



FirstView® by First Student: Getting Started

1. Download the FirstView® Parent App

Go to firstviewapp.com or find FirstView® in the [App Store](#) or [Google Play](#). Follow the instructions to download the app to your smartphone and create an account.

**You can also access the Parent App 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 be asked to:

- Select State/Province
- Select District
- Student ID (six-digit number students use to sign in to Chromebooks)
- Bus Route Number (find on MSD website)

You'll then be prompted to **REGISTER***.

**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 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).

4. 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 communicated by the school district.


5. 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.*

6. 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

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Caring for students today, tomorrow, together.™