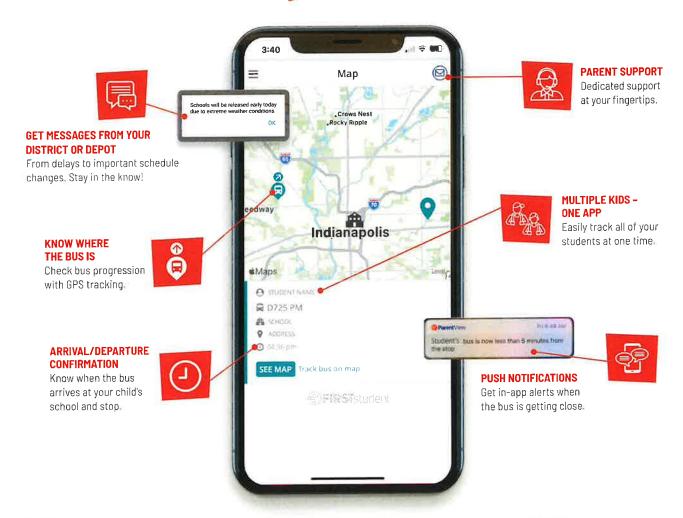
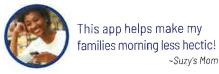
ParentView

Introducing a new way to track your child's bus





















FirstView ParentView by First Student: Getting Started

1. Download the FirstView® ParentView App

Go to <u>firstviewapp.com</u> or find FirstView® in the <u>App Store</u> or <u>Google Play</u>. <u>Follow the instructions to download the app</u> to your smartphone.

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

2. Set Up Your Profile

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

- a) Select State/Province: Example: Ohio
- b) Select District: Example: Cincinnati
- c) 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.

3. 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.

4. 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.

5. 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.

6. Ask for Help or Give Suggestions

FirstView® provides a dedicated customer support team Monday through Friday to assist you:

- o Call toll-free 888-889-8920 from 7:00 a.m. ET to 5:00 p.m. ET
- Email Customer Support at <u>support@firstviewapp.com</u>
- o Use the in-app "⋈" button (right corner) to provide feedback

