

RSCO TRANSPORTATION SERVICES

Dear RSCO Families:

In collaboration with our transportation partner, First Student, RSCO Transportation is introducing First View®, a real-time GPS vehicle tracking and student transportation monitoring platform.

With First View, 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 multiple distanced-based ETA notifications when the vehicle is getting close.
- 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 First View!

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

**Not all devices are compatible and must meet the minimum operating system requirements. Users from previous versions of First View will not migrate over and all users must create a new account.*

Step 2: Set up your First View mobile app profile. You'll be asked to provide:

The 5-character District Code: F6D0Z

-
- Your student's first and last name
- Your student's school of attendance
- Your student's assigned trips

Step 3: Add distance notifications to be alerted in the app or via push notification when the vehicle is close to your student's stop location. To set this up in the app, click on Set Distance Notifications. You can edit or add additional distance notifications by clicking on the notification bell and selecting Notifications Settings.

Optional: Add yourself and/or other family members and caregivers as a notification recipient to receive email alerts. To set this up in the app, click on the notification bell and select Manage Recipients.

Step 4: Once you have added your student(s), set-up distance notifications, and signed up for email alerts, begin tracking your student's daily trips on the map!

Contact Support for assistance with app-related questions or concerns:

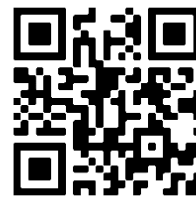
Monday – Friday from 7:00 am – 5:00 pm EST

In App: Click Contact Support

Email: support@myfirstview.com

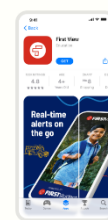
Phone: (888) 889-8920 Toll Free / (513) 419-2921 Local

**Scan the QR code to
download First View!**



Download on the
App Store

GET IT ON
Google play

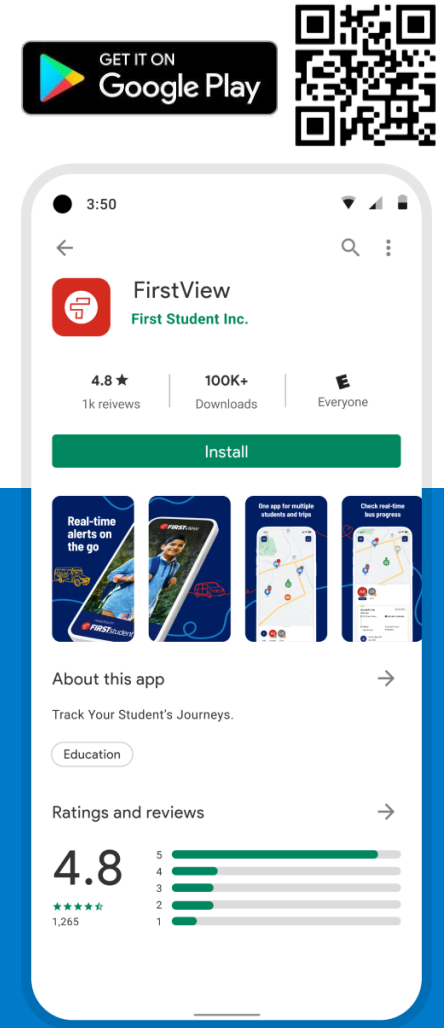
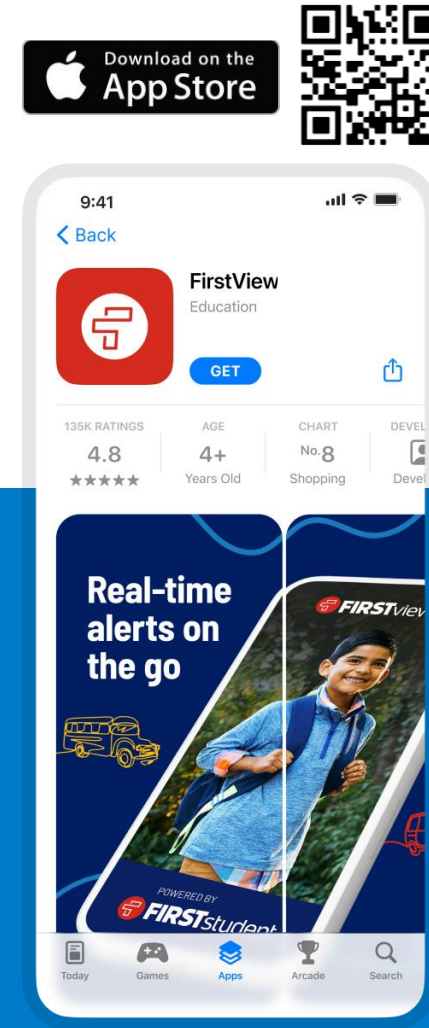


CREATE FIRST VIEW ACCOUNT

STEP 1: DOWNLOAD APP, CREATE ACCOUNT & LOG IN

- You can also download the First View app by visiting myfirstview.com.
- 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 Privacy Policy.

Note: Not all devices are compatible and must meet the minimum operating system and region requirements.

