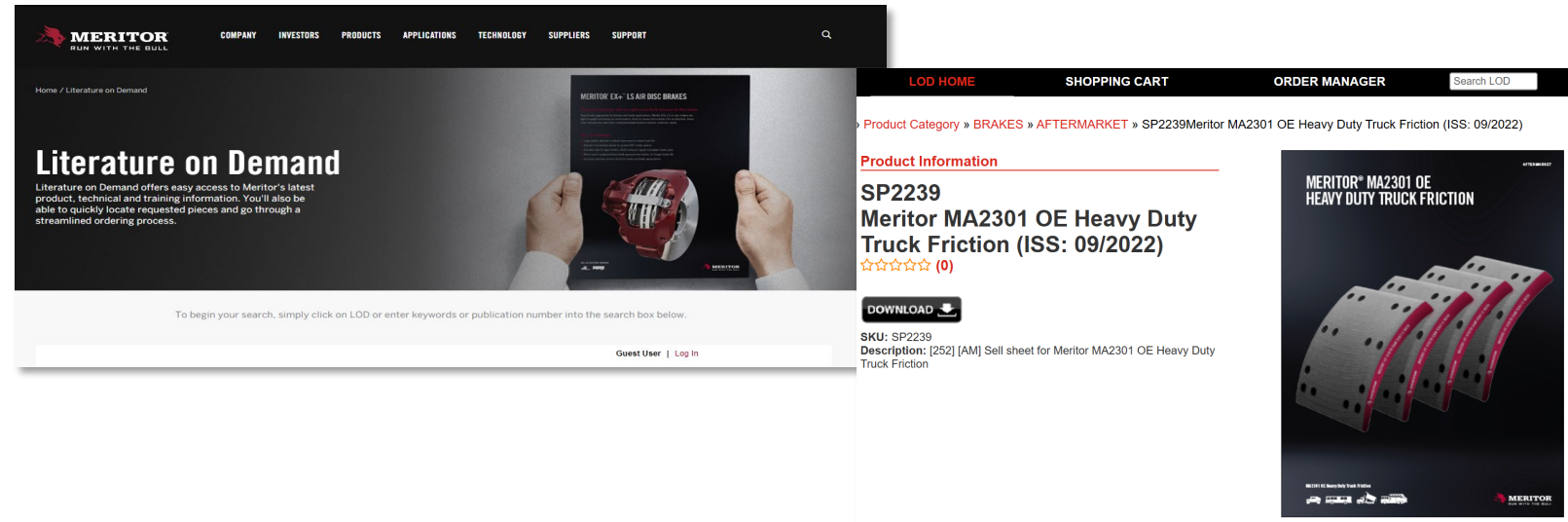
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	Navistar Fleet Service Portal
Description	Navistar (International) Fleet Service Portal provides Technical Information, Wiring Schematics, Maintenance Manuals and more, when the current Username and Password are entered Navistar Web & Software Username: cyy0108 Navistar Web & Software Password: FirstStudent4-2023 DTNA Portal Username: C70stpa2 DTNA Portal Password: DTNAConnect11
Registration Information	No registration needed
Special Notes	Login Information is found on leased Diagnostic Laptop background screens. • Fleet Portal username must include **@navistar.com** (cyy0108@navistar.com) • Ensure you are using the current password. • Inform Shop Manager/TIC if the password does not work. **DO NOT** attempt to reset. • If you are unable to Log In after a second login attempt, **STOP** and notify your Manager, TIC or Email Steve Patterson (steve.patterson@firstsstudentinc.com) for assistance.
Website URL / Link	https://evalue.internationaldelivers.com/service/service_info/Welcome.aspx
Lean Training Credit	No, non-training. For more information on the **Navistar Education Portal** available to First Student employees, refer to the *Technical Training Resource Document*.
Support	Steve Patterson	steve.patterson@firststudentinc.com *Back to Table of Contents*
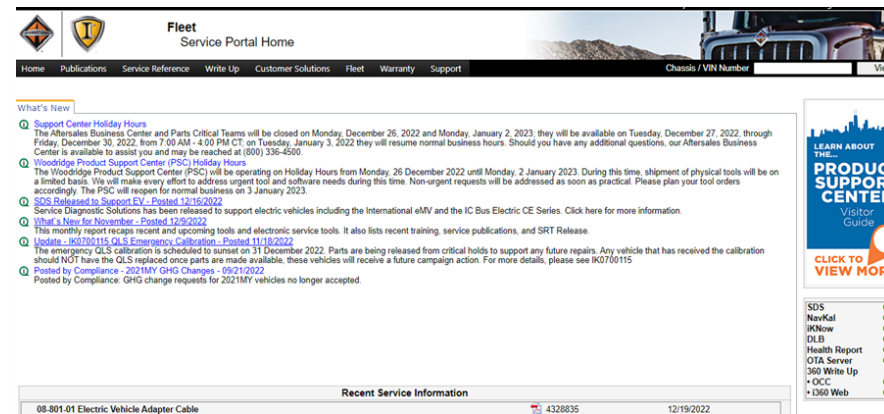
	Roush CleanTech Service and RTD
Description	The Roush CleanTech website provides access to Service Information, Roush Diagnostic Tool (software) download, training videos and more. Additional information regarding Online Training access can be found in the *Technical Training Resource Document*.
Registration Information	Except for Online Training Access, this is a self-registration website.
Special Notes	Roush Diagnostic Tool (RTD) is used for the Roush side of the PCM. • RTD is a free download but does require a User Email be provided along with a separate registration. • There are currently two versions of RTD. Be certain to read the difference in Model Year and download the correct version(s). • Users can download the Program onto diagnostic laptops, but the installation requires Admin Rights. For installation needs, contact steve.patterson@firstsstudentinc.com, Noregon Support or create a TAC Desk Ticket within EAM/Digital Works. Ford IDS is required for the Ford side of the PCM, Transmission and some Body Control functions. • Ford IDS and the Ford VCM3 can be ordered through Basware and fulfilled by Noregon.
Website URL / Link	ROUSH CleanTech Service (site.com)
Lean Training Credit	No, non-training. For more information on the **Roush CleanTech Online Training** available to First Student employees, refer to the *Technical Training Resource Document*.
Support	Roush Support Page Steve Patterson | steve.patterson@firststudentinc.com

