Sea Pines
COMMUNITY SERVICES ASSOCIATES

Property Owners will have one (1) CSA360 login per residential property where they will be able to request guest passes online or within the app on their mobile device. The current process of printing passes for pickup at the welcome center will remain the same. For questions, please email us at info@csaseapines.com or visit our resource page, available on our website <u>here</u>.

DOWNLOAD THE APP:

Apple:
Please ensure your device is not set to Dark Mode
Go to Settings > Display & Brightness, then select Light to turn Dark mode off
- https://apps.apple.com/tt/app/csa360/id1453040626
- Instructions on how to download an app(iPhone) click here

Android:
- https://play.google.com/store/apps/details?id=com.csa360_ios
- Instructions on how to download an app (Android) click here

USE YOUR MOBILE OR DESKTOP BROWSER:

Online (*it is recommended that you use Google Chrome*):
- https://login.csa360.app/

HOW TO LOGIN TO REQUEST GUEST PASSES ONLINE

- To login, open the CSA 360 app on your mobile device or go to https://login.csa360.app in your web browser
- Once you've entered the license, your username and password provided to you click "Login".
- If you've forgotten your credentials, please contact Sea Pines CSA via email info@csaseapines.com and provide your Sea Pines Property address for assistance.
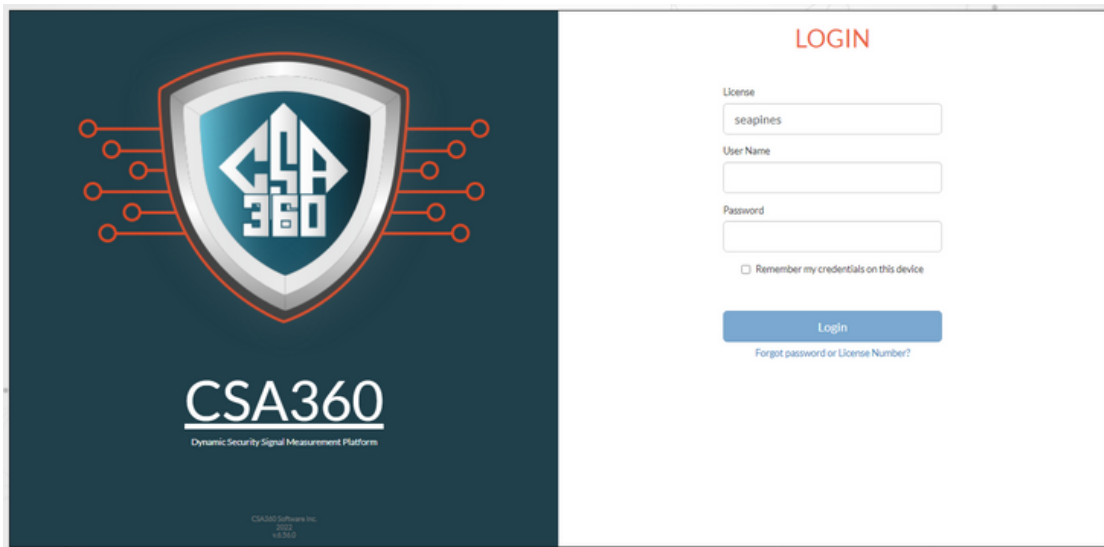
HOW TO REQUEST A GUEST PASS

RESIDENTIAL PROPERTY OWNER'S MAY REQUEST GUEST PASSES FOR THEIR FRIENDS, FAMILY, AND GUESTS ONLY.

