Pool Pass Instructions

If you want to have access to the pool, please read carefully!!!

A new website, pool pass system, and app will be implemented this year. Old pool pass system will no longer be used and the cards you have are no longer valid. **Please be aware that this is a brand-new system and adjustments may be required. Please be patient.** The pool pass system is key for the functionality of the other two applications and will also be used for access to the pool. All homeowners **MUST** first register with the pool pass system. Failure to register with the pool pass system will result in no access to the pool, will impact access to some areas within the new website, and will also prevent the app from being downloaded. The instructions for registering for the pool pass system are divided in 3 sections: for owners (majority of owners will fall into this section), for owners with rental properties, and for tenants. Please SELECT YOUR RESPECTIVE section and follow the section instructions:

The pool pass system link: http://springridge.mokopass.com

INSTRUCTIONS FOR OWNERS

1. Once you are on the sign in page, click the "Sign Up" link, which will take you to another page.
2. On "Account Type" select Owner.
3. Add "Account ID". **(This is your HOA account number used to pay assessments. It is unique to every individual property. If you do not know this number, please contact management.)**
4. Add the Last Name on the account.
5. Enter your "DOB" (date of birth) according to directions.
6. Please use a valid email address that you will be able to access for verification. **Make sure entered email is typed correctly.**
7. Provide a valid phone number.
8. Create a password. The password must be at least 8 letters, contain a lowercase letter, an uppercase letter, a number, and a special character. This password must follow the requirements, otherwise registration will not be completed.
9. Agree to the terms, privacy policy, and **pool rules**. **(Note: Please read the pool rules before agreeing)**.
10. Click "Sign Up."
11. After registration is completed, a verification email will be sent to the email that was provided. The email will be sent by MokoApp. Click the link in the email to verify your account. Please note that you will receive an email within 10 minutes of registering. Make sure you check your junk, spam, or clutter folders!
12. Once verified, return to the pool pass system and refresh the page. Sign in using the verified email and the password you created during sign up.
13. Once you are logged in, **you must update the demographic information for every member of your household**. This can be done on clicking on the blue icon shaped like a square with a pencil.
14. To add a new member (**only household members, not tenants**) click "Add A New Member" under Pool Pass Request. You must complete all the fields under member info, **including uploading a photo**. Make sure that you add a clear, accurate, updated picture for every member on the account. If the picture does not accurately reflect the member, pool access may be denied. The information will not be able to be saved unless a picture is uploaded. **(Note: If a member being added is 18+ and not on the deed, the member may be required to show proof of address before registration is approved)**.

INSTRUCTIONS FOR OWNERS WITH RENTAL PROPERTIES

For Owners Renting One Property: **Before tenants can register**, **all owners must register first before tenants can register.** If you only own one property, register following the above instructions. Once registered, please provide the following to your tenants:

1. **Reference ID**- can be obtained by clicking on the "Property" tab on the drop-down menu. Tenants can also contact the management office for this ID.
2. **Lease Agreement**- must be for a minimum of six months and must name every single current resident legally on lease, including children.
3. **Pool Relinquishment letter**- must state every current resident legally on lease, including children. This must be provided every year.
4. **Tenants can now register**. See instructions for tenants below, and provide them to your tenant.

<u>For Owners Renting Multiple Properties:</u> **Before tenants can register**, **owner must register at least one property using instructions described above in the "For Owners" section**. Once one property is registered, you will be able to add other properties by:

1. Clicking "Property" on the drop-down menu.
2. Click "Add New".
3. Add "Account ID" for each respective property. **(This is your HOA account number used to pay assessments. It is unique to every individual property. If you do not know this number, please contact management).**
4. Complete all fields on next screen (On "Property Name" field, please provide the property address in connection with that account).
5. Repeat steps 1-4 to add other properties.

Note: You must be signed into the first property you used to register, to add other properties.

Once all properties are added, please provide the following to your tenants for each property:

6. **Reference ID**- can be obtained by clicking on the "Property" tab on the drop-down menu. Tenants can also contact the management office for this ID. (Note: **tenant must be provided with correct ID that corresponds to address being rented**).
7. **Lease Agreement**- must be for a minimum of six months and must name every single current resident legally on lease, including children.
8. **Pool Relinquishment letter**- must state every current resident legally on lease, including children. This must be provided every year.
9. **Tenants can now register**. See instructions for tenants below, and provide them to your tenant.

INSTRUCTIONS FOR TENANTS

Please make sure that your property owner has already registered the property you are renting within the system. You will need your property's Reference ID, Lease Agreement, and Pool Relinquishment Letter before registering.

1. Once you are on the sign in page, click the "Sign Up" link, which will take you to another page.
2. On "Account Type" select Tenant.
3. Enter the "Reference ID". This can be obtained from your owner, as well as the management office.
4. Fill out "First Name and "Last Name".
5. Enter your "DOB" according to directions.
6. Please use a valid email address that you will be able to access for verification. **Make sure entered email is typed correctly.**
7. Provide a valid phone number.
8. Create a password. The password must be at least 8 letters, contain a lowercase letter, an uppercase letter, a number, and a special character. This password must follow the requirements, otherwise registration will not be completed.
9. Agree to the terms, privacy policy, and pool rules.
10. Click "Sign Up."
11. After registration is completed, a verification email will be sent to the email that was provided. The email will be sent by MokoApp. Click the link in the email to verify your account. Please note that you will receive an email within 10 minutes of registering. Make sure you check your junk, spam, or clutter folders!
12. Once verified, return to the pool pass system and refresh the page. Sign in using the verified email and the password you created during sign up.
13. Once you are logged in, you must update your demographic information. You may do this by clicking on the section "Pool Pass Request". Fill out all fields, including picture. On the "Proof of Identity" field, please upload the pool relinquishment letter provided by the owner. On the "Proof of Address", upload the Lease Agreement.
14. You must wait for Management to approve membership before you can had new members.
15. To add a new member, click "Add New Member" under Pool Pass Request. You must complete all the fields under member info, including uploading a photo. Make sure that you add a clear, accurate, updated picture for every member on the account. If the picture does not accurately reflect the member, pool access may be denied. The information will not be able to be saved unless a picture is uploaded. (**Note: You may only add members that are listed on the Pool Relinquishment Letter and Lease Agreement).**

If you need assistant with the registration process, please contact management for assistance at **301-620-0782**. Our hours are **M-F, 9am-5pm**.