

Resident Handbook

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Getting the app and signing up

To ensure residents' security on their accounts, you are only able to sign up for Carson through an email invite that is sent to you.

Step 1

If your building has Carson, you should receive an invite to download the app either by text or email.

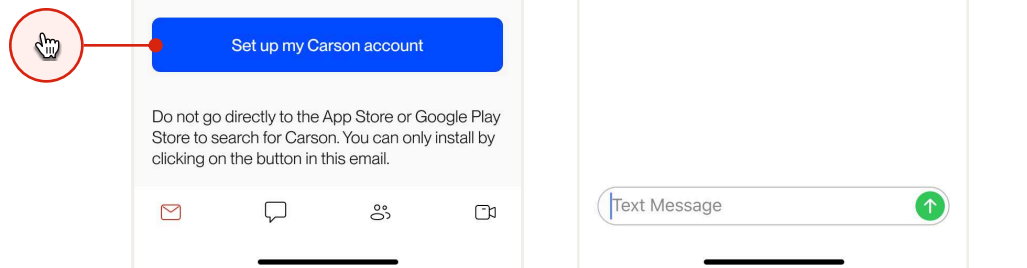
*

Email:

Click on the 'Set up my Carson account' button at the bottom of the email

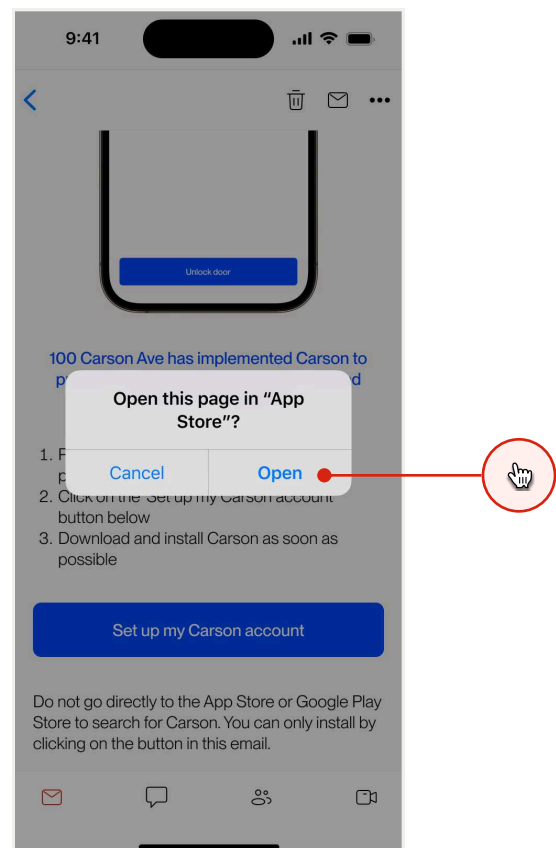
Text:

Click on the blue link in the message



Step 2

It will ask you if it's okay to open the App Store or Google Play Store. Select 'Open' to be directed to download the app.

