

# New Crosspointe Pool Registration and Pass System

Crosspointe has adopted the CellBadge online pool registration and pass system. Below are some of the key features of the new system:

- Online registration will be completed in a two-step process. The first step is to establish a household account. The second step involves adding household members to the account. See below for registration instructions.
- Members will no longer be required to register annually and obtain validation stickers. Once registered, homeowners will remain registered until they leave Crosspointe. Tenants with pool privileges will remain registered until their lease expires. Associate members will also remain registered until they discontinue their annual membership. Parents, however, will typically need to update their children's age category and photo every couple of years.
- Members will no longer hand over a pass when entering the pool. Instead, members will provide their last name or street address. Pool staff will verify membership by viewing a photo previously uploaded by the member during online registration.
- Guest passes will no longer be sold at the pools. Guest passes can be purchased online by credit card using CellBadge or by personal check at the community center.
- See FAQs below for additional details.

## ***How do I register?***

If you lack internet access or need help registering, please call the Crosspointe community management staff at 703-690-2321 and schedule an appointment. The management staff will assist you in completing pool registration. Please do this before the end of April, as May is a busy time of year for the community management staff.

On your smartphone, tablet, or laptop, go to the Crosspointe pool registration webpage at [crosspointe.cellbadge.com/registration](https://crosspointe.cellbadge.com/registration) or scan the QR code to the right.



Once at the Crosspointe CellBadge page, click the green Registration box. This will take you to the online registration page (see the snapshot of the registration webpage below). Registration is a two-step process. After completing step one, the community management staff must validate your membership. You will then receive text and email messages inviting you to complete step two. This may take a day or more, depending on staff workload.

## Snapshot of CellBadge Registration Webpage

<p><b>STEP 1</b> <i>Never registered for your community's pool access?</i></p> <p>Use the Initial Add Request form:</p>	<p><b>STEP 2</b> <i>Need to add household members or make changes to your current registration?</i></p> <p>Use the Enter or Update Household Members form:</p>
<div style="background-color: #d4edda; padding: 5px; border: 1px solid #c3e6cb;">Not Approved Yet? You need to register.</div> <div style="background-color: #e2e3e5; padding: 5px; border: 1px solid #d6d8db;"> <p><b>Initial Add Request</b> <small>One Time Only</small></p> <p>Once you are approved, you do not need to do this again. ADMIN will need to approve your request to be added. Once they approve your request, you will get an email and text. Then you come back to this page and follow the instructions on the right side of the page.</p> <p>Household Last Name: <input type="text"/></p> <p>Find Your Address: <input type="text" value="Start Typing..."/> <input type="button" value="Q"/></p> <p>Street Address: <input type="text"/></p> <p>Mobile: <input type="text" value="999999999"/> <input type="button" value="v"/></p> <p>Email Address: <input type="text"/></p> <p>Emergency Phone: <input type="text" value="999999999"/> <input type="button" value="v"/></p> <p style="font-size: small;">Can match Mobile number</p> <p style="text-align: center;"><input type="button" value="Request Access"/></p> </div>	<div style="background-color: #d1ecf1; padding: 5px; border: 1px solid #bee5eb;">Registered Previously or Approved</div> <div style="background-color: #e2e3e5; padding: 5px; border: 1px solid #d6d8db;"> <p><b>Enter or Update Household Members</b></p> <p>For security purposes, you need to enter your email or mobile number to request a <b>single use PIN</b>. This PIN will be sent to you via email and text and you will be automatically directed to the page to enter the PIN. Once you enter the PIN, you will be at the page to enter all your household members. <b>Don't forget to add yourself.</b> You can also update or make changes here as well. Once you log in, the PIN number is no longer valid and if you exit from the page, you will need to go back and request another PIN to log in again.</p> <p>Email Address: <input type="text" value="Registered Email Address"/></p> <p>Mobile: <input type="text" value="999999999"/> <input type="button" value="v"/></p> <p style="text-align: center;"><input type="button" value="Request PIN"/></p> </div>
<p>First-time users <u>must</u> complete the Initial Add Request so your community can confirm your eligibility for pool access.</p> <p>Once your community confirms your eligibility, you will receive instructions via email and text on adding your household member information in the Enter or Update Household Members form.</p>	<p>Once you receive your Initial Add Request approval from your community, enter the email address and/or mobile number and request a PIN number.</p> <p>You will receive a PIN number via email and text. Once you enter the correct PIN number, you'll be directed to a form for adding or updating household members. You can even upload photos if your community requires one.</p>

