



# FIRSTVIEW® DISTRICT DASHBOARD FREQUENTLY ASKED QUESTIONS

Introducing the FirstView® District Dashboard and Parent App, the industry's most comprehensive and secure bus tracking and parent communication platform. Easy to use and completely customizable, FirstView® helps districts and parents better manage the moving pieces during the hectic before- and after-school rush. Districts can streamline daily decision making through centralized, real-time fleet reporting and efficiently alert parents about school delays or issues, while parents can receive their student's bus status and district messages at their fingertips.

## HOW DO I SET UP FIRSTVIEW® DISTRICT DASHBOARD USERS?

Once logged in to the FirstView® District Dashboard, go to the drop-down button next to your name and select "Manage Users." Click "Invite User" and enter the user's information. Select either "District" or "School" access, depending on the level of access you want to provide, and "Owner" if you want the user to be able to add and remove users.

## HOW DO I KNOW WHICH STUDENTS ARE CONNECTED TO A FIRSTVIEW® PARENT APP ACCOUNT?

There are many ways to determine the number of students or whether a particular student is connected to a FirstView® Parent App account.

- Under "Schools" you can see the number of registered Parent App users in a particular school.
- Under "Stops" you can see how many registered Parent App users are following a specific bus stop.
- Under "Students" you can see how many registered Parent App users are associated with a student.



## I'VE NOTICED IMPROPER ACTIVITY BY A FIRSTVIEW® PARENT APP USER. WHAT CAN I DO?

FirstView® District Dashboard Owners can suspend a FirstView® Parent App user account by going to “Users” and selecting the account. Likewise, Owners can “Unsuspend” an account.

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## HOW DO I SEND AN ALERT TO FIRSTVIEW® PARENT APP USERS?

To send an alert to FirstView® Parent App users connected to a school district, select “Schools” and then “Action.” To send an alert to FirstView® Parent App users connected to a specific bus route, select “Routes,” the specific route or run and then “Action.” Message prompts will appear at both opportunities.

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## HOW DO I GET HELP?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday from 7:00 a.m. ET to 5:00 p.m. ET:

### For Districts:

- The FirstView® District Dashboard’s “Contact Us” link
- [dashboardsupport@firstviewapp.com](mailto:dashboardsupport@firstviewapp.com)
- Toll-free 888-889-8920

### For Parent App users:

- Use the in-app “!” button
- [support@firstviewapp.com](mailto:support@firstviewapp.com)
- Toll-free 888-889-8920

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