ParentView

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ParentView gives you direct access to the status of your child's bus. Whether deciding the best time to meet at the stop, or seeking detailed delay notifications, ParentView gives you the information you need to plan your day and stay connected.

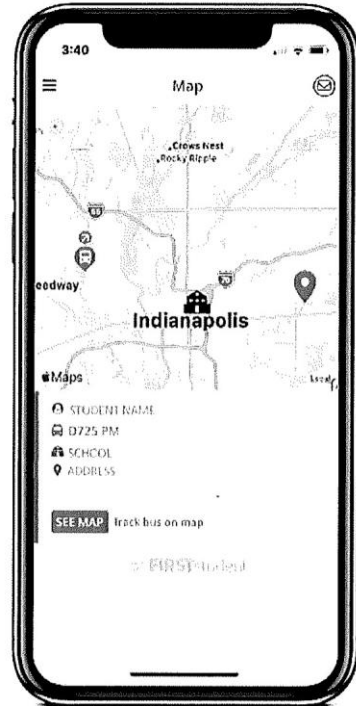**INSTANT DISTRICT NOTIFICATIONS**

KNOW WHERE THE BUS IS

VIEW TRACKING STATUS

PARENT SUPPORT

DISTANCE NOTIFICATIONS

**MULTIPLE KIDS – ONE APP**

How it works

ParentView tracks the bus on the map and allows you to set up a customizable geofence around your pick-up/drop-off location, so you can be alerted when the bus is close. Getting started with FirstView is simple. First download the app from Google Play or the App Store, register for an account, and enter the required code (SGMY). To start tracking:
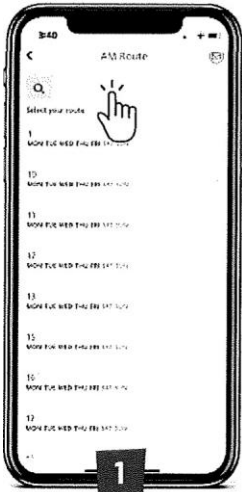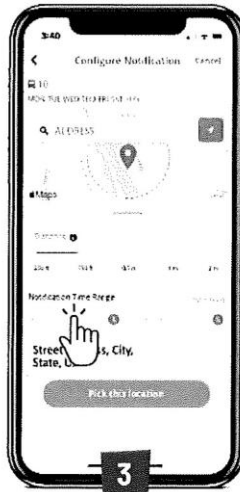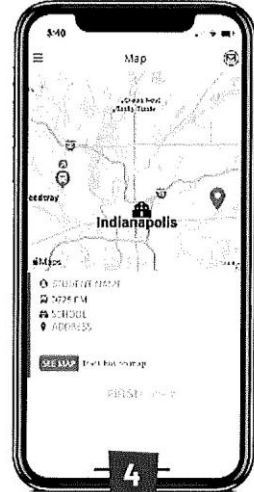
1 Choose Your Students Route

2 Drop a Pin and Set Up the Geofence

3 Set Up Alert Notification Hours

4 Track the Bus and Receive Alerts

3.7 ★★★★★ Google Play

4.3 ★★★★★ App Store

NOTE: Many of our systems and tools integrate heavily with data gathered from your District, allowing us to provide accurate reporting and a customized approach. Because these systems rely on unique information about your students and routes, they will not be fuEly functional on day one. FirstView' typically requires one to three months to integrate and sort your data effectively.

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ParentView le proporciona acceso directo al estado del autobús de su hijo. Ya sea para decidir la hora ideal para recogerlo en la parada, o para recibir notificaciones detalladas sobre demoras, ParentView le ofrece la información necesaria para planear su día y estar conectado.

