

Cascades Park HOA

c/o SFMC, Inc.

9464 Innovation Drive

Manassas, VA 20110

Office (703) 392-6006 x285

Community Manager: Jody Lee jlee@sfmtcinc.com

2025 Digital Pool Pass Details

Application process for the website starts 4/21/25

Dear Resident,

We are getting ready for the 2025 pool season, which begins on May 24th. The Association moved to electronic pool passes for both residents and guests in 2023 and will continue with the same process. We will not be keeping paper records. There are some changes to the pool pass process for this year, so please review the details included here carefully.

Pool hours during the school year (5/24/25-6/17/25 and then again 8/22/25-9/1/25) will be open Monday-Friday, 4:00pm to 8:00pm and Saturday, Sunday, and all holidays from 11am to 8:00pm. Starting June 18 through August 21, pool opening hours will change to 11:00am - 8:00pm. The season will start on May 24th and end on Labor Day, September 1st.

Each resident will be required to apply on the **PoolEntry App** to obtain pool passes for the 2025 season. Once your application for the pool pass(es) is complete, Management will receive the request and will approve or deny the application. (denied applications will be based on delinquent accounts)

Residents will sign up for a "digital pass" for each member of the family. Each household will have two (2) free guest passes to use each day.

PLEASE NOTE: Up to 6 seasonal passes per household & children 5 and under do not need a pass for 2025.

POOL PRICING:

All Passes (6 Seasonal and 2 daily Guest Pass) are free to owners or their tenants.

To apply for your pool pass, please follow these steps:

- **You can start applying for your passes on or after: Monday 4/21/2025**
- **To apply, use this Community Code: 8V7J4M**

Note: See below for the new tenant process this season.

Some residents' passes may be **automatically renewed**. If your passes are automatically renewed, you will see your **new passes directly in the app**, and they will be ready to use immediately. In this case, **you do not need to reapply** for your passes.

If your passes **are not automatically renewed**, you will need to apply for them again. To apply for your passes, follow these instructions:

1. Apply for Your Pool Passes

- Download the **PoolEntry** app from the **App Store (iPhone)** or **Google Play Store (Android)**.
 - Open the **PoolEntry** app on your phone.
 - Sign in or create a new account (if you don't remember your password, reset it from within the app)
 - In the mobile app, tap "**Apply for Pool Passes.**"
 - Enter the **6-digit Community Code- 8V7J4M**
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- Provide your contact information.
- Select the passes.
- Provide the **name and date of birth** for each pass.
- Submit your application.
- Once your application is approved, you'll receive a **notification via email**. Applications are typically approved within **1–2 business days**.

2. Activate Your Pool Passes

You might be required to activate each seasonal pool pass that was approved. To activate your seasonal pass, follow these steps:

- Open the **PoolEntry** app on your phone.
- Tap the **"Activate"** button on each pool pass.
- Tap the **circular icon** to upload your photo.
- Select a **photo from the gallery** or take a new selfie.
- Confirm your **first name, last name, and date of birth**.
- Tap the **"Activate"** button to activate your pass.
- Scroll **left or right** between passes and activate each of them.

3. How to Access Your Pool Pass and Check in at the Pool

Self-Check-In:

- Open the **PoolEntry** app on your mobile phone.
- Scroll **left or right** between passes.
- To access guest passes, tap on the **"Guest Pass"** tab.
- Press the **"Check-In"** button on each pool pass.
- Show your phone screen to the **lifeguard**.
- Don't forget to **check out** when leaving the pool by pressing the **"Check-Out"** button on your pass.

How to Download the PoolEntry App

- **For Android users:**

- Click on this link: [Download from Google Play](#) to download the PoolEntry mobile app.
- If you cannot open the link, open the **Google Play Store** on your phone, and search for **"PoolEntry pool pass."** Download the **PoolEntry app**.

- **For iPhone users:**

- Click on this link: [Download from the App Store](#) to download the PoolEntry mobile app.
 - If you cannot open the link, open the **App Store** on your phone, and search for **"PoolEntry pool pass."** Download the **PoolEntry app**.
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General Information

- Only **one** PoolEntry account is needed per family.
- All family members have access to pool passes associated with the family account from any device, allowing you to check in all family members with one device.
- A family can download and activate passes on **multiple devices**, as long as there are enough seasonal passes available.
- To view other family members' passes, **scroll left or right** on your phone.
- Residents **without smartphones** can contact management for information on receiving a **physical pass** (online registration and application are still required).

Login Issues

- If you have an account from last year and **don't remember your password**, please **reset your password** inside the mobile app.
- If you see the message "**Account not registered with this email address**" when trying to log in, it means that you are entering an email that was **not used** to register the account.
 - If you believe you already have an account, try logging in with some of your **other email addresses**.

Owners and Tenants

Tenants can apply for pool passes themselves but must submit proof of residency as part of their application. A copy of your current lease is required.

Who to Contact if You Need Help

Contact Your Management Office for:

- Adding additional pool passes
- Questions about pending applications
 - **Email: jlee@sfmtcinc.com**

Contact PoolEntry Support for:

- Technical issues

Residents can submit a support ticket at mypass.poolentry.com

Pool Entry online support is available Monday–Friday from 10:00 AM to 5:30 PM ET. Extended support hours are provided on Friday, 5/23, and Saturday, 5/24. Limited online support is available on weekends and holidays during the summer.