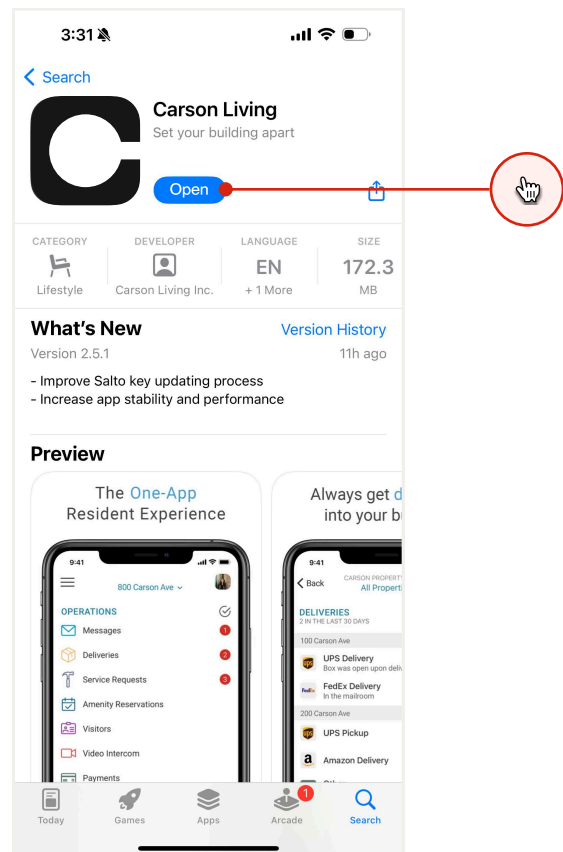


Step 3

Once you're in the App Store or Google Play Store, tap on 'Get' or 'Install' to start installing the Carson app.



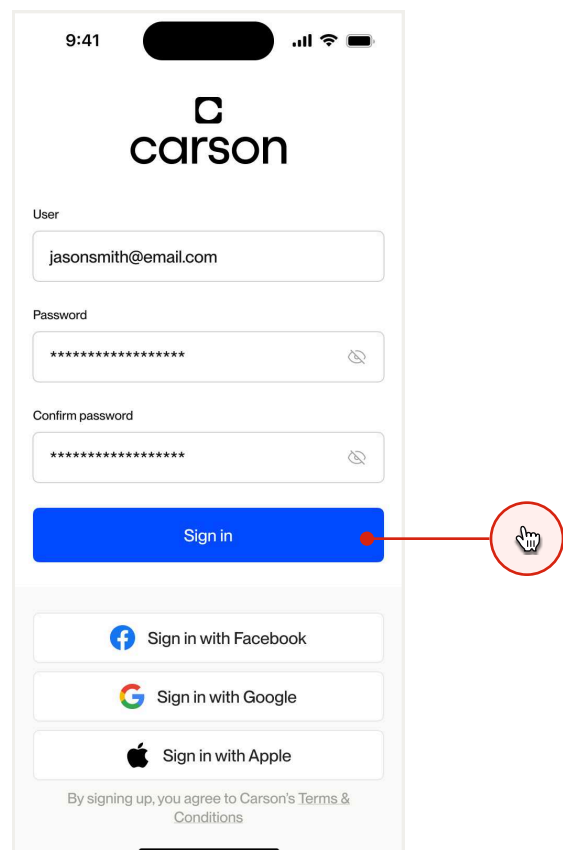
Do not search and install the Carson app directly from the App Store or Google Play Store. Always click on the install link within your invitation email.



Step 4

Once you have the Carson app installed, tap on the 'Open' button to be taken to the registration page.

Choose a safe password and tap on the 'Sign Up' button to create your Carson account.

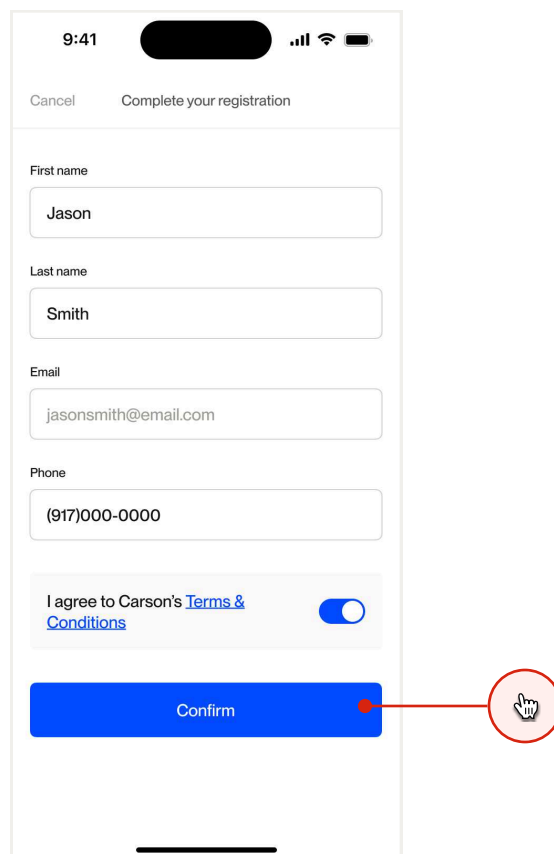


Step 5

You will be prompted to complete your registration. Add a phone number or email as requested and accept Terms & Conditions.

