**Sea Pines**
COMMUNITY SERVICES ASSOCIATES

## CSA360 Online Guest Pass Request FAQ's

**Q: What does the pass status "Pending" mean?**

A: The "Pending" status means that the pass request has been received by the Sea Pines CSA Gate Pass Office, but has not been picked up. Once your guest picks up their pass, the status will go from "Pending" to "Printed".

*Note: The pass status is only visible when using the web app on a browser, it is not available on the CSA360 mobile apps.*

**Q: Why am I unable to "Pick a date" while using the CSA360 app on my iPhone?**

A: Please ensure your device is not set to Dark Mode. *Go to Settings > Display & Brightness, then select Light to turn Dark mode off.*

**Q: Will this new system allow me to print the passes that I request myself?**

A: No, the current process of printing passes for pickup at the welcome center will remain the same.

**Q: What if I own more than 1 property?**

A: You will receive CSA360 login credentials for each of your Sea Pines properties; however, you may choose which login you would like to use and may request a guest pass for any of your properties from the login of your choice by using the "Multiple Properties" tab.

**Q: Do I share my login with my Long-Term Renter?**

A: No. RPO's who rent their property long-term (6 months or more) are not to share their pass code or CSA360 login credentials. Please refer your long-term renter to the Sea Pines CSA Administration Office. Your long-term renter will be provided their own pass code and will need to call the Sea Pines CSA Pass Office to request a guest pass using their assigned long-term renter pass code.

**Q: Do I share my login with my Rental Management Company?**

A: No, at a future date the CSA360 rental management module will be launched and all rental management companies that are part of our rental program will be provided with CSA360 login credentials to request rental passes online.

**Q: What if I rent my property and self-manage, can I request a rental pass online?**

A: Short-term renters are not entitled to free pass privileges for themselves or their visitors. RPO's who rent their property short-term (less than 6 months) must register their property as a rental with Sea Pines CSA and will be issued a "Rental Control Number" to be used to request and purchase passes for their short-term renters. Please continue to request rental passes by contacting the Sea Pines CSA Pass Office. Once the CSA360 rental management module is launched (date TBD), you will have access to request rental passes online by using your residential property owner login.

**Q: Can I still call a guest pass in?**

A: Yes, you may still call in a guest pass with your confidential passcode by calling our Gate Pass Office at 843.671.7277.

**Q: How do I update my contact information with Sea Pines CSA?**

A: To update your email address, mailing address, or phone number, click here.