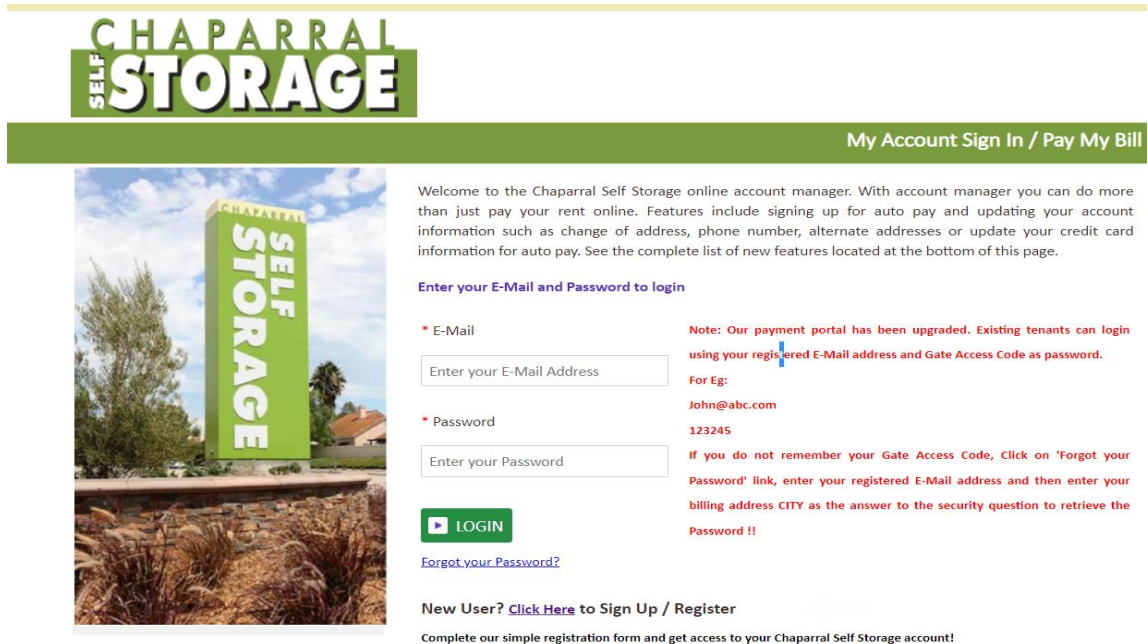


## Customer Portal FAQ'S

### 1. How to register?

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



The screenshot shows the Chaparral Self Storage online account manager interface. At the top, there is a green header with the company logo and navigation links for 'My Account Sign In / Pay My Bill'. Below the header is a large image of a green sign that says 'CHAPARRAL SELF STORAGE'. To the right of the image is a login form with the following elements:

- A welcome message: "Welcome to the Chaparral 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."
- A heading: "Enter your E-Mail and Password to login"
- Two input fields: "Enter your E-Mail Address" and "Enter your Password".
- A green "LOGIN" button.
- A link: "Forgot your Password?"
- A note: "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"
- A link: "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 !!"
- A link: "New User? [Click Here](#) to Sign Up / Register"
- A footer note: "Complete our simple registration form and get access to your Chaparral 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

\* 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

**SELF STORAGE CHAPARRAL**

My Units

Welcome SSM John

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

Welcome SSM John

To enable the online account management function for your unit, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

**Add Units** ✕

\* Location

\* Unit #

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

You will be prompted to enter the facility location where you

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



Welcome to the Chaparral 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

[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 Chaparral Self Storage account!

- Enter the Email ID
- Click on Submit button



Enter your E-Mail address then click submit.

\* E-Mail

- 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

Welcome John SSM  
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  |
|------------------------|--------|--|
| Chaparral Self Storage | 000    | One Time Payment <input type="button" value="GO"/> |



- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Welcome John Hess

Account Review/Make Payment

**Unit Details**

**Tenant Name**  
SSM, John

**Address**  
-

**Phone(Home/Office)**  
-

**Location**  
1-Chaparral Self Storage

| Unit Details    |                       |
|-----------------|-----------------------|
| Unit #          | 000                   |
| Unit Size       | 5x5 - Int Unit        |
| Lease #         | 300                   |
| Move In Date    | 3/10/2020 12:00:00 AM |
| Paid Thru. Date | 12/31/2022            |
| Status          | Current               |
| Balance         | \$0.00                |

**Pay My Bill**

| Payment Details     | Pre-Payment    |
|---------------------|----------------|
| Rent                | \$64.00        |
| Protection Plan     | \$0.00         |
| <b>Total Amount</b> | <b>\$64.00</b> |

[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

VISA MasterCard American Express DISCOVER

## 5. How to set up auto pay?

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

My Units My Units My Account Logout

Welcome John SSM

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   |
|------------------------|--------|---|
| Chaparral Self Storage | 000    | <input type="button" value="Auto Pay Setup"/> <input type="button" value="GO"/> |

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

**My Units** My Units My Account Logout

**Welcome John SSM**  
 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 Chaparral Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay \*\*\* Please click on Submit to setup Auto Pay \*\*\*

Yes ▼

▶ Submit ▶ Back

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


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

**My Units** My Units My Account Logout

**Welcome John SSM**  
 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   |
|------------------------|--------|---|
| Chaparral Self Storage | 000    | <span>Schedule MoveOut ▼</span> <span>▶ GO</span> |

+ ADD YOUR UNITS



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

Welcome John SSM

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

