

QUAKER HILL COMMUNITY ASSOCIATION

c/o SFMC, Inc.

9464 Innovation Drive

Manassas, VA 20110

Office (703) 392-6006 x285

Community Manager: Jody Lee jlee@sfmtcinc.com

2026 Digital Pool Pass Details

Application process for the website starts 4/28/26

Dear QHCA Owner:

We are getting ready for the 2026 pool season, which begins on May 23. Quaker Hill will continue with the electronic pool pass system for both residents and guests. We will not be keeping paper records, nor will there be any cash transactions at the pool.

Pool hours will be Monday-Friday, 12 p.m. to 7:45 p.m. and Saturday, Sunday, and all holidays from 10 a.m. to 7:45 p.m. The season will start on May 23rd and end on Labor Day, September 7th

Each resident will be required to apply on the **PoolEntry App** to obtain pool passes for the 2026 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 one (1) free guest pass to use each day. Additional day passes for guests, up to four (4) per day, can be purchased through your account on the mobile app.

POOL PRICING:

All Passes (Seasonal and 1 daily Guest Pass) are free to owners or their tenants. Additional guest passes, up to 4 per day, can be purchased by credit card through the Pool Entry app at \$2.00 each, plus a credit card processing fee. **NOTE: Daily purchased extra guest pass(es) expires at the end of the day purchased. ONLY purchase the pass on the day you will use it. Credits will not be given if you pre buy these by accident.**

PLEASE NOTE: Owners with Tenants- Tenants can apply for pool passes themselves but must submit proof of residency as part of their application. (A copy of the current lease must be submitted to verify residents’ details and there may not be any balance on the owner account)

To apply for your pool pass, please follow these steps:

- You can start applying for your passes on or after: Tuesday 4/28/2026

Download the PoolEntry app from the App Store (iPhone) or Google Play Store (Android).

- To apply, use this Community Code: **IDXQSI**

If you used PoolEntry last season, please make sure you have the **latest version of the PoolEntry app** installed from the App Store or Google Play Store before logging in.

Apply for Your Pool Passes

- Open the **PoolEntry** app on your phone.
- Sign in or create a new account (if you don’t remember your password, reset it from within the app)

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- In the mobile app, tap "**Apply for Pool Passes.**"
- Enter the **6-digit Community Code- IDXQSI**
- Provide your contact information.
- Select the passes.
- Provide the **name and date of birth** for each pass.
- Submit your application.
- Once your application is approved, you'll receive a **notification via email**. Applications are typically approved within **1–2 business days M-F**.

2. Activate Your Pool Passes

- Open the **PoolEntry** app on your phone.
- Tap the "**Activate**" button on each pool pass.
- Tap the **circular icon** to upload your photo.
- Select a **photo from the gallery** or take a new selfie.
- Confirm your **first name, last name, and date of birth**.
- Tap the "**Activate**" button to activate your pass.
- Scroll **left or right** between passes and activate each of them.

3. 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 or right** between passes.
- To access guest passes, tap on the "**Guest Pass**" tab.
- Press the "**Check-In**" button on each pool pass.
- Show your phone screen to the **lifeguard**.
- Don't forget to **check out** when leaving the pool by pressing the "**Check-Out**" button on your pass.

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**.

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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.
- Daily Guest Passes can be purchased through the **PoolEntry app** using a credit card.
- Residents **without smartphones** can contact management for information. (online registration and application are still required).

Login Issues

- If you have an account from last year and **don't remember your password**, please **reset your password** inside the mobile app.
- If you see the message "**Account not registered with this email address**" when trying to log in, it means that you are entering an email that was **not used** to register the account.
 - If you believe you already have an account, try logging in with some of your **other email addresses**.

Pool Pass Pricing

- All passes (**seasonal and one guest pass**) are free for owners or their tenants.
- Additional guest passes (up to **4 per day**) can be purchased via the **PoolEntry app** for **\$2.00 each**.
- Purchased **one-day guest passes** expire at the **end of the day** they are purchased.

Who to Contact if You Need Help

Contact Your Management Office for:

- Adding additional pool passes
- Questions about pool guest pass pricing
- Questions about pending applications (Please allow 1-2 days M-F) **Email: jlee@sfmtcinc.com**

Contact PoolEntry Support for: Technical Issues

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