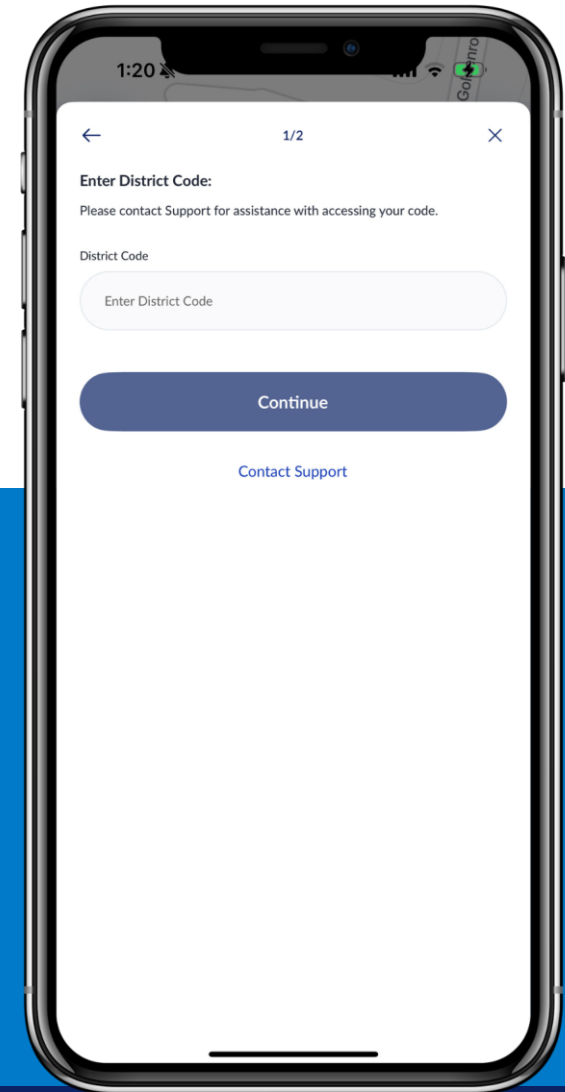


ADD YOUR STUDENT(S)

STEP 2: ENTER DISTRICT CODE

Enter the unique 5-character district code for your student's district.

- 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 within the app, tap **Contact Support** for assistance.



MANUALLY ADD YOUR STUDENT(S)

STEP 3: ENTER STUDENT'S DETAILS

Your student's district name will now be displayed at the top of the screen.

- Enter in your student's first and last name.

1:20

2/3

Fill in Student's Details:

Your District: ABC School District

First Name

Michael

Last Name

Graham

Continue

[Contact Support](#)

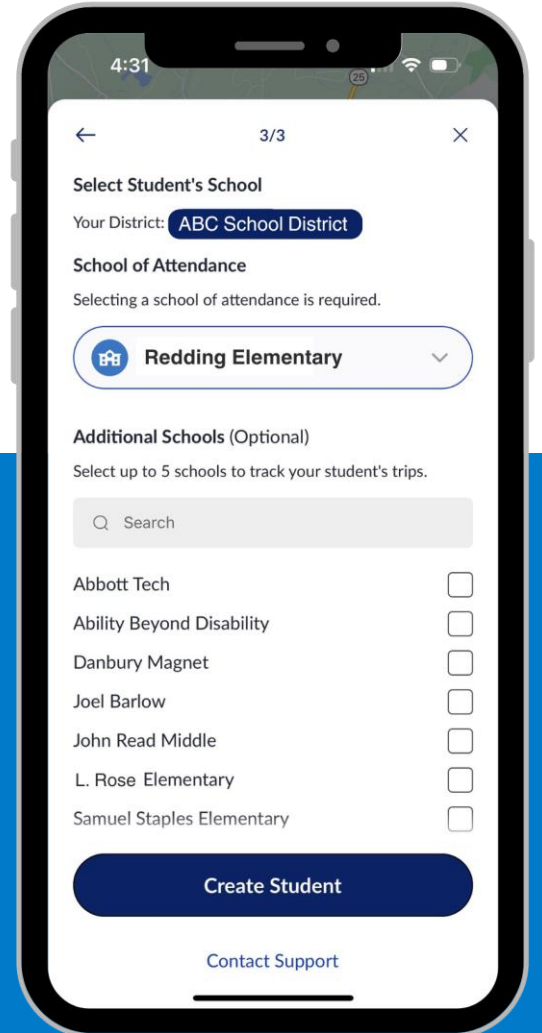
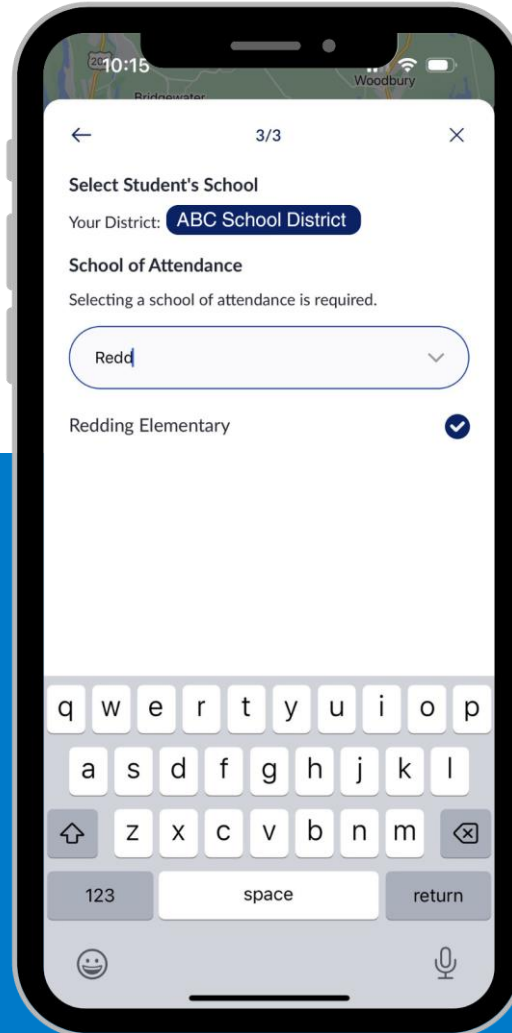
MANUALLY ADD YOUR STUDENT(S)

STEP 4: ADD STUDENT'S SCHOOL OF ATTENDANCE

1. Search for and select your student's school of attendance from the list.

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.

