

Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
- <https://portal.selfstoragemanager.com/5ASelfStorage/account/login.aspx>
- Click on the button 'Click Here' to Sign up/Register



☎ Call 1-800-5A-SPACE

My Account Sign In / Pay My Bill




Welcome to the 5A 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 5A Self Storage account!

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

If you require assistance, please call 1-800-5A-SPACE.

Activ
Go to

- 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

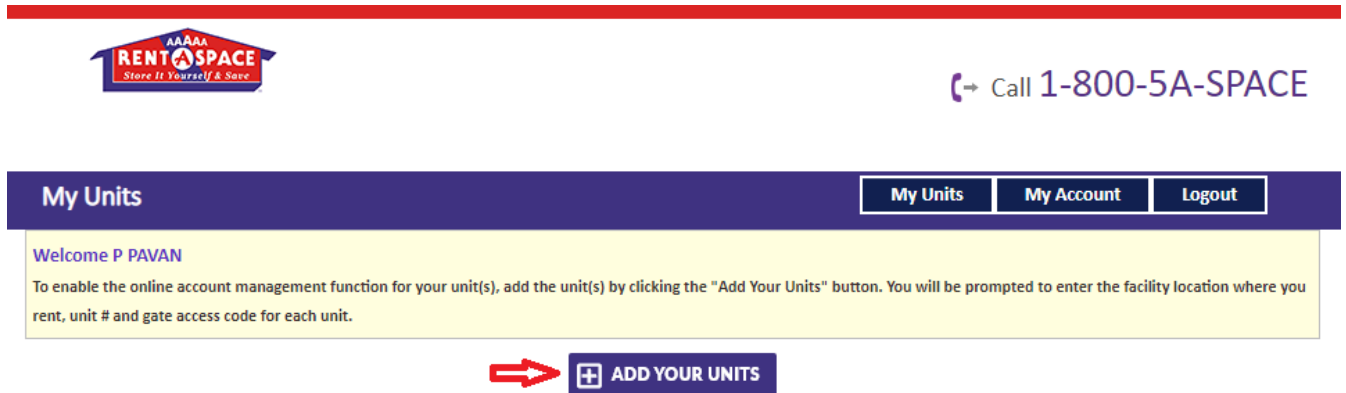
((Enter Letters as shown in below image))



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

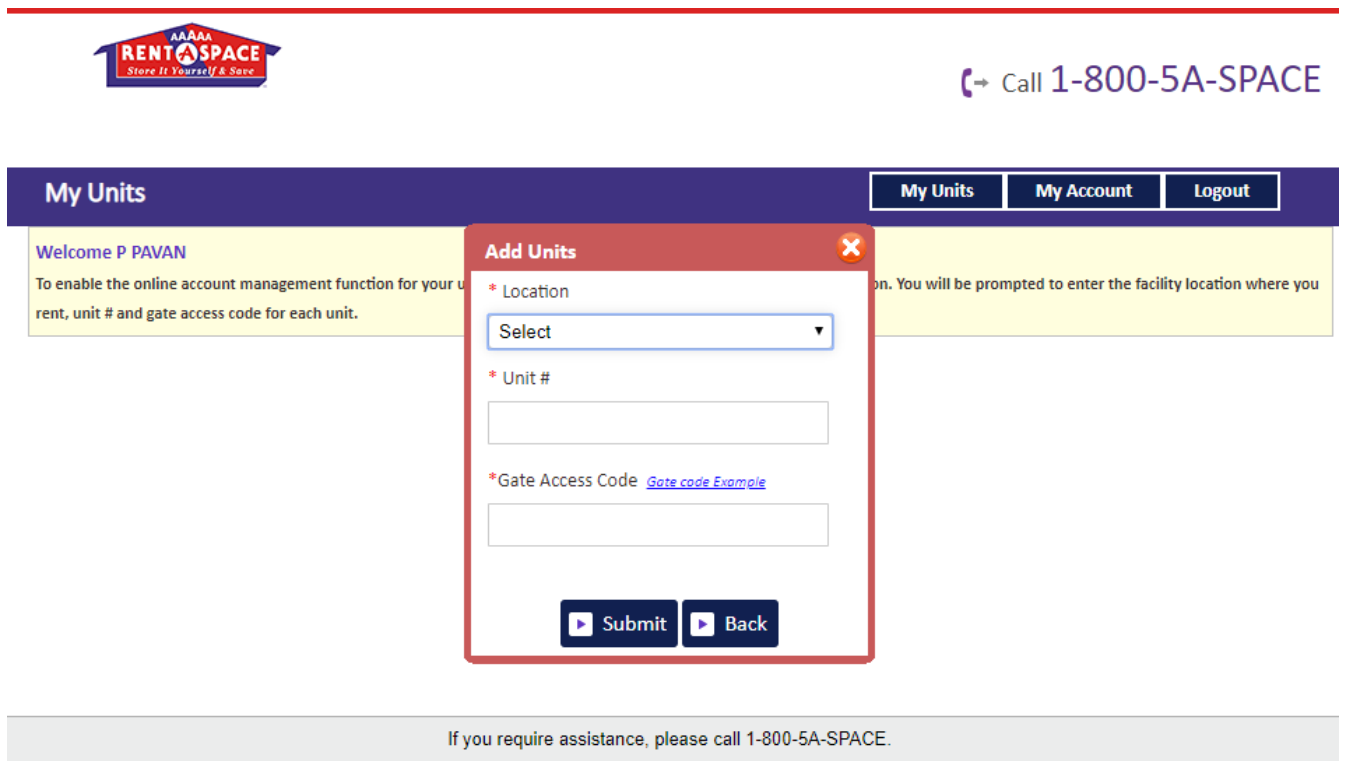
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the RENTSPACE website interface. At the top left is the RENTSPACE logo with the tagline "Store It Yourself & Save". At the top right is a phone icon and the text "Call 1-800-5A-SPACE". Below the header is a dark blue navigation bar with "My Units", "My Account", and "Logout" buttons. The main content area has a yellow background with the text "Welcome P PAVAN" and a paragraph: "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 this text is a red arrow pointing to a dark blue button with a white plus sign and the text "ADD YOUR UNITS".

