

April 27, 2018

District 202 Families,

As you know, District 202 is piloting a new mobile app that will let parents track their regular education student's bus location and estimated arrival times. We believe this new tool will be very helpful for our busy families. *(This service is not available for special education transportation at this time.)*

We rolled out the new app Monday morning -- but hit a "bump in the road" almost immediately.

TO EXPLAIN:

This new app requires parents to create an account through our general education transportation vendor, First Student, who creates and manages the app.

Parents must enter their student's school ID number to create an account and download the app. No student information is automatically posted online.

However, it is our understanding that a few people also entered school ID numbers for students other than their own, and were therefore able to see the bus information for other students.

Several parents expressed valid safety concerns about this, so we immediately shut down the app and began working with the vendor to address the issue.

We have now added another layer of security to further limit access to a student's transportation information to only that student's parents/guardians.

IMPORTANT CLARIFICATIONS:

- There was never a "security breach" or mass "exposure" of private student data at any time
- The only information that appears in the mobile app is the student's name, bus stop and estimated arrival time for the bus associated with that student
- No other student data is in the system, and therefore was never (and will never be) publicly posted.
- Parents must create an account to access the mobile app system using their private information, logins, passwords, etc.

- Only about 300 people had downloaded the app when we shut it down. All of those accounts were immediately deleted and must be recreated, if those parents choose to do so.

We hope parents find this tool useful in our increasingly busy world, but if you'd prefer to **block your child's information** from this system, please feel free to call our Transportation Department directly: (815) 436-7800.

As always, the safety of our students and staff is our top priority. Our sincere apologies for any frustration, confusion or concern.

NEW PROCESS FOR CREATING A MOBILE BUS APP:

For your own privacy and safety, please do not share your students' School ID numbers, computer passwords, etc. with anyone.

1. To create an account from your computer, go to www.firstviewapp.com, or
 2. Simply download the "**FirstView**" app onto your smartphone through your app store.
- To activate your account **parents must enter their student's School ID AND the new PIN** assigned to their student(s).

Your PIN is available in your student's **Home Access Center (HAC)** account:

- In the HAC, go to the "REGISTRATION" tab.
- On that page, under the "TRANSPORTATION" section is a column called "STOP DESCRIPTION." Your child's six-digit, alphanumeric PIN number is at the end of the "STOP DESCRIPTION".

Please call your school(s) directly if you do not know your student's School ID, or have not yet created a Home Access Center account for your student.

For help or more information, please contact FirstView Monday – Friday at:

- (888) 889-8920 from 7 a.m. EST to 5 p.m. EST
- Customer Support at support@firstviewapp.com