


## Customer Portal FAQ'S

### 1. How to register?

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

**My Account Sign In / Pay My Bill**



Welcome to the Self Storage of Branford LLC 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.

**Enter your E-Mail and Password to login**

\* E-Mail Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.

For Eg:  
John@abc.com  
123245

\* Password If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

[Forgot your Password?](#)

[New User? Click Here to Sign Up / Register](#)

Complete our simple registration form and get access to your Self Storage of Branford LLC account!

Acti  
Go-It

- 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

\* 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))



- 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

**Welcome SSM John**

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.

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

Welcome SSM John

To enable the online account management function for your units, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

**Add Units** ✕

\* Location


\* Unit #

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

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

[My Account Sign In / Pay My Bill](#)



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\* E-Mail

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If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

- Enter the Email ID
- Click on Submit button

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 One Time Payment
- Click on GO button

The screenshot shows the 'My Units' page with a navigation bar containing 'My Units', 'My Account', and 'Logout'. A welcome message for 'John Test' is displayed. Below it is a table with columns 'Location', 'Unit #', and 'Actions'. The first row shows a yellow location, unit number '000', and a dropdown menu set to 'One Time Payment' with a red 'GO' button next to it. A red arrow points to the 'GO' button. Below the table is an 'ADD YOUR UNITS' button.

- Enter Credit Card details
- Click on Submit button

The screenshot shows the 'Account Review/Make Payment' page. On the left, under 'Unit Details', there is a table with the following information:

Unit Details	
Unit #	D11
Unit Size	103X18-A1
Lease #	1
Move In Date	10/21/2021
Paid Thru. Date	11/20/2021
Balance	\$0.00

Below the table are logos for VISA, MasterCard, American Express, and DISCOVER. On the right, under 'Pay My Bill', there is a table with 'Payment Details' and 'Pre-Payment' columns:

Payment Details	Pre-Payment
Rent	\$0.00
Insurance	\$0.00
Total Amount	\$0.00

A note states: '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.' Below the note is a 'How many months would you like to prepay?' dropdown set to '1' and a 'Calculate' button. The 'Amount' field shows '\$0.00'. There are input fields for 'Name on Card', 'Credit Card #', 'Expiration Month/Year' (set to 01/2021), 'CSC', 'Credit Card Type' (set to 'Select'), 'Card Billing Address', and 'Card Zip Code'. At the bottom are 'Submit' and 'Cancel' buttons.


#### 5. How to set up auto pay?

- Click on the drop down button
- Select Auto Pay Setup
- Click on GO button

**My Units** My Units My Account Logout

Welcome John Test  
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
[Redacted]	000	Auto Pay Setup <input type="button" value="GO"/>



- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button

Welcome John Test  
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.

**Credit Card Details and Auto Pay**

By signing up for Auto Pay you are authorizing [Redacted] to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay  
No

\* Name on Credit Card

\* Credit Card #

\* Card Type  
Select

\* Expiration Month/Year  
10  / 2021

\* Billing Address

\* Zip Code

## 6. How to submit 'Schedule a Move Out'?

- Click on drop down button
- Select Schedule a move out
- Click on GO button

My Units		
<p><b>Welcome John Test</b></p> <p>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.</p>		
Location	Unit #	Actions
██████████	000	Schedule MoveOut ▾ <b>GO</b>
<input type="button" value="ADD YOUR UNITS"/>		



- Select Move out date
- Click on drop down button
- Select Reason to Move Out
- Click on Submit button

**Welcome John test**

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.

Schedule MoveOut ✖

Please Enter your anticipated Move Out Date