



# WEST SENECA CENTRAL SCHOOL DISTRICT

675 Potters Rd • West Seneca, New York 14224-3082

## FirstView® by First Student: Getting Started

### 1. Download the FirstView® Parent App

Go to [firstviewapp.com](http://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](http://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](http://firstviewapp.com).

*\*Registration information was sent in a prior mailing – if you did not receive your registration information please contact the West Seneca Central School District Transportation Department.*

### 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 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](mailto:support@firstviewapp.com)
- Use the in-app “✉” button (right corner) to provide feedback

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