### **Customer Portal FAQ'S**

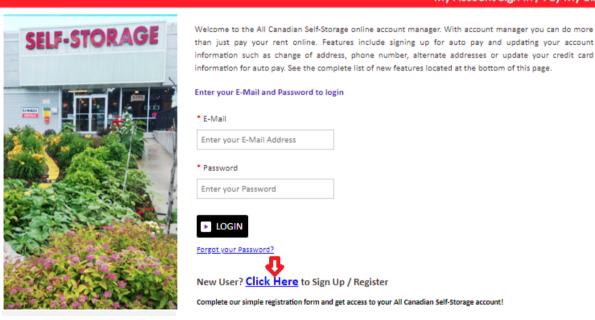
## 1. How to register?

- Click on the Customer Portal link
   <a href="https://portal.selfstoragemanager.com/AllCanadianSelfStorage/account/login.aspx">https://portal.selfstoragemanager.com/AllCanadianSelfStorage/account/login.aspx</a>
- Click on the button 'Click Here' to Sign up/Register



(+ Call Toll Free 416-208-0188

### My Account Sign In / Pay My Bill



 Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password

If you require assistance, please call 416-208-0188.

- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on Submit button





	New User Registration/Sign Up
* First Name	
* Last Name	
* E-Mail	
* Password	
* Confirm Password	
Confirm Registration	
Security Question	
Select Question  * Enter your Answer	
(Answers are Case Sensitive)	
*Verification Code	
((Enter Letters as shown in below image))	
<b>GU9</b> Fp	
► Submit	

 Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

## 2. How to 'Add a Unit'?

After login, click on Add Your Units



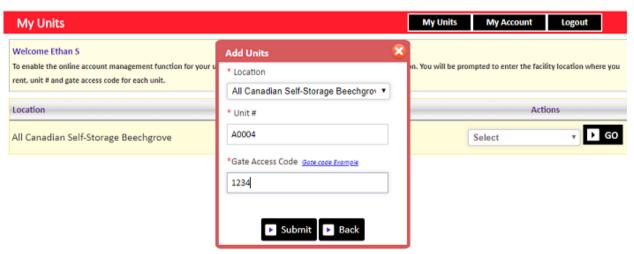
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- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



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# 3. How to reset the password?

Click on the hyper link 'Forgot Password?'



(→ Call Toll Free 416-208-0188

### My Account Sign In / Pay My Bill



Welcome to the All Canadian Self-Storage online account manager. With account manager you can do more than just pay your rent online. Features include signing up for auto pay and updating your account information such as change of address, phone number, alternate addresses or update your credit card information for auto pay. See the complete list of new features located at the bottom of this page.

Enter your E-Mail and Password to login

• E-Mail

Enter your E-Mail Address

Enter your Password

LOGIN

Forgot your Password?



New User? Click Here to Sign Up / Register

Complete our simple registration form and get access to your All Canadian Self-Storage account!

If you require assistance, please call 416-208-0188.

- **Enter the Email ID**
- **Click on Submit button**







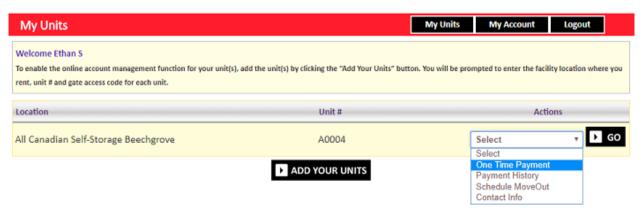
The new password will be sent to the Email.

