



## FirstView<sup>®</sup> by First Student: Getting Started

### 1. Download the FirstView<sup>®</sup> Parent App for TRSD schools, HMS, & HCS only. (This App does not include Pinkerton at this time)

Go to [firstviewapp.com](http://firstviewapp.com) or find FirstView<sup>®</sup> in the [App Store](#) or [Google Play](#). Follow the instructions to download the app to your smartphone.

### 2. Set Up Your Profile

Open the FirstView<sup>®</sup> 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 at [firstviewapp.com](http://firstviewapp.com).

### 3. Follow a Stop

Once you select "**Done**," your morning and afternoon stops will automatically appear on your **Profile** under **Student Stops** and on your FirstView<sup>®</sup> map. You may track multiple students.

### 4. Set Notifications

Go to **Settings** and select "**Notification Settings**" to turn on notifications. From this screen, you also can add email recipients, edit your Profile or add another student. Alerts and notifications from your district will appear under Notifications in the menu.

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

### 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 A.M. and P.M. dispatch.

### 6. Ask for Help or Give Suggestions

FirstView<sup>®</sup> 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](mailto:support@firstviewapp.com); or
- Use the in-app "!" button (right corner) to provide feedback.

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