



FIRSTVIEW® PARENT APP

FREQUENTLY ASKED QUESTIONS

FirstView® by First Student is the industry's most comprehensive and secure bus tracking and parent communication app. FirstView® helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, FirstView® is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is a chosen distance or number of minutes away, secure password protection and built-in customer support.

WHERE CAN I FIND THE FIRSTVIEW® PARENT APP?

To download, go to firstviewapp.com. You also can find FirstView® in the App Store or Google Play.

I DON'T HAVE A SMARTPHONE. CAN I STILL USE FIRSTVIEW®?

Yes! A desktop version of FirstView® is available at firstviewapp.com.

HOW DO I SET IT UP?

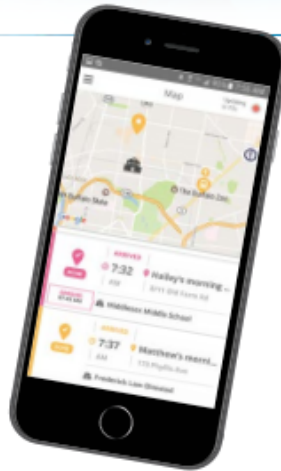
FirstView® is quick and easy to set up – just follow the prompts! You can find step-by-step instructions at firstviewapp.com.

WHAT IF I DON'T KNOW MY STUDENT'S ID NUMBER?

Your student's stop within FirstView® is based on the student ID number provided to us by your school district. For security reasons, we cannot share student ID numbers with anyone – not even parents. If you don't know your student's ID, please contact your school district office.

HOW OFTEN DOES THE BUS MOVE ON THE MAP?

The bus moves about every 15-30 seconds. You can see that the app is working by the refresh timer in the upper right corner of the screen.



Student Name:

Student ID:

Security Code:

Student Name:

Student ID:

Security Code:

For Office:
Please make two copies. File one for your reference and send the other to:

SSC –
Transportation
Dept.

FirstView is an App that is owned and operated by First Student. They have agreed to allow Wichita Public Schools to grant and manage parent access to FirstView and all of its features. I acknowledge and understand that I am fully responsible for my child's FirstView login information, including the security code. I am fully responsible for notifying the school my child attends if I believe a user's access to bus information related to my child should be denied.

Print Name

Signature

Date