

Dear Parents:

In continued partnership with our transportation provider, First Student, the Millbrook Central School District has launched FirstView[®], a bus tracking and parent communications app for your smartphone or desktop.

- **Live Tracking**

The FirstView[®] map screen shows you the location and direction of your student's bus, your student's stop schedule for the current day and timestamps for school arrivals and departures. You'll know when the bus arrives to or departs from school.

- **Predictive Stop Arrival Times**

Analyzing route and real-time GPS data, it determines an estimated time of arrival to your stop provided on the FirstView[®] map. The app is designed to provide parents with a better guideline for bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.

- **Custom Alerts and Messages**

Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop.

- **Multi-Stop View**

Buses for all your students can be tracked with FirstView[®]. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

- **Additional User Notifications**

Connect up to three additional email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!

- **Available in Multiple Languages**

English, French (Canadian), Spanish, Vietnamese, Oromo, Chinese, Amharic, Tagalog, Somali, Tigrinya are available based on your phone's language settings.

- **Secure and Easy Access**

FirstView[®] requires a password-protected account for app set-up. This way, only you can view your student's stop! These codes are provided to you by your district.

- **Dedicated Customer Support**

We are here to help you. Whether you are having trouble getting started with FirstView[®], not seeing correct data or have an idea to make FirstView[®] better, we want to hear from you!

Contact FirstView[®] Monday – Friday (Support provided in English only):

- Calling the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST
- Emailing Customer Support at support@firstviewapp.com
- Using the in-app “✉” button to provide feedback

For more information and to download the app, please go to www.firstviewapp.com.

Sincerely,

Brian S. Fried

Assistant Superintendent



FirstView[®] by First Student: Getting Started

PLEASE NOTE THAT FULL REGISTRATION WILL NOT BE ABLE TO BE COMPLETED UNTIL THE FIRST DAY OF SCHOOL.

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 homescreen and begin the registration process. You'll be asked to:

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

You'll then be prompted to **REGISTER***. You can find step-by-step instructions at firstviewapp.com.

**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 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 students.

4. Set Notifications

Go to **Settings** and select "**Notification Settings**" to turn on notifications. From this screen, you also can add email recipients, edit your Profile or follow another student's stop. Alerts and notifications from your district will appear under Notifications in the menu.

**To receive push notifications, you must allow your mobile device to receive notifications from the FirstView[®] app. You can confirm/update your settings within your phone's app settings.*

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 A.M. and P.M. dispatch.

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 7:00 a.m. ET to 5:00 p.m. ET;
- Email Customer Support at support@firstviewapp.com; or
- Use the in-app "✉" button (right corner) to provide feedback.

School Codes

Elm Drive: NZ9T

Alden Place: JCC

Middle School: GMRT

High School: YAWP