



## Firstview GPS Tracking App

Firstview is a bus/van tracking app for your smartphone or desktop. You can also sign up to receive notifications of delays and route changes. **This will be the only way to get transportation notifications.**

1. Download the app here: [www.firstviewapp.com](http://www.firstviewapp.com)
2. Access your stop and route information on the Bus Planner Parent Portal.  
[Yellow School Bus Parent Portal](#)  
[Van Service Parent Portal](#)
3. Enter student information to access:
  - **Live Tracking** - The FirstView map shows you the location and direction of your student's bus/van. FirstView also provides caregivers with confirmation when the trip is complete.
  - **Customizable Notifications and Messages** - You can create notifications for when the bus/van enters your chosen area. Connect up to three additional email accounts to receive email alerts. This is a great feature for daycare!
  - **Multi-Stop View** – Buses /vans for all your students can be tracked with FirstView. Using individual colors for each student, the vehicle assigned to each student's route appears on the map for easy viewing.
  - **Dedicated Customer Support** - FirstView is here to help you. Contact FirstView Monday to Friday (Support provided in English only).
    - Emailing Customer Support at [support@firstviewapp.com](mailto:support@firstviewapp.com)
    - Using the in-app "✉" button to provide feedback
    - Calling the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST
4. The District Code is available from RCSD Transportation ([transportation@rcsd.com](mailto:transportation@rcsd.com)) or First Student ([reginaschoolbus@firstgroup.com](mailto:reginaschoolbus@firstgroup.com) or [reginavanservice@firstgroup.com](mailto:reginavanservice@firstgroup.com))
5. **Add email addresses to get transportation notifications by email.** Up to 3 email addresses can be added including your own (great for daycares, grandparents, etc)
  - Access the main menu in Firstview (click on the three lines in the top left corner)
  - Select *Settings*
  - Select *Notification Recipients*
  - Select *Add New Recipient*
  - Enter the name and email address and select *Done*