

CountrySide Digital Pool Pass FAQs

1) How Do I Apply for my Digital Pool Pass?

A primary household user will apply, and then once approved, they can add additional family members.

There are currently **two (2)** ways to apply for your digital pool pass. Please pick the one that is the most convenient for you:

A. On Your Computer or Phone Web Browser By Visiting:

<https://countryside.mokopass.com/>

(There is an app that can be downloaded from the app store, however, the app isn't fully "live" yet and if a resident tries to sign up in the app, it locks up the system and takes 24-48 hours to reset the account)

1. Click on the "Sign Up" link at the bottom, right of the homescreen.
2. Enter your contact information and press the "Sign Up" button.
3. You will receive a verification request to the email address you provided.
4. Go to your email and click "Verify".
5. Once you have verified your email, sign in to your account (either through the original login screen or via the "Continue" button on the email verification screen). Depending on your browser, a "Tour" icon may appear to provide guidance on the app, including how to upload your photo.
6. If using the "Tour", please wait for the "Edit" icon (a square with a pencil) to appear to upload your photo. You will be able to recenter/resize your photo in a later step.
7. If you are editing your profile, click on the "Edit" pencil at the upper right of the Photo circle to upload your picture.
 - i. Picture must be clear, up-close photo of individual resident (no group photos or pets; no hats, sunglasses, face masks, etc.)**
8. Enter your contact information.
9. Click Submit.
10. At this point, your application is complete. If approved, you will either receive immediate verification telling you your account is approved, or you will receive an approval notification to the email address you provided with next steps to access your pool pass account. If you are not approved, you will receive an email to the email address you provided listing what additional steps you must complete to be approved.
11. To enter additional family members, please see Section 4 below.

B. By Visiting Your HOA Office:

Not comfortable registering on your phone or online? No problem. You can still register in person by visiting your HOA office at: **21515 Ridgetop Cir, Ste 280,**

Sterling VA., Monday – Friday from 9 AM – 4 PM. When visiting your HOA office, please make sure you bring your required documentation as outlined below.

2) What Documentation Will I Need to Register?

The documents you will need for registration will depend on whether you are a Homeowner or Home Renter. Please see the required documentation for each type of registrant:

A) Homeowners: Your contact information (including photos for ALL household members age 2 and older).

B) Home Renters: Proof of Address and photos for ALL household members who will be registered. A copy of your current lease must be on file with the PMP office, and the property owner will need to have submitted the “Residential Occupancy Form” authorizing the tenant(s) to use CountrySide amenities. The property owner will also need to pay the \$50 rental registration fee to use the amenities.

3) What Are Reasons My Application May Not Be Approved?

Should your application be denied, please contact your HOA manager to learn more. Applications may be denied if you do not submit your proper documentation, if you have outstanding violations, or if your HOA dues are delinquent.

4) How Do I Register Additional Family/Household Members?

After your application has been approved, you will receive an invitation to login to your account. This invitation will be emailed to the email address you provided during registration. To add additional family/household members to your account, login to your account at: <https://countryside.mokopass.com/>

Once you have logged in:

- A) Click on “Pool Pass Request” on the top left menu
- B) Then Click on the “Add New Member” button
- C) Complete the required fields, then click “Submit”

Please be aware that registration is limited to the number of members in your household listed on the Amenities Registration Form on file with the CountrySide Proprietary office. Requests for new registrations will be validated against those Proprietary records. **If you need to add more than four (4) family members, please contact the Proprietary office for assistance.**

5) What Do I Do If I Forget or Lose My Password?

Having trouble remembering your password? No worries. Visit <https://countryside.mokopass.com/> and click on “Forgot Password?” Enter the email address you used to register and instructions to reset your password will be emailed to you. Still need help? Contact your HOA office at: (703) 430-0715 during normal business hours.

6) How Many Family/Household Members Can I Register?

Registration is limited to the number of full-time residents listed with the Proprietary (see above).

7) How Do I Receive Guest Passes?

Guest passes are available for purchase at the Proprietary office and each of CountrySide pools at a cost of \$5 each, or \$40 for 10 passes. Seasonal Guest passes, which are issued to one specific individual, can be purchased from the Proprietary office for \$100 annually. Guests must be accompanied by a sponsoring/host CountrySide resident.

8) What Do I Need to Present to Lifeguards To Enter the Pool?

To enter the Pool, simply provide your name or address to the lifeguard at the pool check-in desk. He/she will check your photo, make sure that you have been validated and then check you in. You do not need to bring a phone, hard copy pool pass or photo ID to enter. **You must be pre-registered on the MOKO app to gain admittance to the pools. If you wish to enter the pools and are NOT pre-registered on the MOKO app, you will need to purchase a Guest Pass for each person who wishes to use the pool.**

9) Please Note: By entering the pools, you are agreeing to the Pool Rules and Regulations, as approved by the Board of Directors. A copy of the current Pool Rules and Regulations can be viewed online, both on the CountrySide website and via the MOKOapp.

10) Please note that the lifeguards and pool management staff do not have the authority to override your status on the MOKO app if you are denied entrance to the pools. You must resolve any discrepancies or disputes with the Management Agent (PMP) for CountrySide Proprietary during regular business hours.