



Blue Bird Vantage – Forgotten Login +/-or Password

Tech Tip #17-0619REVA



Easy Retrieval of Lost or Forgotten Passwords

We have received calls from those of you who have lost +/-or forgotten your logins or passwords for the Blue Bird Vantage website. We understand this may not be a website used daily or sometimes we get new computers, so we have tried to make the process fairly easy.

We have set ALL our customers up in the system simply by putting a period between their first and last name hence “John Doe” would have a login of “John.Doe”. When you contacted us to set you up, we also asked for an e-mail address.

You can obtain a lost/forgotten passwords without having to contact us. From the main screen of Blue Bird Vantage (<https://vantage.bluebird.com/Portal/Vantage-Home.aspx>).

From there click on the “Login” in the upper right-hand corner as normal and when the “Member Login” page pops up click on the “Forgot your password?” as shown in Figure #1.

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)

Next put your User Name in the box on the “Request Your Password” page using the format discussed, first name, period, last name (Figure #2). Next enter the e-mail you used when you submitted your Vantage request and hit “NEXT” (Figure #3) and click “NEXT”.

If you have the e-mail correct, you will get a message as shown in Figure #4 and a link will be sent to your e-mail to assign a new password but please remember if you get this page but fail to receive a link to check spam and clutter. If you have entered an incorrect matching Login and Password, you will receive a message as shown in Figure #5 and at that point please contact us to assist you.