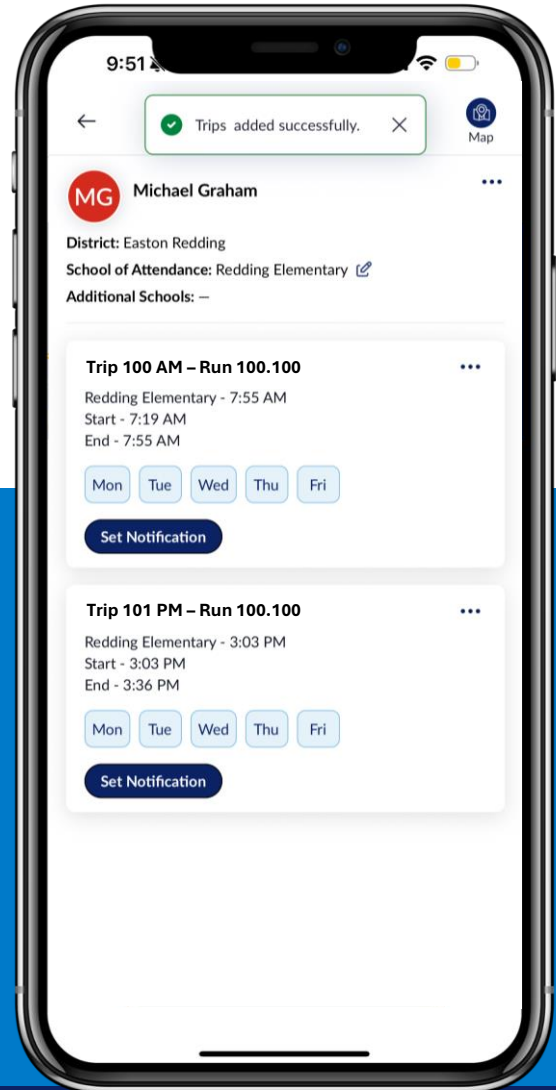
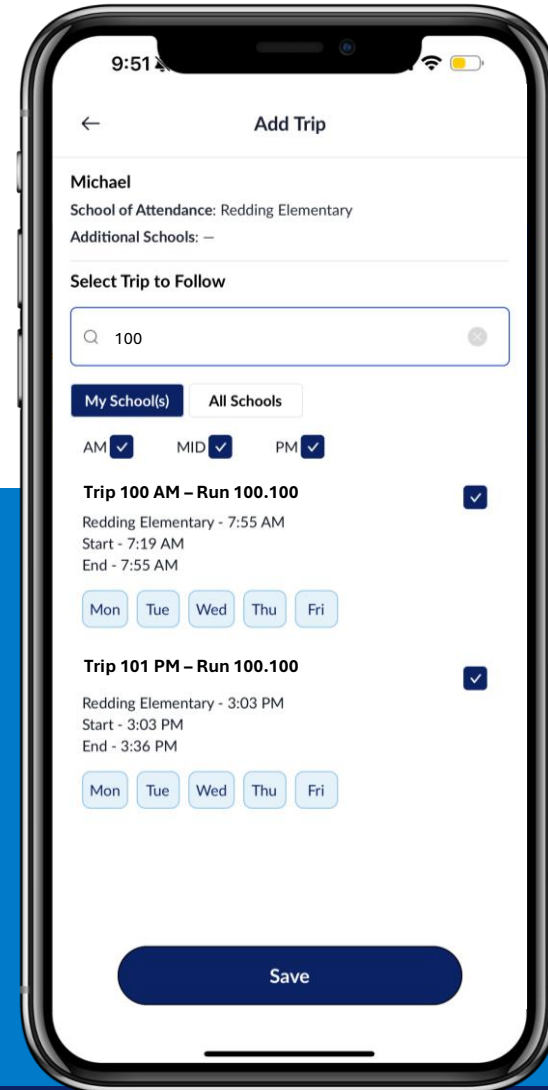
2. Once confirmed, you've successfully added your student and will be directed to the tracking map screen to add their trips and notifications for tracking.



MANUALLY ADD TRIP(S)

