



## FIRSTVIEW® PARENT APP FREQUENTLY ASKED QUESTIONS

FirstView® by First Student is the industry's most comprehensive and secure bus tracking and parent communication app. FirstView® helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, FirstView® is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is a chosen distance or number of minutes away, secure password protection and built-in customer support.

### WHERE CAN I FIND THE FIRSTVIEW® PARENT APP?

To download, go to [firstviewapp.com](http://firstviewapp.com). You also can find FirstView® in the App Store or Google Play.

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### I DON'T HAVE A SMARTPHONE. CAN I STILL USE FIRSTVIEW®?

Yes! A desktop version of FirstView® is available at [firstviewapp.com](http://firstviewapp.com).


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### HOW DO I SET IT UP?

FirstView® is quick and easy to set up – just follow the prompts! You can find step-by-step instructions at [firstviewapp.com](http://firstviewapp.com).

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### WHAT IF I DON'T KNOW MY STUDENT'S ID NUMBER?

Your student's stop within FirstView® is based on the student ID number provided to us by your school district. For security reasons, we cannot share student ID numbers with anyone – not even parents. If you don't know your student's ID, please contact your school  office.

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### HOW OFTEN DOES THE BUS MOVE ON THE MAP?

The bus moves about every 15-30 seconds. You can see that the app is working by the refresh timer in the upper right corner of the screen.



## HOW DO I FOLLOW MY STUDENT'S STOP?

Once you enter your student's stop into your Profile, it will automatically appear on the FirstView® map. Below is a quick explanation for each icon.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow). Icon begins to appear on the map 15 minutes before your scheduled route and disappears 5 minutes after the bus arrives at its designated school.
	Provides an estimated time of arrival (ETA) of the bus to your student's stop once the route starts.
	Confirms the bus arrived at your student's stop and displays the time it did so. All AM stop information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
	Shows the time your student's bus arrived at the school in the morning or departed school in the afternoon.

## CAN I FOLLOW MORE THAN ONE STOP?

Yes! Buses for all your students can be tracked with FirstView®. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

## IS IT POSSIBLE TO SEND NOTIFICATIONS TO MY CHILDCARE PROVIDER AND MY WORK EMAIL ADDRESS?

Yes! Parents can allow up to three additional users to receive email notifications for the same time and distance alerts that the parents set on their own account.

## I NEED TO CHANGE MY STUDENT'S BUS STOP OR HOME ADDRESS. CAN I DO THAT WITHIN THE APP?

No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

## HOW DO I CONTACT CUSTOMER SUPPORT?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday:

- 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); or
- Use the in-app "I" button to provide feedback.

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