

Stonebridge Digital Pool Pass FAQs

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

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 By Visiting: <https://stonebridge.mokopass.com/>

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. Click on the edit button on the photo field to upload your picture.
4. Enter your contact information.
5. Upload your registration documentation.
6. Click Submit.

B. By Visiting Your HOA Office:

Not comfortable registering on your phone or online? No problem. PMP will be at the pool on **Friday May 9th from 3PM – 5PM and Saturday May 10th from 11am - 1:00PM**. 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, Photo ID.

B) Home Renters: Proof of Address- copy of your current lease, Photo ID, Property Owner Consent Form.

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 or if your HOA dues are delinquent.

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

Wait an hour after registering and log back into your account. To add additional family/household members to your account, login to your account at:

<https://stonebridge.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 there is a limit of FIVE (5) members per household. If you need additional, please contact the HOA at 681.252.0217.

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

Having trouble remembering your password? No worries. Visit <https://stonebridge.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: 681.252.0217 ext. 1904.

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

The current limit on family/household members is FIVE (5). If you need more, please contact the HOA at 681.252.0217.

7) How Do I Receive Guest Passes?

Your household is eligible for TEN (10) guest passes per pool season. Each time you bring a guest to the Pool, the lifeguard will check-in your guest and reduce your remaining guest pass balance accordingly.

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.