

## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/aceselfstorage/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 Ace 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 Ace 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

(Copy 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.

### How to 'Add a Unit'?

- After login, click on Add Your Units



## My Units

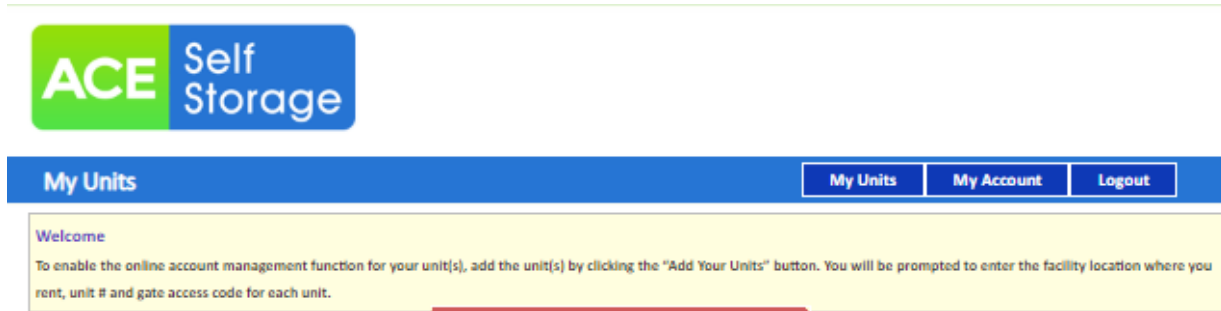
[My Units](#)[My Account](#)[Logout](#)

### 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.

[ADD YOUR UNITS](#)

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



**ACE Self Storage**

**My Units**    **My Units**    **My Account**    **Logout**

**Welcome**

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**Add Units**

\* Location  
Ace Storage El Cajon

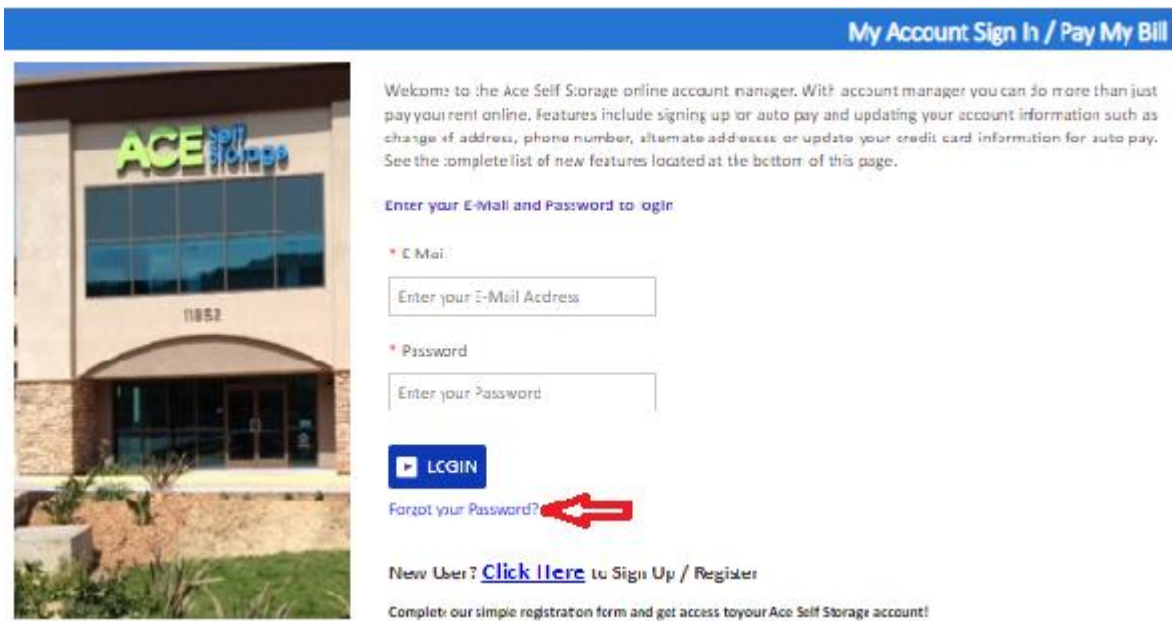
\* Unit #  
AB12

\* Gate Access Code [Gate code Example](#)  
1234

**Submit**    **Back**

### How to reset the password?

- Click on the hyper link 'Forgot Password?'



**My Account Sign In / Pay My Bill**

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**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 Ace Self Storage account!

