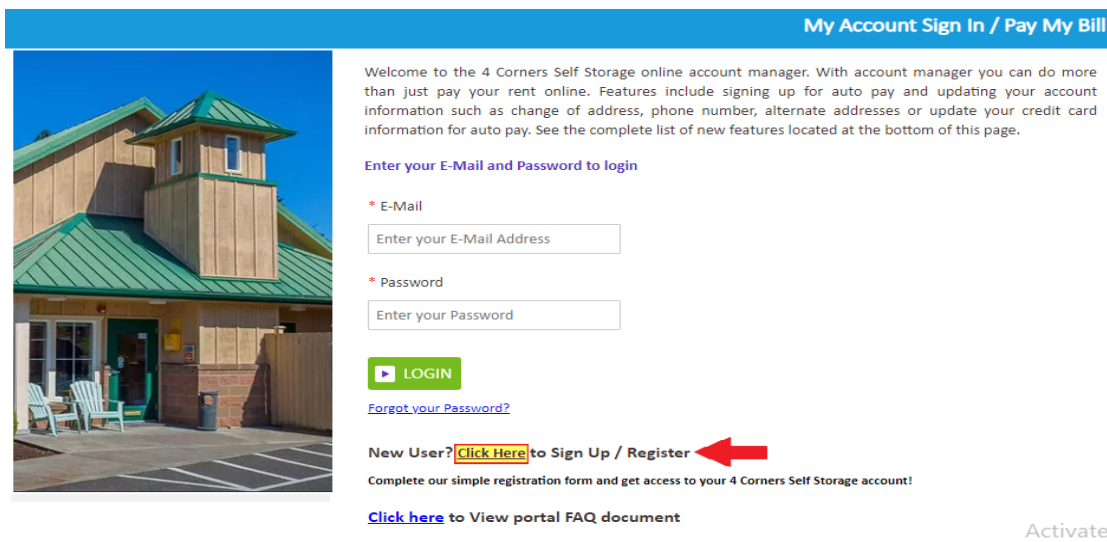


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstorage manager.com/4CornersSelfStorageUrban/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 4 Corners 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

\* Password  
Enter your Password

LOGIN

[Forgot your Password?](#)

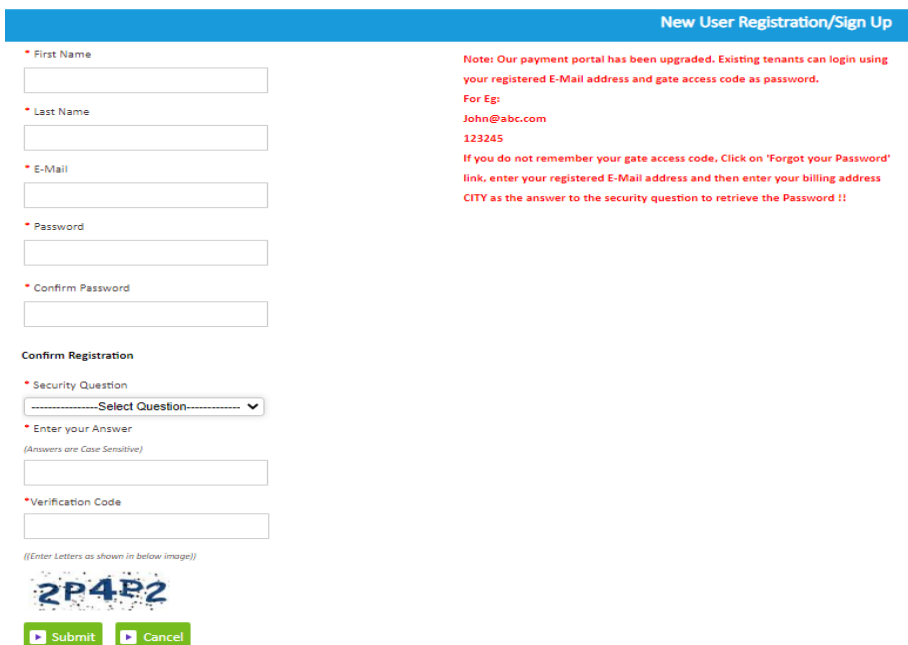
New User? [Click Here](#) to Sign Up / Register

Complete our simple registration form and get access to your 4 Corners Self Storage account!

