Customer Portal FAQ'S

1. **How to register?**
   - Click on the Customer Portal link
     https://portal.selfstoragemanager.com/SelfStorageofStratford/account/login.aspx
   - Click on the button which says 'Click Here' to Sign up/Register

   - 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

------------------Select Question-------------- ∨

* Enter your Answer

(Answers are Case Sensitive)

*Verification Code

((Enter Letters as shown in below image))

C³GJ˙y

▶ Submit   ▶ Cancel

- 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.

▶ **ADD YOUR UNITS**

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

Add Units

* Location

Select

* Unit #

*Gate Access Code *Gate code Example*

▶ Submit   ▶ Back

3. **How to reset the password?**

   ▪ Click on the hyper link 'Forgot Password?'

My Account Sign In / Pay My Bill

Welcome to the Self Storage of Stratford 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

Enter your E-Mail Address

* Password

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 Self Storage of Stratford account!

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

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

▶ Submit   ▶ Cancel

   ▪ 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

   - Enter Credit Card details
   - Click on Submit button

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

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

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

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

- Click on drop down button
- Select Schedule a move out
- 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
Titan Mega Storage	000	Schedule MoveOut ▾ ▶ GO

⊞ 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

* Move Out Date

[   ] 📅

* Reason to Move Out

[▾]

▶ Submit   ▶ Back