# 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.

   *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:
   a) Select State/Province
   b) Select District
   c) Student ID or District Code: **2P2E is the code for FRSD.**
   d) Route Name: If you do not know this information, in FRSD Routes are identified by numbers, it can be found at: **https://www.fernridge.k12.or.us/transportation-services/**

   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.®