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

1. **Download the FirstView® ParentView App**

Go to [firstviewapp.com](http://www.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.

*\*You can also access the ParentView in your browser at* *web.firstviewapp.com*

1. **Set Up Your Profile**

Open the FirstView**®** app from your home screen and begin the registration process. You’ll need to know your:

1. Select State/Province: *Example: Ohio*
2. Select District: *Example: Cincinnati*
3. Student ID or School Code: *Example: 123456*

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

1. **Follow a Stop**

Once you have confirmed your account, login and select **Profile** to **“Add A Student”** with the information you received from your school district. 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 student’s stops.

1. **Set 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 student’s stop. Alerts and notifications from your district or the bus depot will appear under **Notifications** in the menu.

1. **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 AM and PM dispatch. These alerts will be displayed 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
* Use the in-app **“**✉**”** button (right corner) to provide feedback