[Click here](#) to View portal FAQ document

Activate

- 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  
[Text Field]

\* Last Name  
[Text Field]

\* E-Mail  
[Text Field]

\* Password  
[Text Field]

\* Confirm Password  
[Text Field]

Confirm Registration

\* Security Question  
-----Select Question-----

\* Enter your Answer  
(Answers are Case Sensitive)  
[Text Field]

\* Verification Code  
[Text Field]

*((Enter Letters as shown in below image))*

2P4P2

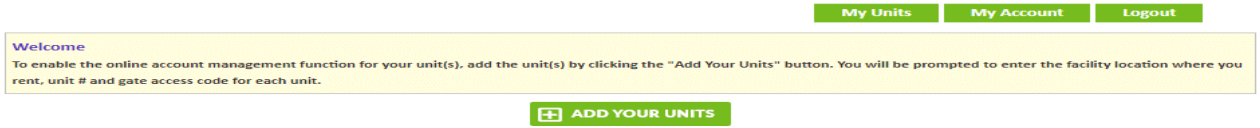
Submit Cancel

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 !!

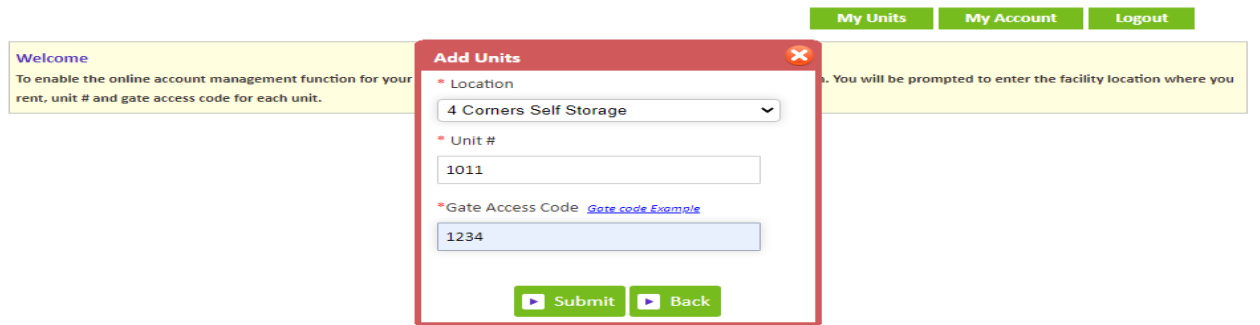
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

