**FirstView ParentView by First Student: Getting Started**

1. **Download the FirstView ParentView App**

Go to [web.firstviewapp.com](http://web.firstviewapp.com/) or find FirstView in the [App Store](https://itunes.apple.com/us/app/firstview/id1188696043?ls=1&mt=8) or [Google Play](https://play.google.com/store?hl=en). Follow the instructions to download the app to your smartphone and create an account.

1. **Set Up Your Profile**

Open the ParentView app from your home screen and begin the registration process. You’ll be asked to:

1. Select State/Province:
2. Select District:
3. Student ID or District Code:
4. Route Name:

You’ll then be prompted to **REGISTER\***.

*\*Registration information pertaining to your student’s route is provided by your school district. FirstView Customer Support cannot provide this information to you.*

1. **Follow a Route**

Once you have confirmed your account, login and select **Profile** to **“Add A Student”** with the information you received from your school district. Next, you will select AM/MID/PM Route, search for your route name and select your school (if applicable).

1. **Setup Distance Alerts**

To setup alerts for tracking the bus, you will be prompted to “**Configure Notification”**. Select the location you want to track the bus to, choose a geofence size around your location, and set your time range. When the bus enters your geofence within the time range selected, you will get a notification that the bus is near. Students should still be at their assigned bus stop 10 minutes prior to the scheduled arrival time.

1. **Receive Notifications**

Go to **Settings** and select **“Notification Recipients”** to add email notifications for up to 3 recipients, including yourself. From this screen, you can also edit your **Profile** or follow another route. Alerts and notifications from your district or the bus depot 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 will be prompted upon downloading the app or you can confirm/update your settings within your phone’s app settings.*

1. **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](mailto:support@firstviewapp.com)
* Use the in-app **“**✉**”** button (right corner) to provide feedback