

Customer Portal FAQ'S

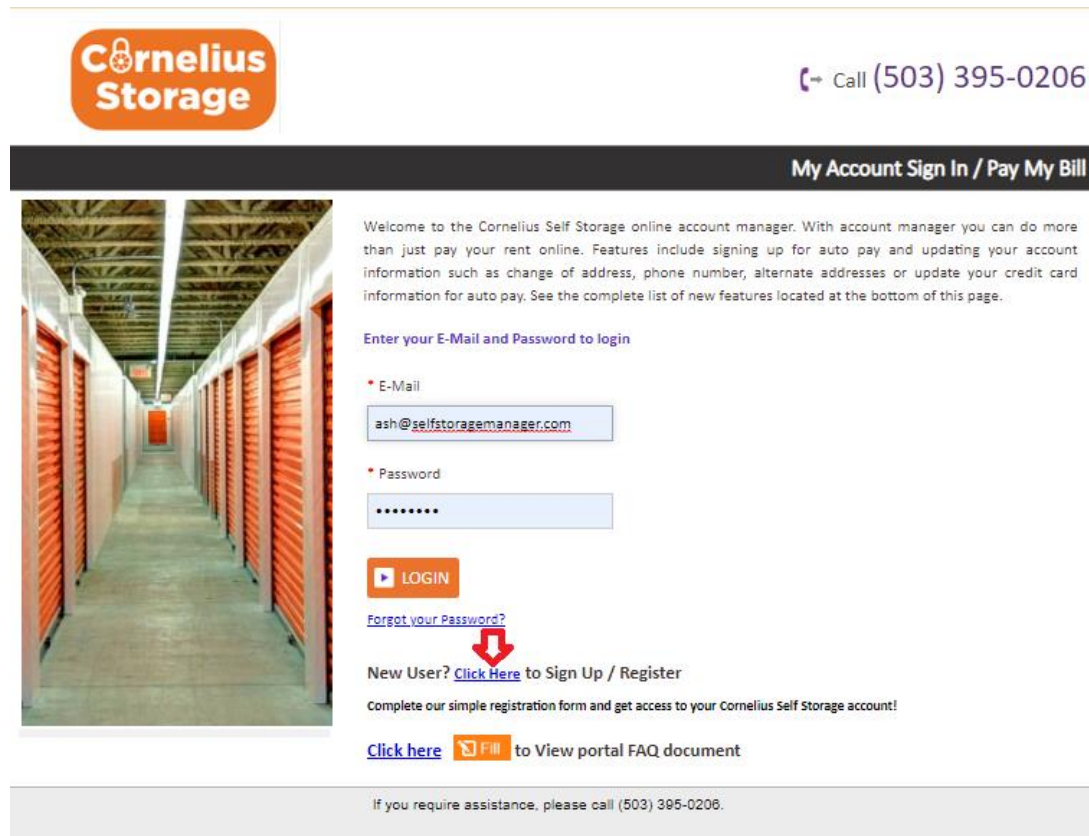
- ⇒ All the new tenants can register into the Customer Portal to pay the bills online by following the below instructions.
- ⇒ All the existing tenants who were previously making the payments online can directly login to their account by entering their registered email address and the password is their gate access code.

1. How a new tenant can register in Customer Portal?

- Click on the below Customer Portal link

<https://portal.selfstoragemanager.com/CorneliusboatrvStorage/account/login.aspx>

- Click on the button which says 'Click Here' to Sign up/Register



The screenshot shows the Cornelius Self Storage website interface. At the top left is the Cornelius Storage logo. At the top right is a phone icon and the number (503) 395-0206. Below the logo is a navigation bar with the text "My Account Sign In / Pay My Bill". The main content area features a large image of a storage facility aisle on the left. To the right of the image is a login form with the heading "Enter your E-Mail and Password to login". The form includes fields for "E-Mail" (containing "ash@selfstoragemanager.com") and "Password" (masked with dots). Below the password field is a "LOGIN" button. A link "Forgot your Password?" is positioned below the login button, with a red arrow pointing down to the "New User? Click Here to Sign Up / Register" text. Below this text is a message: "Complete our simple registration form and get access to your Cornelius Self Storage account!". At the bottom of the form area is a link "Click here" followed by a PDF icon and the text "to View portal FAQ document". At the very bottom of the page is a footer with the text "If you require assistance, please call (503) 395-0206."

- Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password

(Note: The email should be the same as registered by the tenant at the storage facility)

- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on "Submit" button



☎ Call (503) 395-0206

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)



▶ Submit

▶ Cancel

If you require assistance, please call (503) 395-0206.

- 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 logging-in, click on “Add Your Units”

The screenshot shows the Cornelius Storage website interface. At the top left is the Cornelius Storage logo. At the top right is a phone icon and the number (503) 395-0206. Below the logo is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. A welcome message states: 'Welcome 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 this is a table with columns 'Location', 'Unit #', and 'Actions'. The table contains one row: 'Cornelius Self Storage', 'abc', and a 'Select' dropdown menu with a 'GO' button. Below the table is a red button labeled 'ADD YOUR UNITS' with a red arrow pointing to it.

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

The screenshot shows the same Cornelius Storage website interface as above, but with a modal form titled 'Add Units' open. The modal has a red border and a close button (X) in the top right corner. It contains three input fields: 'Location' with a dropdown menu showing 'Cornelius Self Storage', 'Unit #' with the text 'ABC', and 'Gate Access Code' with the text '1234'. A blue link 'Gate code Example' is next to the 'Gate Access Code' label. At the bottom of the modal are two buttons: 'Submit' and 'Back'. The background shows the 'My Units' table with the 'Select' dropdown and 'GO' button.

3. How to make a payment?

- Click on the drop-down button
- Select “One Time Payment”

Call (503) 395-0206

My Units My Units My Account Logout

Welcome
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
Cornelius Self Storage	ABC	<div data-bbox="1010 869 1208 1020"><input type="text" value="Select"/> Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info</div> GO

ADD YOUR UNITS

- Click on GO button
- Enter Credit Card Details
- Click on “Submit” button



Call (503) 395-0206

My Units

My Units

My Account

Logout

Account Review/Make Payment

Unit Details

Tenant Name

Address

Phone(Home/Office)

Location

6-Cornelius Self Storage

Unit Details	
Unit #	12X20
Unit Size	12X20
Lease #	65
Move In Date	10/10/2019
Paid Thru. Date	11/9/2019
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$99.00
Insurance	\$0.00
Discount	\$98.00
Total Amount	\$1.00

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?: 1 Calculate

Amount: \$1.00

* Name on Card:

* Credit Card #:

* Expiration Month/Year: 01 2019

* CSC [What is this?](#)

* Credit Card Type: Select

* Card Billing Address:

* Card Zip Code:

Submit Cancel

PRE-PAYMENT DETAILS

Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total
12X20	11/10/2019 to 12/09/2019	\$99.00	\$0.00	\$0.00	\$0.00	\$98.00	\$0.00	\$0.00	\$0.00	\$1.00

If you require assistance, please call (503) 395-0206.

4. How to set up auto pay?

- Click on the drop-down button
- Select "Auto PaySetup"
- Click on GO button



Call (503) 395-0206

My Units

My Units

My Account

Logout

Welcome

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

Cornelius Self Storage

ABC

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

GO

ADD YOUR UNITS



- Enable Auto Pay “Yes”
- Enter Credit Card Details, Billing Address and Zip Code
- Click on “**Submit**” button

The screenshot shows the Cornelius Storage website interface. At the top left is the Cornelius Storage logo. At the top right is a phone icon and the text "Call (503) 395-0206". Below the logo is a navigation bar with "My Units" and buttons for "My Units", "My Account", and "Logout". A yellow banner contains a "Welcome" message and instructions on how to add units. Below this is a dark header for the "Credit Card Details and Auto Pay" form, which includes a close button. A light yellow box contains a warning: "By signing up for Auto Pay you are authorizing Cornelius Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually." The form fields include: "Enable Auto Pay" (dropdown menu set to "No"), "Name on Credit Card" (text input), "Credit Card #" (text input), "Card Type" (dropdown menu set to "Select"), "Expiration Month/Year" (two dropdown menus set to "10" and "2019"), "Billing Address" (text input), and "Zip Code" (text input). At the bottom of the form are "Submit" and "Back" buttons. A footer at the very bottom states: "If you require assistance, please call (503) 395-0206."

