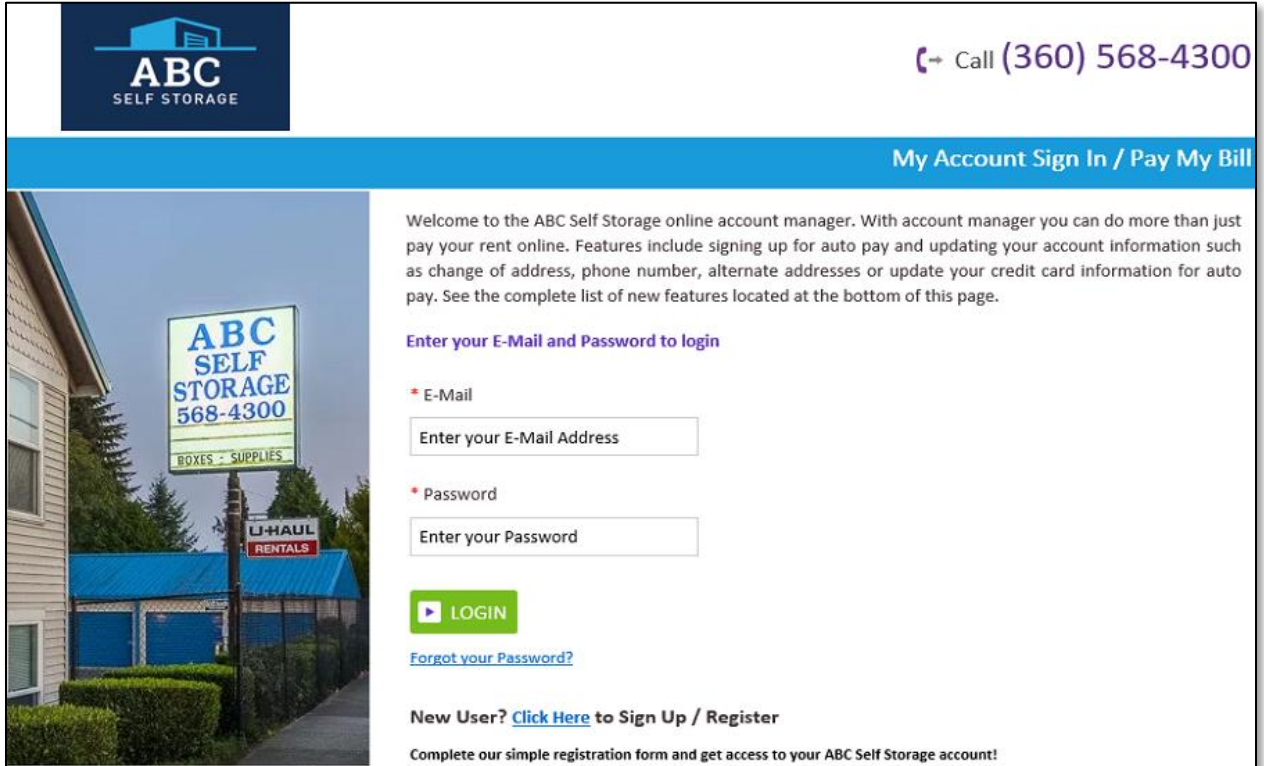


Customer Portal FAQ'S

1. How to register?

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



ABC SELF STORAGE

Call (360) 568-4300

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

Welcome to the ABC 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 ABC 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



Call (360) 568-4300

New User Registration/Sign Up

* First Name

* Last Name

* E-Mail

* Password

* Confirm 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 !!

