

Customer Portal FAQ'S

1. How to register?

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



☎ Call 253-200-1018

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



Welcome to the Arm Guard 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 Arm Guard Self Storage account!

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

If you require assistance, please call 253-200-1018.

- 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

* 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))

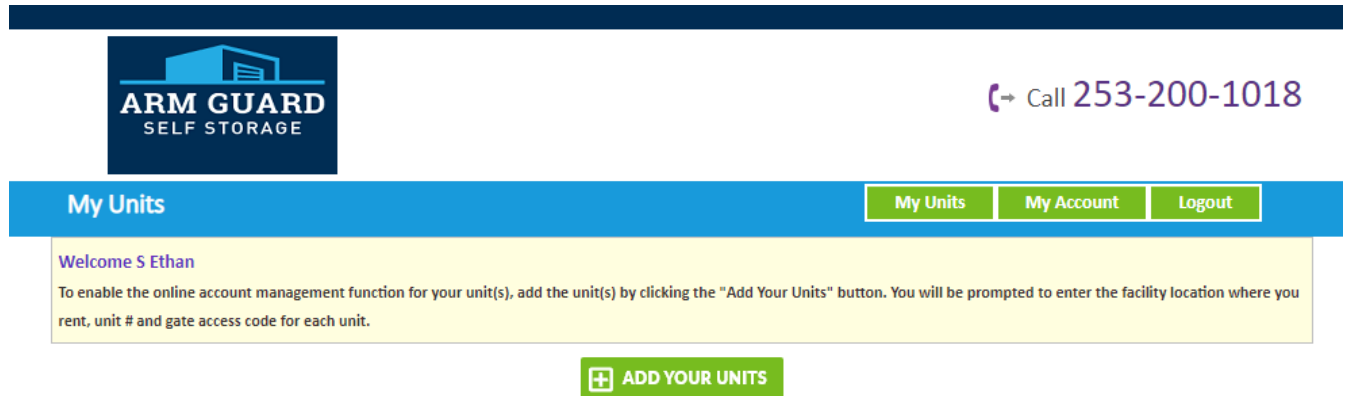


If you require assistance, please call 253-200-1018.

