

Customer Portal FAQ'S

- ⇒ All the new tenants can register into the Customer Portal to pay the bills online by following the below instructions.
- ⇒ All the existing tenants who were previously making the payments online can directly login to their account by entering their registered email address and the password is their gate access code.

1. How a new tenant can register in Customer Portal?

- Click on the below Customer Portal link

<https://portal.selfstoragemanager.com/Acornstorage/account/login.aspx>

- Click on the button which says 'Click Here' to Sign up/Register



ACORN
SELF STORAGE

☎ Call Toll Free 541-535-7100

My Account Sign In / Pay My Bill



Welcome to the Acorn 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 Acorn Self Storage account!

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

If you require assistance, please call 541-535-7100.

- Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password

(Note: The email should be the same as registered by the tenant at the storage facility)

- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on “**Submit**” button



☎ Call Toll Free 541-535-7100

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))



If you require assistance, please call 541-535-7100.

- 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 logging-in, click on **"Add Your Units"**

ACORN SELF STORAGE

Call Toll Free 541-535-7100

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
ACORN SELF STORAGE	123	Select <input type="button" value="GO"/>

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

ACORN SELF STORAGE

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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
Hammer Lane Self Storage	123	Select <input type="button" value="GO"/>

Add Units

* Location
Select

* Unit #
123

* Gate Access Code [gate code Example](#)
123

If you require assistance, please call 541-535-7100.

3. How to make a payment?

- Click on the drop-down button
- Select "One Time Payment"

The screenshot shows the Acorn Self Storage website interface. At the top, there is a logo for Acorn Self Storage and a toll-free number: 541-535-7100. Below the logo is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. A 'Welcome' message is displayed, followed by a table of units. The table has columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'ACORN SELF STORAGE' at '1010'. In the 'Actions' column, a dropdown menu is open, listing options: 'Select', 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. The 'One Time Payment' option is highlighted. A red arrow labeled '1.' points to this option. To the right of the table is a green 'GO' button with a red arrow labeled '2.' pointing to it. Below the table is a green 'ADD YOUR UNITS' button.

Location	Unit #	Actions
ACORN SELF STORAGE	1010	<input type="button" value="GO"/> ← 2.

- Select
- Select
- One Time Payment** ← 1.
- Auto Pay Setup
- Payment History
- Schedule MoveOut
- Contact Info

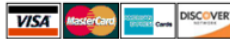
- Click on GO button
- Enter Credit Card Details
- Click on "Submit" button

Account Review/Make Payment

Unit Details

Tenant Name
XXXXXXXXXXXX
XXXXXXXXXXXX
Address
XXXXXXXXXXXX
XXXXXXXXXXXX
Phone(Home/Office)
XXXXXXXXXXXX
Location
XXXXXXXXXXXX f Storage

Unit Details	
Unit #	123
Unit Size	11X46PC
Lease #	123
Move In Date	3/3/2014
Paid Thru. Date	9/7/2015
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$195.00
Insurance	\$0.00
Total Amount	\$195.00

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?: 1 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

PRE-PAYMENT DETAILS

Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total
123	09/08/2019 to 10/07/2019	\$195.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$195.00

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4. How to set up auto pay?

- Click on the drop-down button
- Select "Auto PaySetup"
- Click on GO button

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
ACORN SELF STORAGE	123	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <p>One Time Payment</p> <ul style="list-style-type: none"> Select One Time Payment <li style="background-color: #0070C0; color: white;">Auto Pay Setup Payment History Schedule MoveOut Contact Info </div> <div> <p>GO</p> </div> </div>

ADD YOUR UNITS

2.

1.

- Enable Auto Pay “Yes”
- Enter Credit Card Details, Billing Address and Zip Code
- Click on “Submit” button

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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.

Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Acorn 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
Yes
No

* Card Type
Visa

* Expiration Month/Year
8 / 2019

* Billing Address

* Zip Code

Submit Back

5. How to view the ledger?

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

ACORN SELF STORAGE Call Toll Free 541-535-7100

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
ACORN SELF STORAGE	123	Auto Pay Setup Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS

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.

