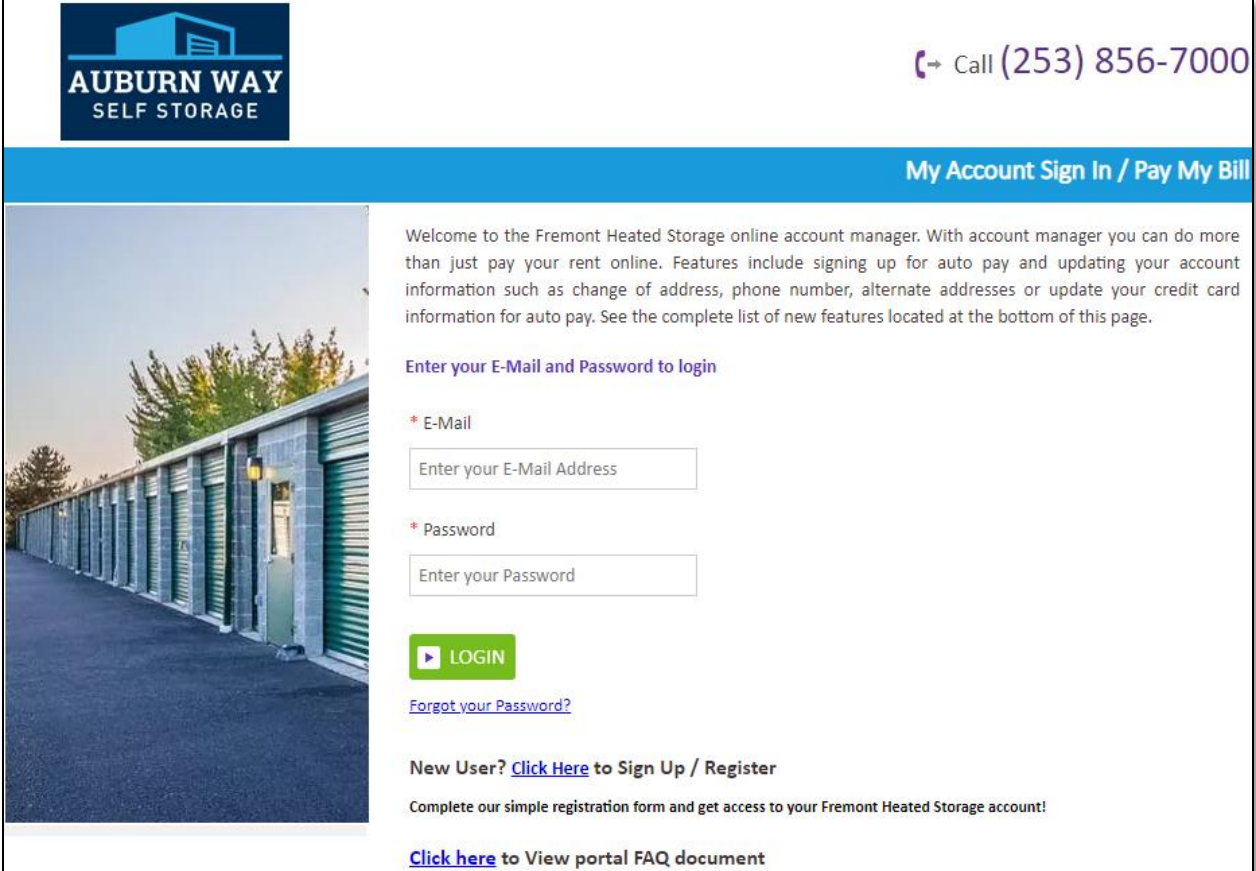


Customer Portal FAQ'S

1. How to register?

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



The screenshot shows the Auburn Way Self Storage Customer Portal. At the top left is the logo for Auburn Way Self Storage. At the top right is a phone icon and the number (253) 856-7000. Below the logo is a blue navigation bar with the text "My Account Sign In / Pay My Bill". On the left side of the page is a photograph of a long row of self-storage units. The main content area contains a welcome message: "Welcome to the Fremont Heated 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 the welcome message is the heading "Enter your E-Mail and Password to login". There are two input fields: one for "E-Mail" with the placeholder text "Enter your E-Mail Address" and one for "Password" with the placeholder text "Enter your Password". Below the password field is a green "LOGIN" button with a play icon. There is a link for "Forgot your Password?". Below the login section is the text "New User? [Click Here](#) to Sign Up / Register" and "Complete our simple registration form and get access to your Fremont Heated Storage account!". At the bottom of the page is a link: "[Click here](#) to View portal FAQ document".

- 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

- 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 displays the Auburn Way Self Storage website interface. At the top left is the company logo, and at the top right is the phone number (253) 856-7000. Below the header are navigation buttons for 'My Units', 'My Account', and 'Logout'. The main content area features a 'Welcome Esofstys Balu' message and a table with a 'Location' column. A red-bordered modal window titled 'Add Units' is open, showing a dropdown menu for 'Location' with 'Auburn Way Self Storage' selected. The modal also includes a 'GO' button and a 'Select' dropdown in the background.

Location
Auburn Way Self Storage

Add Units

* Location

Select

- Select
- 4 Corners Self Storage
- ABC Self Storage
- Arm Guard Self Storage
- Auburn Way 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

GO

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



☎ Call (253) 856-7000

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
Auburn Way Self Storage	7061	Select <input type="button" value="GO"/>

ADD YOUR UNITS


3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



☎ Call (253) 856-7000

My Account Sign In / Pay My Bill



Welcome to the Fremont Heated 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 Fremont Heated Storage account!

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

- Enter the Email ID
- Click on Submit button



☎ Call (253) 856-7000

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 One Time Payment
- Click on GO button

AUBURN WAY
SELF STORAGE

Call (253) 856-7000

My Units My Account Logout

Welcome Esofstys 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
Auburn Way Self Storage	7061	<input type="button" value="GO"/> Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

+ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button



Call (253) 856-7000

My Units

My Account

Logout

Account Review/Make Payment

Unit Details

Tenant Name

Bill Essoftsys Testing Portal

Address

Blue Bell Street,
Blue Bell, PA 19422

Phone(Home/Office)

Location

17-Auburn Way Self Storage

Unit Details

Unit #	7068
Unit Size	SXS
Lease #	567
Move In Date	10/12/2020
Paid Thru. Date	11/11/2020
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

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
- Click on GO button



☎ Call (253) 856-7000

[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
Auburn Way Self Storage	7061	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 5px;"><p>One Time Payment ▾</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;">▶ GO</div></div>

[+ ADD YOUR UNITS](#)

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



Call (253) 856-7000

My Units

My Account

Logout

Welcome Esofstys 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 Fremont Heated 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 (253) 856-7000

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
Auburn Way Self Storage	7061	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px;">Auto Pay Setup ▾</div><div style="margin-left: 5px;">▶ GO</div></div> <div style="margin-top: 5px;"><ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment History<li style="background-color: #007bff; color: white;">Schedule MoveOutContact Info</div> <div style="text-align: center; margin-top: 10px;">+ ADD YOUR UNITS</div>

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



Call (253) 856-7000

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

Select ▾

▶ Submit ▶ Back