

# WCSHA - PoolEntry Resident Questions & Answers

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## Intro

### What is PoolEntry?

PoolEntry is the digital system used to manage pool access for Walnut Creek South residents.

It allows you to:

- Register your household
- Manage pool passes
- Check in and check out

### Why is the association switching to PoolEntry?

The board is testing this system to improve operations and resident experience.

Key improvements:

- No paper passes to carry or replace
- Updates about pool closures, changes in hours, and real time pool occupancy
- Faster entry
- Better security
- Less paperwork
- More accurate tracking of pool usage

This is being introduced as a system.

### Who needs to register?

Every household that wants to use the pool must register.

You will include:

- Primary household member
- All adults
- All children living in the home

### Do I need to register every year?

Yes.

This ensures:

- Accurate records
  - Updated contact information
  - Proper access control
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## Applying for Pool Passes

### How do I register?

The HOA office will send out a registration link so you can complete your application.

To receive the link, make sure **one** main household adult member completes the Pool Pass App Request.

The Pool Pass App Request may be found electronically on our website or paper form in the newsletter or at the clubhouse office.

### Will proof of residency still be required?

Yes.

You must provide proof of residency.

Examples:

- Utility bill
- Lease agreement
- Closing documents
- Official school documents

Name and address must match the property.

### Do I have to agree to pool rules?

Yes.

During registration, you will be required to review and agree to all pool rules and regulations.

You cannot receive a pool pass without agreeing.

### When does my pool pass become active?

Your pass is not active immediately after submitting your application.

The HOA will review and approve your application.

Once approved, your digital pool pass becomes active.

### **Why do I need to upload a photo for household members?**

Photos allow staff to verify identity at check-in and prevent unauthorized use.

### **What if I already submitted a previous pool application?**

You still need to register through the app.

A new registration link will be emailed out in the coming weeks.

### **What if I need to add a household member during the summer?**

Email or call the HOA office:

- office@wcscha.org or 816-587-8289

Include:

- Your name
- Your address
- Name of the person to add

Proof of residency is required.

The office may follow up with additional questions.

That person cannot access the pool until approved.

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### **Once my application for a pool pass has been approved, can I change my household information?**

No.

You cannot make changes to your household directly after your application has been approved.

To request any changes to the makeup of your household, you must contact the WCSHA HOA office.

Contact:

- Email: office@wcscha.org
- Phone: 816-587-8289

The office will review your request and provide next steps.

### **Do I need to download an app on all of my family's smartphones?**

Yes.

Anyone who will receive a pool pass should download the PoolEntry app.

Instructions on how to download and set up the app will be sent in your welcome email after your application is approved.

### **Pool Check-In and Check-Out**

#### **How does check-in work?**

Open your pass, show it to the lifeguard, get verified, and enter.

#### **Do I check myself in or does the lifeguard do it?**

Both.

Self check-in with guard verification **or** lifeguard-assisted check-in may be used.

#### **What if I forget my phone?**

The lifeguard can look you up by name and address, but it will slow entry.

#### **What if I or my child does not have a phone?**

The lifeguard can look up your household and verify identity.

This may take longer, especially during busy times.

#### **What if my household does not have a smart phone?**

Contact the HOA office for assistance:

- [office@wcscha.org](mailto:office@wcscha.org) or 816-587-8289

They will provide guidance on how to access the pool without a smartphone.

#### **Do I need to check out when leaving?**

Yes.

You can check out in the app or at the lifeguard shack.

#### **How do I check out?**

Use the app or tell the lifeguard at the shack to check you out.

#### **Why is checking out important?**

It keeps occupancy accurate, improves safety, and prevents overcrowding.

### **What happens if I don't check out?**

The system may show the pool as full and affect other residents.

### **Can I see how busy the pool is?**

Yes. Real-time occupancy is available.

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## **Guests**

### **Can I bring guests?**

Yes.

Each household receives 10 guest passes.

Daily Limits are based on pool rules.

### **Can I buy more guest passes?**

Yes. Additional passes can be purchased during the season.

### **Bringing in a guest – what is the process?**

Add guest, upload photo, arrive together, and check in.

### **Why do I need to upload a photo of my guests?**

To verify identity and prevent misuse of guest passes.

### **What are my responsibilities for guests?**

You are responsible for guests. They must follow rules and leave with you.

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## **Enforcement & Support**

### **How are pool rules enforced with PoolEntry?**

The system verifies access, tracks attendance, and monitors usage.

### **What happens if pool rules are not followed?**

Warnings, suspension, or removal may occur.

### **Can my pool pass be suspended?**

Yes, for violations or misuse.

**Can pool staff deny entry?**

Yes, if not checked in or not following rules.

**Who do I contact for help?**

Contact the HOA office:

- office@wcscha.org or 816-587-8289

**Do you need an email for everyone in our household?**

No.

You only need to provide one email per household.

This will be the primary email for your home.

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**Communication**

This system allows WCSHA pool staff to send alerts when the pool is closed due to weather or for important updates.