Tenant Ledger

XXXXXXXXXXXX

Unit #/Size : XXXXXXXXXXXX

XXXXXXXXXXXX

Moved In : XXXXXXXXXXXX AM

XXXXXXXXXXXX

Paid Till : XXXXX

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
3/3/2016 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		
6/30/2019 12:00:00 AM	Cash Payment	\$0.00	(\$195.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$195.00)	(\$195.00)	8/7/2019 12:00:00 AM	ADM
7/8/2019 12:00:00 AM	Rent Charged	\$0.00	\$195.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$195.00	\$0.00		ADM
7/22/2019 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	8/7/2019 12:00:00 AM	ADM
7/25/2019 12:00:00 AM	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/7/2019 12:00:00 AM	ADM
8/1/2019 12:00:00 AM	Fee Rate Schedule	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/7/2019 12:00:00 AM	RWW
8/1/2019 12:00:00 AM	Fee Rate Schedule	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/7/2019 12:00:00 AM	RWW

6. How to 'Schedule a Move Out'?

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

Welcome

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Location	Unit #	Actions
ACORN SELF STORAGE	123	Payment History Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

- Select Move outdate
- Click on drop down button
- Select Reason to Move Out
- Click on "Submit" 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.

Schedule MoveOut

Please Enter your anticipated Move Out Date

* Move Out Date

9/1/2019

* Reason to Move Out

Select
Select
No longer needs storage unit
Transferred to another unit
Rent Raise
Not happy with customer service
Test

Submit Back

If you require assistance, please call 541-535-7100.

7. How to Update Contact Info?

- Click on drop down button
- Select Contact Info
- Click on Go button

Welcome

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Location	Unit #	Actions
ACORN SELF STORAGE	123	Schedule MoveOut Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

- On the following screen you can update the contact info.

