

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

2025 Digital Pool Pass Details

Application process for the website starts 4/21/25

Dear QHCA Owner:

We are getting ready for the 2025 pool season, which begins on May 24th. There are several changes to the pool pass process for this year, so please review the details included here carefully. 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 24th and end on Labor Day, September 1st.

Each resident will be required to apply on the **PoolEntry App** to obtain pool passes for the 2025 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: Purchased extra guest pass(es) expires at the end of the day purchased.**

PLEASE NOTE: Owners with Tenants- See below for the new tenant process this season.

Some residents' passes may be **automatically renewed**. If your passes are automatically renewed, you will see your **new passes directly in the app**, and they will be ready to use immediately. In this case, **you do not need to reapply** for your passes.

If your passes **are not automatically renewed**, you will need to apply for them again. To apply for your passes, follow these instructions:

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.

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

2. Activate Your Pool Passes

You might be required to activate each seasonal pool pass that was approved. To activate your seasonal pass, follow these steps:

- 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.
- 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.

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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 on receiving a **physical pass** (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.

Owners and Tenants

Tenants can apply for pool passes themselves but must submit proof of residency as part of their application. (A copy of your current lease must be submitted to verify resident names)

Who to Contact if You Need Help

Contact Your Management Office for:

- Adding additional pool passes
- Questions about pool pass pricing
- Questions about pending applications
- **Email:** jlee@sfmtcinc.com

Contact PoolEntry Support for: Technical issues

Residents can submit a support ticket at mypass.poolentry.com

Pool Entry online support is available Monday–Friday from 10:00 AM to 5:30 PM ET. Extended support hours are provided on Friday, 5/23, and Saturday, 5/24. Limited online support is available on weekends and holidays during the summer.