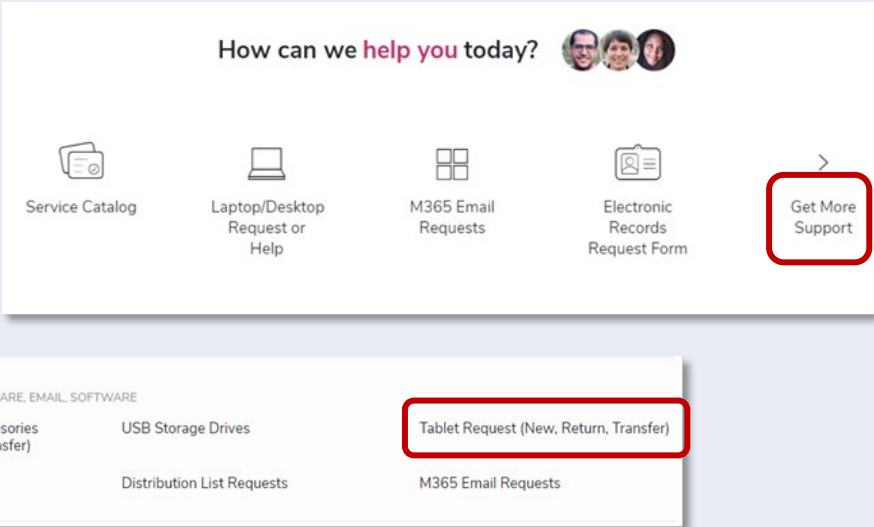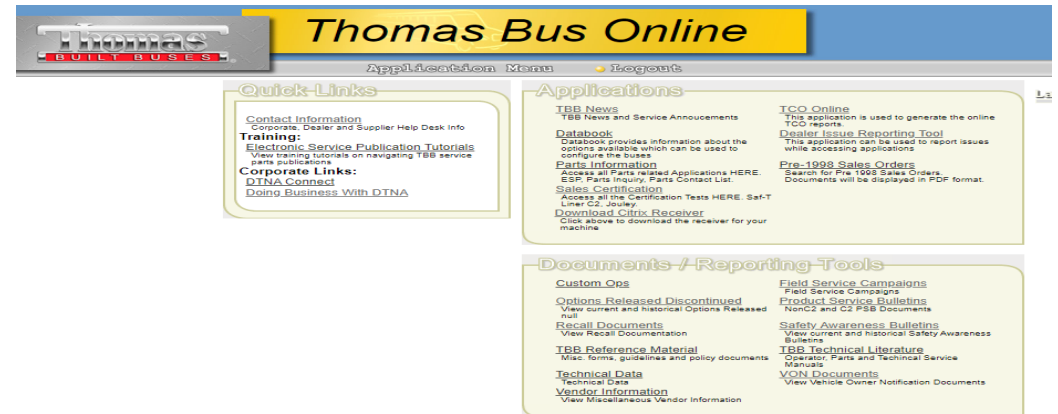|	
	Technical Assistant Center Desk (TAC Desk)
Description	The First Student Technical Assistance Center Desk or TAC Desk is designed to assist First Student Technicians when they need assistance diagnosing or repairing our vehicles. The TAC Desk is manned by Certified ASE Master Technicians with years of Diagnostic Experience. The TAC Desk also provides support with locating OEM Service and Repair information that a Technician may not be able to find. The TAC Desk also "see's" the same or similar requests for assistance over and over on all bus models First Student operates and can often pin-point an issue within minutes saving hours of diagnostic time and unneeded part replacements. The TAC Desk Supervisors can also use remote software to access your Diagnostic Laptops or Tablets. Using special software, TAC Desk Supervisors can also use your Tablet's Camera to "see" what you see or guide you to a specific component, harness or connector when needed.
Registration Information	TAC Desk Tickets are created with Hexagon EAM. Use this LINK to access a QRG on the ***Employee Portal Training Page*** covering the process to create a TAC Ticket using a PC or Tablet.
Special Notes	See the QRG for creating a TAC Ticket properly.
Website URL / Link	Engineering - North America - TAC Request QRC3.pdf - All Documents (sharepoint.com)
Lean Training Credit	NO – Non-training related.
Support	frank.naelitz@firstgroup.com or douglas.gregory@firstgroup.com *Back to Table of Contents*

