

Customer Portal FAQ'S

1. How to register?

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



☎ Call (229) 228-5855

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



Welcome to the Battery Source 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 Battery Source Self Storage account!

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

If you require assistance, please call (229) 228-5855.

- 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

((Enter 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.

2. How to 'Add a Unit'?

- After login, click on Add Your Units



☎ Call (229) 228-5855

My Units

My Units

My Account

Logout

Welcome P Pavan

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.



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



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Add Units ✕

* Location

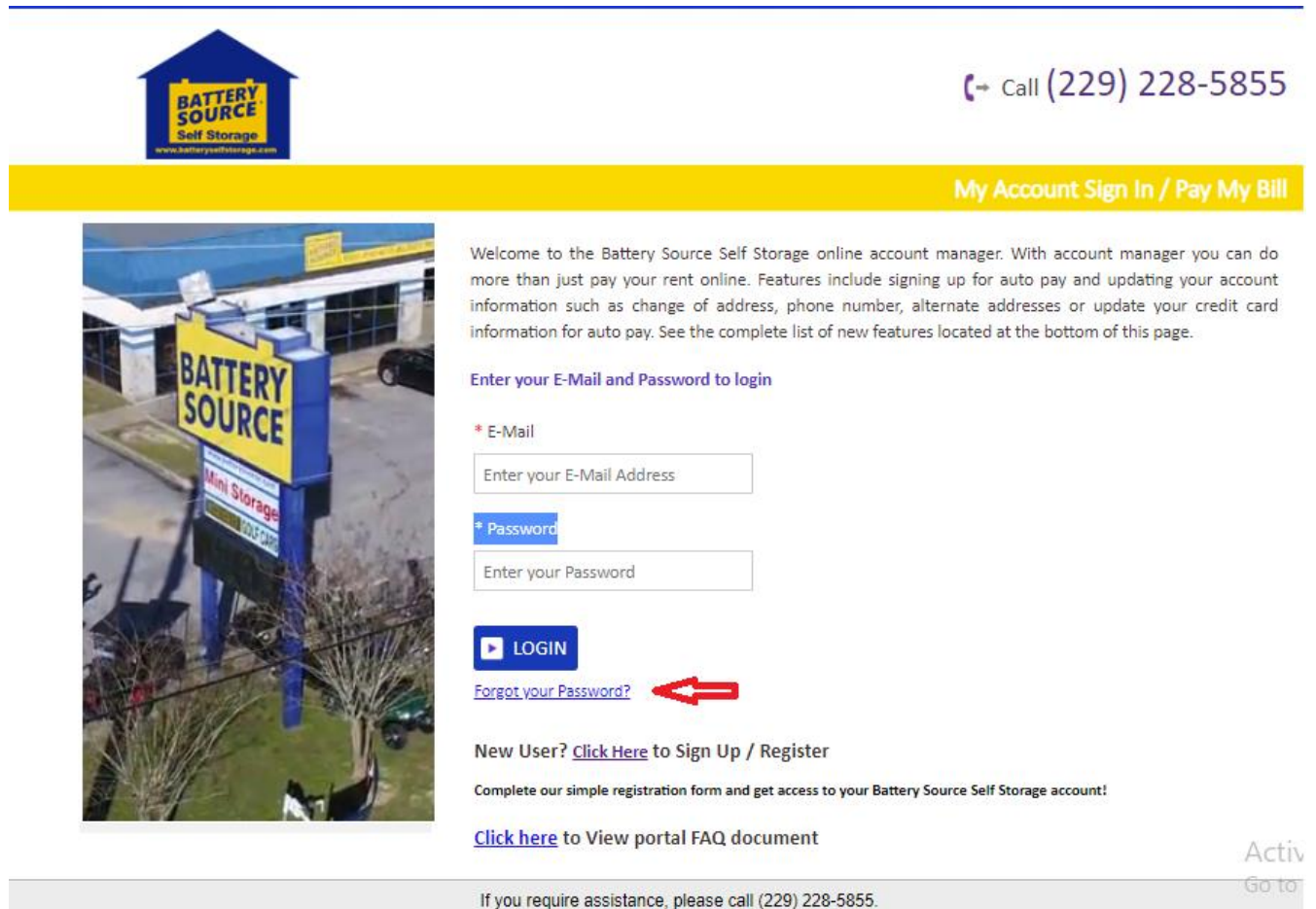
* Unit #


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

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3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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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 Battery Source Self Storage account!

