**FIRST VIEW APP Troubleshooting Guide**

**San Ramon Valley School District Code: U9V3X**

There are reports that users are not receiving the verification code when attempting to register for an account on First View due to our emails being marked as suspicious or undeliverable by their email provider. We apologize for the inconvenience and appreciate your patience as we work to resolve this issue. Please try to request a code again and let us know if you do not receive it in your inbox or spam/junk folder.

**Do this first before requesting a new code:**

* Add [**support@myfirstview.com**](mailto:support@myfirstview.com) to your safe senders or "allowed" list.
* Or, use a different email to create a new account.

**Note:** You must create and verify a new account if you previously used the FirstView Classic app. You cannot reset the password for an unverified account. If you forgot your password, you will need to register again with a new email or wait 24 hours after creating your account to register again with the same email.

**Verifying your account (new accounts):**

1. Log in with the email & password you used to register.
2. Once on the verification screen, go to your inbox or spam/junk folder and to find the 6-digit code.
3. Enter the 6-digit code in the app. You can request a new code every 60 seconds. Codes expires in 24 hours.

**Resetting your password (verified accounts only):**

1. Tap Forgot Password in the app.
2. Enter your verified email.
3. Enter the 6-digit code in the app. You can request a new code every 60 seconds. Codes expires in 24 hours.

Thank you again for downloading the FirstView app. Have a great day!