

MokoPass Account Creation

CountrySide Digital Pool Pass

ALL PROFILES MUST INCLUDE A CLEAR, UP-CLOSE PHOTO OF THE INDIVIDUAL TO BE VALID. PROFILES WITHOUT PHOTOS ARE NOT VALID.

Step 1. Ensure all documents are on file with the office

- **Owners** must file an Amenities Registration Form
- **Renters** need their current lease and a Residential Occupancy Form both on file with the office from the owner and for registration

Step 2. Visit <https://countryside.mokopass.com> to create account

- Click “Sign Up” button on bottom right half of homescreen
- Select the accurate response for Owner/Renter
 - **Owners** must enter their CountrySide address and last name
 - **Renters** must enter the Reference ID, acquired from owners
- Enter the required fields and click the “Sign Up” button at bottom of screen, which will prompt a verification message to be sent to your provided email
- Access your provided email to verify your MokoPass account and log in
- A tour may launch upon your first sign in. You may follow it or opt out
- Click on the “Pool Pass Request” on the left side menu, then click on the “Edit” pencil at the upper right. Complete the fields including your photo by clicking the top right edit button of the photo circle to upload your picture
 - **Use a DMV-style photo. Make sure the image is clear and close to your face. Do not use group photos, pictures of pets, or photos that include hats, sunglasses, etc.**
- Submit your profile for review by the office. Approvals or denials are sent to your provided email address.

Applications will not be approved without proper documentation and photographs. Accounts may also be rejected for outstanding violations or delinquent HOA dues. You can contact the office via TownSq with questions or concerns. You may also register for MokoPass in person by visiting the Proprietary office during regular business hours.

Please note that 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 on the CountrySide website, TownSq and MokoPass.

MokoPass Account FAQ

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Who should make a MokoPass account?

Each CountrySide resident who plans to use the pools needs a MokoPass account. One primary homeowner should sign up per address. Once the account is active, additional household members can be added.

How do I register additional family/household members?

- Log into the primary household user's MokoPass account
- Click on "Pool Pass Request" on the top left menu
- Click on the "Add New Member" button
- Complete the required fields, then click "Submit"

Registration is limited to the number of full-time members in your household listed on the Amenities Registration Form on file with the CountrySide Proprietary office. If that number needs to be adjusted, please contact the Proprietary office.

As a property owner with tenants, where do I find the Tenant Reference ID?

Homeowners must register for MokoPass using their CountrySide address and name. Once the account is set up, a "Tenant Reference ID" will be available with your property details. Tenants cannot register for accounts without this ID.

What do I need to enter the pools?

All CountrySide residents must be registered through MokoPass and in good standing to enter the pools. Provide the lifeguard on duty with your name, phone number, or CountrySide address. **Lifeguards or pool staff cannot override your status if entry is denied.** Any discrepancies or disputes must be resolved with the Proprietary Office during regular business hours.

Why is a photo required for accounts?

Lifeguards and pool staff will use your photo to verify your identity when you enter the pools. If you have any questions or concerns about MokoPass operations or security, please contact the Proprietary Office.

How do I receive guest passes?

Guest passes may be purchased **by credit card only** at the pool or in the office. Cash and checks are no longer accepted. One-day guest passes are \$6 each, or you can purchase a bundle of 10 for \$50 through the Proprietary Office. A seasonal guest pass is also available for \$125 (valid ID may be required) by appointment only at the CountrySide Proprietary Office. Guests must be accompanied by a sponsoring or hosting CountrySide resident.