




SPRINGFIELD SCHOOL CODE QNG8

Step 1 – Locate your school code on the CCSD Transportation website First View School Codes link

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

FirstView[®] by First Student: Getting Started

1. Download the FirstView[®] Parent 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 Parent App in your browser at web.firstviewapp.com*

2. Set Up Your Profile

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

- a) Select State/Province
- b) Select District

You'll then be prompted to REGISTER*.

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

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.

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.

**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.*

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