STEP 5: ADD STUDENT'S TRIP(S) AND NOTIFICATIONS

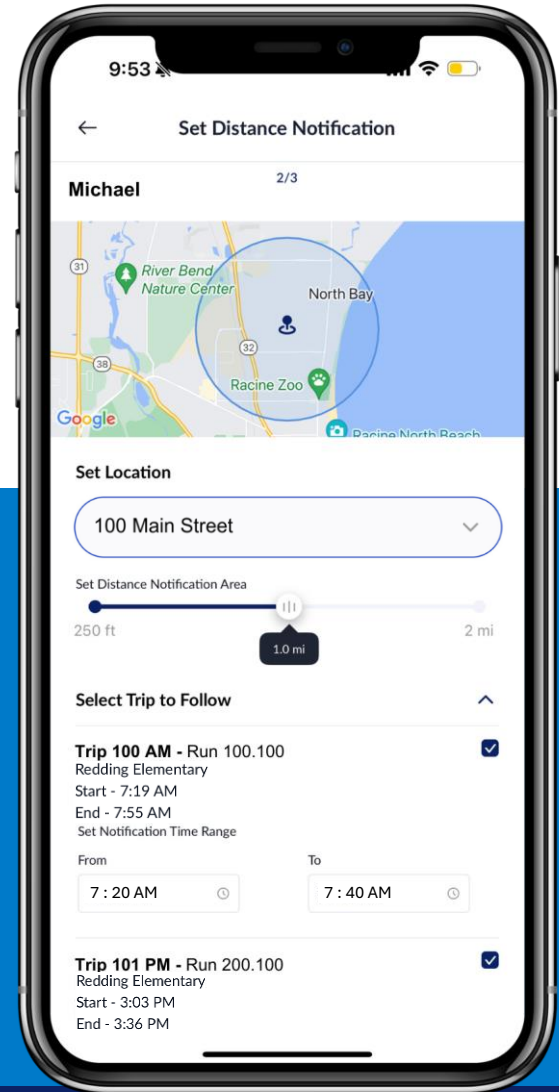
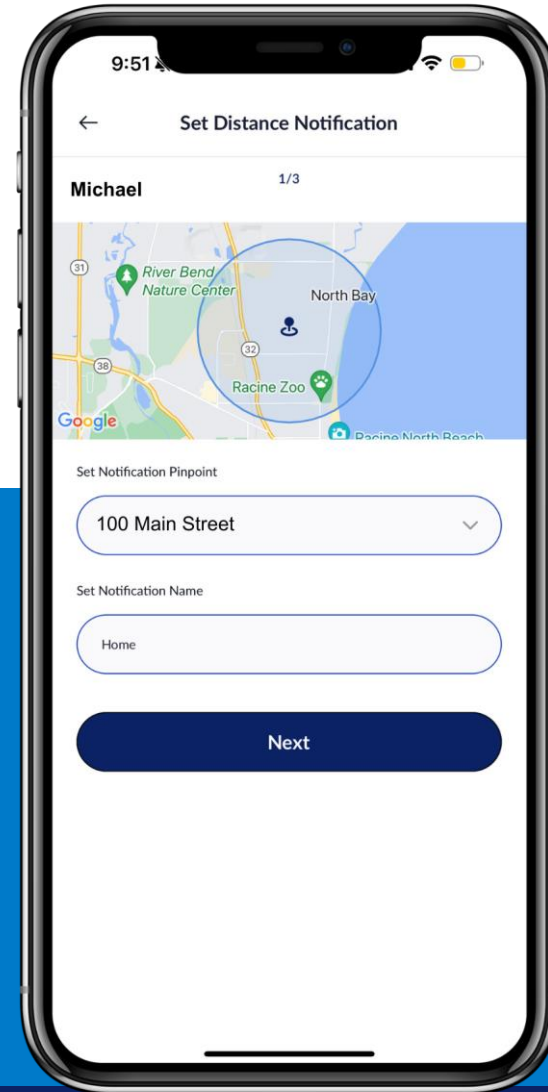
1. Select the trip(s) that you want to follow for your student by choosing their route or run.
 2. Once the trips are added, you'll be asked to set distance notifications to receive when the vehicle is near your student's stop location. Add up to 3 distance notifications per trip.
- Configure notifications by clicking Set Notifications, the notification bell on the map, or in notification settings. Notifications are sent via push alerts and displayed in the app's notification center.



CONFIGURE DISTANCE NOTIFICATIONS

STEP 6: CUSTOMIZE THE DISTANCE NOTIFICATION

1. Set your notification pinpoint, which is typically the student's stop address. You can also choose a name for this notification.
2. Adjust the notification area to ensure the alert is triggered only when the vehicle enters your specified area. You can drag this marker from 250 ft to 2 miles (or 80 m to 3.2 km based on your phone settings).
3. Assign it to one or more of your student's trips. It is recommended to 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

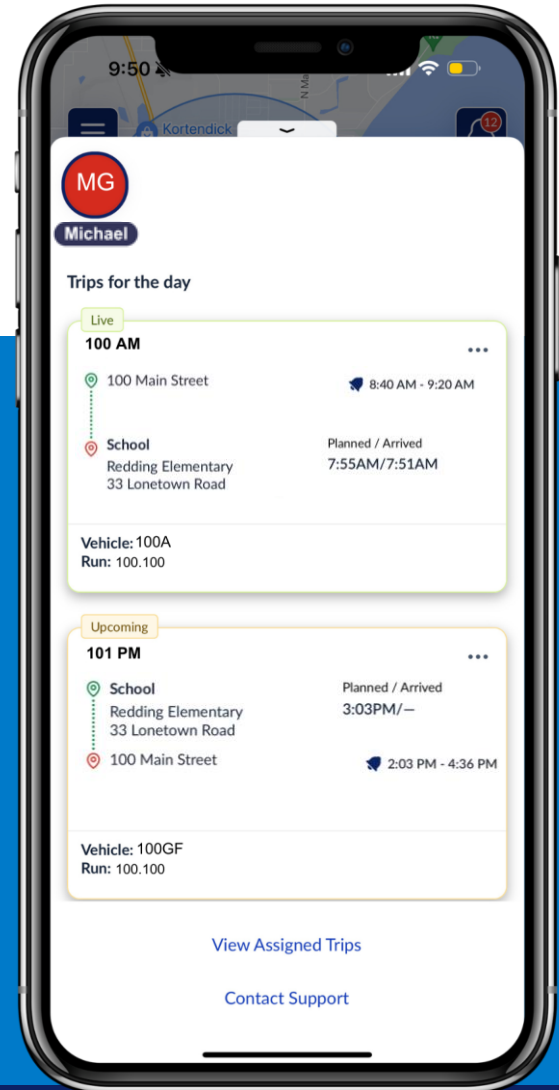
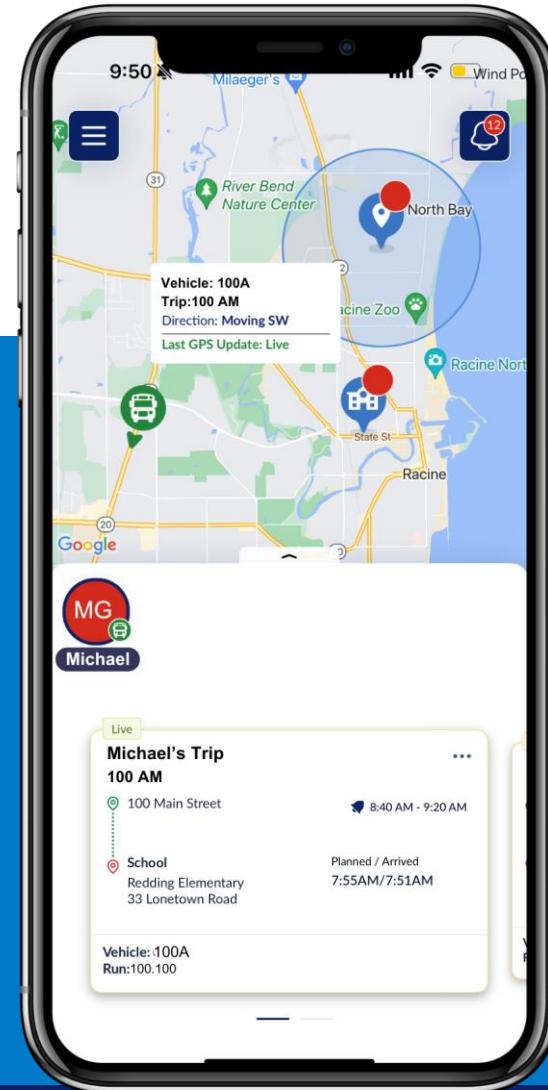
STEP 7: START TRACKING!

