

## RSCO TRANSPORTATION SERVICES

March 17, 2025

Dear RSCO Transportation Capital Prep Families:

FirstView classic is converting to **FirstView® 1.0**, a real-time GPS vehicle tracking and student transportation monitoring platform with enhanced features. **The new FirstView® 1.0 app will be live on Monday, March 24, 2025.**

With **FirstView 1.0**, parents and caregivers can download the secure, easy-to-use vehicle tracking mobile app that will allow you to stay easily connected with your student(s) daily trips.

- See the real-time vehicle location via GPS and track its progress.
- Easy access to vehicle details as well as updates regarding any changes.
- Receive distance notification alerts when the vehicle is near.
- Set-up family members and caregivers to receive trip email alerts.
- Dedicated customer support team for all app-related questions.

### Let's get you started with FirstView 1.0!

**Step 1:** Download the free, easy-to-use mobile app, which is available on both iOS and Android devices. Search for app name: [FirstView 1.0](#)

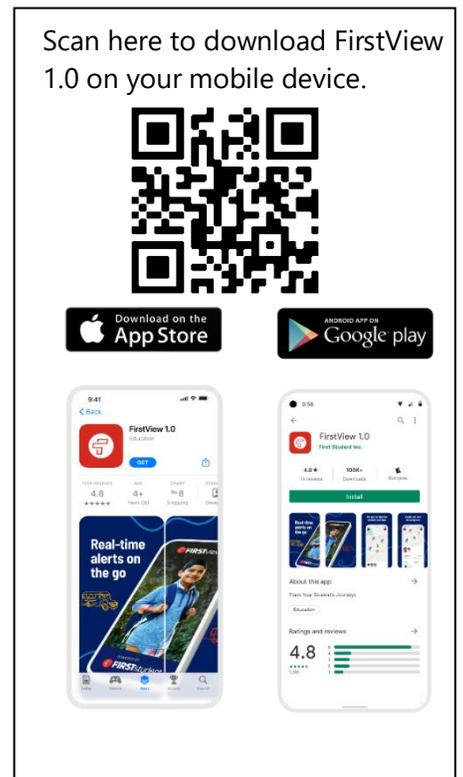
**Step 2:** Set up your FirstView 1.0 mobile app profile. You'll be asked to manually provide:

- The 5-character District Code: **N1X7L**
- Your student's first and last name
- Your student's school of attendance
- Your student's trips to track

**Step 3:** Once you have manually added your student and their trips, set-up and receive distance notifications in app, via push notification, or via email. To set this up within the FirstView app, go to Settings > Notifications > Manage Distance Notifications.

**Step 4:** Next, you can have yourself or other family members and caregivers receive daily trip email alerts. To set this up within the FirstView app, go to Settings > Notifications > Manage Recipients.

**Step 5:** Once you have added your student(s) and signed up any additional family members and caregivers with daily trip email alerts, begin tracking their daily trips!



**FirstView Customer Support is here to help mobile app users with all app-related questions:**

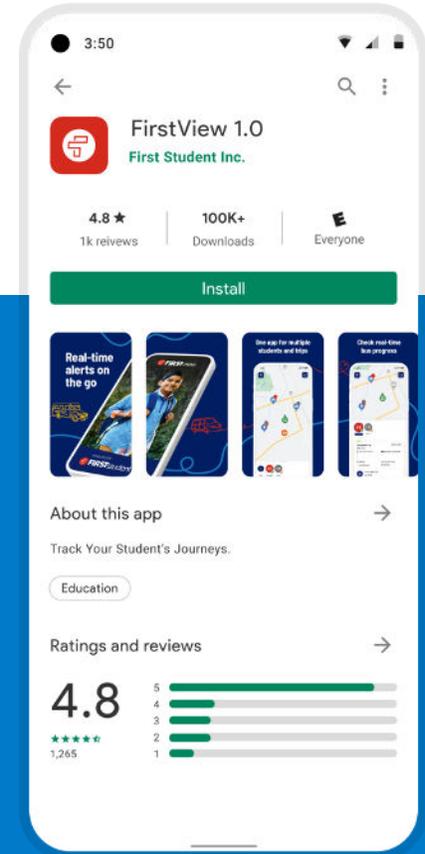
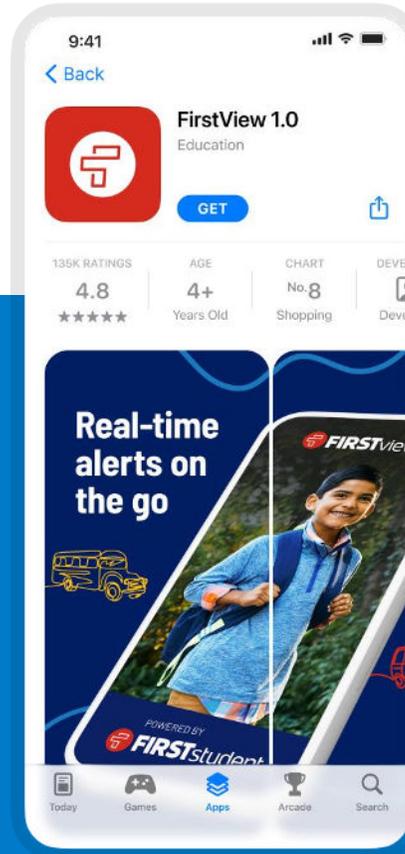
Monday – Friday from 7:00 am – 5:00 pm EST