- Click the Guests Tab
- Click on Blue Button "Request Guest Pass"
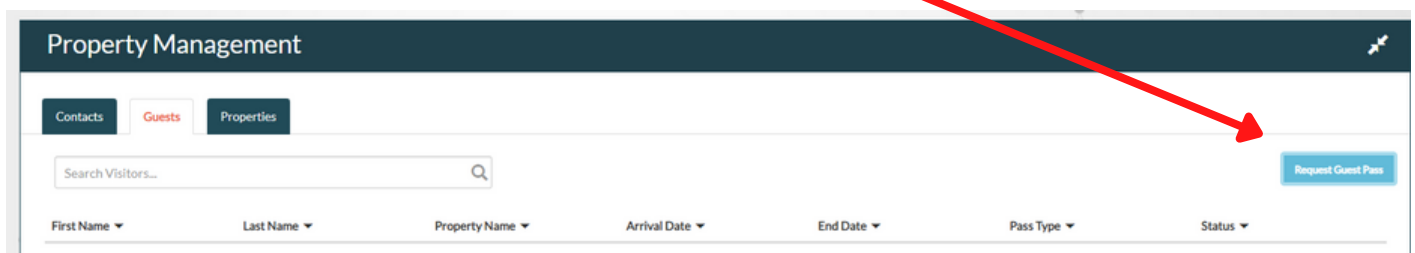
- Enter the number of Guest Passes you are requesting and click add
  - *You will need 1 entry per guest needing a pass. The number of entry lines will be determined by the number of passes you input.*
- Click Arrow Drop Down to select the Property Address (or type to search)
- Click Arrow Drop Down to select the Property Contact requesting the pass
- Select the Arrival Date and Departure Date of the Guest Pass Duration
  - *Duration limited to 30 days*
  - *Cannot be more than 60 days in advance*
- Enter the First and Last Name of your Guest(s)
- Click Save

Add Guest

SINGLE PROPERTY   MULTIPLE PROPERTIES

Import   Export

# of Guests

1 Add

Total Guests: 1

Property	Contacts	Arrival Date	End Date
🔍 1 Sea Pines Drive ▼	🔍 Search or select ▼	📅 11/18/2022	📅 11/18/2022

First Name   Last Name

1 Mary   Smith −

Cancel   Save

HOW TO EDIT THE NAME ON A REQUESTED GUEST PASS

- Click the Properties Tab
- Click on the Property Address

Contacts   Guests   Properties

Search Properties... 🔍

Property Name ▼	Property Title ▼	Primary Contact ▼	Owner Type ▼	Rental Type ▼	Primary Contact Address ▼
1 Sea Pines Drive	Joe Jackson		Joint	Unassigned	

10 ▼

1

- Click on the Guests Tab
- Click the blue Edit button next to the name of guest pass that you need to edit
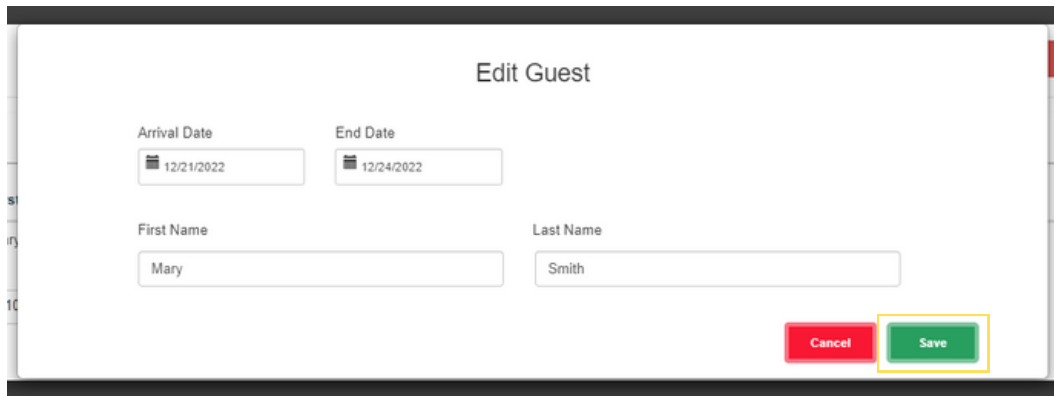
1 Sea Pines Drive

Exit

PROPERTY   PROPERTY TITLE   CONTACTS   GUESTS   VEHICLES

First Name ▼	Last Name ▼	Arrival Date ▼	End Date ▼	
John	Smith	12/21/2022	12/24/2022	Edit

10 ▼

1

- Edit the name and then click the green Save button

HOW TO VOID A REQUESTED GUEST PASS
- Please contact the Sea Pines CSA Gate Pass Office at 843.671.7277

PASS REMINDERS & INFORMATION

Commercial / Service Providers
- As a reminder, it is not permitted to request a Property Owner guest pass for a commercial service provider (including contractors, landscapers, decorators, painters, handymen, etc.)
- To gain entrance into Sea Pines, commercial service providers and vendors may purchase a daily or weekly commercial pass at the Greenwood Gate or Ocean Gate or they may apply for an annual commercial decal at seapinesliving.com/request.

Short-term Renters
- 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.

FAQs

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: Can I have more than one login for my property?

A: No, Residential Property Owners will have one (1) CSA360 login per property.

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: 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](#).