By tapping on the student's circle icon and swiping up, you'll see the trip information for the student's current or upcoming trip, and:

- Bus location on the map in real time
- Trip status and distance notification details
- Pick-up and drop-off addresses with scheduled/arrived times
- Vehicle bus number and run number for your student's portion of the trip

If you have app related questions, contact FirstView Customer Support, Monday – Friday from 7:00 AM – 5:00 PM ET:

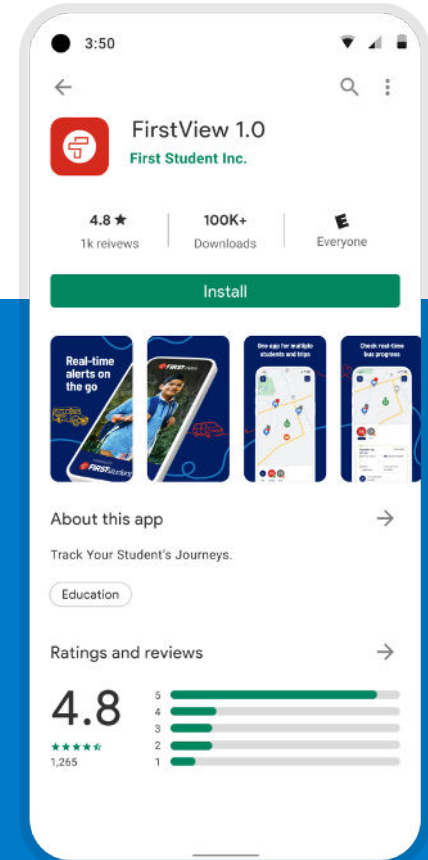
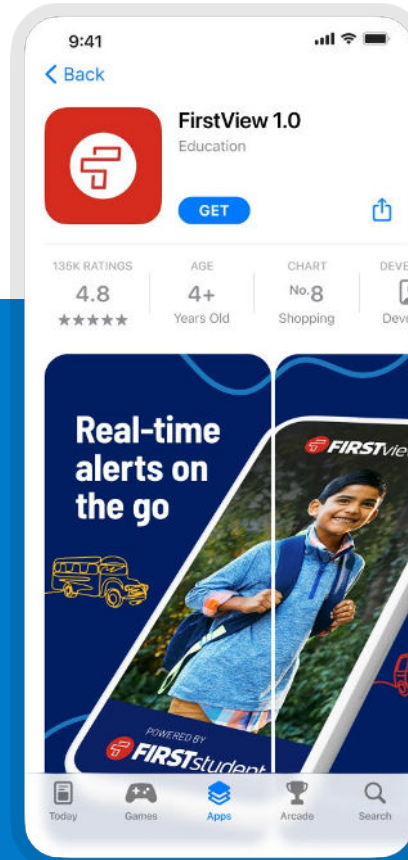
- support@myfirstview.com
- Toll Free: 1 (888) 889-8920 | Local: (513) 419-2921
- In-App Feedback via the Contact Support button



CREAR CUENTA EN FIRSTVIEW 1.0

PASO 1: DESCARGUE LA APLICACIÓN, CREE UNA CUENTA E INICIE SESIÓN

1. También puede descargar la aplicación FirstView 1.0 visitando myfirstview.com.
2. Al crear una cuenta, los usuarios deben ingresar su correo electrónico, elegir una contraseña, nombre, apellido y número de teléfono. Al registrarse y utilizar una cuenta de FirstView, también acepta nuestros Términos de uso y nuestra Política de privacidad.



AGREGUE MANUALMENTE A LOS ESTUDIANTES A SU CARGO

PASO 2: INGRESE EL CÓDIGO DEL DISTRITO

1. Ingrese el código único de 5 caracteres del distrito del/la estudiante a su cargo.
2. Si no conoce el código del distrito del/la estudiante a su cargo o no está seguro de si su distrito ofrece seguimiento para el/la estudiante a su cargo en la aplicación, comuníquese con la escuela o toque **Contactar al soporte técnico** dentro de la aplicación para obtener ayuda.

