Sixth Ward
ELEMENTARY SCHOOL
We Can, We Must, We Will Achieve!

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Dr. Kimberly Gales-Johnson, Principal
Jenifer Laurent, Assistant Principal

Dear Parents:

In continued partnership with our transportation provider, First Student, St. James Parish School Board is launching 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, for both morning and afternoon trips. FirstView also provides caregivers with confirmation when the trip is complete.

- **Customizable Bus Proximity Notifications**
  With FirstView, you set up a geofence around your location and are alerted when the bus enters the geofence. The geofence size and alert times are customizable, so parents are in control of their notifications. Students should still be at their assigned bus stop 10 minutes prior to the scheduled arrival time.

- **Custom Alerts and Messages**
  Set up push or email notifications alerting you when your student's bus enters the geofence. Connect up to three additional email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!

- **Multi-Stop View**
  Buses for all your students can be tracked with FirstView. Using individual colors for each student, the bus assigned to each student's route appears on the map in the same color as the student for easy viewing.

- **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 by your district/school.

- **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):

  o   Calling the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST

  o   Emailing Customer Support at support@firstviewapp.com

  o   Using the in-app "✉" button to provide feedback

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

Sincerely,

Dr. Kimberly Gales-Johnson, Principal

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FirstView ParentView by First Student: Getting Started

1. **Download the FirstView ParentView App**

   Go to web.firstviewapp.com or find FirstView in the App Store or Google Play. Follow the instructions to download the app to your smartphone and create an account.

2. **Set Up Your Profile**

   Open the ParentView app from your home screen and begin the registration process. You'll be asked to:
   a) Select State/Province: **Louisiana**
   b) Select District: **St. James**
   c) Student ID or District Code: **ZYT8**
   d) Route Name: **Your Child's Bus Number (Ex. 20-15)**

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

   Registration information pertaining to your student's route is provided by your school district. FirstView Customer Support cannot provide this information to you.

3. **Follow a Route**

   Once you have confirmed your account, login and select **Profile** to **"Add A Student"** with the information you received from your school district. Next, you will select AM/MID/PM Route, search for your route name and select your school (if applicable).

4. **Setup Distance Alerts**

   To setup alerts for tracking the bus, you will be prompted to **"Configure Notification"**. Select the location you want to track the bus to, choose a geofence size around your location, and set your time range. When the bus enters your geofence within the time range selected, you will get a notification that the bus is near. Students should still be at their assigned bus stop 10 minutes prior to the scheduled arrival time.

5. **Receive 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 route. Alerts and notifications from your district or the bus depot 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 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 7:00 a.m. ET to 5:00 p.m. ET
   - Email Customer Support at support@firstviewapp.com
   - Use the in-app "✉" button (right corner) to provide feedback

ParentView
Self-Guided Tools

Step 1:
Download app[1], Register/Confirm your account, & Log-In[2]
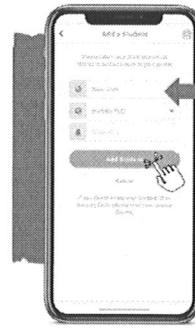
GET IT ON Google Play

Download on the App Store

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1. You can also access the app at web.firstviewapp.com
2. Users must enter their First Name, Last Name, Phone Number, Email Address, State, School District, and Choose a Password. By registering for and using a FirstView account, you also consent to our terms of use and our privacy policy.

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ParentView
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Step 2: Register

- Select your state and school district from the drop down
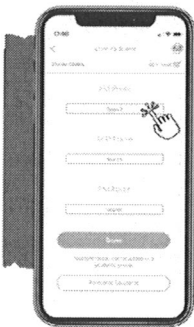- Add your code(s)*

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*If you do not know the code(s) required to add your student, please contact your school district.

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Step 3: Search AM | MID | PM

- Search for your student's assigned Route*.
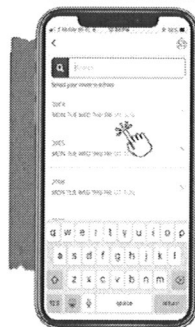- You will need to add your morning route, midday, and afternoon route separately

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*If you do not know the code(s) required to add your student, please contact your school district.

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Step 4: Add Route

- Search and select for your student's assigned route
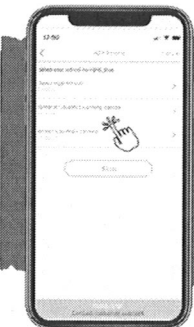- You can see days of the week the route operates in blue

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*If you do not know your student's assigned route, please contact your local First Student Office or your district

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Step 5: Add School

- If applicable, select your student's school to track the bus to/from school
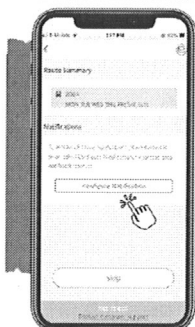- Or you can skip this step*

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*If schools are not available to track, you will be automatically redirected to the next registration step. If your school isn't available to select, skip this step

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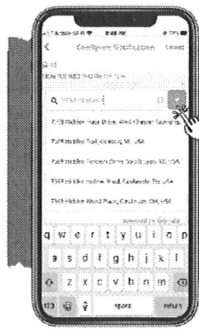
Step 6: Configure Notification

- Select configure notification to receive an alert when the bus is near your student's stop location
- Skip if you don't want to add a stop location for notifications and just want to track the bus on the map

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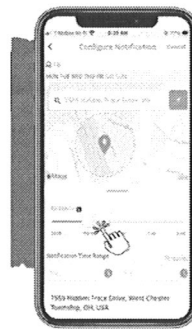
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Step 7: Add Your Stop Location

- Enter and select the address where your student gets on and off the bus
- Or use location services to drop a pin on the map at your current location

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Step 8: Create Geofence

- Use the distance slider to define a radius (geofence) around your stop. When the bus crosses into that radius, you'll get a notification the bus is near
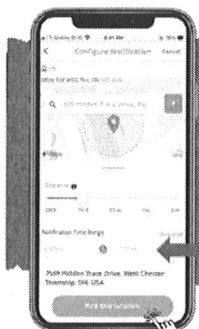
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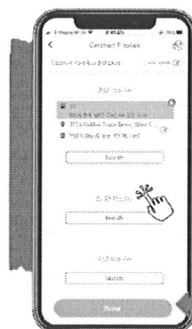## ParentView
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Step 9: Enter Notification Time

- Enter your notification time range, so you're only notified if the bus enters your radius (geofence) around your student's scheduled stop time
- When done, select "Pick this location"

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Step 10: Add Additional Routes

Add additional routes to follow

When done adding your student's routes to track for the AM, MID, and/or PM, select Done*

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*You can also edit your notification (select the edit icon) and/or delete the route and notification completely by selecting the X
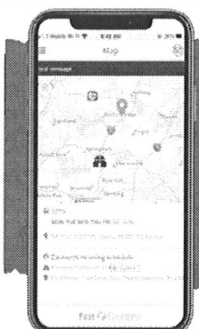
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Step 11: Start Tracking

- You're all set to track!
- See the bus location on the map in near real-time and get your distance notifications*

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*You can add and edit notifications, add new students to track, and add additional routes to follow in your Profile

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