*

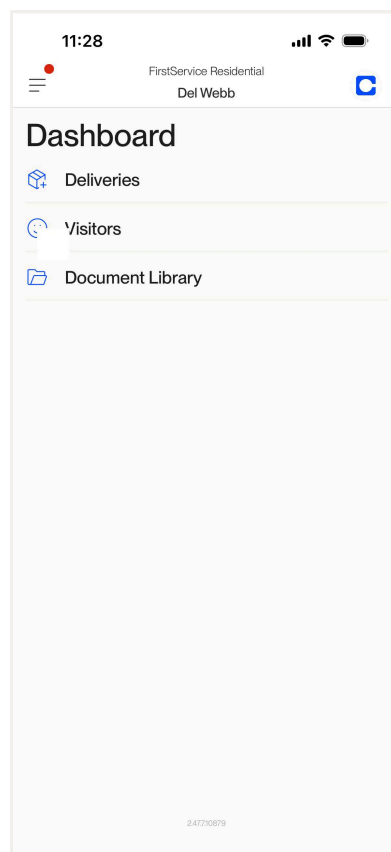
Tapping the 'Confirm' button will complete the registration.



A mobile app registration screen. At the top, the status bar shows 9:41, a black privacy bar, and signal/battery icons. Below the status bar, there are two links: "Cancel" and "Complete your registration". The form contains several input fields: "First name" with the value "Jason", "Last name" with the value "Smith", "Email" with the value "jasonsmith@email.com", and "Phone" with the value "(917)000-0000". Below these fields is a toggle switch for "I agree to Carson's [Terms & Conditions](#)", which is currently turned on. At the bottom of the form is a large blue button labeled "Confirm". A red circle with a hand icon is positioned to the right of the "Confirm" button, with a red line pointing to the button, indicating where to tap to complete registration.

Step 6

That's it! You'll be taken to your dashboard and can start using the Carson app.



A mobile app dashboard screen. At the top, the status bar shows 11:28, signal/battery icons, and a red dot. Below the status bar, there is a header section with a hamburger menu icon, the text "FirstService Residential" and "Del Webb", and a Carson logo icon. The main content area is titled "Dashboard" and contains three items: "Deliveries" with a cube icon, "Visitors" with a clock icon, and "Document Library" with a folder icon. At the bottom of the screen, there is a small number "24720879".