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

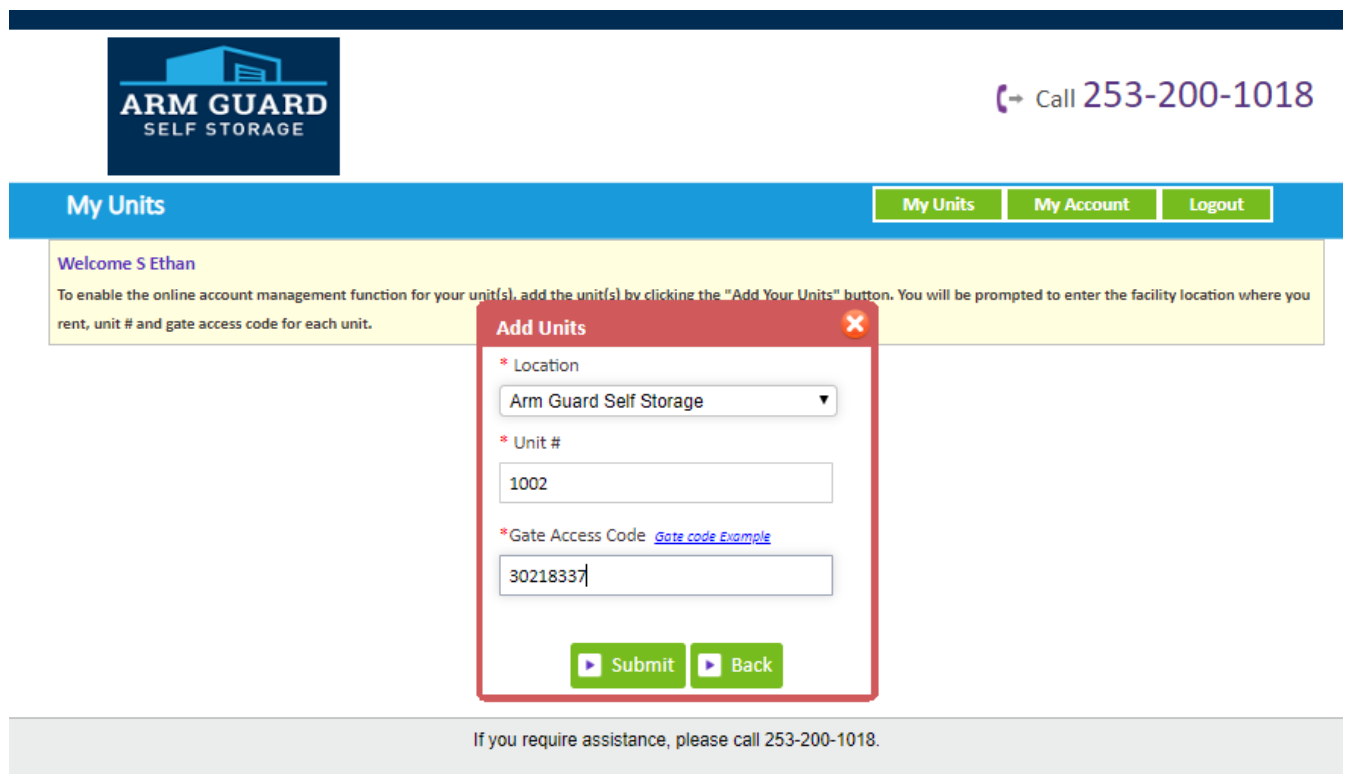
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the ARM GUARD SELF STORAGE website interface. At the top left is the logo. At the top right is a phone icon and the text 'Call 253-200-1018'. Below the logo is a blue navigation bar with 'My Units' on the left and three buttons: 'My Units', 'My Account', and 'Logout'. A yellow welcome message reads: 'Welcome S Ethan. 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 the message is a green button with a plus icon and the text 'ADD YOUR UNITS'.

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



This screenshot shows the same website interface as the previous one, but with a modal form titled 'Add Units' open. The form has a red border and a close button (X) in the top right corner. It contains three input fields: a dropdown menu for 'Location' with 'Arm Guard Self Storage' selected, a text field for 'Unit #' containing '1002', and a text field for 'Gate Access Code' containing '30218337'. A blue link 'Gate code Example' is next to the Gate Access Code label. At the bottom of the form are two green buttons: 'Submit' and 'Back'. Below the form, a grey footer bar contains the text: 'If you require assistance, please call 253-200-1018.'

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

ARM GUARD SELF STORAGE

Call 253-200-1018

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 Arm Guard Self Storage account!

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

If you require assistance, please call 253-200-1018.

- Enter the Email ID
- Click on Submit button

ARM GUARD SELF STORAGE

Call 253-200-1018

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

The screenshot shows the ARM GUARD SELF STORAGE website. At the top left is the logo, and at the top right is the phone number "Call 253-200-1018". Below the header is a blue navigation bar with "My Units" and buttons for "My Units", "My Account", and "Logout". A yellow welcome message for "S Ethan" is displayed. Below this is a table with columns "Location", "Unit #", and "Actions". The table contains one row for "Arm Guard Self Storage" with unit number "1002". A dropdown menu is open under the "Actions" column, showing options: "Select", "One Time Payment", "Auto Pay Setup", "Payment History", "Schedule MoveOut", and "Contact Info". A green "GO" button is next to the dropdown. Below the table is a green "ADD YOUR UNITS" button.

