NEW HAVEN PUBLIC SCHOOLS

Transportation Office

November 2, 2021

Dear Parents:

A new app launched this week by the New Haven Public Schools and its transportation provider First Student will enable parents to locate your students' buses and anticipate arrival times.

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 will know when the bus arrives or departs from school.

The app analyzes route and real-time GPS data to determine an estimated time of arrival to your stop shown on the FirstView map. The app is designed to provide you with a better guidance on bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated arrival time—or the scheduled arrival time if for any reason the app is not tracking the bus.

You can 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. You can use FirstView to track all your students' buses on the same map.

You also can connect up to three email accounts to receive email alerts. This feature makes it easy to include grandparents or caregivers in drop-offs or pickups.

The app is available in English, Spanish, and other languages.

Parents can find FirstView in the App Store or Google Play. You can then follow the instructions to download the app to a smartphone and register. You also can access the app on a desktop by going to firstviewapp.com.

Parent support is available Monday through Friday from 7:00 a.m. EST to 5:00 p.m. EST by calling toll-free 888-889-8920, emailing support@firstviewapp.com, or using the in-app "✉ button.

For more information, please go to www.firstviewapp.com.

Sincerely,

Carl Jackson
Director of Transportation
New Haven Public Schools

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.
   **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 home screen and begin the registration process. You'll be asked to:
   a) Select State/Province
   b) Select District
   You'll then be prompted to **REGISTER***.
   **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 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 student's stops.

4. **Set 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 student's stop. Alerts and notifications from your district or the bus depot will appear under **Notifications** in the menu.

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 AM and PM dispatch. These alerts will be displayed 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

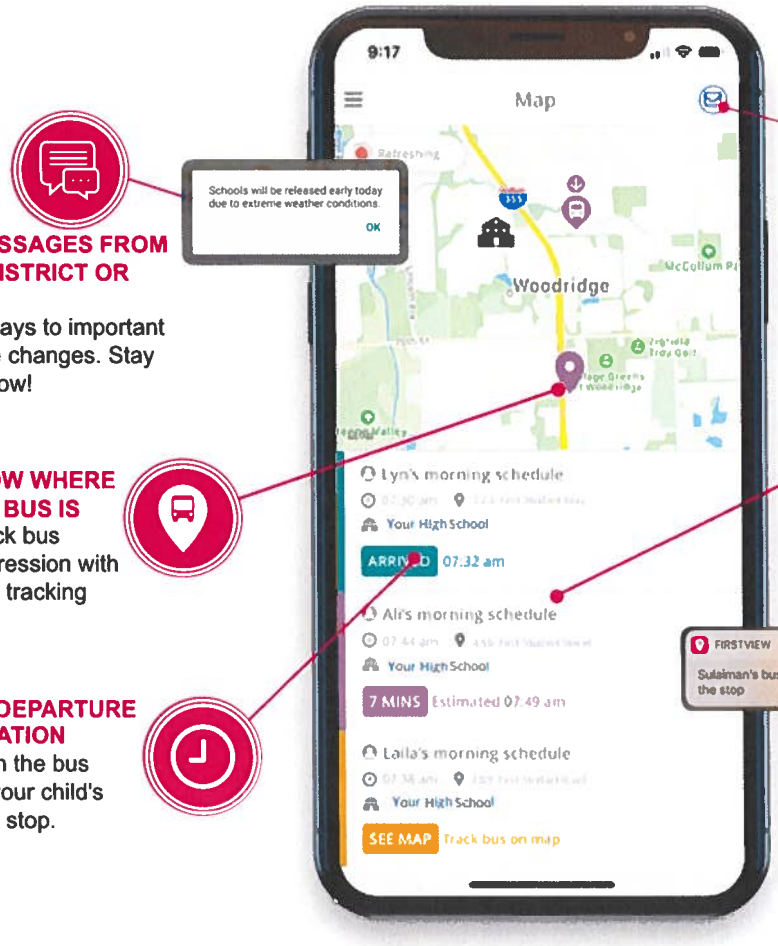
powered by

First Student

Caring for students today, tomorrow, together.

FirstView®

Introducing a new way to track your child's bus



GET MESSAGES FROM YOUR DISTRICT OR DEPOT
From delays to important schedule changes. Stay in the know!

KNOW WHERE THE BUS IS
Check bus progression with GPS tracking

ARRIVAL/DEPARTURE CONFIRMATION
Know when the bus arrives at your child's school and stop.

PARENT SUPPORT
Dedicated support at your fingertips.

MULTIPLE KIDS – ONE APP
Track multiple students at one time.

PUSH NOTIFICATIONS
Get in-app alerts when the bus is getting close.