- Enter the Email ID
- Click on Submit button



Forgot your Password?

Enter your E-Mail address then click submit.

\* E-Mail

- The new password will be sent to the Email.

### 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

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
Ace Self Storage - Lakeside	AB12	<input type="button" value="GO"/> Select <ul style="list-style-type: none"> <li>Select</li> <li>One Time Payment</li> <li>Auto Pay Setup</li> <li>Payment History</li> <li>Schedule MoveOut</li> <li>Contact Info</li> </ul>

- Enter Credit Card details
- Click on Submit button



My Units

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

Account Review/Make Payment ✕

### Unit Details

Tenant Name

Address

Phone(Home/Office)

Location  
1-Ace Self Storage - Lakeside

Unit Details	
Unit #	<input type="text"/>
Unit Size	10x10x9
Lease #	<input type="text"/>
Move In Date	10/3/2016
Paid Thru. Date	3/2/2019
Balance	<input type="text"/>

### Pay My Bill

Payment Details	Pre-Payment
Rent	<input type="text"/>
Customer Goods Protection	\$0.00
Total Amount	<input type="text"/>

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

### How to set up auto pay?

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

**My Units** My Units My Account Logout

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Location	Unit #	Actions
Ace Self Storage - Lakeside	AB12	Auto Pay Setup Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

**ADD YOUR UNITS** GO

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

**Credit Card Details and Auto Pay**

By signing up for Auto Pay you are authorizing Ace Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay  
 Yes

\* Name on Credit Card

\* Credit Card #

\* Card Type  
 Select

\* Expiration Month/Year  
 2 / 2019

\* Billing Address

\* Zip Code

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

**Submit** **Back**

## How to view the ledger?

- Click on the drop down button
- Select Payment History

The screenshot shows the ACE Self Storage user interface. At the top, there is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a 'Welcome' message. The main content area displays the unit information: 'Location: Ace Self Storage - Lakeside', 'Unit #: AB12', and an 'ADD YOUR UNITS' button. A dropdown menu is open over the 'Actions' column, with 'Payment History' selected. Other options include 'Select', 'One Time Payment', 'Auto Pay Setup', 'Schedule MoveOut', and 'Contact Info'. A 'GO' button is also visible next to the dropdown.

- Click on go button

The screenshot shows the 'Tenant Ledger' page. It features a search form with fields for 'Unit #/Size', 'Moved In', and 'Paid Till'. Below the form is a table with the following data:

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
10/3/2016 12:00:00 AM	Move In	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		ADM
12/31/2018 12:00:00 AM	Opening Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
1/31/2019 12:00:00 AM	Cash Payment	\$0.00	(\$122.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$122.00)	(\$122.00)	3/2/2019 12:00:00 AM	ADM
2/3/2019 12:00:00 AM	Rent Charged	\$0.00	\$122.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$122.00	\$0.00		ADM
2/18/2019 12:00:00 AM	Data Converted	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3/2/2019 12:00:00 AM	ADM
	<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>			

## How to view the Contact Info?

- Click on drop down button
- Select Contact Info



**My Units** 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
Ace Self Storage - Lakeside	AB12	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px;">Select ▼</div><div style="margin-left: 5px;">▶ GO</div></div> <div style="margin-top: 5px;"><ul style="list-style-type: none"><li>Select</li><li>One Time Payment</li><li>Auto Pay Setup</li><li>Payment History</li><li>Schedule MoveOut</li><li style="background-color: #0056b3; color: white; padding: 2px;">Contact Info</li></ul></div> <div style="text-align: center; margin-top: 5px;"><span>▶ ADD YOUR UNITS</span></div>

- Click on Go button

**Contact Info** ✕

**Contact Information**

First Name

Middle Name

Last Name

\*Address

\*City / State  CA - California ▼

\*Zip / Country  United States of A ▼

Home / Work Phone

Cell / Fax

\*E-Mail

▶ Submit ▶ Close



## 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  
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Location	Unit #	Actions
Ace Self Storage - Lakeside	AB12	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;">Schedule MoveOut ▼</div><div style="margin-left: 5px; border: 1px solid black; padding: 2px;">GO</div></div> <div style="margin-top: 5px; border: 1px solid black; padding: 2px;"><a href="#">ADD YOUR UNITS</a></div>

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

**My Units** 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.

**Schedule MoveOut** ✕

Please Enter your anticipated Move Out Date

\* Move Out Date

2/28/2019

\*Reason to Move Out

Select  
No Longer Needed  
Moving units

Submit

Back