Tablet Request - New, Return and Transfer

Description	New or Replacement Tablets can be ordered by designated SM's, LM's and RMM's through the IT Service Catalog.
Registration Information	RMM's, Service Manager's, TIC's or LM's must follow this process using the Service Catalog, by clicking on **The Get More Support** option, and clicking on the **Tablet Request** option. Complete required on-screen information.
Special Notes	None
Website URL / Link	https://fsitportal.go2connect.com/
Lean Training Credit	NO – Non-training related.
Support	First Student IT Service Desk.

Thomas Built Bus Web Portal

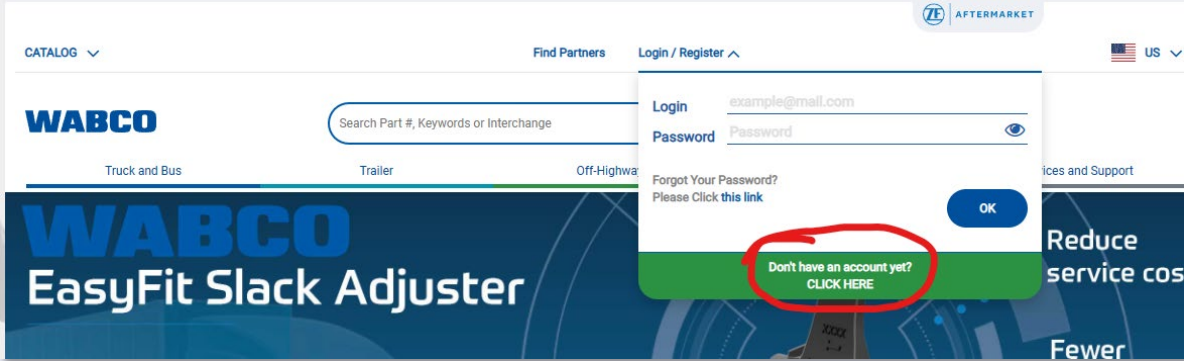|	
Description	Access to Thomas Built Bus Service Manuals, Maintenance information, Build information and Body Schematics.
Registration Information	Fill out and email TBB Access Request Form on the Employee Portal and Email to address listed on the Form.
Special Notes	Different **Forms** are available for US and Canada. Ensure to follow instructions on the **Form** and include Location # in the Email body TBB Web-portal Access Request Form
Website URL / Link	https://www.thomasbusonline.com/?returnpage=/mytbb/default.aspx
Lean Training Credit	No, non-training.
Support	Steve Patterson | steve.patterson@firststudentinc.com

![FIRST student logo]	**WABCO Vehicle Systems**
Description	The website provides access to Wabco ZF Aftermarket Service and Technical Information using easy search functions. Systems include Air Disc & Drum Brake, Steering and many more topics. The site also offers access to the Wabco ZF Online Pro Academy Online Training Library.
Registration Information	Self-registration is required to access both Service and Technical information along with the Online Training Library.
Special Notes	New Corporate Address is: **191 Rosa Parks Street	Cincinnati, OH 45202.** A detailed Login Instruction Guide is available on the *Employee Portal>First Student>Maintenance>Training Page*.
Website URL / Link	https://www.wabco-customercentre.com/catalog/en_US
Lean Training Credit	NO – Non-training related. Information regarding the Wabco ZF Pro Academy Online Training Site can be found on the Technical Training Resource Guide.
Support	Site access - steve.patterson@firststudentinc.com for login info.	*Back to Table of Contents*

