



Blue Bird Vantage – Forgotten Login and/or Password

Tech Tip #17-0619



Easy Retrieval of Lost or Forgotten Passwords

We have received calls from customers who have lost and/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.

New York Bus Sales has 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 lost/forgotten passwords without having to contact us from the main screen of Blue Bird Vantage (<https://vantage.blue-bird.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). 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. Please remember if you get this page but fail to receive a link to check your 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.

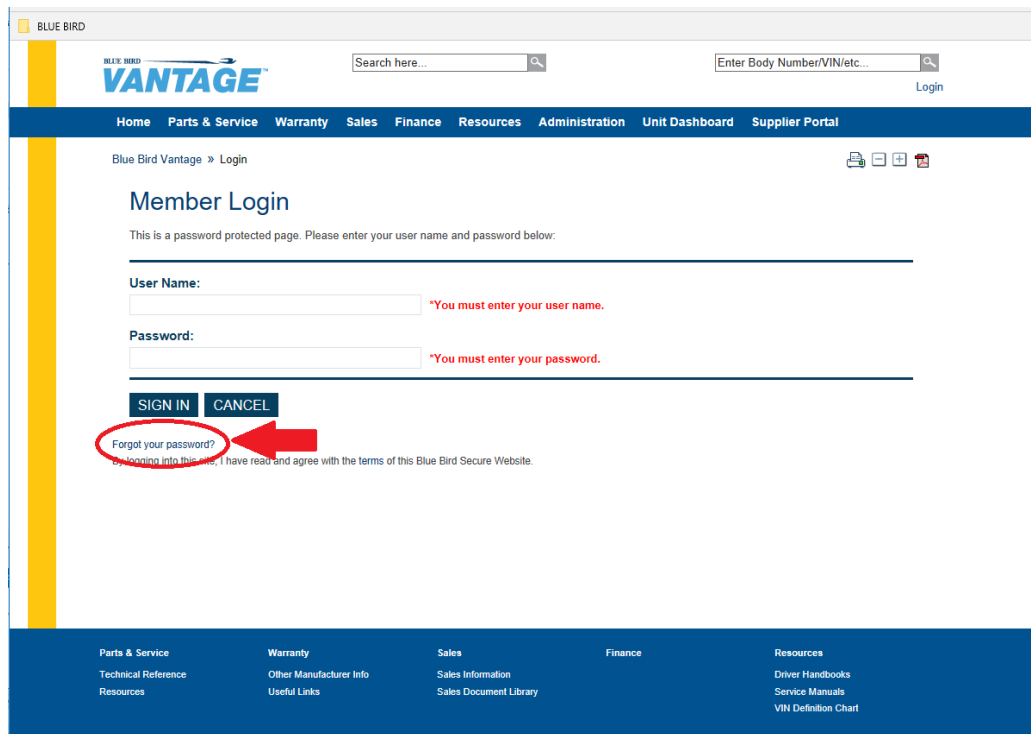


Figure #1

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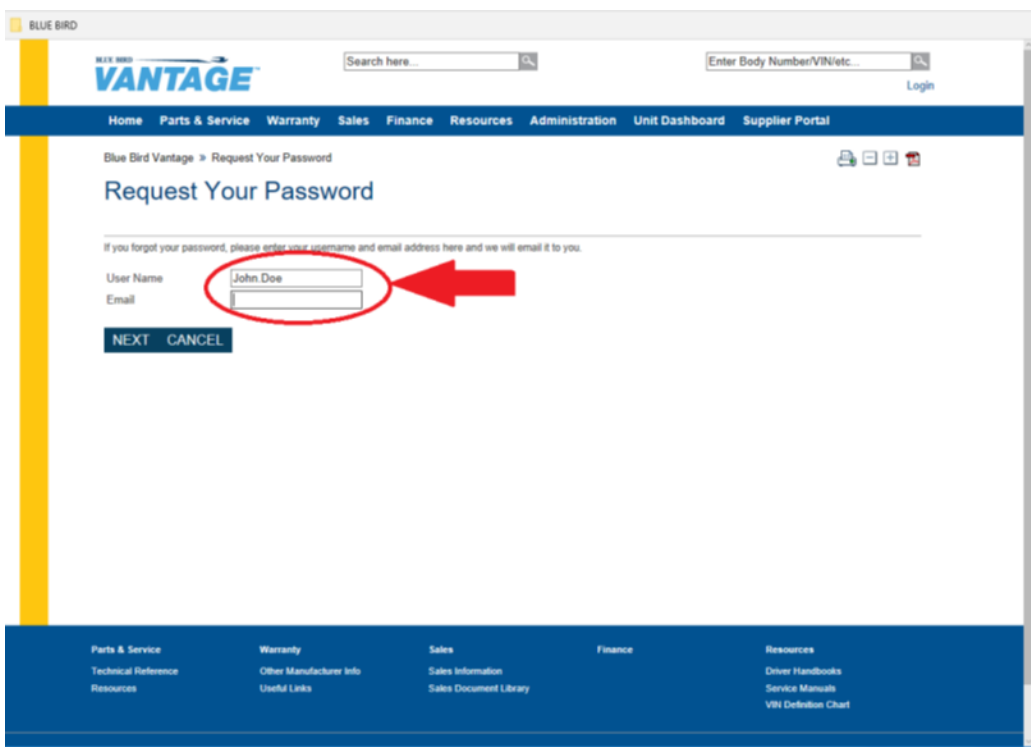