Parent and Caregiver Email Support: [support@myfirstview.com](mailto:support@myfirstview.com)

Parent and Caregiver Phone Support: (888) 889-8920 Toll Free / (513) 419-2921 Local

# CREATE FIRSTVIEW 1.0 ACCOUNT

## STEP 1: DOWNLOAD APP, CREATE ACCOUNT & LOG IN

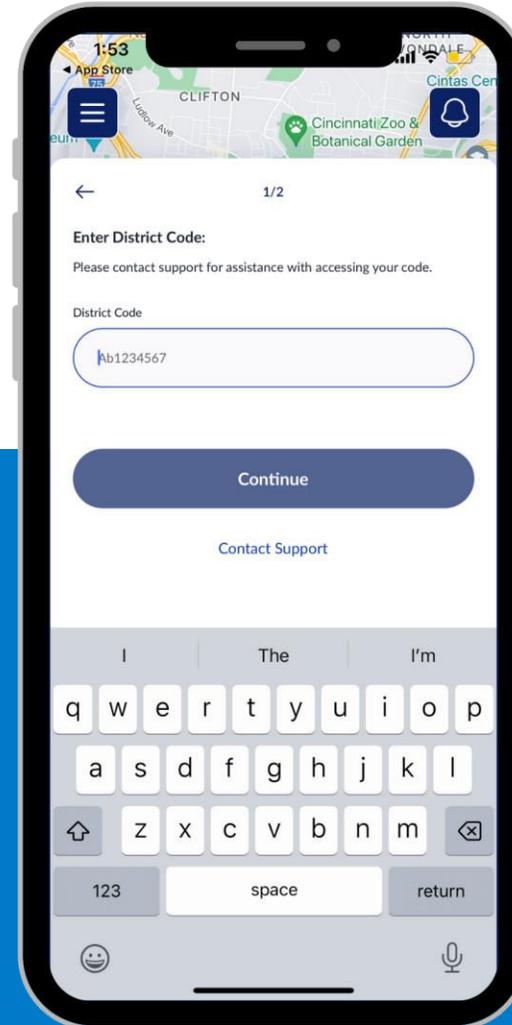


1. You can also download the FirstView 1.0 app by visiting [myfirstview.com](https://myfirstview.com).
2. When creating an account, users must enter their Email, Choose a Password, First Name, Last Name and Phone Number. By registering for and using a FirstView account, you also consent to our Terms of Use and our Privacy Policy.