**STEP ONE:** Under *Initial Add Request* on the left side of the registration webpage, enter the requested information to create a household account.

- For the household's last name, homeowners should enter the last name of one of the owners. Tenants should enter the last name of one of the tenants listed on the lease. Associate members should enter the last name used in their membership application. This will allow the community management staff to match the household name with home ownership, lease agreement, and associate membership records.
- Households are indexed in the CellBadge database by the last name you enter on the initial add request form. All household members will use that last name when checking in to the pool, even if they have a different last name.

- The mobile phone number and email address you enter will become the household's login names. CellBadge does not use passwords. Instead, a single-use PIN will be sent to the mobile phone number and email whenever you need to log into your household account.
- The emergency phone number you enter is the number pool staff will call if a household member is involved in an emergency.

Your initial add request will be forwarded to the community management staff, who will validate your eligibility for a pool membership. Please allow up to three business days for the community management staff to approve your request.

**STEP TWO:** Once your request is approved, you will receive an email message and text message directing you to proceed with the next step of the registration process.

Before proceeding to the second step, we recommend taking photos of your household members over five so they are readily available to upload during step two. **Missing and unacceptable photos are the**



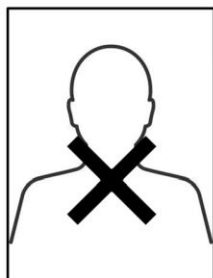
**most common reason for not approving household registrations.** Please read the photo requirements further below carefully before taking the required close-up headshot photos with a clear image of the face against a light-colored background (no hats, sunglasses, or shadows on the face due to poor lighting).

The size of the photo, when displayed on the tablets used by pool staff to check in members, will be relatively small, about one inch by 3/4 of an inch, so the face must fill up most of the photo (like a driver's license photo). Head and shoulder photos are not acceptable. However, with proper photo editing, you can convert a head and shoulder photo into an acceptable headshot photo like the one above. If you do not know how to edit a photo, you can use the Windows snipping tool (Windows Logo Key + Shift + s) or the Mac equivalent (Command + Shift + 4) to snip and save a close-up headshot from a head-and-shoulders photo.

Next, return to the Crosspointe CellBadge webpage ([crosspointe.cellbadge.com/registration](http://crosspointe.cellbadge.com/registration)), click the green Registration button, and follow the instructions on the right side of the registration webpage under Enter or Update Household Members. After you enter your cell phone number or email address and receive and enter your PIN, you will arrive at a page allowing you to register your household members.

- Enter the names of immediate family members (owners/tenants and their children) who permanently reside in your home, including yourself.
- Adding a household member's cell phone number is optional.
- Under the Relation heading, select each member's age category.

