

RSCO TRANSPORTATION SERVICES

July 25, 2025

Dear RSCO Families:

FirstView classic is converting to **FirstView® 1.0**, a real-time GPS vehicle tracking and student transportation-monitoring platform with enhanced features.

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](#)

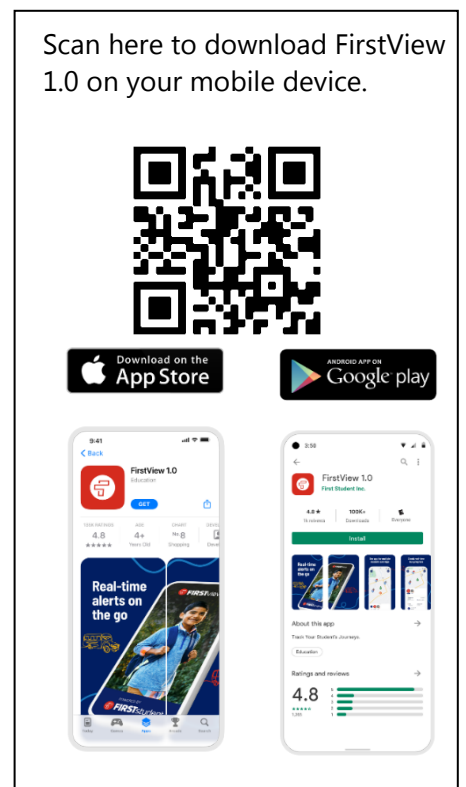
Step 2: Set up your FirstView 1.0 mobile app profile. You'll be asked to manually provide:

- The 5-character District Code: **F6D0Z**
- 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

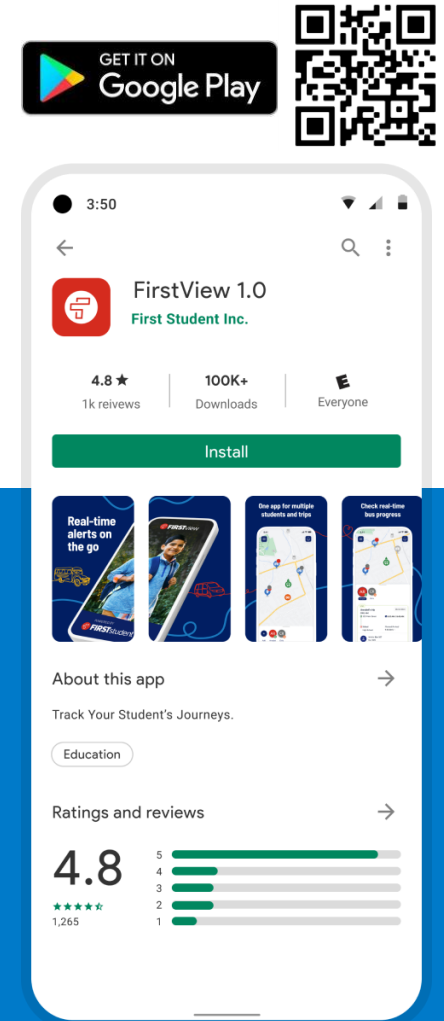
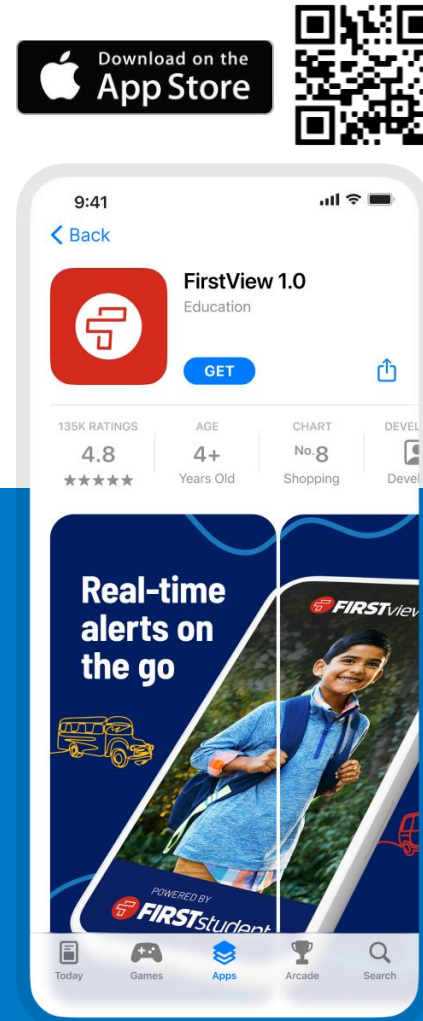
Parent and Caregiver Phone Support: (888) 889-8920 Toll Free / (513) 419-2921 Local

