WaterView Digital Swim Park Pass FAQs

1) **How Do I Apply for my Digital Swim Park Pass?**
   There are currently **two (2)** ways to apply for your digital Swim Park pass. Please pick the one that is the most convenient for you:

   A. **On Your Computer or Phone By Visiting: https://waterview.mokopass.com/**
      1. Click on the "Sign Up" link at the bottom, right of the home screen.
      2. Enter your contact information and press the "Sign Up" button.
      3. You will receive a verification request to the email address you provided.
      4. Go to your email and click "Verify".
      5. Click on the camera logo to upload your picture.
      6. Enter your contact information.
      7. Upload your registration documentation.
      8. Click Submit.
      9. At this point, your application is complete. A WaterView administrator will review your application and if approved, you will receive an approval notification to the email address you provided with next steps to access your pool pass account. If you are not approved, you will receive an email to the email address you provided listing what additional steps you must complete to be approved.

   B. **By Visiting Your HOA Office:**
      Not comfortable registering on your own? No problem. You can still register in person by visiting your HOA office at: 7801 Kings Court, located next to the Swim Park. When visiting your HOA office, 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 Tenant. Please see the required documentation for each type of registrant:

   A) Homeowners: Your contact information along with proof of residency (valid driver license or State issue picture ID with current WaterView address and/or closing papers if recently purchased.)

   B) Tenants: Your contact information along with proof of residency (valid driver license or State issued picture ID) and a Rental Property Form completed by the Owner with assigning owner's rights to use amenities to the tenants.
   *Rental Property Form to be completed online at www.waterviewhoa.com.

3) What Are Reasons My Application May Not Be Approved?
Should your application be denied, please contact your HOA office to learn more. Applications may be denied if you do not submit your proper documentation or if your HOA account is not paid in full.

4) How Do I Register Additional Family/Household Members?
After your application has been approved, you will receive an invitation to login to your account. This invitation will be emailed to the email address you provided during registration. To add additional family/household members to your account, login to your account at: **https://waterview.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 additional family/household members over the age of 18 are required to submit proof of residency for verification.

5) What Do I Do If I Forget or Lose My Password?
Having trouble remembering your password? No worries. Visit **https://waterview.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: (972) 463-4455.

6) How Do I Receive Guest Passes?
Your household is eligible for 25 free 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. Please see Guest Policy for per day limits.

7) 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.