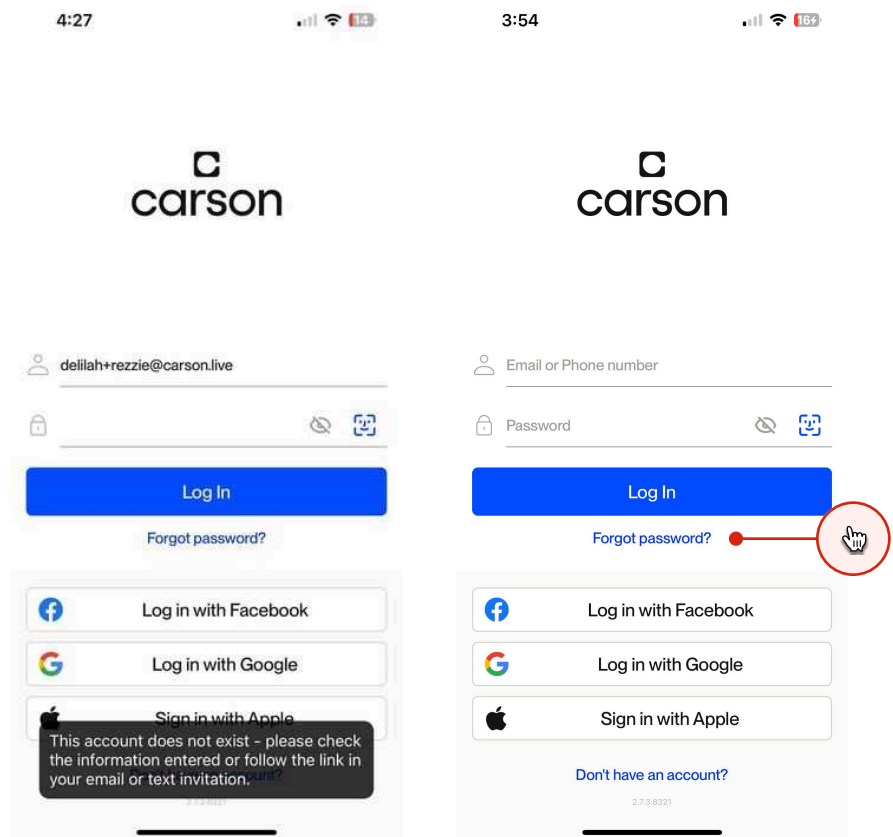
Resetting your password

Getting back into the app only takes a minute when you need to reset your password.

Step 1

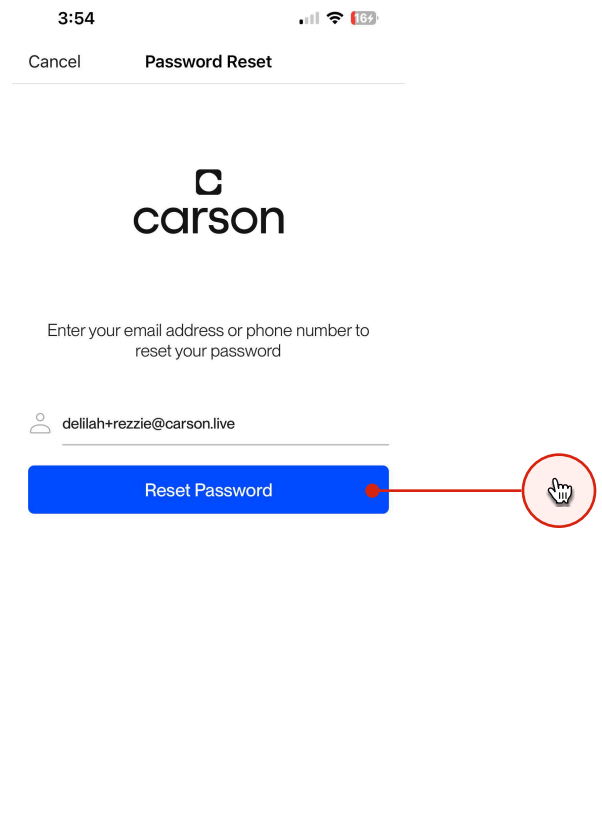
If you do not know your password or repeatedly get a login error, you may wish to reset your password.

Click the **Forgot password?** below the blue Log In button to begin.



