



FirstView ParentView by First Student: Getting Started

1. Download the FirstView® ParentView 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 ParentView in your browser at web.firstviewapp.com*

2. Set Up Your Profile and Register

Open the FirstView® app from your home screen and begin the registration process. You'll be asked to:

- Select State/Province: Select **Alberta**
- Select District: Scroll until you see **Calgary Girls Charter School**
- Click on **REGISTER** at the bottom of the screen
- Enter your **Name, Email, Cell Phone Number** and **Create a Password** then click **REGISTER**. You will be sent an email to verify your email.
- **Login** on your mobile device.

3. Follow a Stop

Once you have confirmed your account, login and select **Profile** to “**Add A Student**” with the information you received from your school district. Once you select “**Done**”, you will be able to see stop information in your **Profile**. The Scheduled Stop times will also appear on your FirstView® **Map**. You may track multiple student's stops.

- Select **SKIP** to bypass the first few “info” screens
- Click on the 3 lines (‘hamburger’) at the top left of your screen. Select **PROFILE** from the menu options
- Click on **Add a Student**
- Enter the District Code: **9BKE**
- Enter your students First and Last Name
- Select you students **AM and PM Routes** and scroll down to click on **Done**

**Registration information pertaining to your student's stop is provided by your school district. FirstView® Customer Support cannot provide this information to you.*

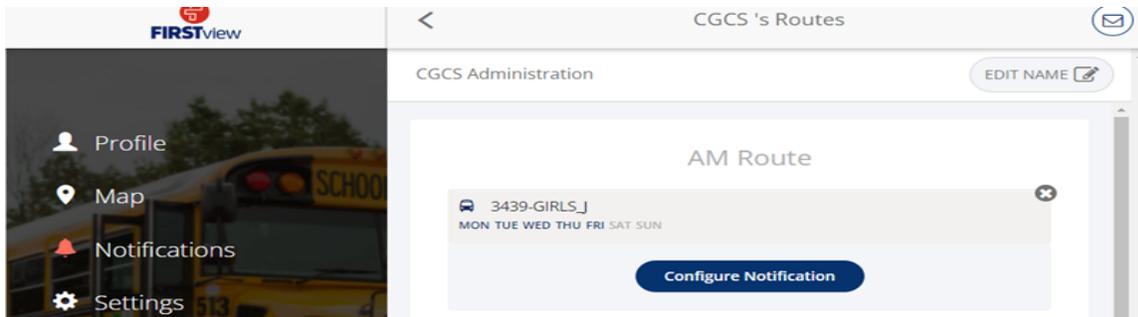
4. Set Notifications

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 student's stop. Alerts and notifications from your district or the bus depot will appear under **Notifications** in the menu.

5. Set Up Time and Distance Alerts

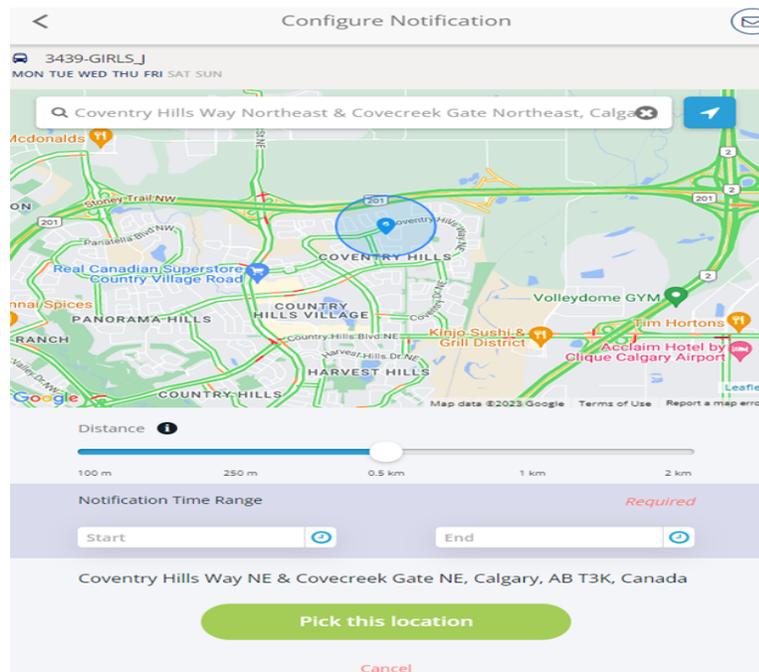
To set up alerts for when the bus is a certain time or distance away from the stop, go to **Profile** and **select your student**. You can set alerts for both AM and PM dispatch. These alerts will be displayed under **Notifications** in the menu.

- Once you have gone back to your Profile and selected your student **Click** on the **Configure Notification** button for your route.



- In the search bar **Enter** the location of your child's bus stop using only the street names. You do not need to enter the direction in which the bus is heading, just the street names.

For example: **“Coventry hills way northeast at covecreek gate northeast Calgary Alberta”**





Then use the distance bar to select a 'geofence size' around your stop location and set your time range. When the bus enters your geofence within the time range selected, you will get a notification the bus is near. And then set the time range you would like and click **Pick this Location**

- o Repeat the same steps above for your PM Route
- o Scroll to the bottom and select **Done**. Alerts/Notifications for your bus route will appear in the main menu under the **Notifications** tab

**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:

- o Call toll-free **888-889-8920** from 7:00 a.m. ET to 5:00 p.m. ET
- o Email Customer Support at support@firstviewapp.com
- o Use the in-app “✉” button (right corner) to provide feedback