



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.

Need help? We’re here for you

855-EDMUNDS | 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.

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.