# MANUALLY ADD YOUR STUDENT(S)

## STEP 2: ENTER DISTRICT CODE

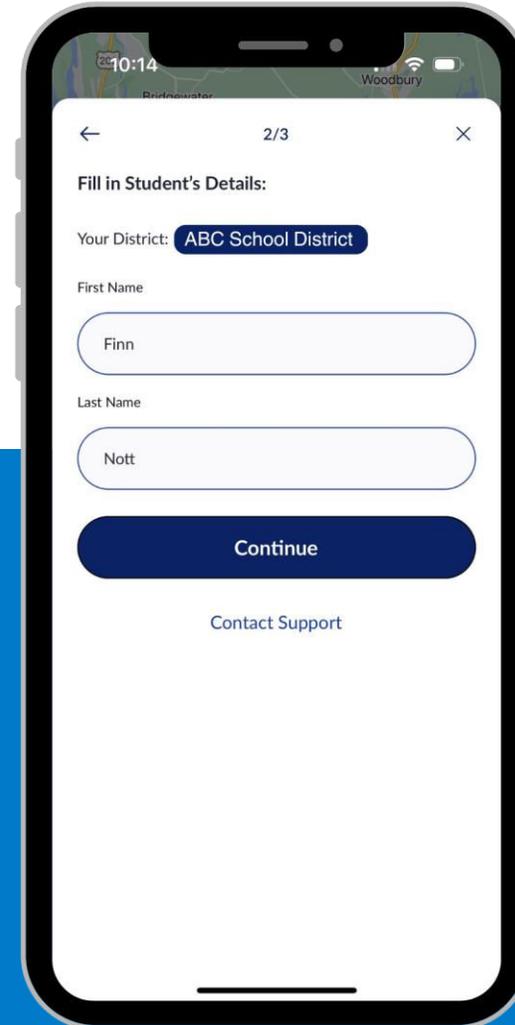
1. Enter the unique 5-character district code for your student's district.
2. If you don't know your student's district code or are unsure if your district is offering tracking for your student in the app, please contact your student's school or tap **Contact Support** within the app for assistance.



# MANUALLY ADD YOUR STUDENT(S)

## STEP 3: ENTER STUDENT'S DETAILS

1. Your student's district name will now be displayed at the top of the screen.
2. Next, enter in your student's first and last name.



10:14 Woodbury

← 2/3 ×

Fill in Student's Details:

Your District: ABC School District

First Name

Finn

Last Name

Nott

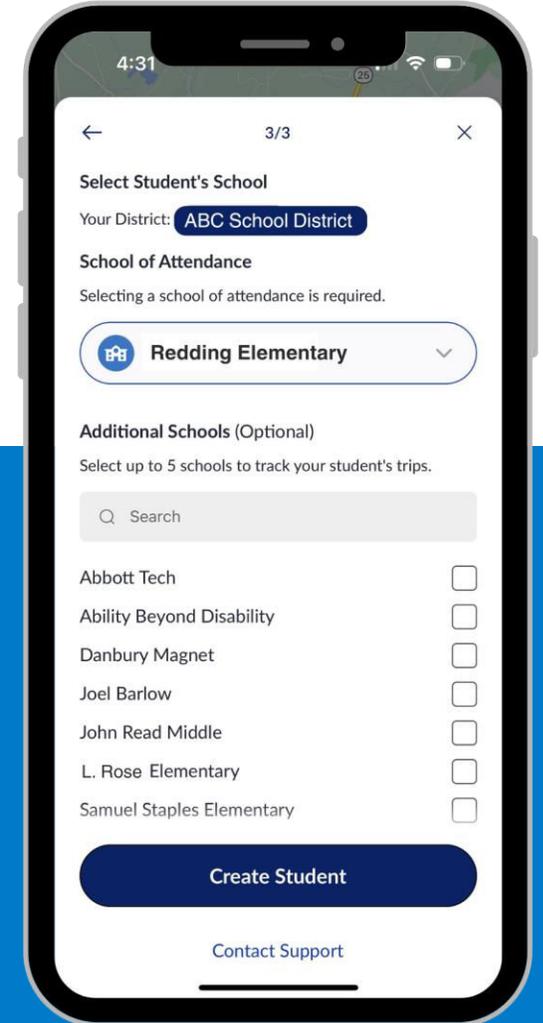
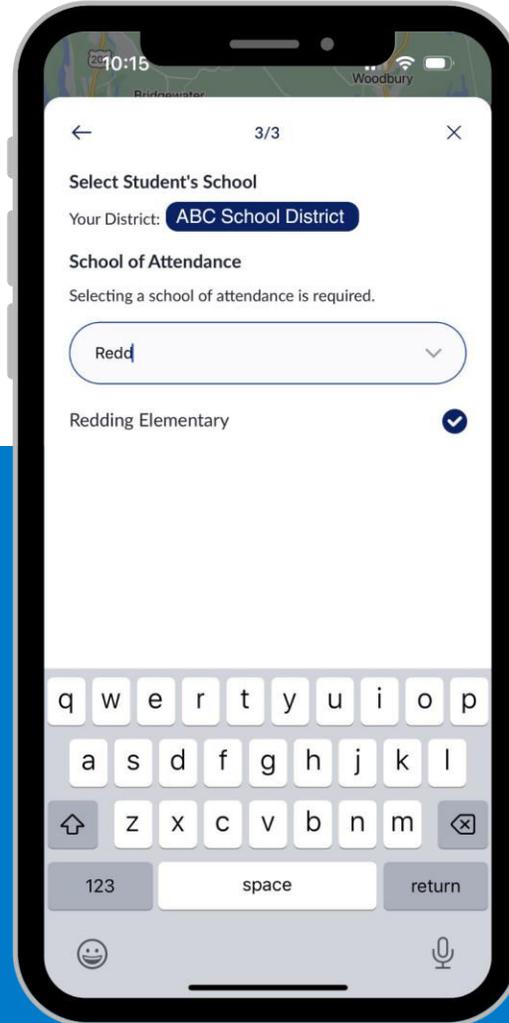
Continue