5. How to view the ledger?

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



Call (503) 395-0206

My Units

My Units My Account Logout

Welcome

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
Cornelius Self Storage	ABC	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> Payment History ▾ Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px; text-align: center;"> <div style="border: 1px solid orange; padding: 2px 5px; background-color: orange; color: white;">GO</div> </div> </div>

ADD YOUR UNITS



Welcome

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.

Tenant Ledger

XXXXXXXXXXXX

Unit #/Size : XXXXXXXXXXXXX

XXXXXXXXXXXX

Moved In : XXXXXXXXXXXX AM

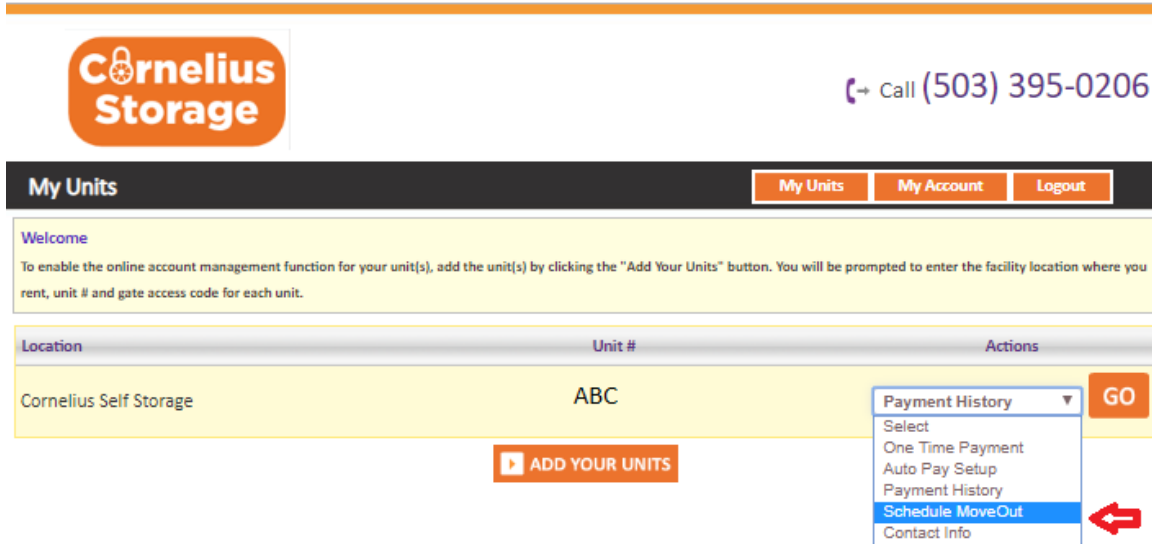
XXXXXXXXXXXX

Paid Till : XXXXX

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
3/3/2016 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		ADM
12/31/2018 12:00:00 AM	Opening Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
6/30/2019 12:00:00 AM	Cash Payment	\$0.00	(\$195.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$195.00)	(\$195.00)	8/7/2019 12:00:00 AM	ADM
7/8/2019 12:00:00 AM	Rent Charged	\$0.00	\$195.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$195.00	\$0.00		ADM
7/22/2019 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	8/7/2019 12:00:00 AM	ADM
7/25/2019 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	8/7/2019 12:00:00 AM	ADM
8/1/2019 12:00:00 AM	Fee Rate Schedule	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/7/2019 12:00:00 AM	RWW
8/1/2019 12:00:00 AM	Fee Rate Schedule	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/7/2019 12:00:00 AM	RWW