- Select the location, Enter the unit# and Lease Number
- Click on Submit button




The screenshot shows the RENTSPACE website interface with the "Add Units" modal form open. The modal has a red border and a close button (X) in the top right corner. It contains the following fields: a dropdown menu for "Location" with "Select" as the current selection; a text input field for "Unit #"; and a text input field for "Gate Access Code" with a blue link "Gate code Example" next to it. At the bottom of the modal are two buttons: "Submit" and "Back". The background of the website is partially visible, showing the same navigation bar and welcome message as in the previous screenshot.


If you require assistance, please call 1-800-5A-SPACE.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

Call 1-800-5A-SPACE

My Account Sign In / Pay My Bill




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Enter your E-Mail and Password to login

* E-Mail

* Password

[Forgot your Password?](#) 

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Activ
Go to

If you require assistance, please call 1-800-5A-SPACE.

- Enter the Email ID
- Click on Submit button

Call 1-800-5A-SPACE

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

☎ Call 1-800-5A-SPACE

My Units My Units My Account Logout

Welcome P PAVAN
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
AAAAA Rent-A-Space Foster City	A003	<div data-bbox="1117 974 1344 1144"><input type="text" value="Select"/><ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment HistorySchedule MoveOutContact Info</div> ▶ GO

+ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

Unit Details

Tenant Name
MORNER/OTIS/INDEPEND

Address
4500 BRYAN
SAN ANTONIO, TEXAS 78209

Phone(Home/Office)
(512) 348-1111

Location
1-AAAA Rent-A-Space Foster City

Unit Details	
Unit #	4003
Unit Size	0
Lease #	300
Move In Date	6/27/2015
Paid Thru. Date	5/17/2020
Balance	(\$98.00)

Pay My Bill

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

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?: Calculate

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

▶ Submit
▶ Cancel

Ac
Go

5. How to set up auto pay?

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



☎ Call 1-800-5A-SPACE

My Units

My Units

My Account

Logout

Welcome P PAVAN

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Location	Unit #	Actions
AAAAA Rent-A-Space Foster City	A003	<input type="text" value="Select"/> <input type="button" value="GO"/>

- Select
- Select
- One Time Payment
- Auto Pay Setup**
- Payment History
- Schedule MoveOut
- Contact Info

- 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 5A 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 view the Payment History?

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

AAAAA RENT-A-SPACE
Store It. Space It & Save.

Call 1-800-5A-SPACE

My Units My Units My Account Logout

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Location	Unit #	Actions
AAAAA Rent-A-Space Foster City	A003	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS **GO**

Tenant Ledger

Unit #/Size :
 Moved In : 6/27/2015 12:00:00 AM
 Paid Till : 5/17/2020

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
11/09/2015	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	11/17/2015	ADM
11/13/2015	Card Payment - *6254	\$0.00	(\$83.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$83.00)	(\$83.00)	12/17/2015	MAR
11/18/2015	Rent Charged	\$0.00	\$83.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$83.00	\$0.00	12/17/2015	ADM
12/09/2015	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	12/17/2015	ADM
12/12/2015	Card Payment - *6254	\$0.00	(\$83.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$83.00)	(\$83.00)	01/17/2016	RLP
12/18/2015	Rent Charged	\$0.00	\$83.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$83.00	\$0.00	01/17/2016	ADM
01/09/2016	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	01/17/2016	ADM
01/16/2016	Card Payment - *3041	\$0.00	(\$83.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$83.00)	(\$83.00)	02/17/2016	MAR
01/18/2016	Rent Charged	\$0.00	\$83.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$83.00	\$0.00	02/17/2016	ADM
02/09/2016	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	02/17/2016	ADM
02/16/2016	Card Payment - *3041	\$0.00	(\$83.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$83.00)	(\$83.00)	03/17/2016	MAR
02/18/2016	Rent Charged	\$0.00	\$83.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$83.00	\$0.00	03/17/2016	ADM
03/09/2016	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	03/17/2016	ADM
03/18/2016	Rent Charged	\$0.00	\$83.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$83.00	\$83.00	03/17/2016	ADM

7. How to view/edit Contact Info?

- Click on the drop down button
- Select ContactInfo
- Click on GO button



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My Units My Units My Account Logout

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Location	Unit #	Actions
AAAAA Rent-A-Space Foster City	A003	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;">▶ GO</div></div>

+ ADD YOUR UNITS

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

Contact Info ✕

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State CA - California

*Zip / Country United States of America

Home / Work Phone

Cell / Fax

*E-Mail

▶ Submit ▶ Close

8. How to schedule a move out?

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

AAAAA RENT-A-SPACE
Rent It. You say Y & Sleep.

Call 1-800-5A-SPACE

My Units My Units My Account Logout

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Location	Unit #	Actions
AAAAA Rent-A-Space Foster City	A003	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button

Schedule MoveOut

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

Submit Back

If you require assistance, please call 1-800-5A-SPACE.