

## Customer Portal FAQ'S

### 1. How to register?

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



☎ Call Toll Free 574-282-2440

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



Welcome to the All Secure 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 All Secure 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 Toll Free 574-282-2440

### 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 574-282-2440.

- 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

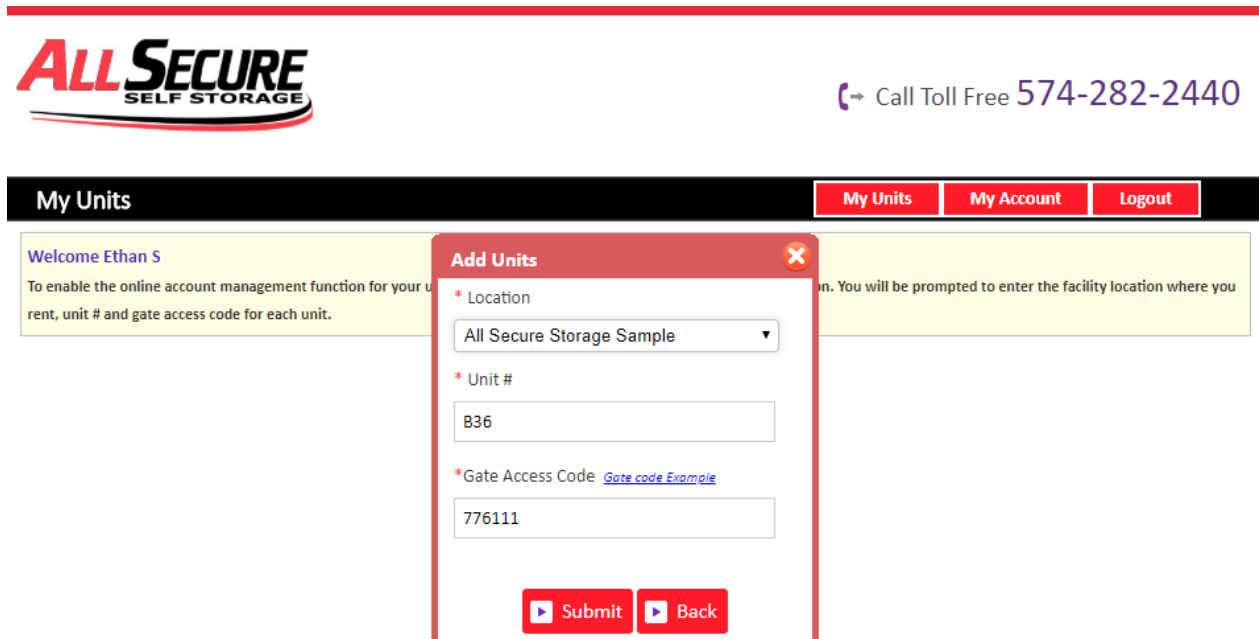
---



The screenshot shows the All Secure Self Storage website interface. At the top left is the logo. At the top right is the phone number "Call Toll Free 574-282-2440". Below the logo is a navigation bar with "My Units", "My Account", and "Logout" buttons. A yellow welcome message for "Ethan S" is displayed. Below the message is a red button labeled "ADD YOUR UNITS" with a white arrow pointing to it from the right.

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

---



The screenshot shows the All Secure Self Storage website interface with the "Add Units" modal form open. The modal form has a red header with "Add Units" and a close button. It contains three input fields: "Location" (a dropdown menu with "All Secure Storage Sample" selected), "Unit #" (a text input field with "B36" entered), and "Gate Access Code" (a text input field with "776111" entered). Below the input fields are two buttons: "Submit" and "Back". The background shows the same website interface as the previous screenshot, but the modal form is the primary focus.

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



☎ Call Toll Free 574-282-2440

My Account Sign In / Pay My Bill



Welcome to the All Secure 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 All Secure Storage account!

- Enter the Email ID
- Click on Submit button



Call Toll Free 574-282-2440

### Forgot your Password?

Enter your E-Mail address then click submit.

