Ashburn Farm Association Digital Pool Pass How to Instruction

Please chose a primary account holder when creating an account as only one account can be obtained per household and the primary account holder must create passes for all household members.

There are two (2) ways that you can apply for your digital pool pass for your household. Please choose one of the following that is most convenient:

1. On your computer, tablet, or cell phone, visit https://ashburnfarm.mokopass.com/.
   - Click on the "**Sign Up**" link at the bottom, right of the home screen.
   - Enter your contact information and press the "**Sign Up**" button. Each field must be completed, or your account will be considered incomplete, and we cannot process for approval.
   - You will receive a verification email to the email address registered.
   - Access the verification email sent to the registered email address and click "verify".
   - Follow the prompt on how to create the primary account holder's pool pass.
   - Click on the **pencil** next to the circle to upload your pool pass photo.
     - ALL photos uploaded must be recent, in passport style against a bare wall. Please be sure to upload a clear passport style photo as they cannot be changed once created.
   - Enter your contact information
     - Upload your registration documentation if you do not currently hold a hard copy pool pass.
       - **New homeowners:** Must submit the closing papers or a major bill with valid ID.
       - **Tenants/Renters:** Must submit the Offsite Member Contact Information Form which is completed by the homeowner and tenant. Please contact the Association at pools@afhoa.net to request a copy of the form or scan the QR code labeled "Offsite Contact Form".
   - Click on "**Submit**".

   Your application is complete. An Association staff member will review your application, please allow 2 to 3 business days for approval. If approved, you will receive an approval notification at the email address provided along with the next steps to access your pool pass account. If you are not approved, you will receive an email at the email address provided, stating that your account is invalid. Please check under the "*activity*" box located on "*dashboard*" page with information explaining the denial. Please email pools@afhoa.net if you need further assistance.

   Once your application has been approved, you will receive an invitation to login to your account. This invitation will be sent to the email address provided during registration. To add members of your household to account, login to your account at https://ashburnfarm.mokopass.com/.

   - After you have logged in:
     - Click on "**Pool Pass Request**" on the top left menu
     - Then click on the "**Add New Member**" button. Photos are required for passes on members over the age of nine. Please use the "pool fun" image using the QR Code labeled 2–9-year-old required photo, for all members under the age of nine.
     - Complete the required fields, then click "**Submit**".
2. Visiting the Association Office at 21400 Windmill Drive, Ashburn, VA 20147.

   If you are not comfortable registering on your phone, computer or need assistance registering, please stop by the Association Office and an associate will assist you. Please be sure to bring all required documentation needed if you are signing up for the first time.

For a full list of Frequently Asked Questions, please visit https://ashburnfarm.mokopass.com/faq.

Contact the Association Office at 703-729-6680 or email pools@afhoa.net if you have any additional questions.