Step 2

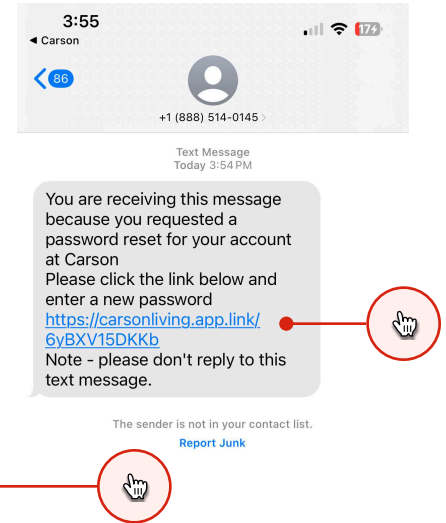
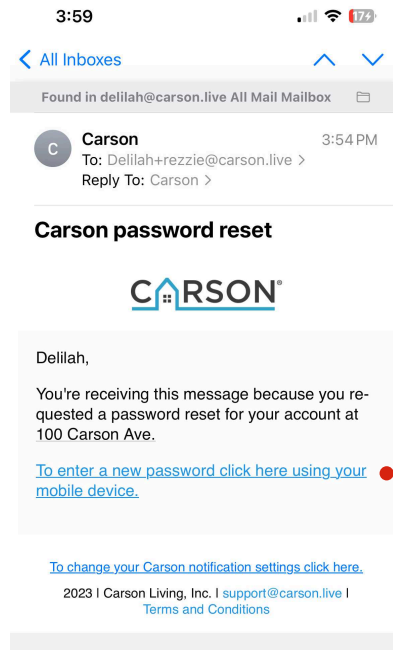
Enter the email or phone number you registered with. If you registered with a phone number add the country code **+1** to the beginning of your number. Then press the blue **Reset Password** button.



Step 3

You will be brought back to the main login page and a confirmation message should show. A reset password email or text should come to your phone shortly after. If you do not get a text or email within 10 minutes please email support@carson.live with your full name and address.

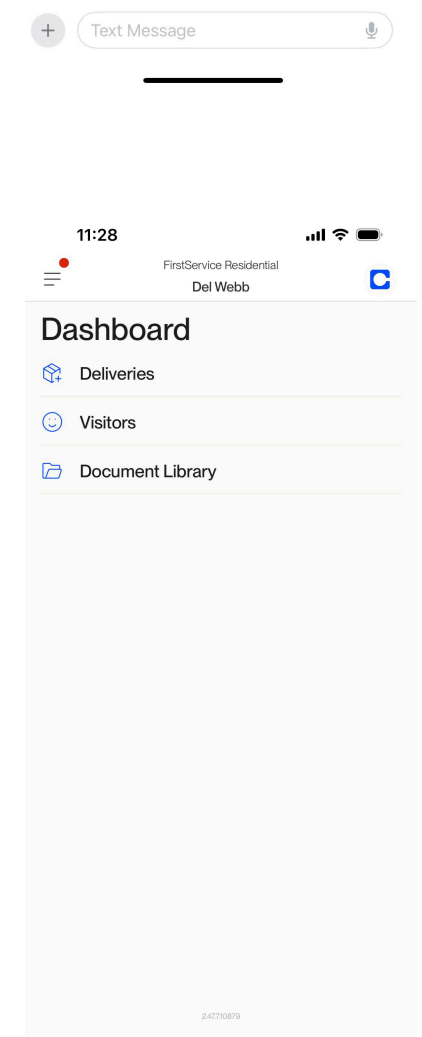
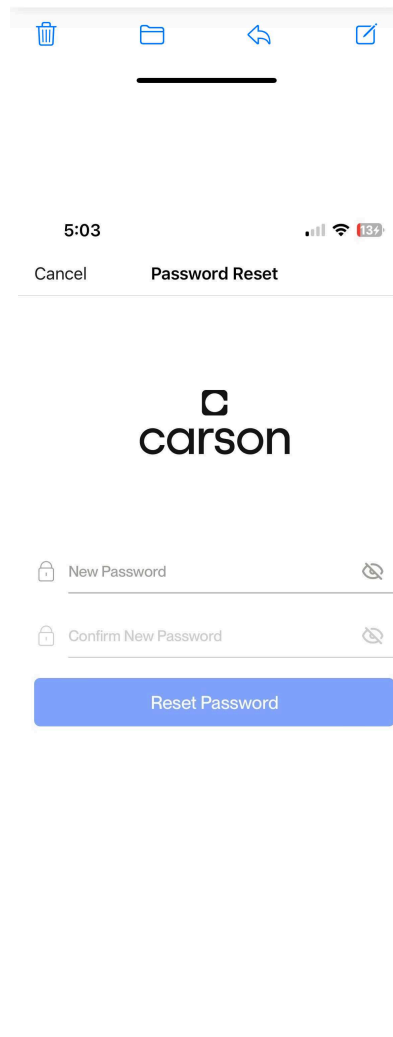
Go the email or text on your phone and press the blue link: **To enter a new password click here using your mobile device** from email or the hyperlink in the text you receive.