\* E-Mail

Submit

Cancel



- 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 Toll Free 574-282-2440

### My Units

My Units

My Account

Logout

Welcome Ethan S

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
All Secure Storage Sample	B36	<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;"><p>GO</p></div></div>

[ADD YOUR UNITS](#)

- Enter Credit Card details
- Click on Submit button



Call Toll Free 574-282-2440

My Units

My Units

My Account

Logout

Account Review/Make Payment

### Unit Details

**Tenant Name**

Martinez, Selvin Orlando

**Address**

612 Clinton Street,  
South Bend, IN 46601

**Phone(Home/Office)**

**Location**

1-All Secure Storage Sample

Unit Details	
Unit #	B36
Unit Size	10.0 X 20.0 X 0.0
Lease #	391
Move In Date	7/3/2018
Paid Thru. Date	8/2/2018
Balance	\$0.00



### Pay My Bill

Payment Details	Pre-Payment
Rent	\$130.00
Insurance	\$12.00
Total Amount	\$142.00

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

## 5. How to set up auto pay?

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



Call Toll Free 574-282-2440

## My Units

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

Welcome Ethan S

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
All Secure Storage Sample	B36	<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><b>Auto Pay Setup</b></p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><a href="#" style="background-color: red; color: white; padding: 5px 10px; border-radius: 3px;">GO</a></div></div>

[▶ ADD YOUR UNITS](#)

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



☎ Call Toll Free 574-282-2440

My Units

My Units

My Account

Logout

Welcome Ethan S

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 All Secure 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

7 ▼ / 2018 ▼

\* Billing Address

\* Zip Code

▶ Submit ▶ Back

If you require assistance, please call 574-282-2440.

## 6. How to view the Payment History?

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





Call Toll Free 574-282-2440

## My Units

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

Welcome Ethan S

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
All Secure Storage Sample	B36	<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><b>Payment History</b></p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><a href="#">GO</a></div></div>

[ADD YOUR UNITS](#)



Call Toll Free 574-282-2440

My Units

My Units

My Account

Logout

Welcome Ethan S

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

Martinez, Selvin Orlando

Unit #/Size : 836 ( 10.0 X 20.0 X 0.0 )

612 Clinton Street,

Moved In : 7/3/2018 12:00:00 AM

South Bend, IN, 46601

Paid Till : 8/2/2018

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
7/3/2018 12:00:00 AM	Move-In	\$0.00	\$130.00	\$10.00	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$152.00	\$152.00		TJC
7/3/2018 12:00:00 AM	Cash Payment	\$0.00	(\$130.00)	(\$10.00)	(\$12.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$152.00)	\$0.00	8/2/2018 12:00:00 AM	TJC
7/12/2018 12:00:00 AM	Rent Raise with Eff. - 4/3/2019 and New Rent - \$135.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/2/2018 12:00:00 AM	TJC
7/12/2018 12:00:00 AM	Ops value reate increase letter tc 6-18	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/2/2018 12:00:00 AM	TJC
7/12/2018 12:00:00 AM	Per lease rate increase letter tc 6-18	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/2/2018 12:00:00 AM	TJC
7/12/2018 12:00:00 AM	Rent increase letter tc 6-18	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/2/2018 12:00:00 AM	TJC
	<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>			

### 7. How to view/edit Contact Info?

- Click on the drop down button
- Select Contact Info
- Click on GO button



Call Toll Free 574-282-2440

My Units

My Units

My Account

Logout

Welcome Ethan S

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
All Secure Storage Sample	B36	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Payment History ▾</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;"><p><b>GO</b></p></div></div>

**ADD YOUR UNITS**

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



Call Toll Free 574-282-2440

My Units

My Units

My Account

Logout

Welcome Ethan S

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.

Contact Info

Contact Information

First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
*Address	<input type="text"/>
*City / State	<input type="text"/> IN - Indiana ▾
*Zip / Country	<input type="text"/> United States of A ▾
Home / Work Phone	<input type="text"/>
Cell / Fax	<input type="text"/>
*E-Mail	<input type="text"/>

## 8. How to schedule a move out?

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



☎ Call Toll Free 574-282-2440

**My Units** My Units My Account Logout

Welcome Ethan S  
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
All Secure Storage Sample	B36	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px;"><p>Select ▼</p><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p><b>Schedule MoveOut</b></p><p>Contact Info</p></div><div style="margin-left: 10px;"><span style="background-color: #e91e63; color: white; padding: 5px 10px; border-radius: 3px;">GO</span></div></div>

▶ ADD YOUR UNITS

- Select the Move out Date
- Select Reason for Moving Out



Call Toll Free 574-282-2440

## My Units

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

### Welcome Ethan S

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](#)