**Villages of Piedmont 2024 Pool Pass Registration Instructions**

Villages of Piedmont I has implemented a mobile app for the community that includes a digital pool pass registration. Just as last year, the digital pool pass registration replaced paper pool pass registration/cards.

**All homeowners must be registered through the pool pass system to gain access to the pools. If you registered during 2023 and have no changes in your household members, then you do not need to register again for 2024.**

To download the MOKO App onto your mobile device, go to the app store on your device and search for Villages of Piedmont I and install the app. Once you have installed the app and open it on your device you will see the icon for Digital Pool Pass. Click on that icon for pool registration and **follow all of the instructions below.** To register for digital pool, pass without downloading the app, please go to <https://vop1.mokopass.com/>

**For Owners**

* Go to the sign in page, click the “Sign Up” link and you will be redirected to a new page.
* On “Account Type” select Owner
* Enter your “address”
* Enter the first and last name of the account.
* You will be asked to enter your email address and provide a valid phone number.
* Create a password that is at least eight characters and includes 1 lowercase and 1 uppercase letter, one number, one special character (!@#$%^&&\*)
* Next review the terms, privacy policy and pool rules
* Finally hit “Sign-up”
* After you register a verification email will be sent to the email address you entered. **Please click on the link in the email to verify your account.**
* The account will then be verified by management, and you will receive an approval email which will allow you to add family members.
* Once you have verified the account, return to the pool pass system, refresh the page, and sign in using the verified email and password you created during sign up.
* To add a new member please click on “Add A New Member”. You will be prompted to complete all required fields and add a photo for verification by lifeguard staff when using the pool. **If the picture does not contain your** **photo, you may be denied access to the pool and the information cannot be saved until a picture is uploaded.**

**For Renters**

You must make sure that the property owner has already registered the property in the system and provided you with the reference ID. You will need your property’s address and lease agreement before registering. Please contact your landlord for lease copies.

* Go to the sign in page, click the “Sign Up” link and you will be redirected to a new page.
* On “Account Type” select Tenant
* Enter your “address”
* Enter your first and last name.
* You will be asked to enter your email address and provide a valid phone number.
* Create a password that is at least eight characters and includes 1 lowercase and 1 uppercase letter, one number, one special character (!@#$%^&&\*)
* Next review the terms, privacy policy and pool rules
* Finally hit “Sign-up”
* After you register a verification email will be sent to the email address you entered. **Please click on the link in the email to verify your account.**
* The account will then be verified by management, and you will receive an approval email which will allow you to add family members.
* Once you have verified the account return to the pool pass system, refresh the page, sign in using the verified email and the password you created during sign up. On the “Proof of Address” field upload your lease agreement.
* To add a new member please click on “Add A New Member”. You will be prompted to complete all required fields and add a photo for verification by lifeguard staff when using the pool. If the picture does not contain your photo, you may be denied access to the pool and the information cannot be saved until a picture is uploaded.

NOTE:

If you are unable to download the app please call the office at 571-248-6630 for alternative application procedures.

**Instructions for owners with rental properties**

**Owners with one rental property:**

**\*\*all owners must register first before renters can register\*\***

1. Please register following the owner registration instructions. Once registered please provide the following information to the renter: **The reference ID** can be obtained by clicking on the “property” tab on the drop-down menu.
2. **Lease agreement**. All renters are required to provide a copy of the lease, and this must include all residents on the lease regardless of age.
3. **Provide a copy of the registration instruction.** The account will ask you to verify your account by providing the reference ID. **If you do not have this ID, please contact your landlord to obtain this information**.

**For Owners renting multiple properties:**

Before tenants can register, owners must register at least one property by following the “Instructions for owners” section. Once you register one property, additional properties can be entered.

1. Clicking “property”
2. Click “add new”
3. Add “Account ID” for each property (this is your HOA account number)
4. Complete all required data entry. Note property name is the physical address.

\*These steps must be repeated for each property\*