

May 21, 2026

Dear Residents,

Summer is quickly approaching, and we're excited about the upcoming pool season! This year, we're introducing the **PoolEntry** app for pool passes. To apply for your pool pass, please follow these steps:

- **You can start applying for your passes on or after:** May 21, 2026
- **To apply, use this Community Code:** [T2H6A8]
- **Any Owner with a Delinquent Assessment Account will not be granted passes.**

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.
- In the mobile app, tap "Apply for Pool Passes."
- Enter the 6-digit Community Code.
- Provide your contact information.
- Review and agree to the pool rules and other documents.
- Upload proof of residency (if applicable).
- Select the passes.
- Provide the name and date of birth for each pass.
- If applicable, make a payment through the app or direct the payment to the management office.
- 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. How to Access Your Pool Pass and Check In at the Pool

Self Check-In

- Open the PoolEntry app on your mobile phone

- Navigate to the Seasonal Passes tab
 - Scroll left/right to select your pass
 - To access guest passes, switch to the Guest Pass tab
 - Tap the “Check-In” button on your pass
 - Show your screen to the lifeguard
 - When leaving, tap the “Check-Out” button
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Lifeguard-Assisted Check-In

- Open the PoolEntry app on your mobile phone
 - Navigate to the Seasonal Passes tab
 - Scroll left/right to select your pass
 - To access guest passes, switch to the Guest Pass tab
 - Provide your 6-digit access code to the lifeguard
 - When leaving, check out with the lifeguard or pool attendant
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Hybrid Check-In (Self + Lifeguard-Assisted)

- Open the PoolEntry app on your mobile phone
- Navigate to the Seasonal Passes tab
- Scroll left/right to select your pass
- To access guest passes, switch to the Guest Pass tab
- Choose one of the following:
 - Self Check-In: Tap “Check-In” and show your screen to the lifeguard
 - Lifeguard-Assisted: Provide your 6-digit access code
- When leaving:
 - Tap “Check-Out” in the app, or
 - Check out with the lifeguard or pool attendant

If your community allows it, you can also use your phone number or last name with your address to provide to the lifeguard so they can look up your account and your passes.

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.

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.
- Passes can be purchased through the PoolEntry app using a credit card, or residents can choose the "Direct Payment to the Management Office" option when submitting their application.
- Residents without smartphones can contact management for information on receiving a physical pass (online registration and application are still required).

Pool Pass Pricing

- All passes (seasonal and one daily guest pass) are free for owners or their tenants up to a season total of 20 per unit.

Owners and Tenants

Tenants can apply for pool passes themselves but must submit a lease and proof of residency as part of their application.

Pool Schedule and Hours

Pool Opens: Saturday, May 30th at 12:00PM

Pool Hours:

Monday to Sunday: 12 PM - 8:00 PM

Holidays: 12:00 PM - 8:00 PM

Closed on Tuesdays

Who to Contact if You Need Help

Contact Your Management Office for:

- Adding additional pool passes
- Questions about pool pass pricing
- Obtaining the 6-digit Community Access Code
- Questions about pending applications
 - Email: [YOUR EMAIL ADDRESS]
 - Phone: [YOUR PHONE NUMBER]

Contact PoolEntry Support for:

Technical Issues

Residents can submit a support ticket through the app or at mypass.poolentry.com. PoolEntry online support is available Monday–Friday from 10:00 AM to 4:30 PM ET.

Limited online support is available on weekends and holidays during the summer.