## 4. How to make a payment'?

- Click on the drop down button
- Select Make a Payment
   Click on GO button

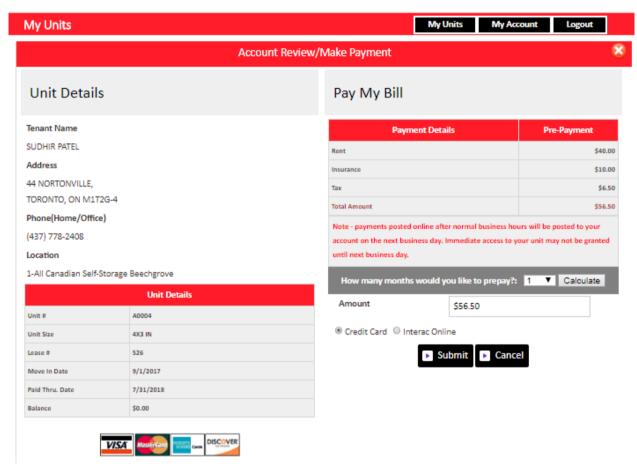


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- Enter Credit Card details
- Click on Submit button



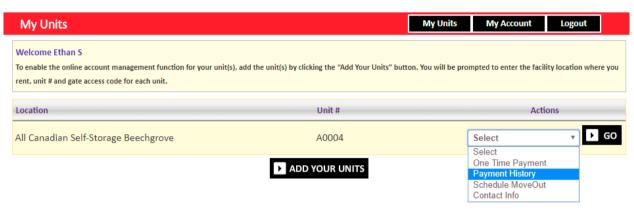


## 5. How to view the Payment History?

- Click on the drop down button
- Select Payment History
- Click on GO button

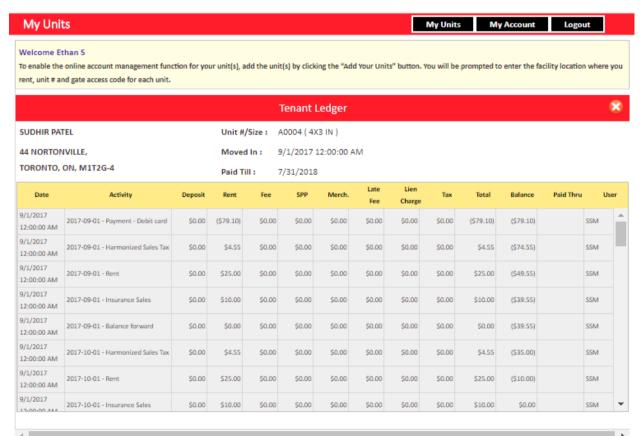


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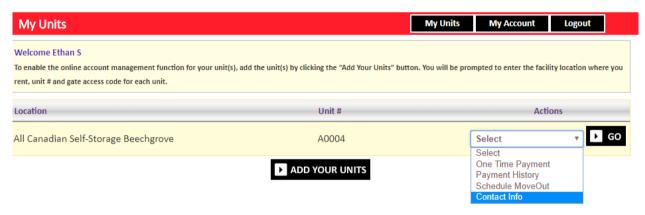


## 6. How to view/edit Contact Info?

- Click on the drop down button
- Select Contact Info
- Click on GO button

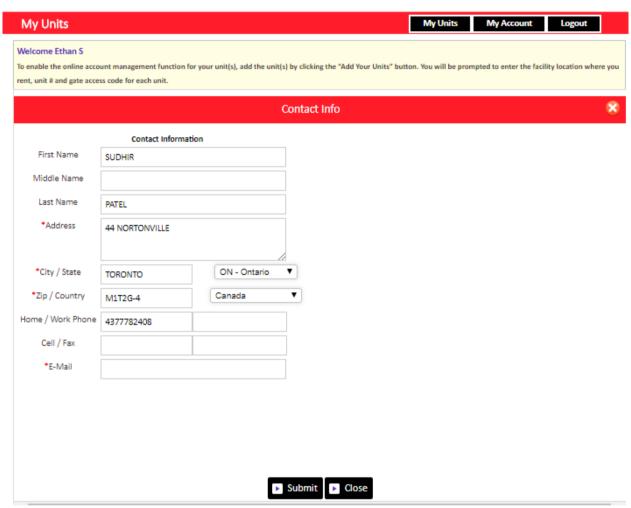


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Tenants have an ability to edit the Address, Phone number and the email ID.





### 7. How to schedule a move out?

- Click on the drop down button
- Select Schedule Move Out
- Click on GO button



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- Select the Move out Date
- Select Reason for Moving Out



(→ Call Toll Free 416-208-0188

