

Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
<https://portal.selfstoragemanager.com/390SelfStorage/account/login.aspx>
- Click on the button which says 'Click Here' to Sign up/Register



☎ Call 585-673-3140

My Account Sign In / Pay My Bill



Welcome to the 390 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.

Enter your E-Mail and Password to login

* E-Mail

Enter your E-Mail Address

* Password

Enter your Password

LOGIN

[Forgot your Password?](#)

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 !!

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

Complete our simple registration form and get access to your 390 Self Storage account!

- 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



- 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

The screenshot shows the user interface after login. On the left is the '390 SELF STORAGE' logo. On the right is a phone icon and the text 'Call 585-673-3140'. Below this is a dark blue navigation bar with 'My Units' selected, and buttons for 'My Units', 'My Account', and 'Logout'. A yellow message box says: '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.' Below the message is a green button with a play icon and the text 'ADD YOUR UNITS'.

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



Call 585-673-3140

Welcome SSM John
To enable the online account management function for your units, you will be prompted to enter the facility location where you

Add Units
Location: 390 Self Storage
Unit #:
Gate Access Code: Gate code Example
Submit Back

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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E-Mail: Enter your E-Mail Address
Password: Enter your Password

LOGIN

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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 !!

New User? Click Here to Sign Up / Register

Complete our simple registration form and get access to your 390 Self Storage account!

- 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

My Units My Units My Account Logout

Welcome John SSM
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
390 Self Storage	0000	One Time Payment ▼ ▶ GO

▶ ADD YOUR UNITS



- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Account Review/Make Payment

Unit Details

Tenant Name
John SSM

Address
-
-

Phone(Home/Office)

Location
2-390 Self Storage

Unit Details	
Unit #	0000
Unit Size	10 X 10 DRIVE-UP ACCESS
Lease #	238
Move In Date	5/24/2023
Paid Thru. Date	6/30/2023
Balance	(\$130.00)

Pay My Bill

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

[View Last Payment Details](#)

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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

5. How to set up auto pay?

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

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Welcome John SSM

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Location	Unit #	Actions
390 Self Storage	0000	<input type="button" value="Auto Pay Setup"/> <input type="button" value="GO"/>

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

My Units My Units My Account Logout

Welcome John SSM

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 390 Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

* Name on Credit Card

* Credit Card #

* Card Type

* Expiration Month/Year

/

* 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 My Units My Account Logout

Welcome John SSM

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
390 Self Storage	0000	<input type="button" value="Schedule MoveOut"/> <input type="button" value="GO"/>

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

Welcome John SSM

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

Select ▼

Submit

Back