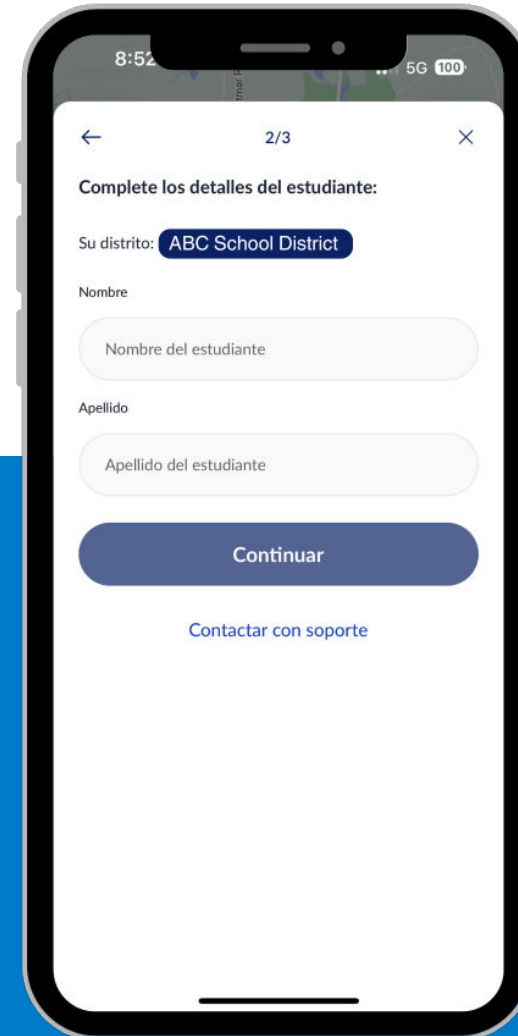


AGREGUE MANUALMENTE A LOS ESTUDIANTES A SU CARGO

Seguimiento de viaje por GPS

PASO 3: INGRESE LOS DATOS DEL/LA ESTUDIANTE A SU CARGO

1. En la parte superior de la pantalla se mostrará el nombre del distrito del/la estudiante a su cargo.
2. A continuación, ingrese el nombre y apellido del/la estudiante.

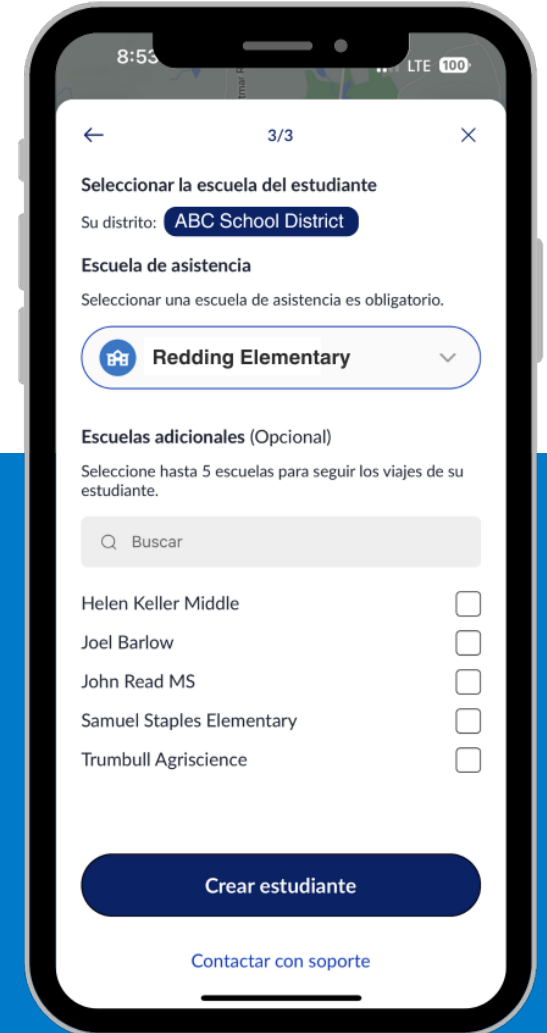
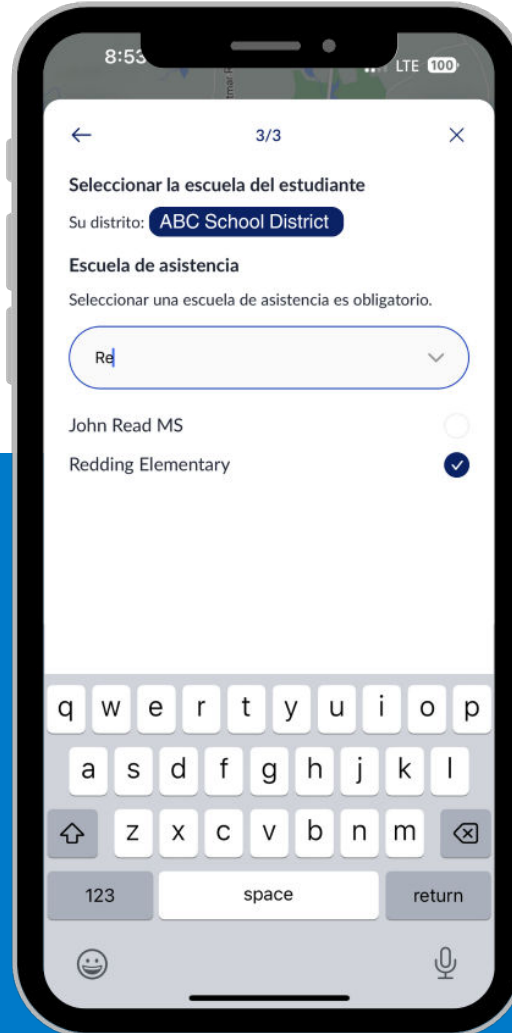


The image shows a smartphone screen displaying a form for adding a student. At the top, there is a status bar with the time 8:52, signal strength, 5G, and 100% battery. The app interface has a back arrow, a progress indicator '2/3', and a close 'X' button. The main heading is 'Complete los detalles del estudiante:'. Below this, there is a dropdown menu for 'Su distrito:' with 'ABC School District' selected. There are two text input fields: 'Nombre' (with placeholder 'Nombre del estudiante') and 'Apellido' (with placeholder 'Apellido del estudiante'). At the bottom, there is a blue 'Continuar' button and a link 'Contactar con soporte'.