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

- After login, click on Add Your Units

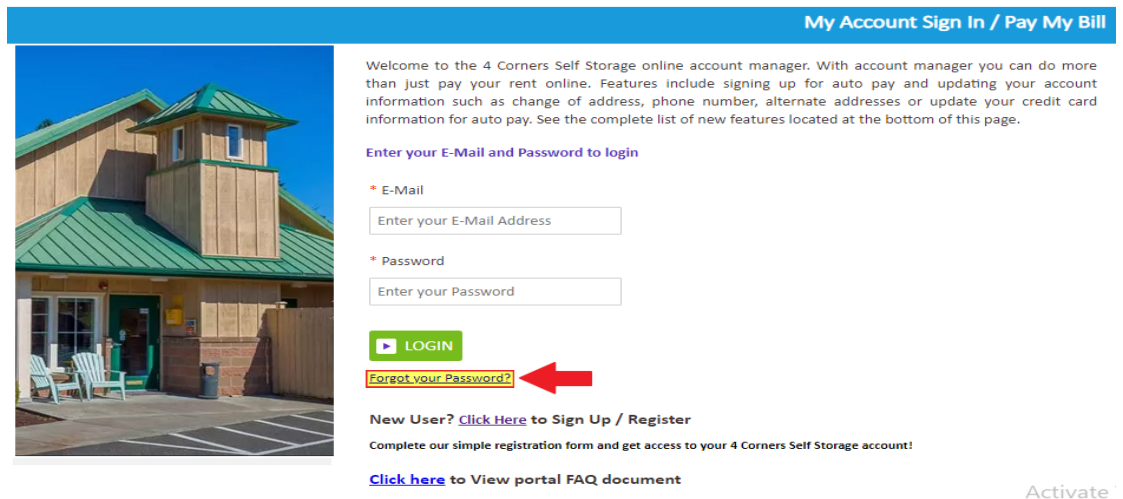


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



## 3. How to reset the password?

- Click on the hyper link 'Forgot 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

[My Units](#) [My Account](#) [Logout](#)

**Welcome**  
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
4 Corners Self Storage	I9015	One Time Payment  





- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

Unit Details	Pay My Bill																						
<p>Tenant Name</p> <p>Address</p> <p>Phone(Home/Office)</p> <p>Location</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #76b82a; color: white;"> <th colspan="2">Unit Details</th> </tr> </thead> <tbody> <tr><td>Unit #</td><td></td></tr> <tr><td>Unit Size</td><td></td></tr> <tr><td>Lease #</td><td>441</td></tr> <tr><td>Move In Date</td><td></td></tr> <tr><td>Paid Thru. Date</td><td></td></tr> <tr><td>Balance</td><td>\$0.00</td></tr> </tbody> </table> <div style="text-align: center; margin-top: 10px;">  </div>	Unit Details		Unit #		Unit Size		Lease #	441	Move In Date		Paid Thru. Date		Balance	\$0.00	<table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #76b82a; color: white;"> <th>Payment Details</th> <th>Pre-Payment</th> </tr> </thead> <tbody> <tr><td>Rent</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>-</td><td style="text-align: right;">\$0.00</td></tr> <tr><td><b>Total Amount</b></td><td style="text-align: right;"><b>\$0.00</b></td></tr> </tbody> </table> <p style="margin-top: 5px;"><a href="#">View Last Payment Details</a></p> <p style="color: red; font-size: small;">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.</p> <div style="background-color: #d9d9d9; padding: 5px; margin-top: 5px;">       How many months would you like to prepay?: <input type="text" value="1"/> <input type="button" value="Calculate"/> </div> <div style="margin-top: 10px;"> <p>Amount <input style="width: 100%;" type="text" value="\$0.00"/></p> <p>* Name on Card <input style="width: 100%;" type="text"/></p> <p>* Credit Card # <input style="width: 100%;" type="text"/></p> <p>* Expiration Month/Year <input style="width: 50%;" type="text" value="01"/> <input style="width: 50%;" type="text" value="2020"/></p> <p>* CSC <a href="#">What is this?</a> <input style="width: 100%;" type="text"/></p> <p>* Credit Card Type <input style="width: 100%;" type="text"/></p> <p>* Card Billing Address <input style="width: 100%;" type="text"/></p> <p>* Card Zip Code <input style="width: 100%;" type="text"/></p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </div> </div>	Payment Details	Pre-Payment	Rent	\$0.00	-	\$0.00	<b>Total Amount</b>	<b>\$0.00</b>
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Rent	\$0.00																						
-	\$0.00																						
<b>Total Amount</b>	<b>\$0.00</b>																						

Active  
Go to S

## 5. How to set up auto pay?

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

**Welcome**  
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
4 Corners Self Storage	I9015	Auto Pay Setup <input type="button" value="GO"/>



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

**Credit Card Details and Auto Pay**

By signing up for Auto Pay you are authorizing Fremont Heated 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


I authorize future payments to automatically be processed on the card above.\*

Initiate Auto Pay for all of 'My Units'

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

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

**Welcome**  
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
4 Corners Self Storage	I9015	Schedule MoveOut 






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

### Schedule MoveOut

Please Enter your anticipated Move Out Date

• Move Out Date

• Reason to Move Out