Webasto

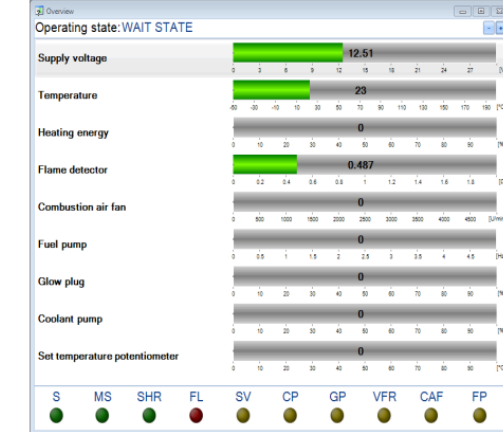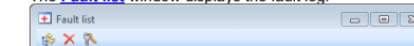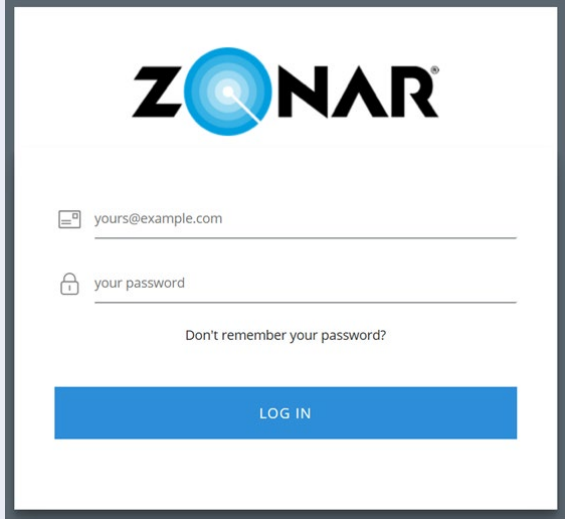|	
Description	Webasto Technical website for Service and Parts manuals, and Software Downloads for newer electronic fuel fired auxiliary heaters.
Registration Information	Self registration *is recommended* as you gain much more access to Service and Diagnostic information.
Special Notes	Complete the registration process by clicking **Login** then clicking ***Don't Have An Account?*** link. Complete all the required information to receive your Username.
Website URL / Link	https://www.techwebasto.com/documentation.html
Lean Training Credit	No, non-training.
Support	Steve Patterson | steve.patterson@firststudentinc.com
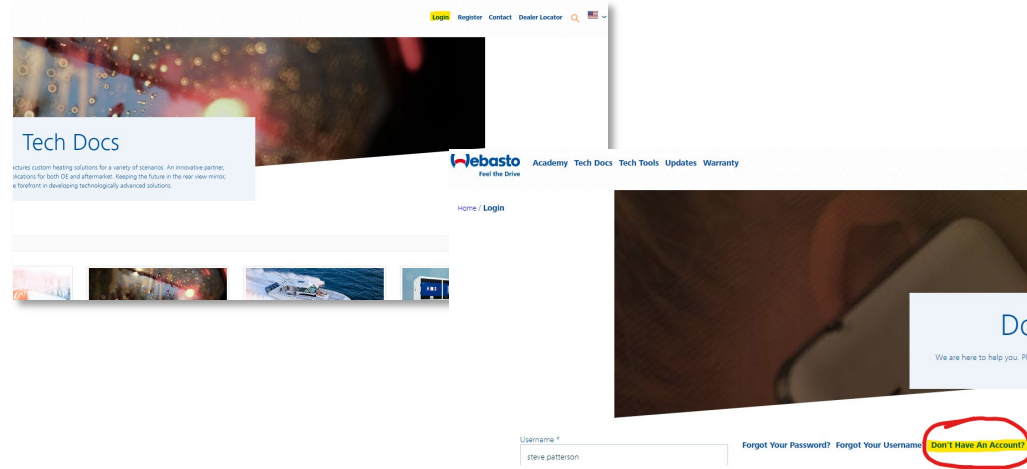
	ZONAR – Ground Traffic Control
Description	Zonar Ground Traffic Control is a web-based application that provides a real-time picture of all fleet operations. It allows users to monitor vehicles, create customized reports and alerts, measure driver performance and ensure compliance. Also allows maintenance personnel, Mangers and TICs to view J1939 and J2534 data in near real time.
Registration Information	RMM, Service Manager, TIC or LM must request a Login from ZONAR. An active First Student Email account is Required. Technicians may not be granted access to this site. Access is determined by the RMM, LM, or Service Manager.
Special Notes	• Email customercare@zonarsystems.com to request a Login.
Website URL / Link	Zonar Website
Lean Training Credit	NO – Non-training related.
Support	Contact your LM or RMM for access Questions. *Back to Table of Contents*