CREATE FIRSTVIEW 1.0 ACCOUNT

STEP 1: DOWNLOAD APP, CREATE ACCOUNT & LOG IN

- You can also download the FirstView 1.0 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.

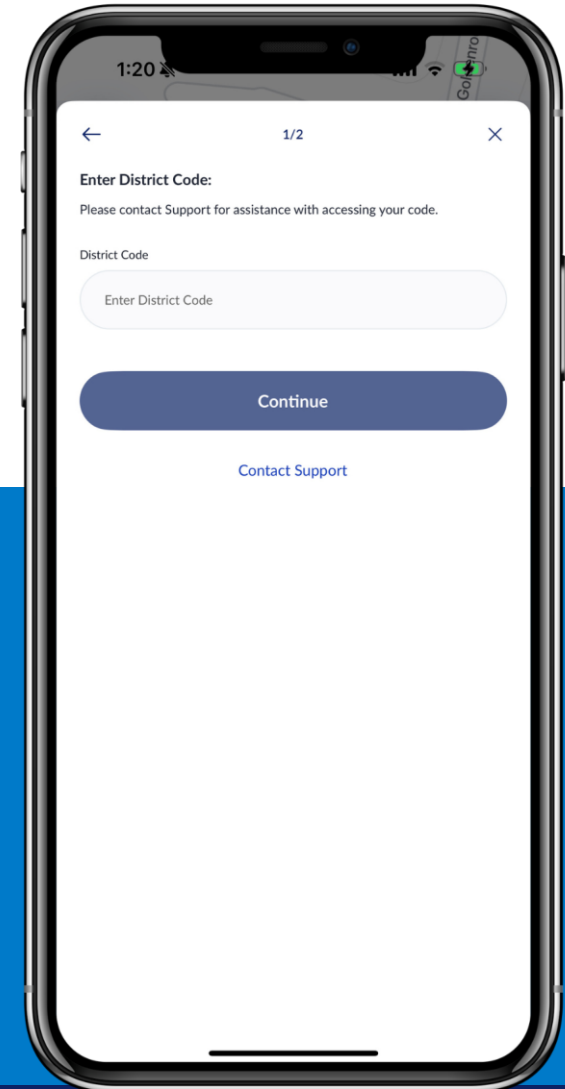


ADD YOUR STUDENT(S)

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.

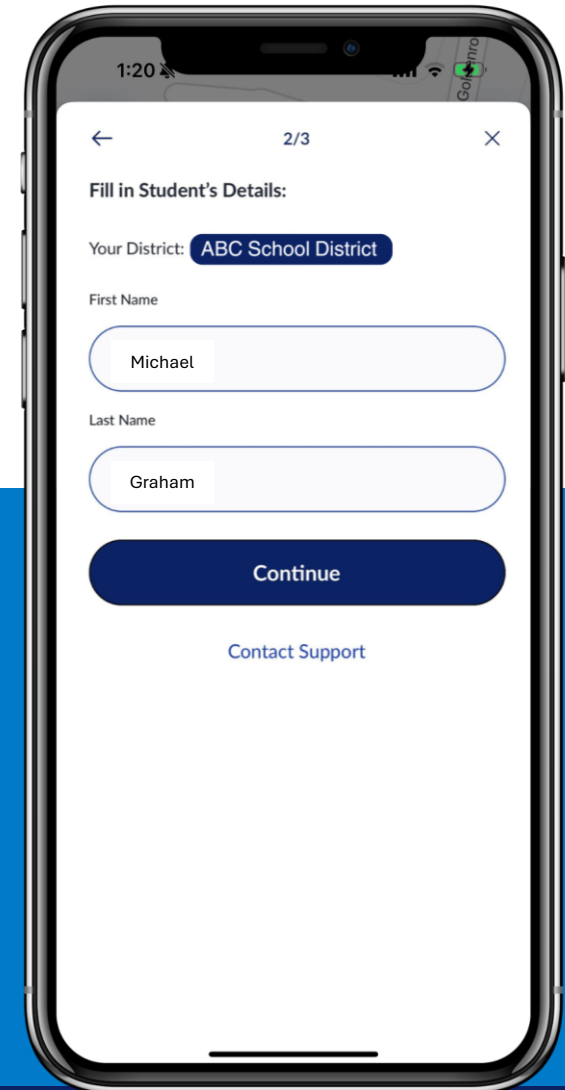


MANUALLY ADD YOUR STUDENT(S)