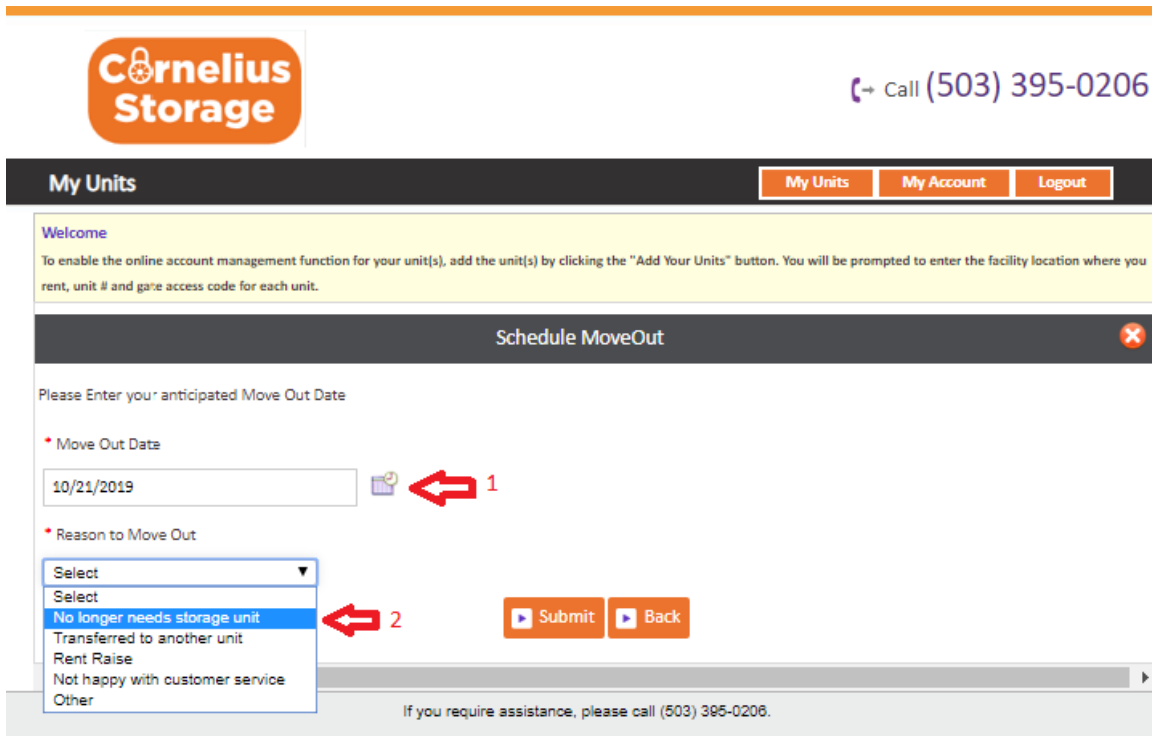
6. How to 'Schedule a Move Out'?

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



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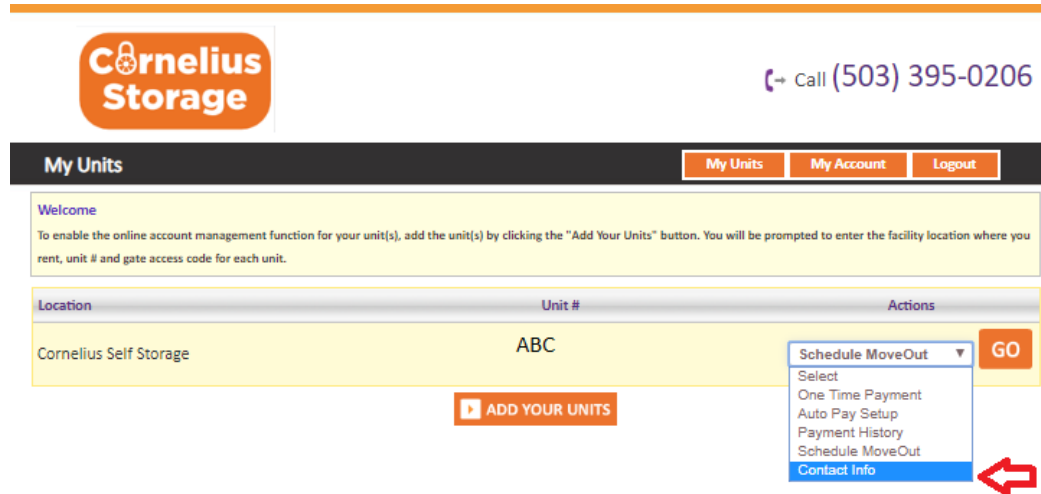
- Select Move outdate
- Click on drop down button
- Select Reason to Move Out
- Click on "Submit" Button



