



BE A PART OF YOUR CHILD'S JOURNEY.  
TO SCHOOL. FROM SCHOOL. EVERY DAY.



## FREQUENTLY ASKED QUESTIONS

### WHAT IS FIRSTVIEW™ AND HOW DO I GET STARTED?

FirstView™ is your transportation engagement resource for school districts, parents and the community. In partnership with your district, First Student analyzes route data and school bus GPS information to determine, in real time, your student's stop arrival times and the bus's arrival to school.

First, download FirstView™ from the website [www.firstviewapp.com](http://www.firstviewapp.com), or from your app store.

We designed FirstView™ with parents, for parents and we welcome any feedback that can improve the app for your needs. There are two ways to contact us:




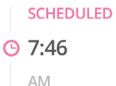
- Email us at: [support@firstviewapp.com](mailto:support@firstviewapp.com)
- Select the “!” button at the top-right of your FirstView™ screen

### HOW CAN I FOLLOW MY STUDENT'S STOP?

Following your student's stop is the most important part of FirstView™; it's how FirstView™ works for you. From the Profile screen, scroll down and select “Follow A Stop.” Choose the proper state and school district, then insert the ID of the student associated with that stop and select “Done.” The stop will appear on your Profile screen under “Student Stops” and on the map view.

### WHAT DO THE MAP ICONS MEAN?

Below is a quick explanation of the icons you will see in FirstView™. All icon colors are associated with one student. For example, if the child's stop shows up in orange on the map view bus stop list, then the bus stop pinpoint and the vehicle show up in orange on the map.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow). Icon begins to appear on map 15 minutes before your scheduled route and disappears 5 minutes after the bus's arrival at its designated school.
	Indicates the normally scheduled time of your student's pick up or drop off, before the start of the route.



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## FREQUENTLY ASKED QUESTIONS (CONT.)

	<p>Provides an estimated time of arrival (ETA) of the bus to your student's stop, once the route starts.</p>
	<p>When ETA reaches "0" minutes, the countdown time will change from "XX minutes" to "Due."</p>
	<p>Confirms the bus arrived at your student's stop, and displays the time it did so.  All AM stop information will drop off the map view list at noon each day. Similarly, all PM stops will drop off the map view list at midnight.</p>
	<p>When we do not capture a stop event in our system, but a later route stop is completed. The app "assumes" the earlier stop must have been visited.</p>
	<p>Shows the time your student's bus arrived at the school in the morning.</p>
	<p>Shows the time your student's bus left the school in the afternoon.</p>
	<p>Indicates GPS signal interruption and the inability to obtain a current vehicle location. Once GPS data becomes available again, the map and status will update automatically.</p>
	<p>Indicates that we do have a GPS signal, but cannot calculate an estimated time of arrival at this time. However, our direction to "See Map" allows you to track the vehicle's location.</p>

### HOW DO I EDIT/MANAGE STOP NOTIFICATIONS?

Once you add a student's stop (from the Profile menu), the morning and afternoon stops will automatically load, allowing you to select to receive either a time or distance alert.

With the online version of FirstView™, you can register to receive email alerts. To receive push notifications on your Android phone, iPhone or iPad, you must request them within the app. To receive push notifications, from your menu screen, select "Settings" then click on "Notification Settings." (Please note: To receive push notifications, you must allow your cell phone to send notifications from the FirstView™ app. You can confirm/update your settings within your phone's app settings.)

### I NEED TO CHANGE MY STUDENT'S STOP OR HOME ADDRESS. WHAT SHOULD I DO?

If you have changes or questions about your stop address or home address, please contact your school district office.

### I DON'T KNOW MY STUDENT'S ID NUMBER. WHAT SHOULD I DO?

Your student's stop within FirstView™ is determined by the student ID provided to us from the school district. If you don't know your child's student ID, we cannot provide it for you. You will have to contact your school district directly.