



STONEGATE North Villages

Frequently Asked Questions

Why are you making this change? It allows the district a great solution to providing contactless access to our residents — while cutting down on unauthorized use. In addition, it lets us have better data about usage and keep the pool and tennis facilities safe at all hours.

What are the next steps? Follow the 7 steps outlined and you will be taken through a process that allows you and your family to sign up for 6 passes, attached to 6 mobile numbers. The district will then verify residency and issue email authorization, with an invitation to download the VIZpin app and complete the process.

How many Mobile Access Passes may we sign up for in each household? Each household will be allowed to sign up for up to 6 passes.

Do children under the age of 18 need a pass? Children under the age of 18 do not need a pass provided they are with a chaperone. As a reminder, pool rules stipulate that children under the age of 10 must be with an adult or someone over the age of 14.

Can kids between the ages of 10 and 18 get a Mobile Access Pass? Yes, absolutely. Simply include their names and their mobile numbers along with your household registration as you sign up.

What if I have a child between the ages of 10 and 18 who needs access but doesn't have a smartphone? Please reach out to us at contact@stonegatenorthvillages.org and we will be happy to help.

How long will it take to get authorized? It may take up to one week to be authorized, so please make a point of applying prior to May 18th. This will ensure a successful launch as we open the pool for the season and ensure you have full, uninterrupted access to the facilities.

What if I can't apply right now? You will be eligible to apply throughout the summer, but we will need you to complete the process in order to have access.

What if I don't have a smartphone or I have accessibility needs? If you do not use a smartphone, or you have accessibility needs, you may request a fob by contacting us at contact@stonegatenorthvillages.org or by calling 720-851-8178.

Is there a cost for the Mobile Access Pass? No, residents will not pay a fee as they download or use their Mobile Access Pass on their smartphones.

Can someone else use my pass? No, the Mobile Access Pass is non-transferable. If you need additional passes for your household please register for additional passes.



STONEGATE North Villages

I rent my home. Can I get a Mobile Access Pass? Yes. Simply apply and select the option for renters. You will need to print a form and have your landlord assign credentials to you as a tenant. Once this form is completed you can then upload it and finalize your application for Mobile Access Passes.

I am curious about how the technology works. Can you explain it? Once you download VIZpin on your smartphone, it will allow you to utilize Bluetooth technology at the gates. When you approach, with the app open, your phone will communicate with the gate, unlocking it and granting access.

So it is important to have Bluetooth turned on? Yes, you will want to ensure Bluetooth is turned on in order to have the technology work when at the gate.

So, I can throw away my old pool pass? No. You will want to hold on to your old pool pass if you plan to use Stonegate Village's facilities. As a note, this other district will be considering a transition to the new system in the upcoming year. For this season, their facilities will require the old passes — while our facilities will move to the new Mobile Access Passes.

What about the other pool? Not the one in Stonegate North Villages, but the one in Stonegate? You may use their facilities, although you will need the old pool pass to access those.

I have a question that is not answered here. Where can I get more help? You may email us at contact@stonegatenorthvillages.org or dial us at any time at 720-851-8178.