Contact Support

# MANUALLY ADD YOUR STUDENT(S)

## STEP 4: ADD STUDENT'S SCHOOL OF ATTENDANCE

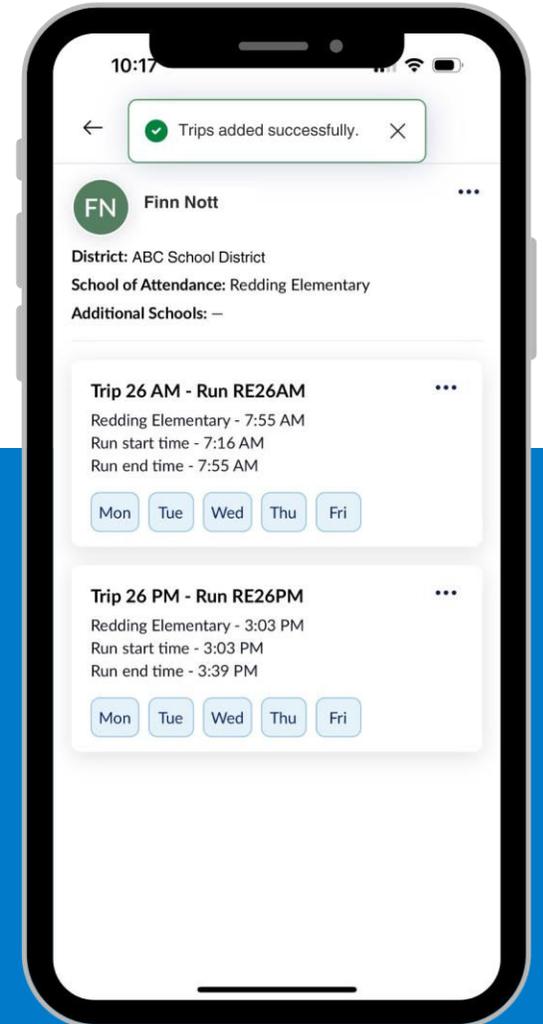
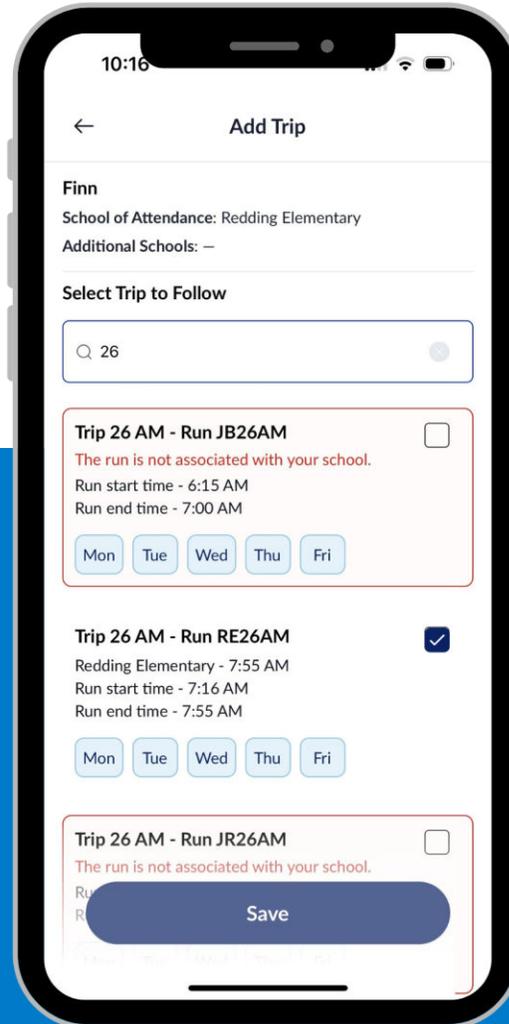
1. Next, you'll add your student's school of attendance.
2. Optional: You can add up to 5 additional schools. Example: If your student is transported to an alternate school or a program outside of their main school of attendance.
3. Once confirmed, you've successfully added your student and will be directed to the tracking map screen to add their trips to track.