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State AZ - Arizona

*Zip / Country United States of A

Home / Work Phone

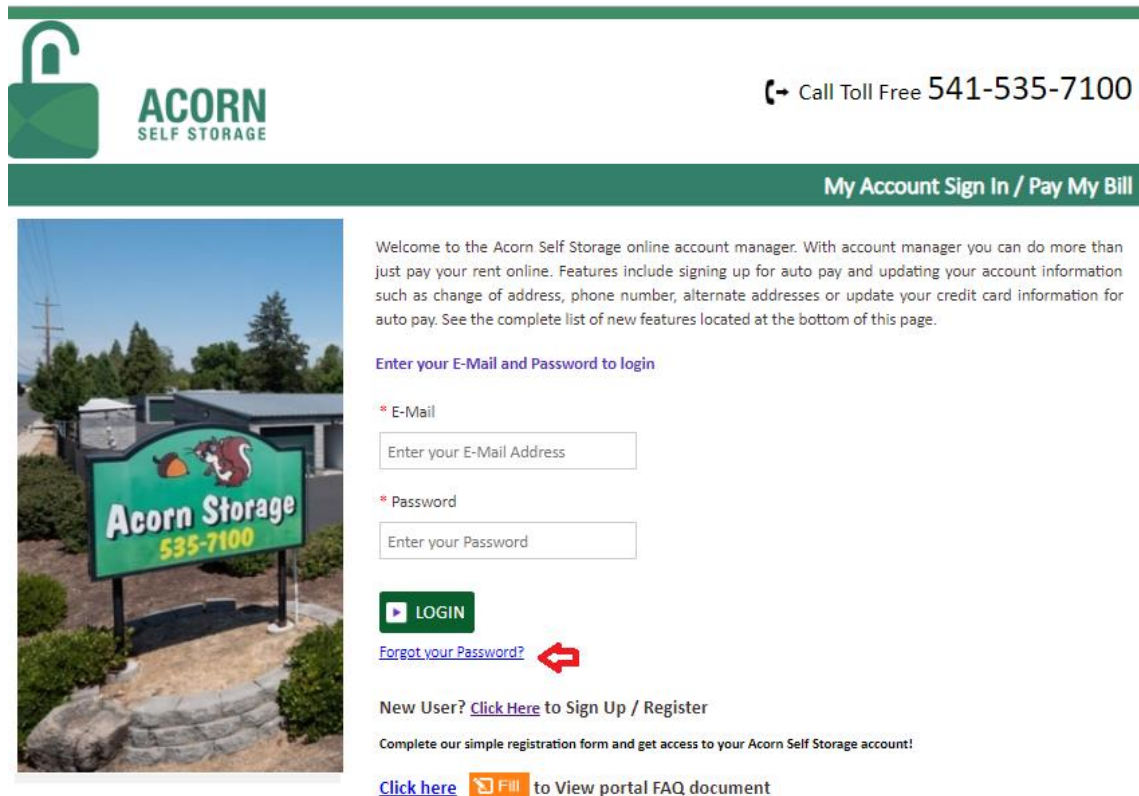
Cell / Fax

*E-Mail

Submit Close

8. How to reset the password if you have forgotten it?

- Click on the hyper link 'Forgot Password?'




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Enter your E-Mail and Password to login

* E-Mail
Enter your E-Mail Address


* Password
Enter your Password

LOGIN

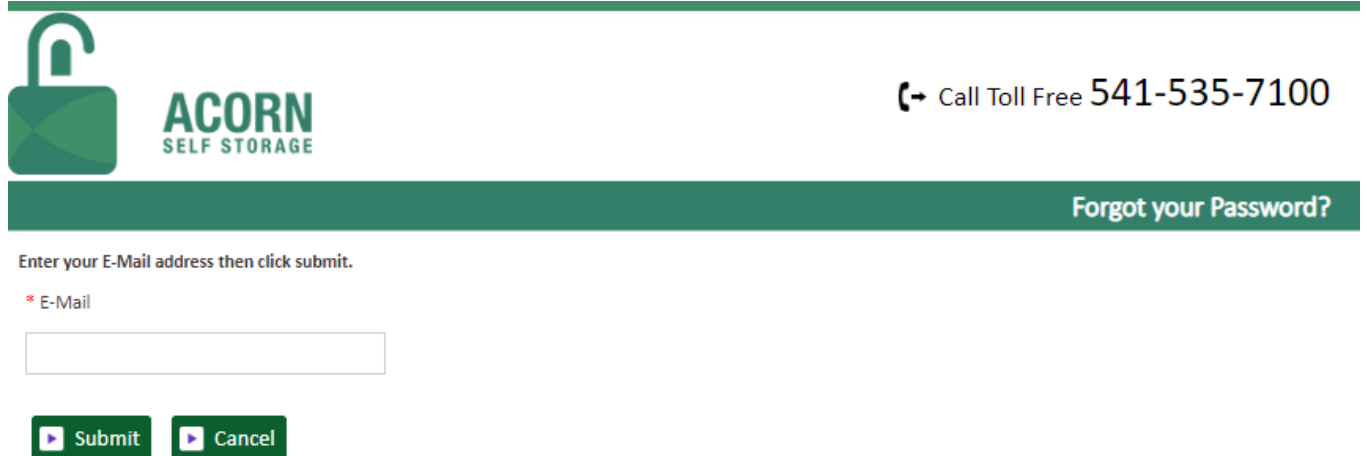
[Forgot your Password?](#) 

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

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

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

- Enter the EmailID
- Click on Submitbutton



Enter your E-Mail address then click submit.

* E-Mail

Submit **Cancel**

- The new password will be sent to the registered email address.

9. How to change the username, password or security question?

- Click on "My Account" button



Call Toll Free 541-535-7100



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
ACORN SELF STORAGE	123	Select <input type="button" value="GO"/>

Then select the required action from the available options:



Call Toll Free 541-535-7100

My Account

My Units

My Account

Logout

Change Username

Change Password

Change Security Question and Answer