



# WESTBOROUGH PUBLIC SCHOOLS

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Dear Parents/Care Providers:

We are pleased to report that the spring pilot of the bus tracking app, FirstView<sup>®</sup>, at Gibbons and High School was popular with families. We will be rolling out the product to the other schools this year as a pilot to see if the product is effective district-wide. In partnership with our transportation provider, First Student, the Westborough School district is piloting FirstView<sup>®</sup>, a bus tracking and parent communication app for your smartphone or desktop. We will gather feedback on the usefulness of the app to families. Through piloting the app this past spring we found that the app has limitations, but it provided some useful communication to families so we are very interested in your impressions as we expand it district-wide.

Those who downloaded the app in the initial pilot will need to register again as bus routes may have changed. First time users may download the app at any time and begin to observe the following features:

- **Live Tracking**  
The FirstView<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup>. 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<sup>®</sup> requires a password-protected account for app set-up. This way, only you can view your student's stop! You must log in your child's student ID.
- **Dedicated Customer Support**  
First Student is dedicated to help you. Whether you are having trouble getting started with FirstView<sup>®</sup>, not seeing correct data, or have an idea to make FirstView<sup>®</sup> better, they want to hear from you!

Contact FirstView<sup>®</sup> 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](mailto:support@firstviewapp.com); or
- Using the in-app "!" button to provide feedback.
- Support provided in English only

For more information and to download the app, please go to [www.firstviewapp.com](http://www.firstviewapp.com).

Sincerely,

District Administration



## FirstView® by First Student: Getting Started

### 1. Download the FirstView® Parent App

Go to [firstviewapp.com](http://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](http://firstviewapp.com).

### 3. 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.

### 4. 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.)*

### 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 A.M. and P.M. dispatch.

### 6. Ask for Help or Give Suggestions

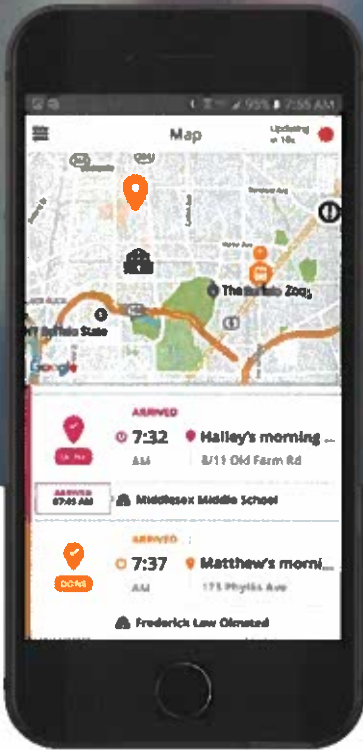
FirstView® provides a dedicated customer support team Monday through Friday to assist you:

- 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](mailto:support@firstviewapp.com); or
- Use the in-app "!" button (right corner) to provide feedback.

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Caring for students today, tomorrow, together.™



BE A PART OF YOUR STUDENT'S JOURNEY  
TO SCHOOL. FROM SCHOOL. EVERY DAY.

# BE A PART OF YOUR STUDENT'S JOURNEY TO SCHOOL. FROM SCHOOL. EVERY DAY.

Introducing FirstView® by First Student, the industry's most comprehensive and secure bus tracking and parent communication app. FirstView® helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, FirstView® is packed with helpful features to give you peace of mind.



## DISTRICT NOTIFICATIONS

You'll be the first to know about school delays by opting in to receive district messages regarding school issues.

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## IMMEDIATE BUS INFORMATION

No need to make phone calls. With FirstView®, you can track your student's bus in real-time to get an estimated arrival time at your stop. You'll also see when your student's bus arrives to and departs from school.

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## CUSTOMIZABLE ALERTS

You and your student can avoid a mad dash to the bus stop by setting up custom alerts for when the bus is a chosen distance or number of minutes away.

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## INDUSTRY'S BEST SECURITY

More secure than any other bus tracking tool on the market, FirstView® is password protected and integrates with your district's existing safety standards.

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## BUILT-IN CUSTOMER SUPPORT

Have a question? We have a timely answer! The dedicated FirstView® customer support team is available Monday through Friday via call or click.

[FIRSTVIEWAPP.COM](https://firstviewapp.com)

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## FIRSTVIEW® PARENT APP FREQUENTLY ASKED QUESTIONS

FirstView® by First Student is the industry's most comprehensive and secure bus tracking and parent communication app. FirstView® helps you better manage your time during the hectic before- and after-school rush by putting your student's up-to-the-minute bus information in your hands. Easy to download, set up and use, FirstView® is packed with helpful features to give you peace of mind, including estimated bus arrival time, opt-in district messaging regarding delays or issues, customizable alerts for when the bus is a chosen distance or number of minutes away, secure password protection and built-in customer support.

### WHERE CAN I FIND THE FIRSTVIEW® PARENT APP?

To download, go to [firstviewapp.com](http://firstviewapp.com). You also can find FirstView® in the App Store or Google Play.

### I DON'T HAVE A SMARTPHONE. CAN I STILL USE FIRSTVIEW®?

Yes! A desktop version of FirstView® is available at [firstviewapp.com](http://firstviewapp.com).

### HOW DO I SET IT UP?

FirstView® is quick and easy to set up – just follow the prompts! You can find step-by-step instructions at [firstviewapp.com](http://firstviewapp.com).

### WHAT IF I DON'T KNOW MY STUDENT'S ID NUMBER?

Your student's stop within FirstView® is based on the student ID number provided to us by your school district. For security reasons, we cannot share student ID numbers with anyone – not even parents. If you don't know your student's ID, please contact your school district office.







### HOW OFTEN DOES THE BUS MOVE ON THE MAP?

The bus moves about every 15-30 seconds. You can see that the app is working by the refresh timer in the upper right corner of the screen.



## 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.

## CAN I FOLLOW MORE THAN ONE STOP?

Yes! 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.

## IS IT POSSIBLE TO SEND NOTIFICATIONS TO MY CHILDCARE PROVIDER AND MY WORK EMAIL ADDRESS?

Yes! Parents can allow up to three additional users to receive email notifications for the same time and distance alerts that the parents set on their own account.

## I NEED TO CHANGE MY STUDENT'S BUS STOP OR HOME ADDRESS. CAN I DO THAT WITHIN THE APP?

No. If you have changes or questions about your student's bus stop or home address, please contact your school district office.

## HOW DO I CONTACT CUSTOMER SUPPORT?

There are many ways to contact our dedicated FirstView® customer support team Monday through Friday:

- 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](mailto:support@firstviewapp.com); or
- Use the in-app "I" button to provide feedback.

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