



Pocono Mountain School District

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November 1, 2021

Dear Parents/Guardians,

I am excited to inform you that Pocono Mountain School District will be launching FirstView®, a bus tracking and parent communication app for your smartphone or desktop on Wednesday morning, November 3, 2021. FirstView® is being made available to parents through our continued partnership with our transportation provider, First Student.

The FirstView® app, located at www.firstviewapp.com or in the Google Play App Store or Apple iOS App Store, allows parents to track their child's bus live in real time. Parents will be able to follow a map screen that shows the location and direction of their child's bus, the bus stop schedule for the current day and timestamps for school arrivals and departures. Parents will know when the bus arrives to or departs from school. Using GPS, the app is designed to provide parents with a better guideline for bus location and its estimated time of arrival at bus stops. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.

Among its many great features, the app allows parents to customize alerts and email notifications to alert them when their child's bus is at a chosen distance or number of minutes away from their stop. Also, parents can track the buses for all of their children using individual color coding for each child, so every selected stop will appear on the map on their phone or computer simultaneously for easy viewing.

For our multi-lingual families, FirstView® is available in English, French (Canadian), Spanish, Vietnamese, Oromo, Chinese, Amharic, Tagalog, Somali, Tigrinya based on the parent's phone language settings. Also, parents may connect up to three additional email accounts (including their own) to receive email alerts. This is a great feature for grandparents and other student caregivers.

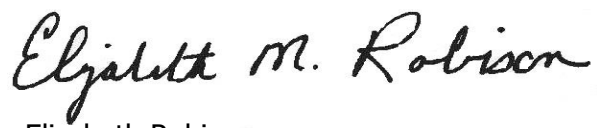
Our District Technology Department has worked closely with First Student over the past few months to ensure additional security measures are in place to safeguard student information when parents use the FirstView® app, which requires a password-protected account for app set-up. The security measures are designed so only you can view your student's bus stop and information specific to your child.

Our FirstView® is compatible with the PMSD ParentPortal and our Technology Department customized the information in your ParentPortal account last week to include a FirstView® Student Code and a FirstView® School Code. You will need those codes to set up your FirstView® profile and begin tracking your child's school bus.

I've included an information sheet to help you get started to electronically follow your child's school bus each school day. If you have difficulty downloading the app, setting up your FirstView® or operating the program, please check out the First View – School Bus Tracking App webpage we added to the PMSD website (www.pmsd.org). We have a quick link to this new page listed under the Alert Message and under the Helpful Links sections on the main page.

First Student also has a dedicated customer support section for FirstView® that is available on Monday through Friday from 7 a.m. to 5 p.m. You can reach the dedicated customer support section by calling the toll-free phone number 888-889-8920, by emailing support@firstviewapp.com, or by using the in-app "✉" button to provide feedback.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth M. Robison". The signature is written in a cursive, flowing style.

Elizabeth Robison
Superintendent of Schools



FirstView® by First Student: Getting Started

PLEASE NOTE THAT FIRST STUDENT ONLY UPDATES ITS DATABASE EVERY FRIDAY EVENING

1. Download the FirstView® Parent App

Go to firstviewapp.com or find FirstView® in the App Store or Google Play and 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 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*.

3. Follow a Stop

Once you have confirmed your account, login and select Profile to "Add A Student". To add a student you will need your child's **FirstView® Student Code and FirstView® School Code**. Your child's individual, unique **FirstView® Student Code and the FirstView® School Code** have been added to the **PMSD ParentPortal**. Please log into your ParentPortal Account and select Bus Information from the left hand menu. The FirstView® Student Code and School Code are the last items listed under Bus Information (see below).

Bus Information

Name (last,first MI)
Address
Morning Bus
Morning Bus Time
Morning Bus Stop
Afternoon Bus
Afternoon Bus Time
Afternoon Bus Stop
First View Student Code
First View School Code



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.

FirstView® by First Student: Getting Started (Continued)

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. (Delays & Cancellations are automatically included in these push notifications)*

***Ask for Help or Give Suggestions Through FirstView®’s 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):

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

Using the in-app “□” button to provide feedback

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