# MANUALLY ADD TRIP(S)

## STEP 4: ADD STUDENT'S TRIPS

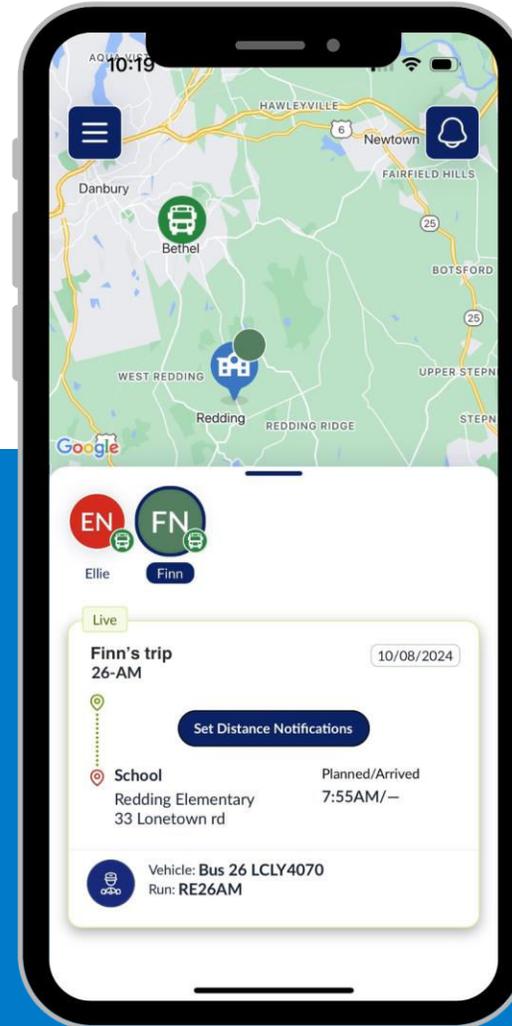
1. Next, you'll select the trip(s) that you want to follow for your student by choosing their route or run.
2. Once confirmed, you've successfully added the trip(s) you will follow for your student.