Location	Unit #	Actions
Arm Guard Self Storage	1002	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button



Unit Details

Tenant Name

Hughes, Tricia

Address

310- 18 th St NW,
Puyallup, WA 98371

Phone(Home/Office)

(253) 904-8337

Location

3-Arm Guard Self Storage

Unit Details	
Unit #	1002
Unit Size	10X10 OUTSIDE
Lease #	360
Move In Date	8/24/2019
Paid Thru. Date	12/23/2019
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$208.00
Insurance	\$0.00
Total Amount	\$208.00

[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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

5. How to set up auto pay?

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

ARM GUARD
SELF STORAGE

Call 253-200-1018

My Units My Units My Account Logout

Welcome S Ethan
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
Arm Guard Self Storage	1002	<input type="button" value="Select"/> <input type="button" value="GO"/>

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

Credit Card Details and Auto Pay



By signing up for Auto Pay you are authorizing Arm Guard 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

PATRICIA D HUGHES

* Credit Card #

*****9756

* Card Type

Visa ▼

* Expiration Month/Year

2 / 2020 ▼

* Billing Address

* Zip Code

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

▶ Submit

▶ Back

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

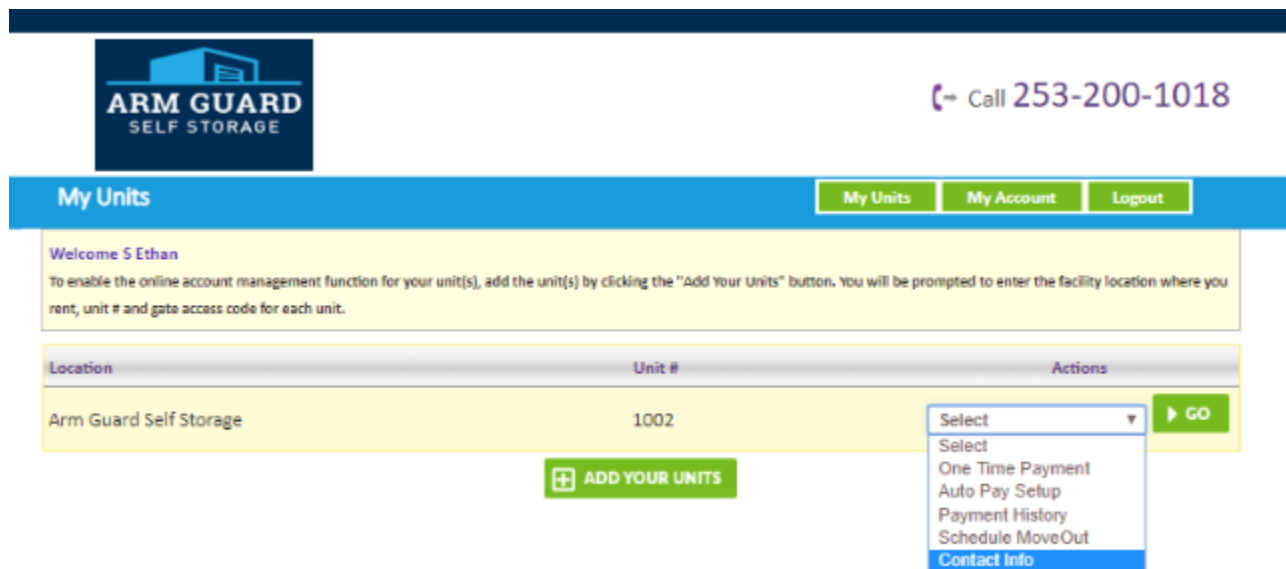
6. How to view the Payment History?

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

Tenant Ledger													
Hughes, Tricia				Unit #/Size : 1002 (10X10 OUTSIDE)									
310- 18 th St NW,				Moved In : 8/24/2019 12:00:00 AM									
Puyallup, WA, 98371				Paid Till : 12/23/2019									
Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
8/24/2019 12:00:00 AM	08/24/2019 - Rent	\$0.00	\$208.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$208.00	\$208.00		SSM
8/24/2019 12:00:00 AM	08/24/2019 - Administrative Fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$208.00		SSM
8/24/2019 12:00:00 AM	08/24/2019 - * LOCK	\$0.00	\$5.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5.99	\$213.99		SSM
8/24/2019 12:00:00 AM	08/24/2019 - Visa * *9756	\$0.00	(\$213.99)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$213.99)	\$0.00		SSM
8/24/2019 12:00:00 AM	09/24/2019 - Rent	\$0.00	\$208.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$208.00	\$208.00		SSM
8/24/2019 12:00:00 AM	09/24/2019 - Visa * *9756	\$0.00	(\$208.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$208.00)	\$0.00		SSM
8/24/2019 12:00:00 AM	10/24/2019 - Rent	\$0.00	\$208.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$208.00	\$208.00		SSM
8/24/2019 12:00:00 AM	10/24/2019 - Visa * *9756	\$0.00	(\$208.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$208.00)	\$0.00		SSM