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

The screenshot shows the ABC Self Storage website interface. At the top left is the ABC SELF STORAGE logo. At the top right is a phone number: Call (360) 568-4300. Below the logo and phone number are three buttons: My Units, My Account, and Logout. The main content area has a yellow background with the text: "Welcome Esostys Balu" and "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 table with the following structure:

Location	Unit #	Actions
ABC Self Storage		Select <input type="button" value="GO"/>

An "Add Units" modal window is open in the center, showing a list of locations to select from:

- Select
- ABC Self Storage
- Arm Guard Self Storage
- Bennett Drive Storage
- Cascade Heated Self Storage
- Clock Tower Self Storage - Lake Stevens
- Clock Tower Self Storage - Marysville
- Dupont Heated Self Storage
- Fremont Heated Storage
- Lake City Mini Storage
- Magnolia Bridge Self Storage
- Metro Heated Storage
- Quality Self Storage
- Raceway Heated Storage - Auburn
- Raceway Heated Storage - Covington
- Valley Self Storage

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

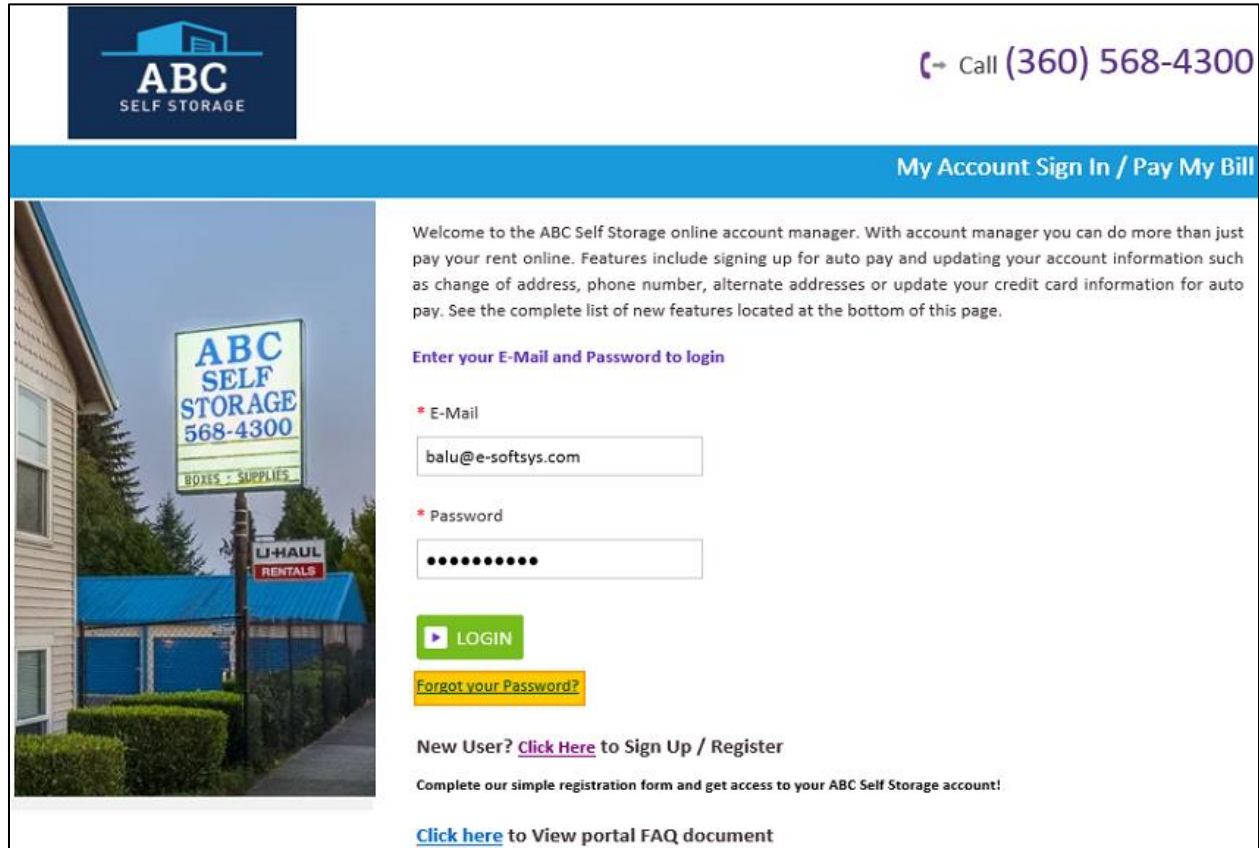
The screenshot shows the ABC Self Storage website interface after the 'Add Units' modal has been closed. The main content area has the same yellow background and text as the previous screenshot. Below the text is a table with the following structure:

Location	Unit #	Actions
ABC Self Storage	364	Select <input type="button" value="GO"/>

At the bottom center of the page is a green button with a plus sign and the text "ADD YOUR UNITS".