- **NOTIFICACIONES DEL DISTRITO AL INSTANTE**
- **SOPORTE PARA PADRES**
- **SEPA EN DÓNDE ESTÁ EL AUTOBÚS**
- **NOTIFICACIONES DE DISTANCIA**
- **VEA EL ESTADO DEL SEGUIMIENTO**
- **VARIOS HIJOS – UNA APP**

Cómofunciona

ParentView da seguimiento al autobús en el mapa, y le permite configurar una geocerca personalizada alrededor de las paradas escolares, para que reciba una alerta cuando el autobús se aproxime. Usar ParentView es muy sencillo, Primero, descargue la app de Google Play o Apple Store y regístrese. Una vez registrado, ingrese la identificación y/o código de su estudiante, y después:
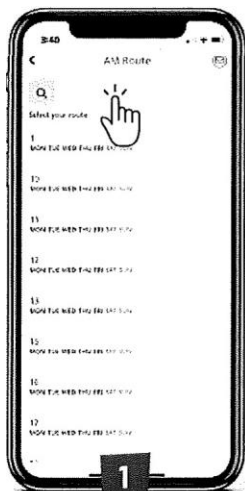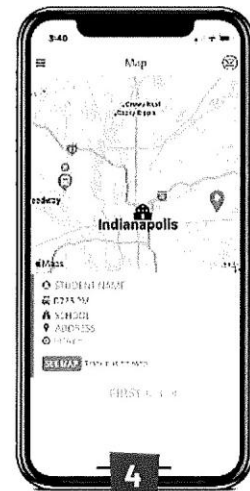
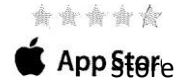| 1	2	3	4
Elija la ruta de su estudiante	Fije un alfiler y defina la geocerca	Configure las horas de notificaciones de alerta	Dé seguimiento al autobús y reciba alertas

3.5   4.3

ParentView

★★★★☆ Google Play
★★★★☆ App Store

FIRSTstudent   Caring for Students. That is our First priority.

When will I see the bus on the map?
As long as the vehicle's GPS unit is working properly, the bus icon appears on the map 15 minutes before your student's route is scheduled to begin and disappears 5 minutes after the bus arrives at the destination.

How do I track the bus?
Once you enter your student's stop into your Profile, it will automatically appear on the ParentView map. Below is a quick explanation for each icon.

Icon	Description
📍	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).
ON THE WAY / DUE / ARRIVED	Provides the tracking status once your student's route begins. All AM tracking information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
⟳	Refresh icon in the upper left-hand corner of the map lets you know the app is working and updating.

Can I follow more than one stop?
Yes! Buses for all your students can be tracked with ParentView. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

Is it possible to send notifications to my childcare provider and my work email address?
Yes! ParentView users can go to "Settings" and add up to three email addresses as "notification recipients" to get push notifications forwarded to their email.

I need to change my student's bus stop or home address. Can I do that within the app?
No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

How do I contact customer support?
There are many ways to contact our dedicated FirstView' customer support team Monday through Friday:
- Call toll-free 888-889-8920 from 7:00 am ET to 5:00 pm ET;
- Email Support at support@firstviewapp.com; or
- Use the in-app envelope icon to provide feedback

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FirstViewApp.com

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Frequently Asked Questions

ParentView is the industry's most comprehensive and secure bus tracking and parent communication app. ParentView helps you better manage your time during the hectic beforeand after-school rush by putting your student's up-to-theminute bus information in your hands. Easy to download, set up and use, ParentView is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is close, secure password protection and built-in customer support.

Where can I get access to ParentView?
You can access ParentView, by downloading FirstViewò in the App Store or Google Play.

FIRSTVew

I don't have a smartphone. Can I still use ParentView? Yes! A desktop version of ParentView is available at web.firstviewapp.com.

How do I set it up?
ParentView is quick and easy to set up - just follow the prompts!

What if I don't know the code(s) required for Adding a Student?
All codes required for registration are provided by the school district.

How often does the bus move on the map?
As the app receives the GPS coordinates from the GPS device installed on the bus, you will see the bus's location update on the map.

FIRSTview