

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

2024 Digital Pool Pass Details

Application process for the website starts 5/1/24

Dear Resident,

We are getting ready for the 2024 pool season, which begins on May 25th. 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, nor will there be any cash transactions at the pool. 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 (5/25/24-6/14/24 and then again 8/22/24-9/2/24) will be open Monday-Friday, 4:00pm to 8:00pm and Saturday, Sunday, and all holidays from 11am to 8:00pm. Starting June 15 through August 21, pool opening hours will change to 11:00am - 8:00pm. The season will start on May 25th and end on Labor Day, September 2nd.

Each resident will be required to apply online to obtain pool passes for the 2024 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 access to 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 2024.

POOL PRICING:

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

PLEASE NOTE: Owners and Tenants- Owners are required to apply for pool passes on behalf of their tenants. Upon approval, owners will receive pass download information, which can be shared with the tenant.

To apply, please go to: Go to mypass.poolentry.com

1. Create a new account.
2. Enter the 6-Digit Community Code: **8V7J4M**
3. Select pool passes.
4. Submit your application.

Once your application is approved, you'll receive a notification via email. Typically, applications are approved within 1-2 business days.

2. Activate your pool pass:

Once you receive a notification email that your application was approved, please activate your passes:

1. Go to **mypass.poolentry.com**
2. Log in with your username (your email) and your password.
3. You will see seasonal passes that are available for you and your family. Prior activation is required for all seasonal passes before use.
4. Click the "Activate" button.
5. Tap the circular image with a grayed out person to upload your photo.
6. Fill out your first name, last name and date of birth.
7. Tap the "Activate" button to activate pass.
8. Activate all passes for each member of your family. You can scroll left/right between passes.

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3. How to access your pool pass:

PoolEntry is releasing an updated mobile app prior to the pool opening. In the meantime, please use the web version of the app to access your pool passes. To use the web version of the PoolEntry app on your phone:

1. Go to mypass.poolentry.com.
2. Log in with your email address and password.
3. You will see all seasonal passes that are available to you and your family.
4. You can scroll left and right between passes.
5. To access guest passes, tap on the "Guest Pass" tab.

Please do not download the previous version of the app currently available on Google Play Store and Apple App Store. PoolEntry will send out a notification when the new version of the app is ready for download. If you used the PoolEntry app last year, you'll need to reapply for new passes again this year.

How to check in at the pool:

Check-in through the browser on your phone (Self Check-In):

1. Go to mypass.poolentry.com.
2. Log in with your username (your email) and your password.
3. You will see all seasonal passes and guest passes that you have available.
4. Press the "Check-In" button located on each pool pass.
5. A checkmark and a timestamp will appear on your pool pass.
6. Show the screen of your phone to the lifeguard/pool attendant.
7. Don't forget to check out when leaving the pool. Press the "Check-Out" button on your pass

[We will email you when the mobile app is ready for download. UNTIL then you can use the website to check in at the pool.](#)

Important Information:

- Only one PoolEntry account is needed per family.
- Every family member will have access to all pool passes associated with the family account from any device. This allows you to check in for all family members using just one device.
- A family can download and activate passes on as many physical devices as there are seasonal passes available in their account.
- To access other family members' passes, scroll left and right on your phone.
- Residents without smartphones can contact management for information on receiving a physical pass (registration and application still required online).
- Please be sure to read the pool rules once your account and pool passes are activated.

Who to contact if you need help:

Contact your management office for:

- Adding an additional pool pass.
- Obtaining the 6-digit Community Access Code (Cascades Park Community Code: **8V7J4M**)
- Questions about pending applications (Please allow 1-2 days)

Email: jlee@sfmtcinc.com

Contact PoolEntry Support for:

- Technical issues.
- Pass or account resets.
- Any other issues.

The fastest way to get help from PoolEntry is by submitting a Support Ticket on our website mypass.poolentry.com

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