

Using Blueberry: When Can You Access It?

Your access to Blueberry is tied to your Carrot Plan. Use the quick check below, then read the matching table to see what you'll see in the app, whether Blueberry is available, and the state of your membership.

Quick check: Which table below applies to me?

Start here: Do I have an active Carrot Plan right now?

If any of the following apply to you, then use Table 1: Pre-Carrot Plan:

- I'm not registered with Carrot
- I don't have a Carrot Plan
- My Carrot Plan is being processed
- My Carrot Plan has expired

If the following applies to you, then use Table 2: After Carrot Plan:

- My Carrot Plan is active

Table 1: Pre-Carrot Plan

Use this table when you do not currently have an active Carrot Plan. In every scenario, Blueberry is unavailable until your Carrot Plan is active.

Your Carrot plan status	What you'll see in the Carrot app	Can you use the Blueberry app?	Your Blueberry membership
You haven't registered with Carrot yet	Nothing — register with Carrot first	No	Not available
Registered, but you don't have a Carrot Plan	Button: Get a Carrot Plan	No	Not available

Your first Carrot Plan is being processed	Greyed-out button <i>Message: "CP on the way"</i>	No	Not available
Your Carrot Plan has expired (and you previously used Blueberry)	Button: Get a Carrot Plan	No — Blueberry is locked <i>Message: "Get a Carrot Plan to continue using Blueberry"</i>	Membership ends
Your renewed Carrot plan is being processed	Greyed-out button <i>Message: "CP on the way"</i>	No — Blueberry stays locked until your plan is active	Not available

Table 2: After Carrot Plan

Use this table when your Carrot Plan is active. Your Blueberry experience depends on whether you've activated with Carrot, where you are in your 1-year term, and whether you're returning after a lapse.

Your Blueberry status	What you'll see in the Carrot app	Can you use the Blueberry app?	Your Blueberry membership
You've never activated Blueberry	Button: Activate Blueberry	Yes — tapping the button starts enrollment	Available to enroll
You've completed enrollment and are within your 1-year term	Button: Access Blueberry account	Yes — full access	Enrolled, with a 1-year membership term
Your Carrot Plan just renewed after a lapse, and you need to re-activate Blueberry	Button: Activate Blueberry	Yes — re-activating unlocks Blueberry again	Enrolled with a new 1-year membership term

Your Carrot Plan is active, but your 1-year Blueberry term has ended	Button: Activate Blueberry	No — Blueberry is locked	1-year term ended — re-activate through Carrot to start a new term
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A few things to know:

Blueberry access follows your Carrot Plan. Without an active Carrot Plan, you can't access Blueberry.

Blueberry activation always happens through Carrot. The Activate Blueberry button in the Carrot app is how you start — or restart — your membership.

Each Blueberry membership term lasts one year. When it ends, you'll need to re-activate to start a new term, even if your Carrot Plan is still active.