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 X

Fill in Student's Details:

Your District: ABC School District

First Name

Michael

Last Name

Graham

Continue

Contact Support

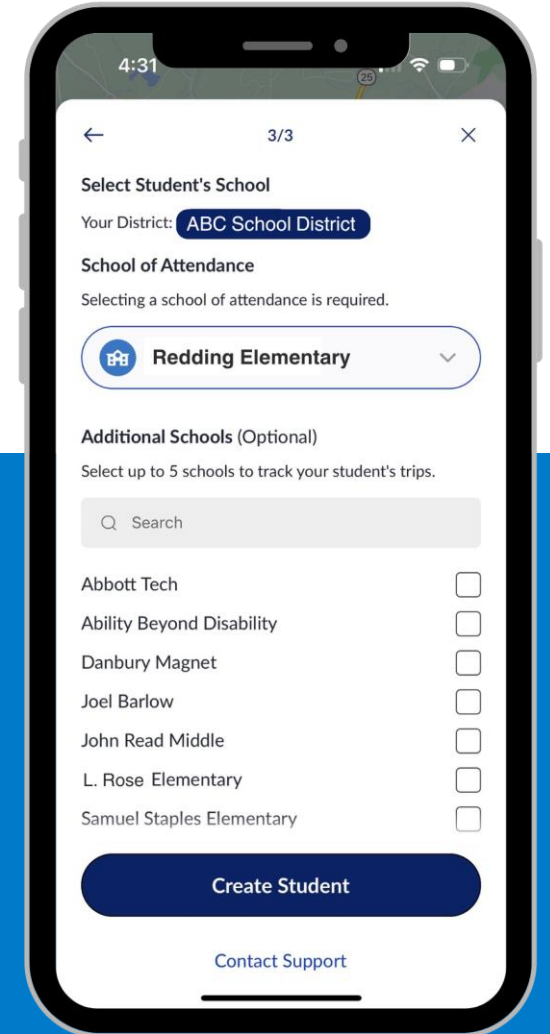
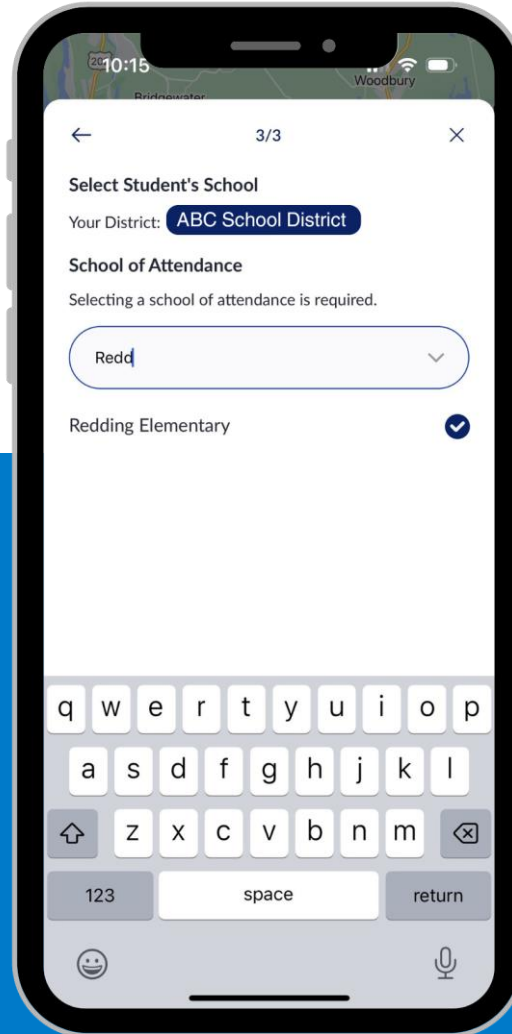
MANUALLY ADD YOUR STUDENT(S)

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.