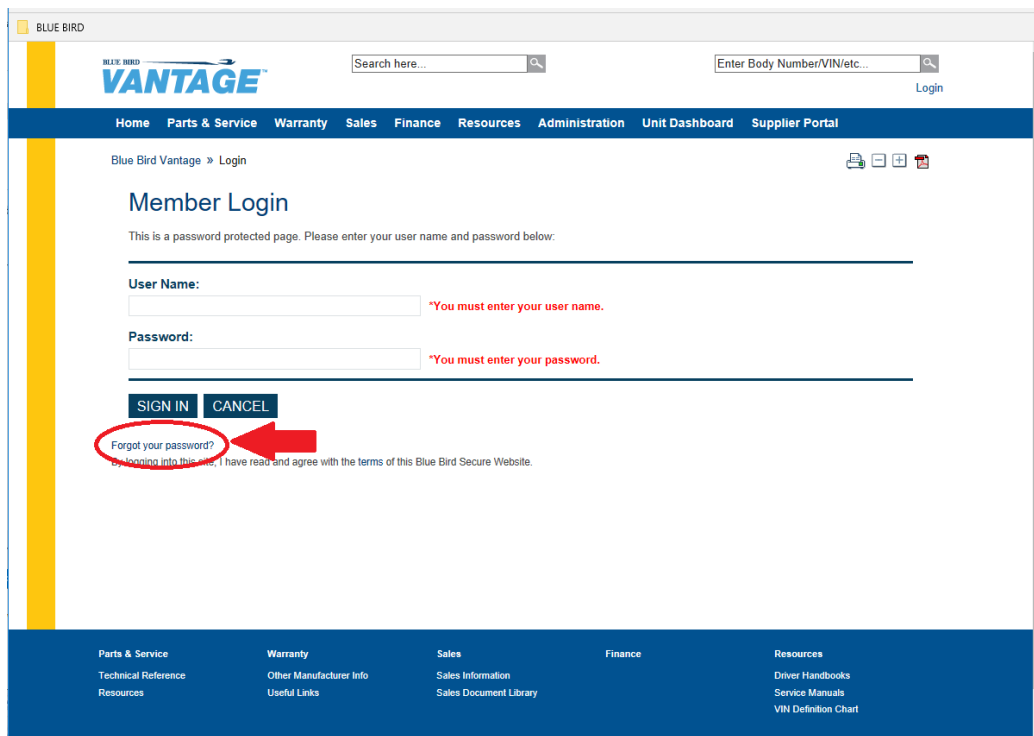


Figure #1

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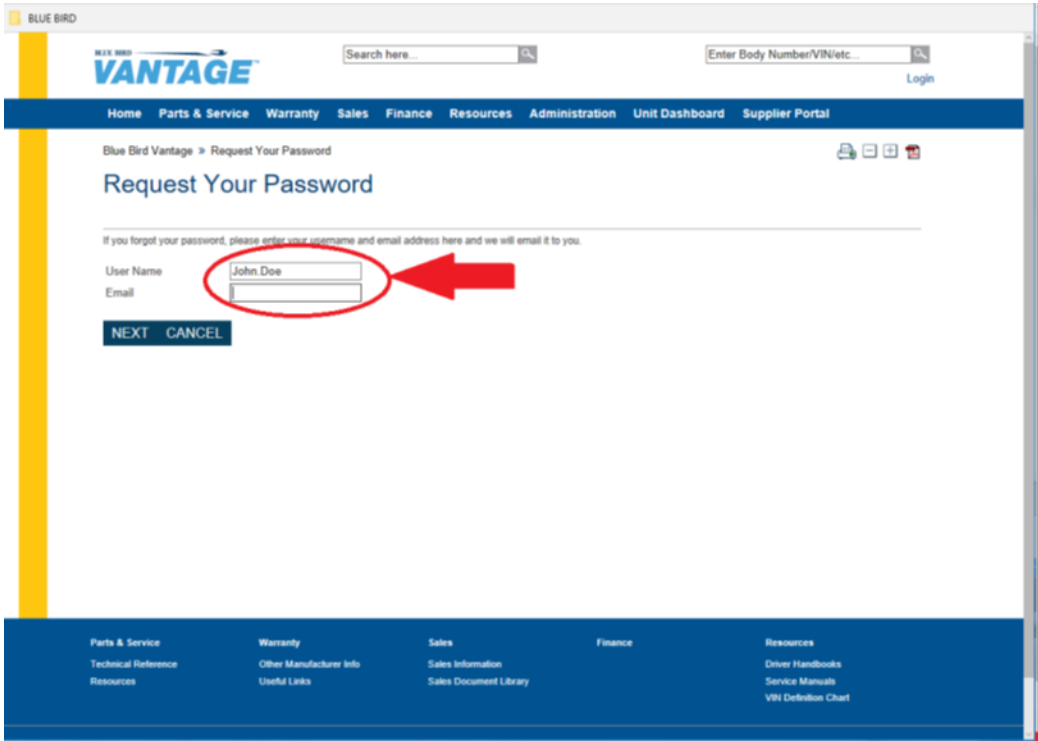


