



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.

2. Set up your profile

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

- a) Select State/Province Illinois
- b) Select District CCSD 89

You'll then be prompted to **REGISTER***

(Use the student ID printed on the opposite side of this page)

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**.

4. Set notifications

Go to **Settings** and select “**Notification Recipients**” to add email notifications for up to three recipients, including yourself. 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 morning and afternoon routes. 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.*

6. Ask for help or give suggestions

FirstView provides a dedicated customer support team Monday through Friday to assist you:

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