

Customer Portal FAQ'S

1. How to register?

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



☎ 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

* 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.

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

* Enter your Answer

(Answers are Case Sensitive)

* Verification Code

[[Enter Letters as shown in below image]]



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

- 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

My Units

My Units


My Account

Logout

Welcome Ethan S

To enable the online account management function for your unit(s), add the unit(s) by clicking the "Add Your Units" button. You will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

Location	Unit #	Actions
All Canadian Self-Storage Beechgrove	A0004	Select <input type="button" value="GO"/>



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

My Units

My Units

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All Canadian Self-Storage Beechgrove	A0004	Select <input type="button" value="GO"/>

Add Units ✕

* Location

* Unit #

* Gate Access Code [Gate code Example](#)

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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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

Forgot your Password?

Enter your E-Mail address then click submit.

* E-Mail



- 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

My Units

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My Account

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Location	Unit #	Actions
All Canadian Self-Storage Beechgrove	A0004	<input type="button" value="GO"/>

- Select
- Select
- One Time Payment
- Payment History
- Schedule MoveOut
- Contact Info

- Enter Credit Card details
- Click on Submit button

My Units

My Units

My Account

Logout

Account Review/Make Payment

Unit Details

Tenant Name

SUDHIR PATEL

Address

44 NORTONVILLE,
TORONTO, ON M1T2G-4

Phone(Home/Office)

(437) 778-2408

Location

1-All Canadian Self-Storage Beechgrove

Unit Details

Unit #	A0004
Unit Size	4X3 IN
Lease #	526
Move In Date	9/1/2017
Paid Thru. Date	7/31/2018
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$40.00
Insurance	\$10.00
Tax	\$6.50
Total Amount	\$56.50

Note - payments posted online after normal business hours will be posted to your account on the next business day. Immediate access to your unit may not be granted until next business day.

How many months would you like to prepay?: 1

Amount

\$56.50

Credit Card Interac Online

5. How to view the Payment History?

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

My Units

My Units

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Logout

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Location	Unit #	Actions
All Canadian Self-Storage Beechgrove	A0004	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">Select</div> <div style="margin-left: 10px;">▶ GO</div> </div>

▶ **ADD YOUR UNITS**

- Select
- One Time Payment
- Payment History**
- Schedule MoveOut
- Contact Info

My Units

My Units

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Tenant Ledger ✕

SUDHIR PATEL

Unit #/Size : A0004 (4X3 IN)

44 NORTONVILLE,

Moved In : 9/1/2017 12:00:00 AM

TORONTO, ON, M1T2G-4

Paid Till : 7/31/2018

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
9/1/2017 12:00:00 AM	2017-09-01 - Payment - Debit card	\$0.00	(\$79.10)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$79.10)	(\$79.10)		SSM
9/1/2017 12:00:00 AM	2017-09-01 - Harmonized Sales Tax	\$0.00	\$4.55	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.55	(\$74.55)		SSM
9/1/2017 12:00:00 AM	2017-09-01 - Rent	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	(\$49.55)		SSM
9/1/2017 12:00:00 AM	2017-09-01 - Insurance Sales	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	(\$39.55)		SSM
9/1/2017 12:00:00 AM	2017-09-01 - Balance forward	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$39.55)		SSM
9/1/2017 12:00:00 AM	2017-10-01 - Harmonized Sales Tax	\$0.00	\$4.55	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.55	(\$35.00)		SSM
9/1/2017 12:00:00 AM	2017-10-01 - Rent	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	(\$10.00)		SSM
9/1/2017 12:00:00 AM	2017-10-01 - Insurance Sales	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$0.00		SSM

6. How to view/edit Contact Info?

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

ALL CANADIAN
Self-Storage

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My Units **My Units** **My Account** **Logout**

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Location	Unit #	Actions
All Canadian Self-Storage Beechgrove	A0004	<input type="button" value="GO"/> Select Select One Time Payment Payment History Schedule MoveOut Contact Info

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

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Contact Info



Contact Information

First Name	<input type="text" value="SUDHIR"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="PATEL"/>
*Address	<input type="text" value="44 NORTONVILLE"/>
*City / State	<input type="text" value="TORONTO"/> <input type="text" value="ON - Ontario"/>
*Zip / Country	<input type="text" value="M1T2G-4"/> <input type="text" value="Canada"/>
Home / Work Phone	<input type="text" value="4377782408"/>
Cell / Fax	<input type="text"/>
*E-Mail	<input type="text"/>

7. How to schedule a move out?

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

My Units

My Units

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Location	Unit #	Actions
All Canadian Self-Storage Beechgrove	A0004	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> Select Select One Time Payment Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px;"> <input type="button" value="GO"/> </div> </div>

ADD YOUR UNITS

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

My Units

My Units

My Account

Logout

Welcome Ethan S

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Schedule MoveOut

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

Submit

Back