Step 4

You will be brought to the app on a page where you can create a new password. Enter your new password twice and press the blue **Reset Password** button.

Once you successfully reset your password, you'll be redirected to the main Operations screen and you can access Carson again.

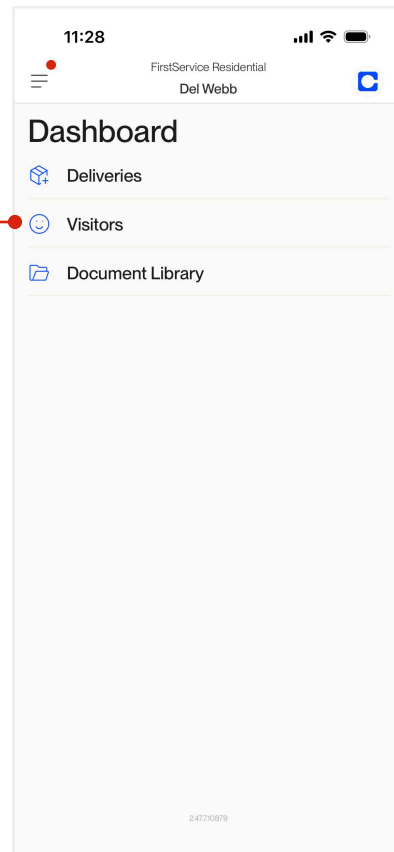


Adding visitors for access through the Remote Doorman

Adding visitors to the app will allow your visitors to be admitted into the community through the Carson Remote Doorman.

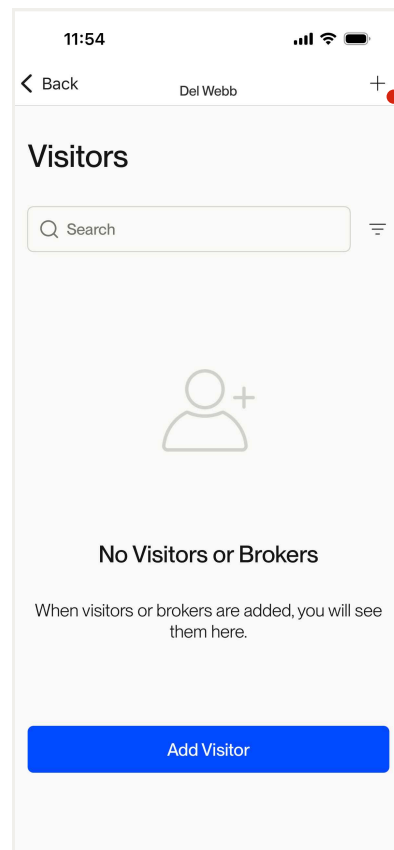
Step 1

Open your Carson app and tap on Visitor Management button.



Step 2

Tap on the '+' at the top right hand corner of the app.



Step 3

Fill in your visitor's information

First Name, Last Name, and **Comments** are required fields.

Phone Number and Email Address are optional.

*

You can control when you visitors can enter and what hours or time frame they access.

11:44 📶 🔋

Cancel Add Visitor 📖

First Name
Tamara

Last Name
Tamkins

Phone Number
🇺🇸 +1 201-555-0123

Email Address
Phone or Email required

📷 Add Photo

Start Date
6/2/26

End Date (Leave blank for permanent)
6/2/26

Allowed hours (Leave blank if all day)

From To

Comments
Required 0/250

Step 4

Click **Add Visitor** to input your guest into the system.

