

Dear GPCSD Parents:

In continued partnership with our transportation provider, First Student, Grande Prairie & District Catholic Schools is launching FirstView®, a bus tracking and parent communications app for your smartphone or desktop. ***Currently, only students riding First Student bus routes that are not involved in a transfer can use this app. Those involved in a transfer must utilize the GPCSD Bus Route Status website.**

- **Live Tracking**

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'll know when the bus arrives to or departs from school.

- **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® map. The app is designed to provide parents with a better guideline for bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.

- **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®. 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 (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!

- **Available in Multiple Languages**

English, French (Canadian), Spanish, Vietnamese, Oromo, Chinese, Amharic, Tagalog, Somali, Tigrinya are available based on your phone's language settings.

- **Secure and Easy Access**

FirstView® requires a password-protected account for app set-up. This way, only you can view your student's stop! These codes are provided to you by your district.

- **Dedicated Customer Support**

We are here to help you. If you are not seeing the correct routing data, contact First Student @ 780-532-3545. If you have any inquires to the Student ID # contact GP Catholic at 780-532-3013 and ask for the Transportation Department.

- Have an idea to make FirstView® better, we want to hear from you! Email Customer Support at support@firstviewapp.com

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

Sincerely,

Karl Germann, Superintendent of 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 homescreen and begin the registration process. You'll be asked to:

- Select State/Province
- Select District

You'll then be prompted to **REGISTER***.

**Registration information pertaining to your student's ID is provided on your bus pass. 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**” and input the **number located on the front of your Bus Pass**. 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.



4. Set Notifications

Go to **Settings** and select “**Notification Recipients**” to add email notifications for upto 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.*

*Ask for Help or Give Suggestions

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