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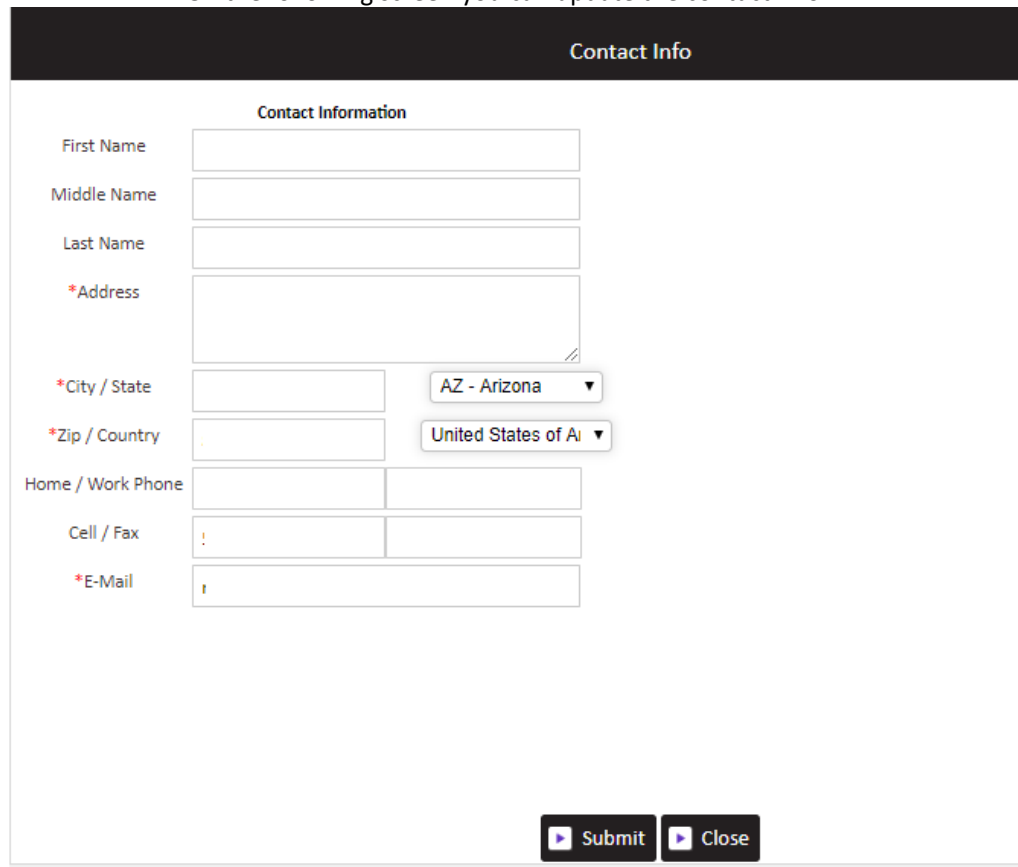
7. How to Update Contact Info?

- Click on drop down button
- Select Contact Info
- Click on Go button



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- On the following screen you can update the contact info.



The screenshot shows the 'Contact Info' form. The form is titled 'Contact Information' and contains the following fields:

- First Name
- Middle Name
- Last Name
- *Address
- *City / State: AZ - Arizona
- *Zip / Country: United States of Ai
- Home / Work Phone
- Cell / Fax
- *E-Mail

At the bottom of the form are two buttons: 'Submit' and 'Close'.

8. How to reset the password if you have forgotten it?

- Click on the hyper link 'Forgot Password?'

Welcome to the Cornelius 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
ash@selfstoragemanager.com

* Password

[▶ LOGIN](#)

[Forgot your Password?](#) ←

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

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

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

If you require assistance, please call (503) 395-0206.

- Enter the EmailID
- Click on Submitbutton

Enter your E-Mail address then click submit.

* E-Mail

[▶ Submit](#) [▶ Cancel](#)

- The new password will be sent to the registered email address.

9. How to change the username, password or security question?

- Click on "My Account" button



☎ Call (503) 395-0206



My Units

[My Units](#)[My Account](#)[Logout](#)

Welcome

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
Cornelius Self Storage	ABC	<input type="text" value="Select"/> <input type="button" value="GO"/>

ADD YOUR UNITS

Then select the required action from the available options:



☎ Call (503) 395-0206

My Account

[My Units](#)[My Account](#)[Logout](#)

Change Username

Change Password

Change Security Question and Answer