



FirstView® by First Student: Getting Started

PLEASE NOTE THAT FIRST STUDENT ONLY UPDATES ITS DATABASE EVERY FRIDAY EVENING

1. Download the FirstView® Parent App

Go to firstviewapp.com or find FirstView® in the App Store or Google Play and follow the instructions to download the app to your smartphone.

**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 homescreen and begin the registration process. You'll be asked to:

- a) Select State/Province
- b) Select District

You'll then be prompted to REGISTER*.

3. Follow a Stop

Once you have confirmed your account, login and select Profile to "Add A Student". To add a student you will need your child's **FirstView® Student Code and FirstView® School Code**. Your child's individual, unique **FirstView® Student Code and the FirstView® School Code** have been added to the **PMSD ParentPortal**. Please log into your ParentPortal Account and select Bus Information from the left hand menu. The FirstView® Student Code and School Code are the last items listed under Bus Information (see below).

Bus Information

Name (last,first MI)
Address
Morning Bus
Morning Bus Time
Morning Bus Stop
Afternoon Bus
Afternoon Bus Time
Afternoon Bus Stop
First View Student Code
First View School Code



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 students.

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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. (Delays & Cancellations are automatically included in these push notifications)*

***Ask for Help or Give Suggestions Through FirstView®’s Dedicated Customer Support**

We are here to help you. Whether you are having trouble getting started with FirstView®, not seeing correct data or have an idea to make FirstView® better, we want to hear from you!

Contact FirstView® Monday – Friday (Support provided in English only):

Calling the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST

Emailing Customer Support at support@firstviewapp.com

Using the in-app “□” button to provide feedback

For more information and to download the app, please go to www.firstviewapp.com.