



Frequently Asked Questions

Introducing DistrictView, the industry's most comprehensive and secure bus tracking and parent communication platform. Easy to use and customizable, DistrictView helps districts better manage the moving pieces during the hectic before - and after-school rush. Districts can streamline daily decision making and efficiently alert parents about school delays or issues, while parents can receive their student's bus status and district messages at their fingertips.

How do I become a DistrictView User?

You must be invited to use DistrictView by an owner. Key district decision makers are all given owner access and can invite you to use DistrictView.

How do I access DistrictView?

DistrictView is a web-based tool. Once you've been invited to use DistrictView and confirmed your account, you can access it at admin.firstviewapp.com. Please note, DistrictView is not optimized for mobile or tablet use.

How do I setup FirstView® DistrictView Users?

Only DistrictView Owners can invite new users. If you're an owner, once logged in to DistrictView, go to the drop-down button next to your name and select Manage Users. Click Invite User and enter the user's information. Select the District or School access, depending on the level of access you want to provide, and Owner if you want the user to be able to add and remove users.

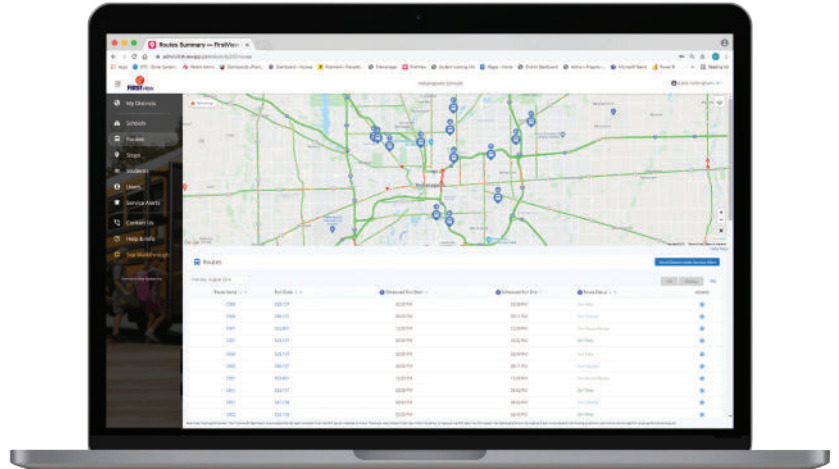


How do I view ParentView users in my district?

- Under the 'Students' tab you can see how many registered ParentView users are associated with a student.
- Under the 'Users' tab you can see total number of registered ParentView users associated with your district, located in the bottom right hand corner.

Can I search for particular students, users or routes?

Yes. All tabs include filter and sort functionality.



What do I do if a parent needs help with finding the code(s) needed to access ParentView?

It is the district's responsibility to provide parents the codes needed to access the ParentView. All codes required for accessing ParentView are available in DistrictView. Support does not provide codes to parents due to student data privacy.

I've noticed improper activity by a ParentView user. What can I do?

DistrictView users can suspend a ParentView user account by going to Users and selecting the account. They can also blacklist a student's profile in the Students tab, which removes all users from accessing that profile.

How do I send a Service Alert to ParentView users?

All DistrictView users can send service alerts. District level users can send district-wide and route level service alerts. School level users can send school-wide and run level service alerts (if applicable).

How do I get help?

For detailed information on using the DistrictView, visit our Help & Info section. You can also contact our dedicated DistrictView support team Monday - Friday 7:00 am - 5:00 pm ET by clicking on Contact Us.