- If you have an adult child who permanently resides in your home, including college students attending school away from home, select **Adult Child (18+)**.
- If you have a child aged 10-12, select Child 10-12. Please do NOT select Child 10-12 SwimTest unless your child's 2023 pool pass has a yellow Passed sticker and you have emailed a photo of the pool pass to [CrosspointePool@gmail.com](mailto:CrosspointePool@gmail.com).
- Only owners and adults listed in a lease should register as **Adult (18 and over)** unless you have requested an exception for an extended family member who permanently resides with you (i.e., owner's parents) and have obtained the approval of the community manager. The community management staff cannot approve anyone registered as an **Adult (18 and over)** who is not an owner or named tenant and does not have an approved extended family exception.
- Please do not add a **Family Care Provider** to your household account until you have submitted a signed Child Care Authorization Form to the community management staff and paid the annual \$50 fee. The Child Care Authorization Form is available at the Community Center and online at <https://crosspointeva.org/committees/pool/>.
- Upload a close-up headshot photo with a clear image of the face of each household member age six and above by clicking the photo button under Action. When you click the photo button, you are given the choice of taking a photo with your device or uploading a saved photo. Please note that some devices may not be compatible with CellBadge, and you will only have the option of uploading a saved photo. Warning: the delete trashcan button next to the photo button does not delete the photo. It deletes the member from the household. If you need to change a photo, upload a new one, which will overwrite the existing photo. Your pool registration will not be valid until you have uploaded an acceptable photo of each family member that **complies with the following requirements**:
  - Close-up headshot with a clear image of the face (**no hats or sunglasses**). The size of the photo, when displayed on the tablets used by pool staff, will be relatively small, so **the face must fill up most of the photo**. The photo should look like a driver's license photo. **If your photos do not resemble the two examples below, they will not be accepted.**



Retake Photo  
Not a Head Shot



Acceptable Close-Up Headshots

- Good lighting so that there are no shadows on the face. Photos should be taken against a uniform white/off-white/light color background, if possible, so the face stands out.
- **No hats, sunglasses,** or other things obscuring the face (except for religious clothing that must be worn when photographed).
- No digital effects.
- No selfies – have someone else take your photo.

If you need assistance taking and uploading photos, please call the Crosspointe office at 703-690-2321 and schedule an appointment to have your photos taken and uploaded.

After entering all household members and uploading their photos, click the green Complete Registration box near the bottom of the page. Please allow up to three business days for the community management staff to approve your registration. The staff will send you an email if there is anything that needs to be corrected before they can approve your registration.

## Frequently Asked Questions

### ***Under the CellBadge pass system, how will I be checked into the pool?***

If you have completed the online pool registration, tell the lifeguard your last name or street address. (Note: Use the last name entered when setting up the household's CellBadge account if it differs from yours.) Pool staff will use CellBadge's online searchable database to quickly check you and household members into the pool. No more wasting time looking for your pool pass, waiting to retrieve it when leaving the pool, or having to obtain a new one to replace a lost pass. With CellBadge, you always have your pool pass because your face is your pass. A CellBadge app is available for Android and Apple iPhones, allowing you to check in online. You will still have to go to the desk and tell the lifeguard you have checked in online and are in the queue. This will allow the lifeguard to find you in CellBadge a little faster and complete the check-in. If you bring a guest, pool staff will ask you to write the name of your guest and your name as the guest sponsor in a daily ledger.

### ***Who is eligible for a pool membership?***

Households in good standing are eligible for a pool membership as follows:

- Homeowners and their immediate family members residing in the same Crosspointe home. Immediate family is presumed to be the owners and their children. To grant exceptions for other family members (i.e., owner's parents), the owner must submit documentation showing such family members reside permanently at the owner's Crosspointe address (driver's license or other government-issued photo identification with an address). The community manager will review the information and grant an exception if appropriate.

- Tenants and their immediate family residing in the same Crosspointe home, provided the homeowner has transferred their pool privileges to the tenants. To grant exceptions for other family members (i.e., tenant's parents), the tenant must submit documentation showing such family members reside permanently at the owner's Crosspointe address (driver's license or other government-issued photo identification with an address). The community manager will review the information and grant an exception if appropriate.
- Nonresident heads of households and their immediate family members residing in the same home who have purchased an associate membership for the upcoming swim season.