# CONFIGURE DISTANCE NOTIFICATIONS

## STEP 5: SET-UP A CUSTOM DISTANCE NOTIFICATION

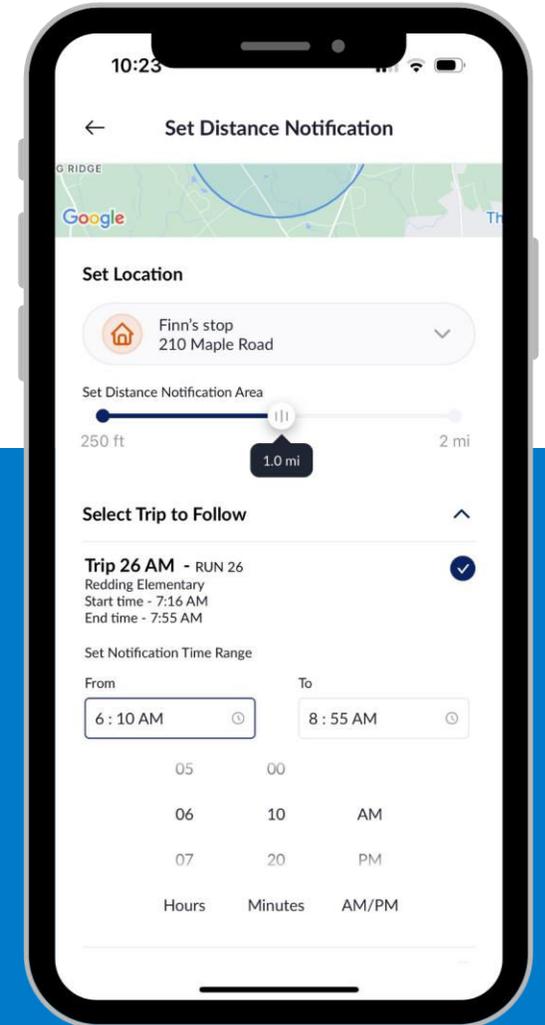
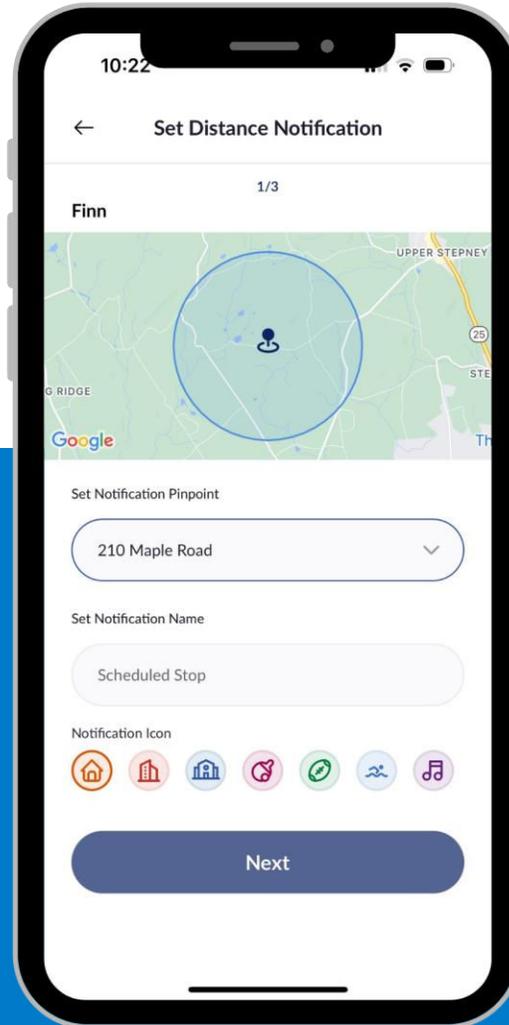
1. Once your student and their trip(s) have been added, you can track the vehicle on the map and/or set-up custom distance notifications to receive an alert when the vehicle is near your student's stop location. Notifications are sent via push alerts and displayed in the app's notification center.
2. You'll configure the distance notification by clicking on the button within the student's card or by going to Settings > Notifications > Manage Distance Notifications



# CONFIGURE DISTANCE NOTIFICATIONS

## STEP 6: CUSTOMIZE THE DISTANCE NOTIFICATION

1. First, set your notification pinpoint, which is typically the student's stop address, to serve as the center of your notification zone. You can name this notification and select an icon to help distinguish it.
2. Next, adjust the notification area to ensure the alert is triggered only when the vehicle enters your specified area.
3. Lastly, assign it to one of your student's trips. You can also customize the time range for the alert, ensuring you only receive a notification when the vehicle is approaching your student's stop, not when it's passing by for an earlier pick-up or drop-off.



# READY TO TRACK STUDENT'S TRIPS

## STEP 6: START TRACKING!

- By tapping on the student's circle icon and swiping up, you'll see the trip information for the student's current / nearest upcoming trip.
  - Bus location on the map in real time
  - Trip status
  - Pick-up address with distance notification time
  - Drop-off address with planned/arrived times
  - Vehicle bus number and run number
- If you have app related questions / issues, contact FirstView Customer Support, Monday – Friday from 7:00 AM – 5:00 PM ET:
  - [support@myfirstview.com](mailto:support@myfirstview.com)
  - Toll Free: 1 (888) 889-8920 | Local: (513) 419-2921
  - In-App Feedback via the Contact Support button