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



The screenshot shows the ABC Self Storage website's login page. At the top left is the ABC Self Storage logo. At the top right is a phone icon and the number (360) 568-4300. Below the logo is a blue navigation bar with the text "My Account Sign In / Pay My Bill". On the left side, there is a photograph of an ABC Self Storage facility with a sign that reads "ABC SELF STORAGE 568-4300" and "LI-HAUL RENTALS". The main content area contains a welcome message: "Welcome to the ABC 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." Below this is a heading "Enter your E-Mail and Password to login". There are two input fields: "E-Mail" with the value "balu@e-softsys.com" and "Password" with masked characters. A green "LOGIN" button is below the fields. A yellow link "Forgot your Password?" is also present. At the bottom, there is a link "New User? Click Here to Sign Up / Register" and a note "Complete our simple registration form and get access to your ABC Self Storage account!". A footer link "Click here to View portal FAQ document" is at the very bottom.

- Enter the Email ID
- Click on Submit button



The screenshot shows the "Forgot your Password?" page on the ABC Self Storage website. At the top left is the ABC Self Storage logo. At the top right is a phone icon and the number (360) 568-4300. Below the logo is a blue navigation bar with the text "Forgot your Password?". The main content area contains the instruction "Enter your E-Mail address then click submit." Below this is an "E-Mail" input field. At the bottom, there are two green buttons: "Submit" and "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

The screenshot displays the ABC Self Storage user interface. At the top left is the ABC Self Storage logo. At the top right, there is a phone icon and the text "Call (360) 568-4300". Below the logo and phone number are three green buttons: "My Units", "My Account", and "Logout". A yellow banner contains the text "Welcome Esostys Balu" and a message: "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 banner is a table with columns "Location", "Unit #", and "Actions". The table has one row with "ABC Self Storage" in the "Location" column and "364" in the "Unit #" column. The "Actions" column contains a dropdown menu with options: "Select", "One Time Payment", "Auto Pay Setup", "Payment History", "Schedule MoveOut", and "Contact Info". The "One Time Payment" option is highlighted in blue. To the right of the dropdown menu is a green "GO" button. Below the table is a green button with a plus sign and the text "ADD YOUR UNITS".

Location	Unit #	Actions
ABC Self Storage	364	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button



Call (360) 568-4300

My Units My Account Logout

Account Review/Make Payment

Unit Details

Tenant Name

Bill Testing Portal

Address

Blue Bell Street,
Blue Bell, PA 19422

Phone(Home/Office)

Location

15-ABC Self Storage

Unit Details

Unit #	364
Unit Size	5X5 NCC
Lease #	338
Move In Date	10/8/2020
Paid Thru. Date	11/7/2020
Balance	\$1.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$0.00	\$0.00
Insurance	\$1.00	\$0.00
Total Amount	\$1.00	\$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?: 1 Calculate

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year 01 2020

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

Submit Cancel

5. How to set up auto pay?

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



☎ Call (360) 568-4300

My Units

My Account

Logout

Welcome Esostys Balu

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
ABC Self Storage	364	<div style="border: 1px solid black; padding: 2px;"><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> ▶ GO
⊕ ADD YOUR UNITS		

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



Call (360) 568-4300

My Units

My Account

Logout

Welcome Esostys Balu

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 ABC Self Storage 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 / 2020

* Billing Address

* Zip Code

Submit

Back

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

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



☎ Call (360) 568-4300

My Units

My Account

Logout

Welcome Esostys Balu

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 #

ABC Self Storage

364

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

▶ GO

➕ ADD YOUR UNITS

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



☎ Call (360) 568-4300

My Units

My Account

Logout

Welcome Esostys Balu

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