***Will I have to register online annually?***

Members will no longer be required to register annually and obtain stickers to indicate their pass is valid. Once registered, households will remain registered until they leave Crosspointe, their lease expires, or when they discontinue their associate membership. Members can update their registration data online at any time. Changes will go into effect after the community management staff reviews them. Parents typically need to update their children's age category and photo every couple of years. For privacy reasons, the registration system does not use birthdates. Instead, parents register children by age category (5 and under, 6-9, 10-12, 13-15, 16-17, and Adult Child 18+). Parents must keep their child's age category current since their child's pool privileges vary with age. For example, a child 12 and under cannot bring a guest to the pool, whereas a child 13-17 can bring up to two guests, and an adult child (18 and over) can bring up to ten guests. Similarly, a child 13 and older can attend the pool without being accompanied by someone 16 or above. Children ages 10-12 who have passed a swim test and have an approved Child Swim Contract, signed by parent/guardian, can attend the pool unaccompanied until 7 pm. These categories will be tied to the member's profile.

***How do I update my pool registration data?***

If you need to update your household members registration information, i.e., to update your children's age category and photo, or add or delete family members, go to the Crosspointe CellBadge webpage ([crosspointe.cellbadge.com/registration](http://crosspointe.cellbadge.com/registration)), click the green Registration button, and follow the instructions on the right side of the registration webpage under Enter or Update Household Members. After you enter your cell phone number or email address and receive and enter your PIN, you will arrive at a page allowing you to change each household member's information, upload updated photos, and add or delete members. After you have made your changes, click the green Complete Registration box near the bottom of the page. Please allow up to three business days for the community management staff to review and approve your updated registration information. You will receive a text message and email when your updated registration is approved.

***Why did the Crosspointe community staff change my child's registration from "Child 10-12 SwimTest" to "Child 10-12"?***

Children aged 10-12 who have passed the swim test and whose parent has signed the Child Swim Contract can be registered as Child 10-12 SwimTest. Children registered as Child 10-12 SwimTest can be at the pool without being accompanied by someone 16 or older until 7 PM. Crosspointe recently

changed pool management firms. Unfortunately, some approved Child Swim Contracts stored at the pools were lost during the changeover. As a result, community staff cannot verify many children's Child 10-12 SwimTest status. In these cases, community staff have emailed the affected households requesting they send a photo of their child's 2023 pool pass with the yellow "Passed" sticker or bring it to the Community Center. Upon receipt of the photo or pass, the community staff will change the child's registration information to Child 10-12 SwimTest.

### **How do I buy guest passes?**

Guest passes will no longer be sold at the pools. All guest pass sales will be cashless. Members can add guest passes to their CellBadge account using one of two methods. First, members can log in to their household account and purchase guest passes online using a credit card. CellBadge charges a 3% fee for credit card purchases. Second, members can buy guest passes at the Community Center during regular business hours by check only. Guest passes purchased at the Community Center will be added to the member's household account. Guest pass fees are \$5 for an individual pass or \$40 for ten passes. When a guest pass is consumed, CellBadge will record the date, time, and name of the family member bringing the guest.

### ***How do I buy guest passes using a credit card?***

TBD. Directions will be provided after Crosspointe and CellBadge complete the process for setting up the credit card module.

### ***How do I use the remaining guest passes on my ten-pass punch card?***

Bring your guest pass punch card to the community center during regular business hours. The community management staff will add the unused guest passes to your household account in exchange for your punch card.

### ***How do I determine how many guest passes are in my household account?***

Log into your household's CellBadge account. Go to the Crosspointe CellBadge webpage ([crosspointe.cellbadge.com/registration](http://crosspointe.cellbadge.com/registration)), click the green Registration button, and follow the instructions on the right side of the registration webpage under Enter or Update Household Members. After you enter your cell phone number or email address and receive and enter your PIN, you will arrive at a page displaying Household Information on the left side of the page and Household Members on the right. The remaining guest passes are shown immediately below the last name under Household Information on the left.

We hope you enjoy the new online pool pass system and look forward to seeing you at the pool this summer. If you have any issues or concerns, please send them via email message to [CrosspointePool@gmail.com](mailto:CrosspointePool@gmail.com) or call the Crosspointe community management office at 703-690-2321.