FirstView® by First Student: Getting Started
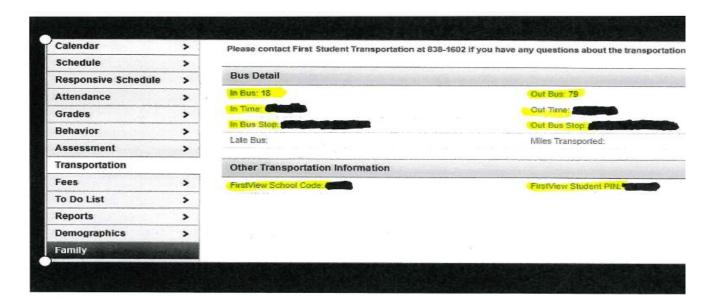
Download the FirstView® Parent App

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

Important

Before starting the setup process please go to your Childs/Childrens Infinite Campus account. When Infinite Campus opens up click on the transportation tab found on the left side of the screen. From this screen you will need to gather the following information.

- Student ID Number
- FirstView School Code
- FirstView Student Security Code
- Your Student's AM and PM Bus number
- Your Student's AM and PM Bus times and stop locations.

You must gather this information for each student you have in the district. Dual Custody Bus Stops will not show in infinite campus, so if you don't know your stop please call 814-838-1602 and it will be given to you.

1. 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**. You can find step-by-step instructions which will ask for your.
   First Name, Last Name, Mobile Phone Number, Email, Choose Password and Confirm Password.
   Read then click to accept the Privacy Notice

2. Enter Your Email and Password and Click Login.

3. You will receive a message in the upper right corner of the screen stating: Account created. Please check your email for a link to confirm your account. Once you confirm the email go to the top right corner again and hit (ok).

4. Proceed to log in. When a screen pops up press skip.

5. Choose Profile which can be found within the drop down in the left corner of your screen. Once you click on Profile go down and click on add student.

6. Use the drop down arrows to choose the state and school district. Once you enter these it will ask for your school code. Once completed hit done.

7. You now will be asked to enter your child's Student ID and Student Pin. Please complete and hit done.

8. Click on (Add Pick Up Stop). When the list opens up search for your Childs bus stop. Find your child's stop from the list and click on it. **(Important: If your child's stop does not show up when you are searching by its name, then try searching for it by changing the first and second street. Example- If the address to your stop is North St. And South St try typing South St and North St.)**

9. Your stop address will pop up and then click on the AM stop and hit done.

10. Click on (Add Drop-Off Stop). When the list opens search for your Child's bus stop. Find your Childs stop from the list and click on it. **(Important: If your child's stop does not show up when you are searching by its name, then try searching for it by changing the first and second street. Example- If the address to your stop is North St. And South St try typing South St and North St.)**

11. Your stop address will pop up and then click on the PM stop and hit done.

12. Click on Configure Notifications.

13. Click on both Time Notifications and Distance Reminder and make your choice. These are what decide what notications you receive on your phone.

    (Please note: To receive push notifications, you must allow your mobile device to receive notifications from the FirstView® app. You can confirm/update your settings within your phone's app settings.)

14. Under the settings tab you add notification recipients (add additional emails which you want alerts to go to), edit profile or add another student.

15. 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; or
    - Use the in-app **"!"** button (right corner) to provide feedback.