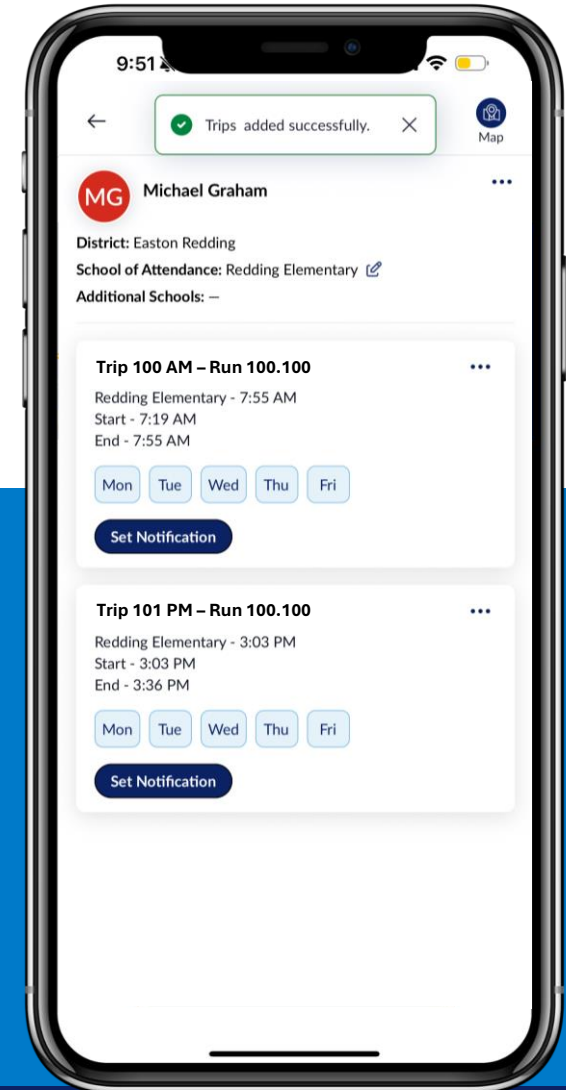
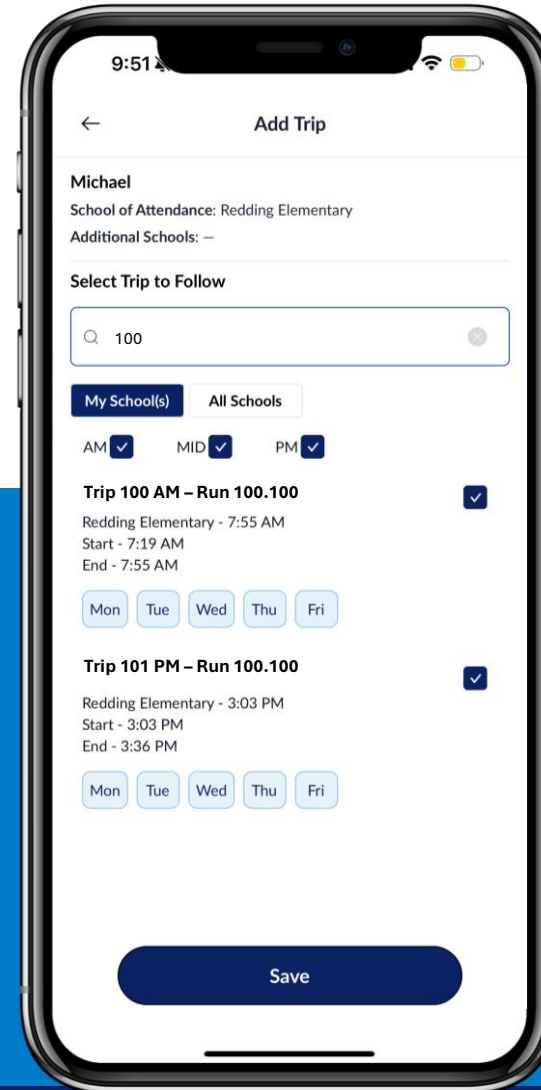
2. Once confirmed, you've successfully added your student and will be directed to the tracking map screen to add their trips and notifications for tracking.