7. How to view/edit Contact Info?

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



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Location	Unit #	Actions
Arm Guard Self Storage	1002	<div style="border: 1px solid black; padding: 2px;">Select ▼<ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment HistorySchedule MoveOut<li style="background-color: #007bff; color: white;">Contact Info</div> ▶ GO

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

Contact Info



Contact Information

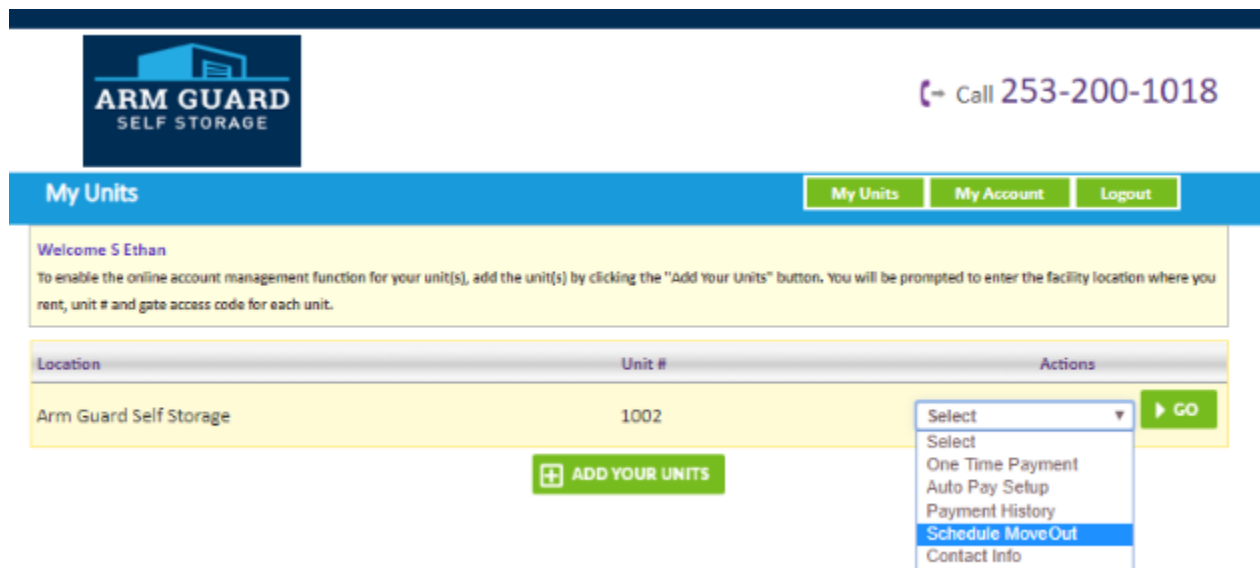
First Name	<input type="text" value="Tricia"/>	
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="Hughes"/>	
*Address	<input type="text" value="310- 18 th St NW"/>	
*City / State	<input type="text" value="Puyallup"/>	<input type="text" value="WA - Washingtc"/>
*Zip / Country	<input type="text" value="98371"/>	<input type="text" value="United States of A"/>
Home / Work Phone	<input type="text" value="2539048337"/>	<input type="text"/>
Cell / Fax	<input type="text"/>	<input type="text"/>
*E-Mail	<input type="text" value="bubbledoggy@comcast.net"/>	

Submit

Close

8. How to schedule a move out?

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



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Location	Unit #	Actions
Arm Guard Self Storage	1002	<input type="button" value="GO"/> <ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment HistorySchedule Move OutContact Info

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

Welcome S Ethan

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

If you require assistance, please call 253-200-1018.