Figure #2

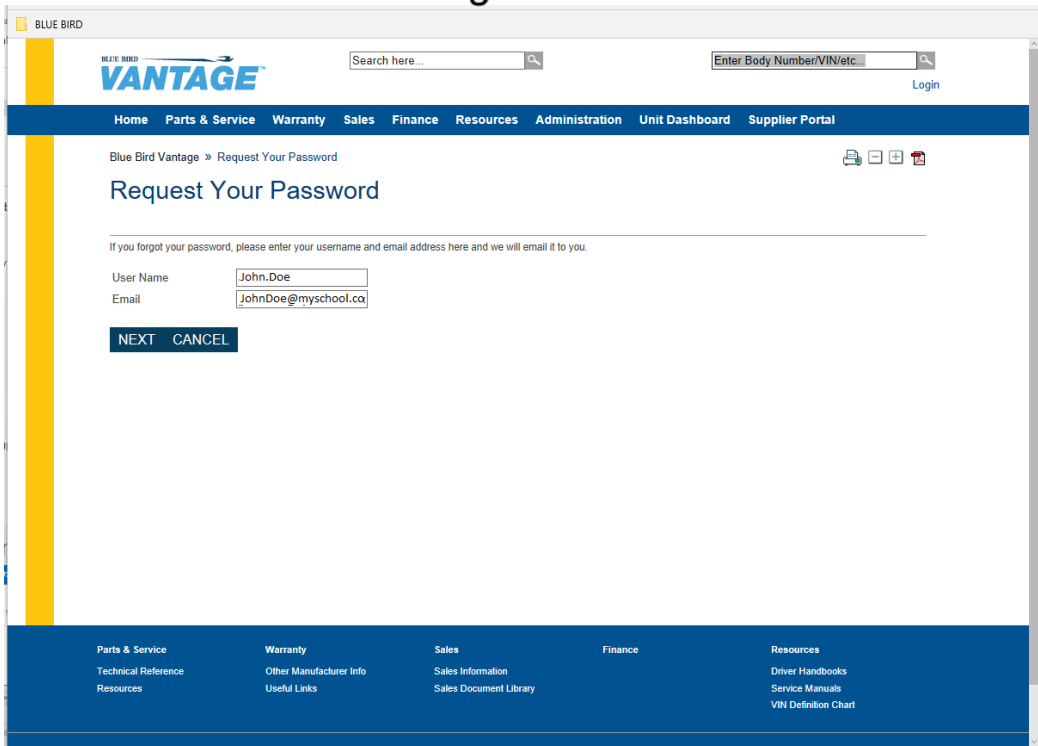


Figure #3

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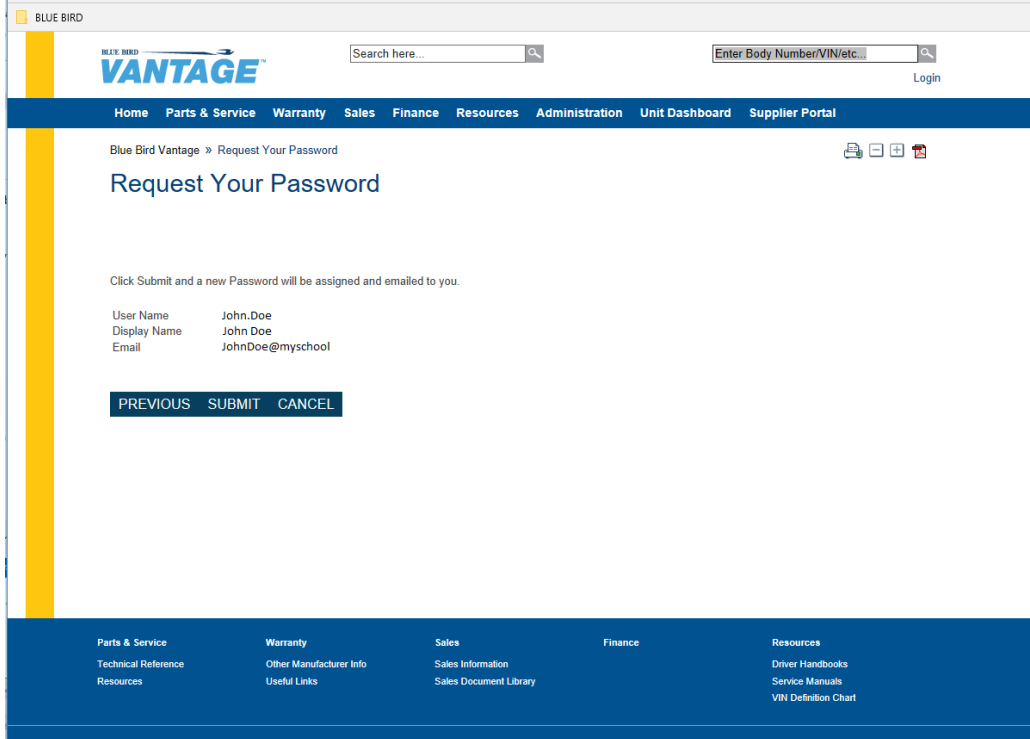


Figure #4

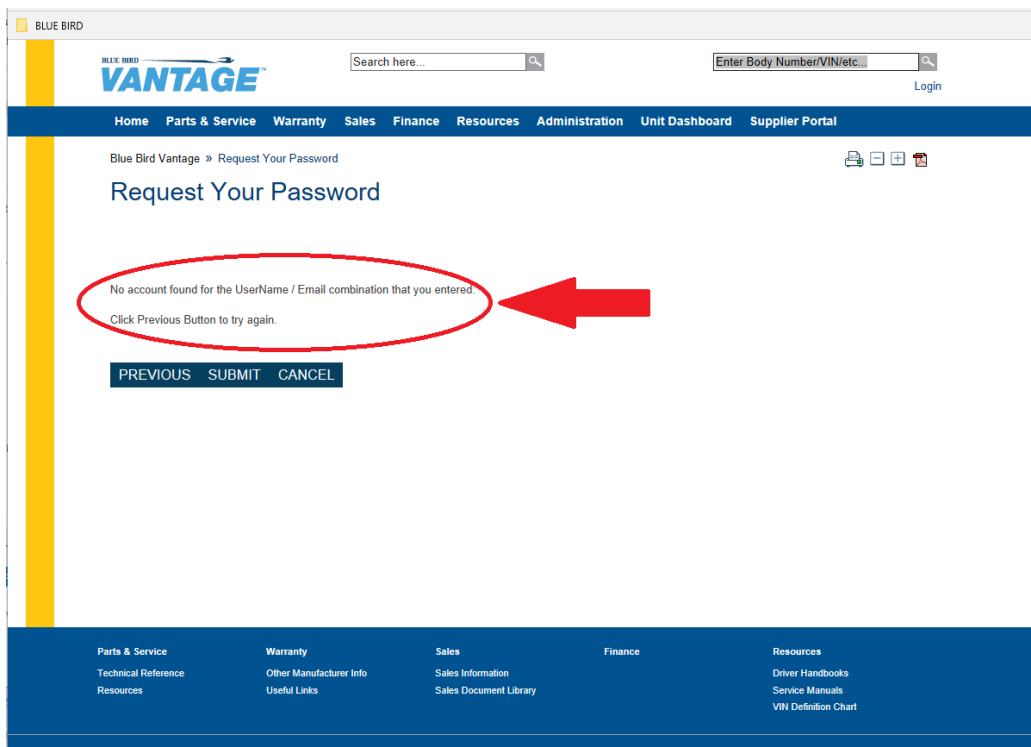


Figure #5

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CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

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