Figure #2

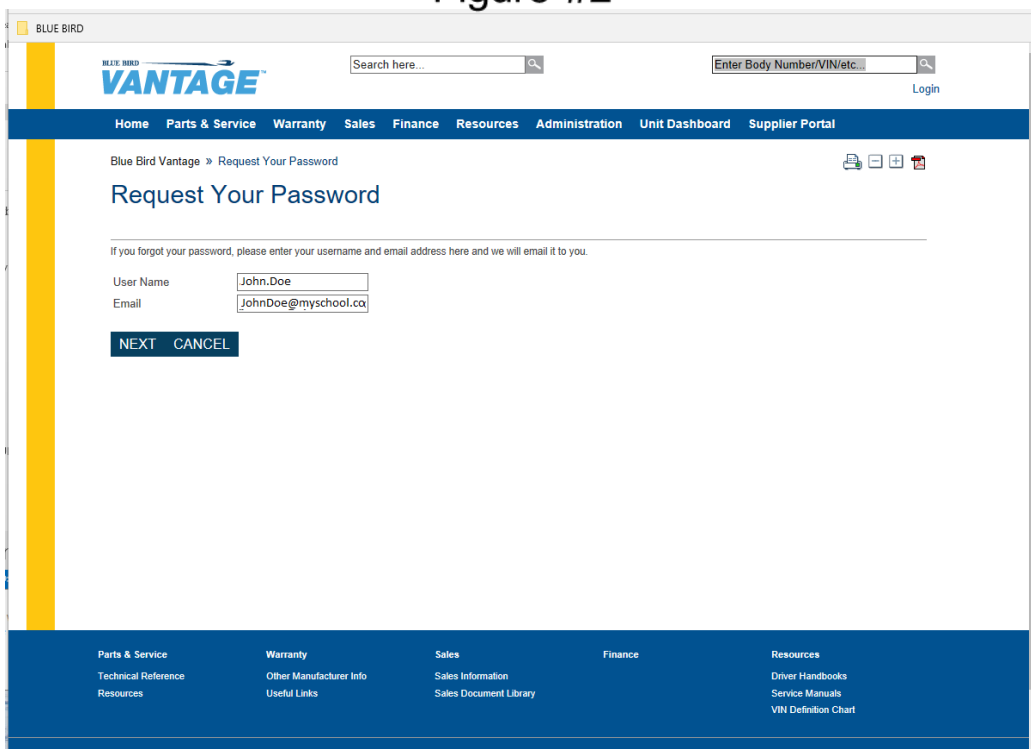


Figure #3

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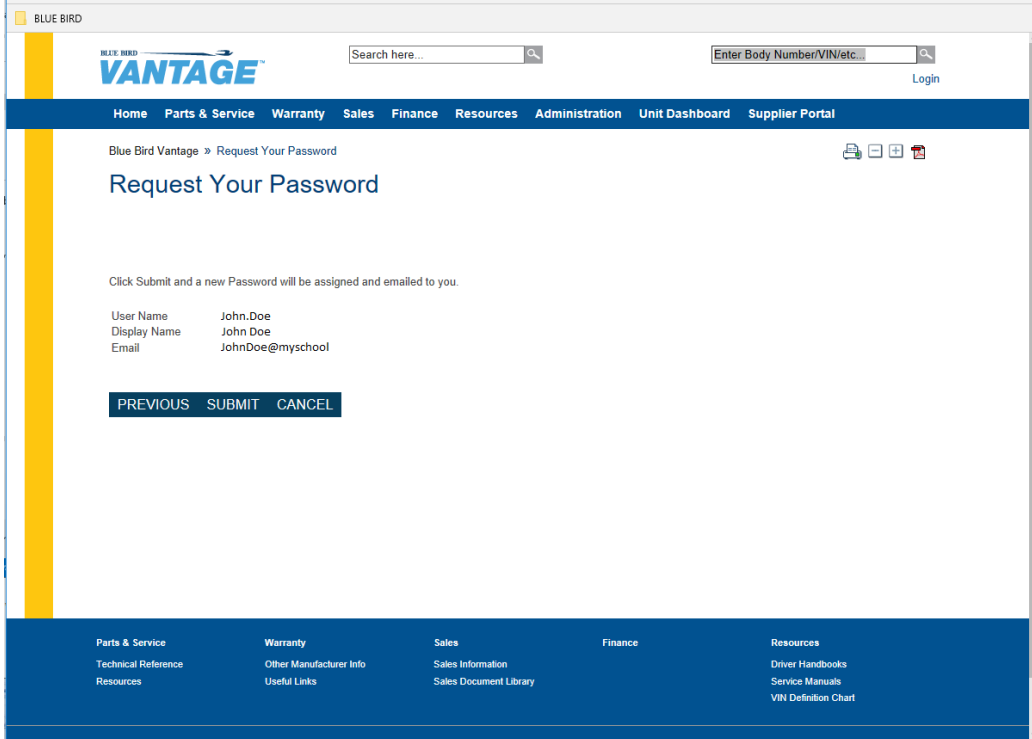


Figure #4

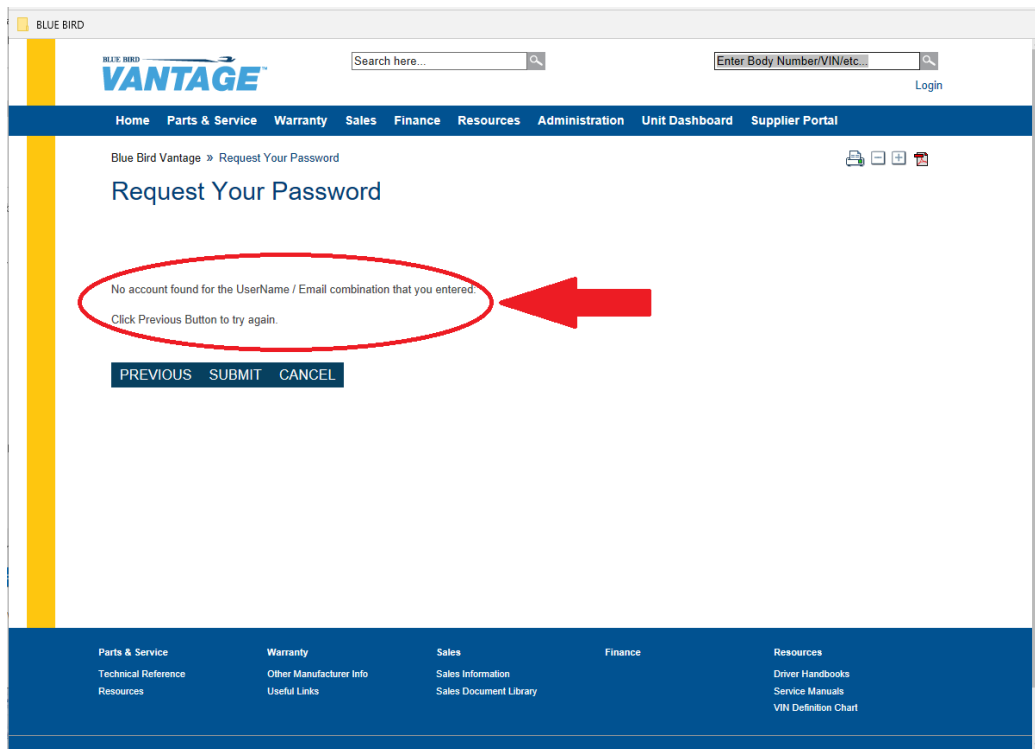


Figure #5

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CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

SERVICE

Chittenango: 800-962-5768
Daryl Wallace or Brian Lamaitis

Rochester: 800-463-3232
Dave Schaub

Albany: 866-867-1100
Ben Reiling

Warranty: 800-962-5768
Morgan Jenkins

**Customer Service
Representatives**

Eastern Region:
Gary Bigness
845-500-3707

Central Region:
JJ Richmond
315-559-3999

Western Region:
Mike Panzica
716-908-3186

PARTS

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