



Dear Parents/Guardians:

FirstView – Bus Tracking App

In continued partnership with our transportation provider, First Student, Springfield Public School District 186 is launching FirstView[®], a bus tracking and parent communications app for your smartphone or desktop.

- **Live Tracking**
The FirstView[®] map screen shows you the live 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 gets to school in the morning and leaves in the afternoon!
- **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.
- **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 to receive email alerts. This is a great feature for grandparents or caregivers!
- **Available in French & Spanish**
- **Secure and Easy Access**
FirstView[®] requires a password-protected account for app set-up. This way, only you can view your student's stop!
- **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 by:

- 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; or
- Using the in-app "!" button to provide feedback.

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

Sincerely,

Jennifer Gill
Superintendent

JENNIFER E. GILL • Superintendent

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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
- b) Select District

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

3. Look Up Your Student's ID and Security Code

Go to Infosystems at <https://186.springfield.k12.il.us/IS3/>. Click on the FirstView link on the left side menu. Contact your child's school if you do not have an account.

4. Follow a Stop

Once you select "**Done**," your morning and afternoon stops will automatically appear on your **Profile** under **Student Stops** and on your FirstView[®] map. You may track multiple students.

5. 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 add another student. Alerts and notifications from your district will appear under Notifications in the menu.

(Please note: 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.)

6. 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.







7. 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.

HOW DO I FOLLOW MY STUDENT'S STOP?

Once you enter your student's stop into your Profile, it will automatically appear on the FirstView[®] map. Below is a quick explanation for each icon.

	Shows the location of your student's stop.
	Shows the location of your student's school.
	Shows the location of the vehicle (bus) and the direction of vehicle travel (arrow). Icon begins to appear on the map 15 minutes before your scheduled route and disappears 5 minutes after the bus arrives at its designated school.
	Provides an estimated time of arrival (ETA) of the bus to your student's stop once the route starts.
	Confirms the bus arrived at your student's stop and displays the time it did so. All AM stop information will drop off the map view list after noon each day. Similarly, all PM stops will drop off after midnight.
	Shows the time your student's bus arrived at the school in the morning or departed school in the afternoon.