MANUALLY ADD TRIP(S)

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

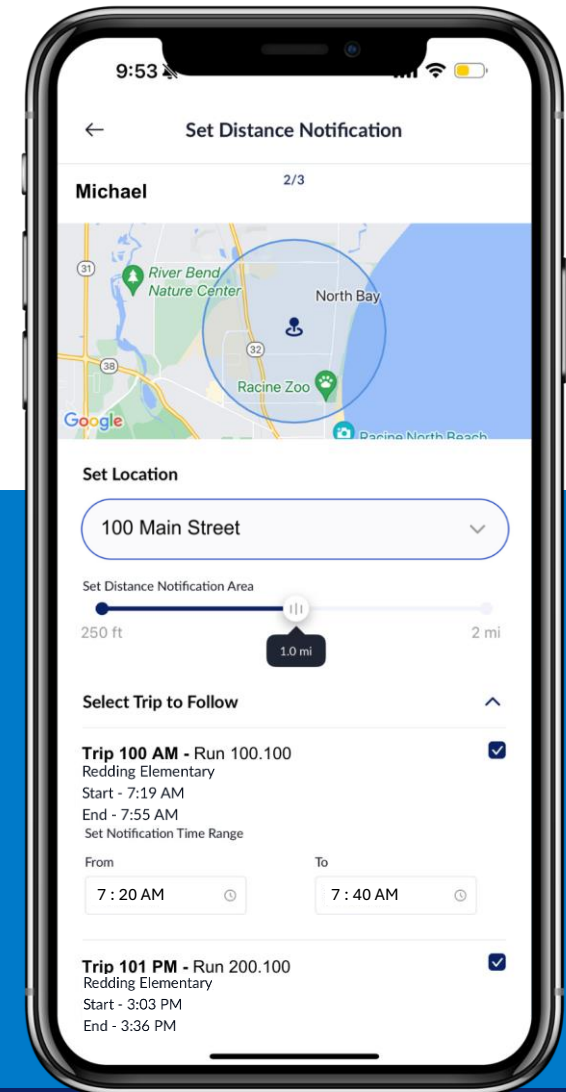
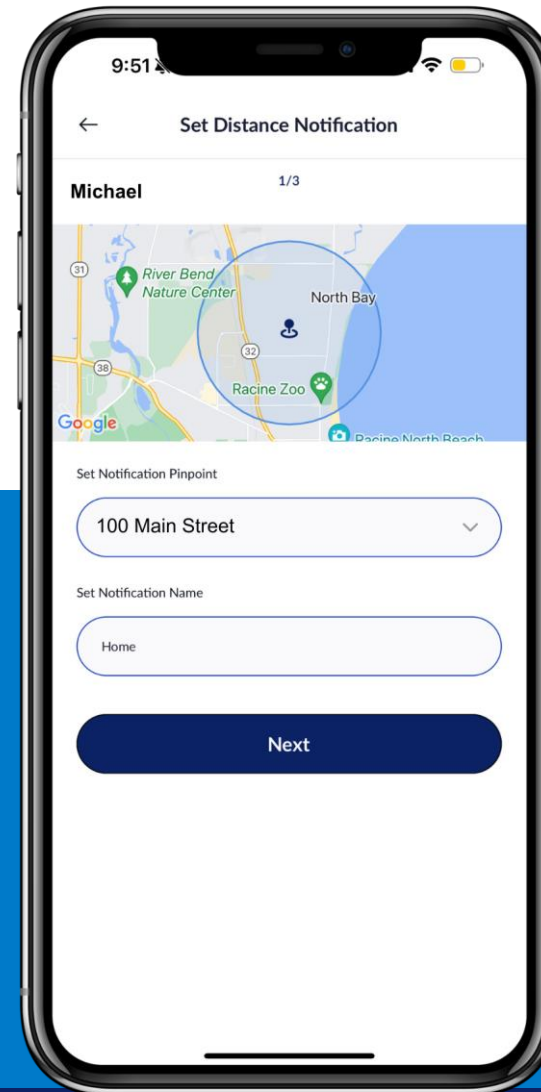
1. Select the trip(s) that you want to follow for your student by choosing their route or run.
 2. Once the trips are added, you'll be asked to set distance notifications to receive when the vehicle is near your student's stop location. Add up to 3 distance notifications per trip.
- Configure notifications 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