11:44 📶 🔋

Cancel Add Visitor 📖

🇺🇸 +1 201-555-0123

Email Address
Phone or Email required

📷 Add Photo

Start Date
6/2/26

End Date (Leave blank for permanent)
6/2/26

Allowed hours (Leave blank if all day)

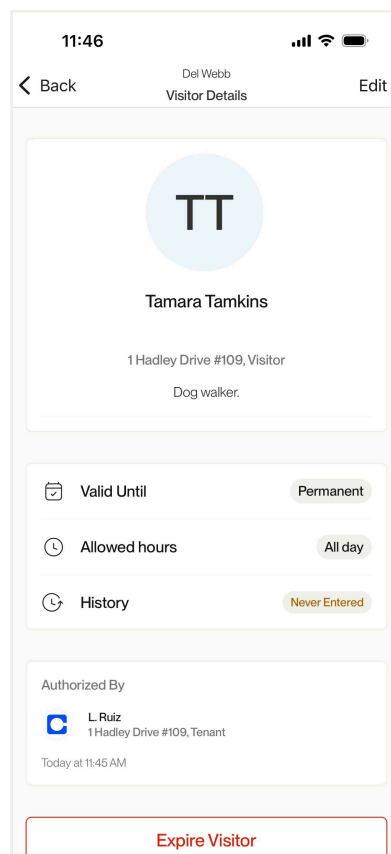
From To

Comments
Dog walker. 11/250

Add Visitor

Step 6

You can view your visitors in the 'Visitors' section of your Carson app. Clicking on the visitor will show more details.



How Carson's 24/7 Remote Doorman team handles deliveries and visitors

From your Amazon packages to your grocery deliveries, to your guests and vendors, Carson can grant access to your building for all your visitors.

Step 1

The courier presses the Deliveries or Packages button on the panel or intercom at the front door which makes a call out to our 24/7 Remote Doorman team.

Step 3

The resident(s) who received packages then get a notification on their app or via email or text depending on their notification preferences.

Step 2

One of our remote doorman reps picks up the call and speaks with the courier. They confirm what company the courier is from and ask for the names and units of the residents they have packages for. In order to gain access, the courier must provide a matching full name and unit for the delivery.

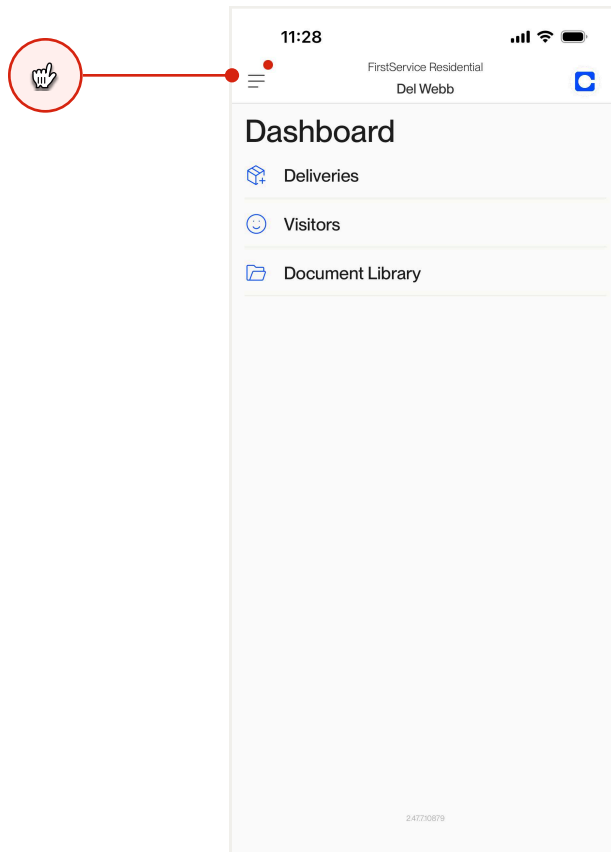
The remote doorman rep then enters this info into their dashboard, provides instructions to the courier on where to drop off, opens the door and the package room door if available, and hangs up the call.

