

Customer Portal FAQ'S

1. How to register?

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

My Account Sign In / Pay My Bill

Welcome to the BuxBear 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.

Enter your E-Mail and Password to login

* E-Mail
Enter your E-Mail Address

* Password
Enter your Password

▶ LOGIN

[Forgot your Password?](#)

Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.
For Eg:
John@abc.com
123245
If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

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

Complete our simple registration form and get access to your BuxBear Self 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

New User Registration/Sign Up

* First Name

* Last Name

* E-Mail

* Password

* Confirm Password


Confirm Registration

* Security Question
 -----Select Question----- v

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))



Acti
Go to

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- 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

My Units My Units My Account Logout

Welcome John Test

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 Gate Access Code
- Click on Submit button

My Units My Units My Account Logout

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Add Units x

* Location

* Unit #

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

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

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Enter your Password

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

Activate
Go To Site

- Enter the Email ID
- Click on Submit button

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

My Units My Units My Account Logout

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Location	Unit #	Actions
BuxBear Storage Santa Rosa	000	One Time Payment GO

ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment

Unit Details

Tenant Name
John Test

Address
-

Phone(Home/Office)
-

Location
91-BuxBear Storage Santa Rosa

Unit Details	
Unit #	0000
Unit Size	5X10GH
Lease #	000
Move In Date	4/18/2019
Paid Thru. Date	1/31/2022
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$119.99
Insurance	\$13.00
Total Amount	\$132.99

[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?: 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
- Click on GO button

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Location	Unit #	Actions
BuxBear Storage Santa Rosa	000	Auto Pay Setup GO

ADD YOUR UNITS

- 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 BuxBear 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.*

Submit **Back**

6. How to submit 'Schedule a Move Out'?

- Click on drop down button
- Select Schedule a move out
- Click on GO button

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Location	Unit #	Actions
BuxBear Storage Santa Rosa	000	Schedule MoveOut GO

ADD YOUR UNITS



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

My Units My Units My Account Logout

Welcome John Test
 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