AGREGUE MANUALMENTE A LOS ESTUDIANTES A SU CARGO

PASO 4: AGREGUE LA ESCUELA A LA QUE ASISTE EL/LA ESTUDIANTE

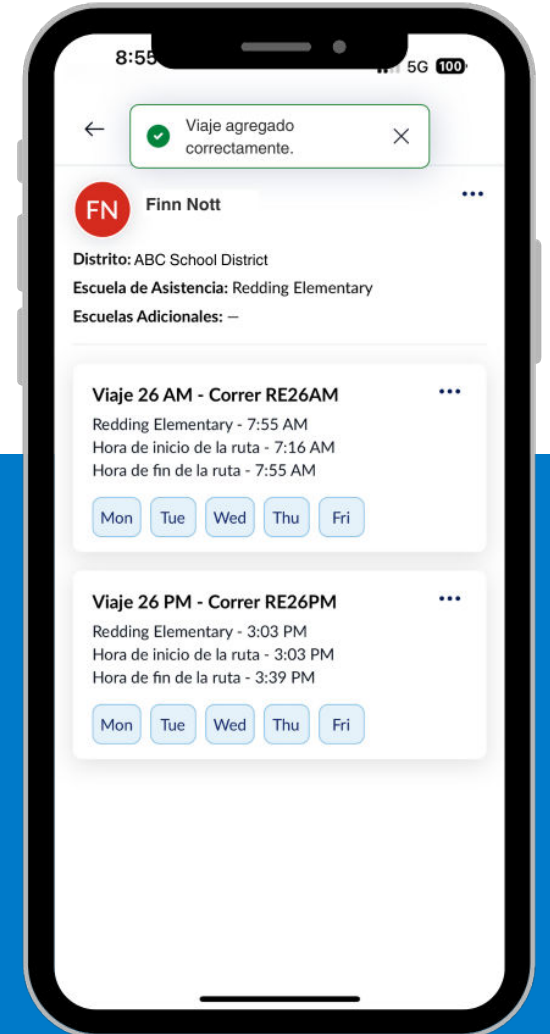
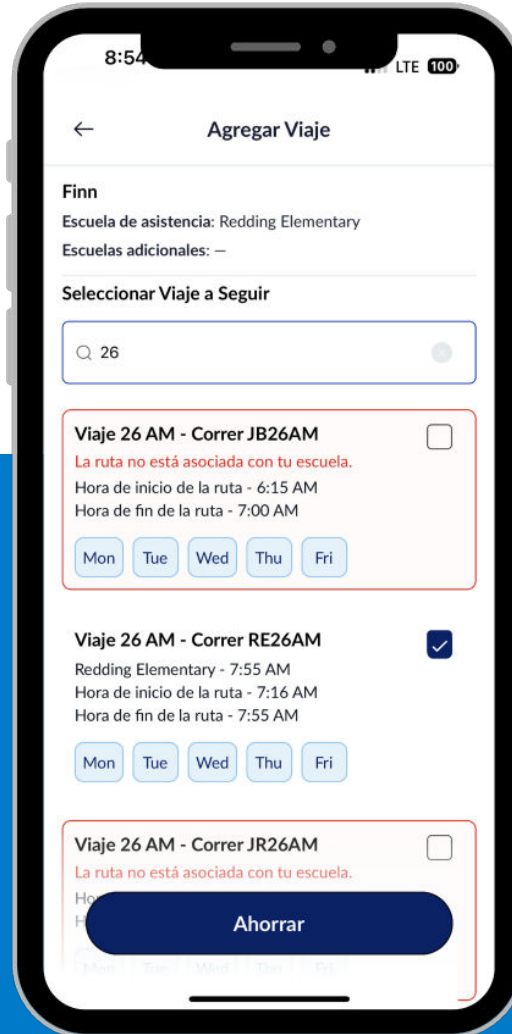
1. A continuación, agregará la escuela a la que asiste el/la estudiante a su cargo.
2. Opcional: Puede agregar hasta 5 escuelas adicionales. Ejemplo: Si el/la estudiante recibe transporte a una escuela alternativa o a un programa fuera de su escuela principal de asistencia.
3. Una vez confirmado, habrá agregado exitosamente al/la estudiante a su cargo y será dirigido a la pantalla del mapa de seguimiento para agregar sus viajes para realizar un seguimiento.



AGREGAR VIAJE(S) MANUALMENTE

PASO 4: AÑADA LOS VIAJES DEL/LA ESTUDIANTE

1. A continuación, seleccionará el viaje o viajes que desea seguir de su estudiante eligiendo su ruta o recorrido.
2. Una vez confirmado, habrá agregado con éxito el viaje o viajes que seguirá para su estudiante.