Changing notification preferences

Pick and choose how Carson works for you by adjusting the way you get notified of app updates.

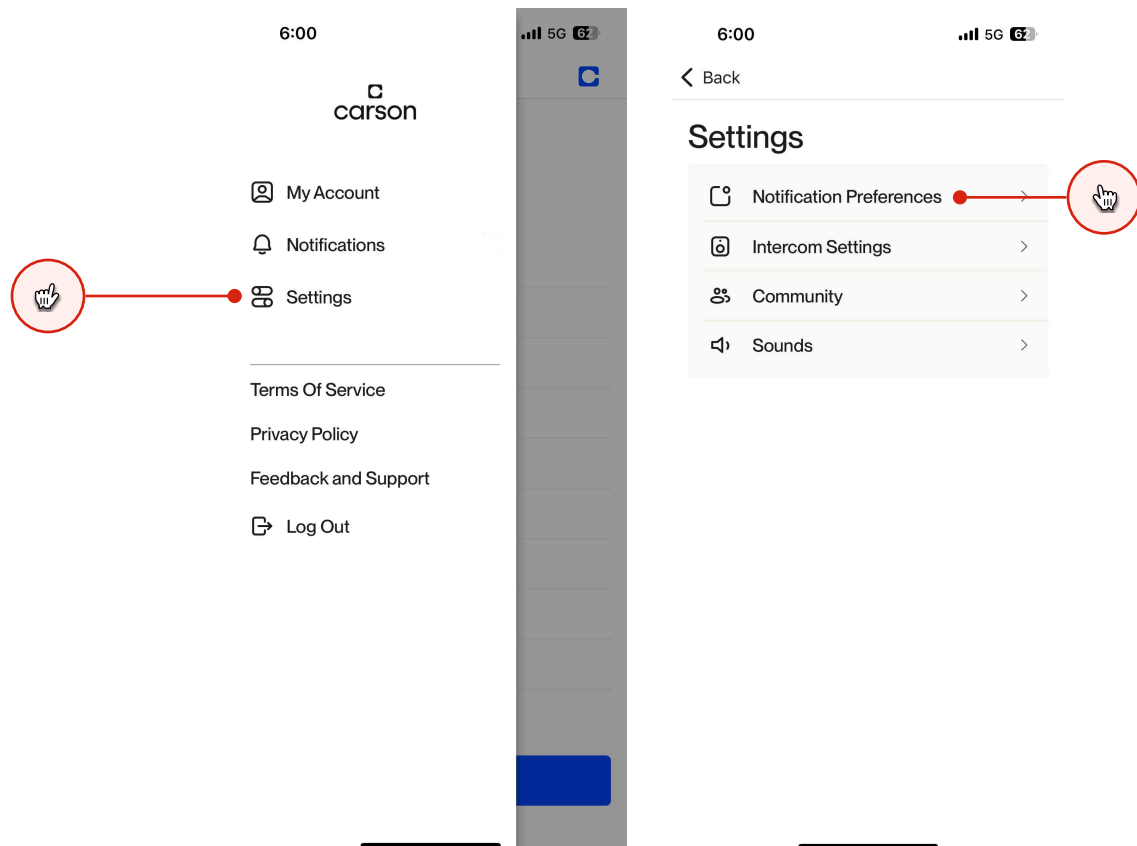
Step 1

Open the sidebar on your dashboard.



Step 2

Select Settings, then Notification Preferences.



Step 3

We offer notifications through 3 method: in-app, text, and email. Scroll down to view the notification preferences for each method.

Select the blue toggle next to any notification you would like to turn off. It will appear grey when off. All the settings automatically save.