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

[Activ](#)
[Go to](#)

If you require assistance, please call (229) 228-5855.

- Enter the Email ID
- Click on Submit button



 [Call \(229\) 228-5855](tel:(229)228-5855)

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



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My Units

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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
Thomasville Mini Storage	1F001	<input type="text" value="Select"/> <input type="button" value="GO"/>

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

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✖

Unit Details

Tenant Name
 [Redacted]
 Address
 [Redacted]
 [Redacted]
 Phone(Home/Office)
 [Redacted]
 Location
 2-Thomasville Mini Storage

Unit Details	
Unit #	[Redacted]
Unit Size	[Redacted]
Lease #	[Redacted]
Move In Date	5/13/2015
Paid Thru. Date	2/29/2020
Balance	\$405.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$395.00	\$0.00
Insurance	\$0.00	\$0.00
Late Fee	\$10.00	\$0.00
Total Amount	\$405.00	\$0.00

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?:

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



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My Units

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Location	Unit #	Actions
Thomasville Mini Storage	1F001	<input type="button" value="GO"/>

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

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

Credit Card Details and Auto Pay

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

Enable Auto Pay

* Name on Credit Card

* Credit Card #

* Card Type

* Expiration Month/Year

/

* Billing Address

* Zip Code

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

6. How to view the Payment History?

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



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My Units

My Units

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Logout

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Location	Unit #	Actions
Thomasville Mini Storage	1F001	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">Select</div> <div style="margin-left: 10px;">▶ GO</div> </div>

▶ ADD YOUR UNITS

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

Tenant Ledger

Unit #/Size :

Moved In : 5/13/2015 12:00:00 AM

Paid Till : 2/29/2020

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
5/13/2015 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		SSM
6/1/2018 12:00:00 AM	Rent Charged	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$400.00	\$400.00		SSM
6/1/2018 12:00:00 AM	Cash Payment	\$0.00	(\$400.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$400.00)	\$0.00	6/30/2018 12:00:00 AM	SSM
6/26/2018 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	6/30/2018 12:00:00 AM	SSM
7/1/2018 12:00:00 AM	Rent Charged	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$400.00	\$400.00	6/30/2018 12:00:00 AM	SSM
7/3/2018 12:00:00 AM	Check Payment - 12953889	\$0.00	(\$400.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$400.00)	\$0.00	7/31/2018 12:00:00 AM	AWW
7/19/2018 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	7/31/2018 12:00:00 AM	SSM
8/1/2018												7/31/2018	

7. How to view/edit Contact Info?

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

The screenshot shows the Battery Source Self Storage website interface. At the top left is the logo for Battery Source Self Storage. At the top right is a phone number: Call (229) 228-5855. Below the logo is a yellow navigation bar with 'My Units', 'My Account', and 'Logout' buttons. The main content area has a welcome message for 'P Pavan' and instructions on how to add units. Below this is a table with columns for 'Location', 'Unit #', and 'Actions'. The table contains one row for 'Thomasville Mini Storage' with unit '1F001'. A dropdown menu is open under the 'Actions' column, showing options like 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A 'GO' button is next to the dropdown. Below the table is an 'ADD YOUR UNITS' button.

My Units

Welcome P Pavan
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
Thomasville Mini Storage	1F001	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS

GO

Contact Info

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State

*Zip / Country United States of A

Home / Work Phone

Cell / Fax

*E-Mail

Company Information

Company Name

*Address

*City / State

*Zip / Country United States of A

Phone / Fax

*E-Mail

Submit **Close**

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

8. How to schedule a move out?

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

BATTERY SOURCE
Self Storage
www.batterysourcestorage.com

Call (229) 228-5855

My Units My Units My Account Logout

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Location	Unit #	Actions
Thomasville Mini Storage	1F001	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

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

My Units My Units My Account Logout

Welcome P Pavan
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