CONFIGURAR NOTIFICACIONES DE DISTANCIA

PASO 5: CONFIGURE UNA NOTIFICACIÓN DE DISTANCIA PERSONALIZADA

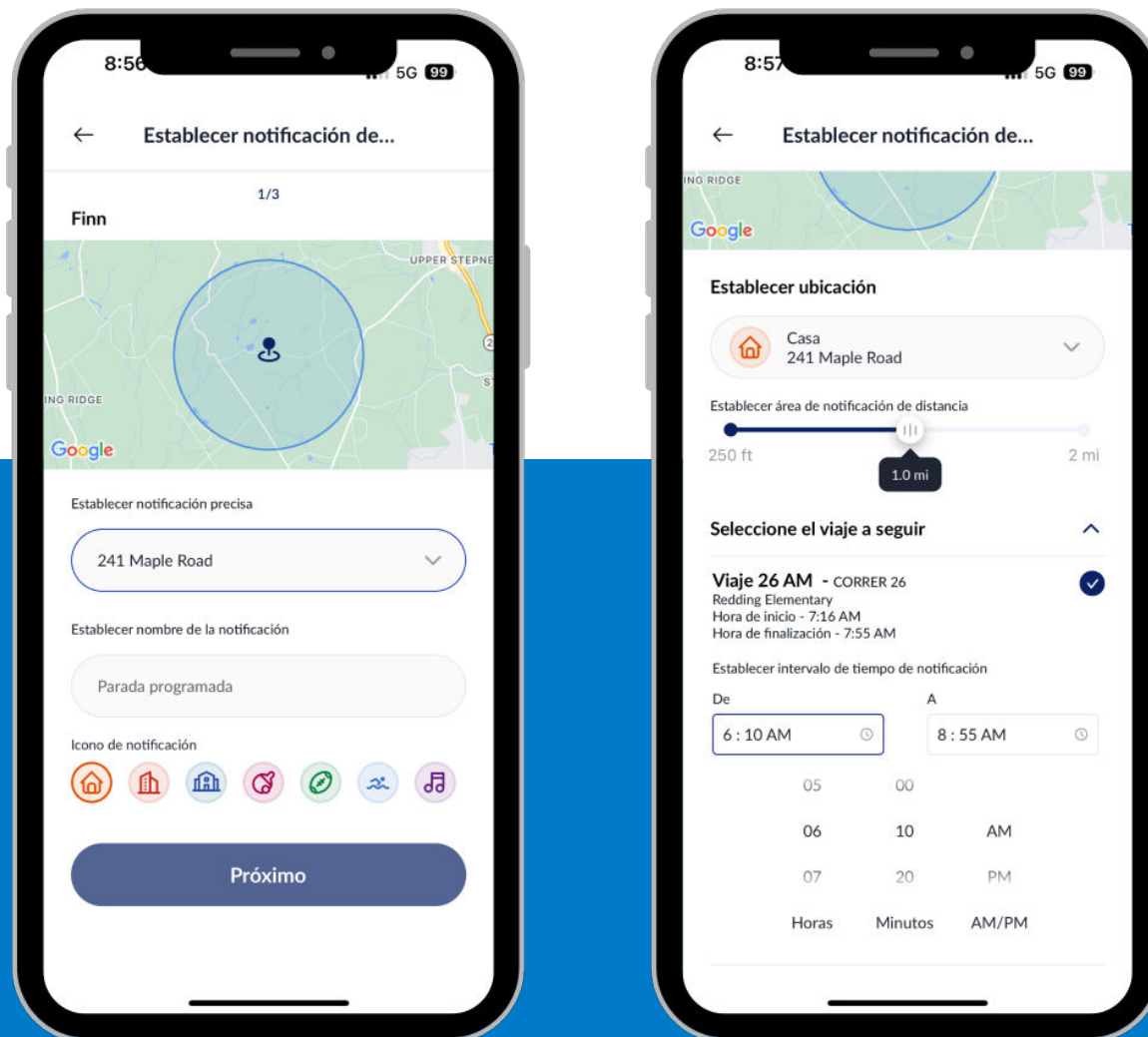
1. Una vez que haya agregado a su estudiante y sus viajes, puede rastrear el vehículo en el mapa y/o configurar notificaciones de distancia personalizadas para recibir una alerta cuando el vehículo esté cerca de la ubicación de parada de su estudiante. Las notificaciones se envían a través de alertas push y se muestran en el centro de notificaciones de la aplicación.
2. Para configurar la notificación de distancia, haga clic en el botón dentro de la tarjeta del estudiante o vaya a Configuración > Notificaciones > Administrar notificaciones de distancia



CONFIGURAR NOTIFICACIONES DE DISTANCIA

PASO 6: PERSONALICE LA NOTIFICACIÓN DE DISTANCIA

1. Primero, configure su punto de notificación, que generalmente es la dirección de parada del/la estudiante, para que sirva como centro de su zona de notificación. Puede nombrar esta notificación y seleccionar un ícono para ayudar a distinguirla.
2. A continuación, ajuste el área de notificación para garantizar que la alerta se active solo cuando el vehículo ingrese al área especificada.
3. Por último, asígnela a uno de los viajes del/la estudiante a su cargo. También puede personalizar el rango de tiempo para la alerta, asegurándose de recibir una notificación solo cuando el vehículo se esté acercando a la parada del/la estudiante, no cuando pase para recogerlo o dejarlo antes.



LISTO PARA RASTREAR LOS VIAJES DE LOS ESTUDIANTES

PASO 6: ¡COMIENCE A RASTREAR!

- Al tocar el ícono del círculo del/la estudiante y deslizarlo hacia arriba, verá la información del viaje actual o el próximo viaje más cercano del estudiante.
 - Ubicación del autobús en el mapa en tiempo real
 - Estado del viaje
 - Dirección de recogida con notificación de distancia horaria
 - Dirección de entrega con horarios previstos/de llegada
 - Número de autobús y número de recorrido
- Si tiene preguntas o problemas relacionados con la aplicación, comuníquese con el servicio de atención al cliente de FirstView, de lunes a viernes de 7:00 a. m. a 5:00 p. m., hora del Este de EE. UU.:
 - support@myfirstview.com
 - Número de llamada gratuita: 1 (888) 889-8920 | Llamada local: (513) 419-2921
 - Comentarios en la aplicación a través del botón Contactar al soporte técnico