This app helps make my families morning less hectic!
~Suzy's Mom

It's my alarm for when the bus is close.
~Joey, Highschool Student

It's easy to use!
~Max's Grandma

GET IT ON Google Play

Download on the App Store

Powered by
First Student

Contact Customer Support at 1.888.889.8920 or support@Firstviewapp.com to learn more.

FirstView®
Self-Guided Tools

Registering with Student ID

GET IT ON Google Play

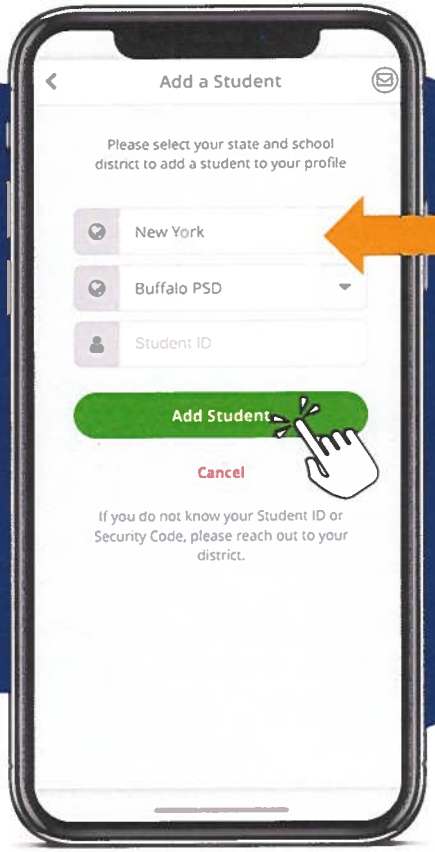
Download on the App Store

Step 1:
Download app, Register & Log-In

FirstView®
Self-Guided Tools

Step 2:
Click the yellow message box to add your first student, or you can click profile and "Add a Student" in the app menu

FirstView®
Self-Guided Tools

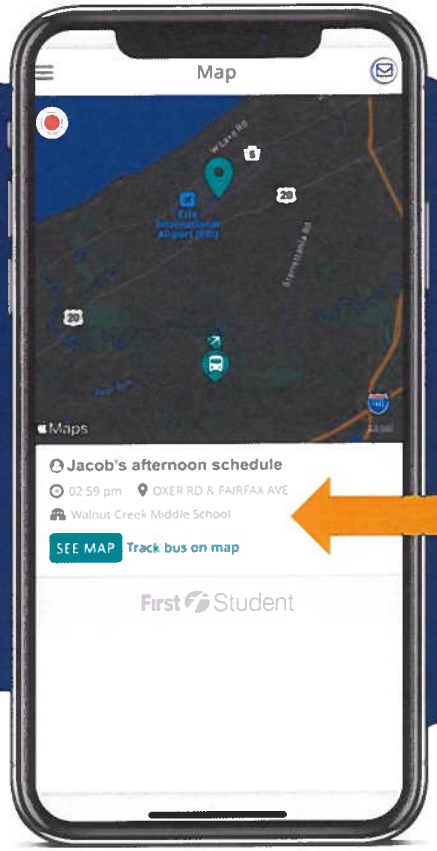


Step 3:

- Select your state and school district from the drop down
- Add your Student ID*
- Click 'Add Student'

* If you do not know your student ID, please contact your school district.

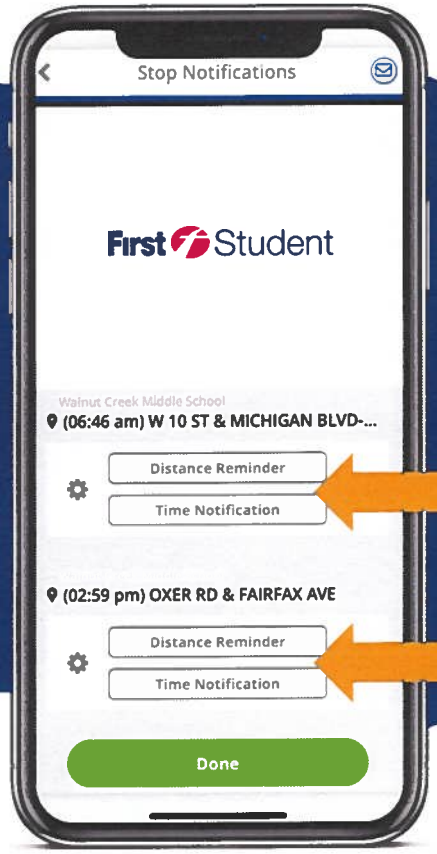
FirstView®
Self-Guided Tools



Your student is added!

Your student's stop information is now displayed on the map for tracking

FirstView®
Self-Guided Tools



Setting Up Alerts

Setup optional alerts for your student's routes. These can be added from the profile section and selecting your student's name under 'Student Stops'