



### Where do I go to login to CarCode?

<https://www.carcode.com>

### Is there an app to download?

No, you can use any current browser on your desktop, laptop, tablet or phone.

### How do I reset my password?

Enter your email address at: <https://www.carcode.com/users/password>

### How do I add new users?

Admins can add users by clicking Admin → All Users → New Users

### I am adding a new user. Should I make them an admin or a user?

Admins can change settings, create and delete users, and see and reassign leads. Users can only see and reply to ones assigned to them.

### How do I deactivate users?

Click Admin → All Users → Deactivate

### Can I set an away message for after-hours?

Yes, under Admin → Settings you can customize a “non-working hour’s auto SMS reply.” This is sent to customers after dealership hours, which you set below. What are the different lead assignment rules?

**First Available (recommended)** – All users will be alerted via any combination of text, email and CRM. The lead will be assigned to the first user to click on the lead.

**Round Robin** – Each lead is assigned to one individual user in a round robin order.

**CRM Assign Leads** – Leads will be assigned according to which user in the CRM is assigned the lead. All CRM CarCode users must be set up in CarCode.

### What happens if a customer calls our CarCode number?

The call will ring to the store just like any Edmunds lead.

### Can I call these customers?

Yes, but answering through the CarCode portal will get you more replies. 76% of CarCode leads will respond if you reply via CarCode as opposed to calling or using another text method.

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Need help? We’re here for you

**855-EDMUNDS** | [dealersupport@edmunds.com](mailto:dealersupport@edmunds.com)

**The customer name is incorrect in the portal. Why?**

Customers do not fill out a lead form. They simply text your CarCode number their inquiry. The name used comes from Caller ID services.

**What is the email address in the CRM?**

That is a dummy address, used as a placeholder. Do not respond to it. Click the link in the lead notes to reply to the customer via text on [carcode.com](https://carcode.com).

**The lead has opted out. What now?**

You will no longer be able to contact the customer via text due to CarCode being TCPA compliant.

**Can I initiate text conversations?**

Yes, click "Invite Customer" on the Inquiries page.

**Can I have my service leads sent to different users?**

Yes, go to Admin → All Users → Edit User — identify if you want specific users to receive sales or service leads, or both.

**Can I add more external link shortcuts?**

Yes, click Admin → Settings → General to add Credit Application, Service Appointment and Trade-In Value links.

**Can I reassign leads to different users?**

Yes, in a lead, click on the assigned user. Then choose the user you would like to reassign the lead to. That user will receive a notification of the new lead.

**Can I receive leads other than texts through CarCode?**

Yes. Contact support to implement Live Chat or Facebook Messenger integration for no additional charge.