FirstView 1.0 App (New)

FirstView 1.0 app is available for students and families to view the real-time location of a student's school bus. This is a brand-new app released for this school year, and it is different from the FirstView Classic app that was available last school year. Please encourage all families to sign up so they can track their student's bus. This year, there's a new district code that parents will need to register for the app: **S4V4U.** Please share the information below with families. Schools can also have access to FirstView and check the status of all the buses that service their school by clicking FirstView District Dashboard with **S4V4U** also being the district code. Please email Sarah Lowe the names of anyone that needs access to FirstView.

Important Links for Parents in FirstView

- Creating an account
- Adding a student
- Tracking a trip
- Submitting feedback

DEPLOYING THE APP

Getting Started
- Creating an account
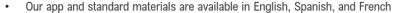- Adding a student
- Tracking a trip
- Submitting feedback

Launch the app in 4 easy steps:

1. Work with the FirstView team to finalize a migration date for the app
2. Gather and customize marketing materials provided by the FirstView team in preparation for launch
3. Update your website, social media, and parent portal with information about FirstView 1.0
4. Send information to parents with instructions on how to download* and track with FirstView 1.0

*Users MUST **create a new account** and **enter the new 5-digit district code** to track

Parents/Caregivers Communications

- Recommended marketing materials can be downloaded from FirstStudentInc.com
- Our app and standard materials are available in English, Spanish, and French
- FirstView Student
  - Parents will enter the 5-digit district code **S4V4U, student's ID** and **last name**

Support

FirstView App Support (support@myfirstview.com) is available for all app users.

- Where should we send parents when they don't know the 5-digit district code or student information when setting their profile?
  - ➢ PowerSchool - code; 317-226-4000 Call Center
- Who handles escalations regarding route/student data when the information that is sent for FirstView is incorrect or needs updated?
  - ➢ 317-226-4000 Call Center
- How do parents get in contact with the depot for non-app related questions (lost items, driver questions, etc)?
  - ➢ 317-226-4000 Call Center

FIRSTview

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