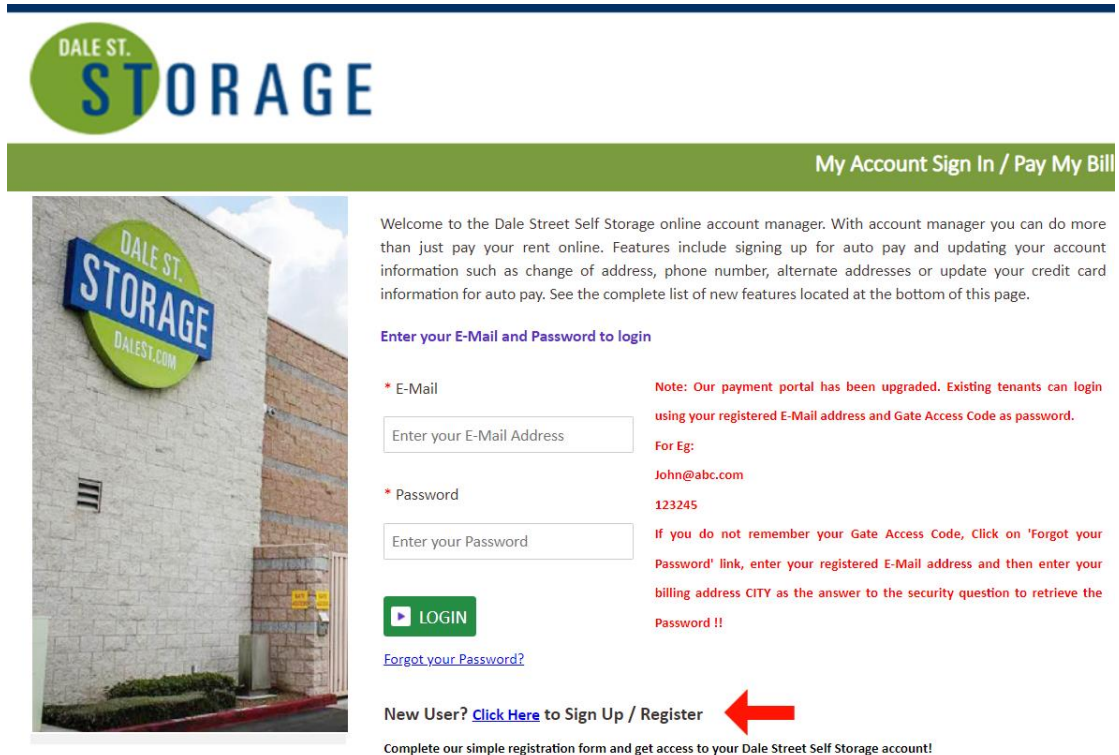


Customer Portal FAQ'S

1. How to register?

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



Welcome to the Dale Street 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 Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and Gate Access Code as password.

Enter your E-Mail Address For Eg:

* Password John@abc.com

Enter your Password 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 !!

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Dale Street 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

The screenshot shows the Dale St. Storage website interface. At the top left is the logo 'DALE ST. STORAGE'. Below it is a green navigation bar with 'My Units' on the left and three buttons: 'My Units', 'My Account', and 'Logout'. A yellow welcome message reads: 'Welcome John Gieske. 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 the message is a blue button with a plus icon and the text 'ADD YOUR UNITS'.

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

The screenshot shows the 'My Units' section of the Dale Street Self Storage website. A modal window titled 'Add Units' is open, containing the following fields:

- * Location:** A dropdown menu with 'Dale Street Self Storage' selected.
- * Unit #:** An empty text input field.
- * Gate Access Code:** An empty text input field with a blue link for '[Gate code Example](#)'.

At the bottom of the modal are two buttons: 'Submit' and 'Back'. In the background, the 'My Units' table shows one unit at 'Dale Street Self Storage'.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

The screenshot shows the Dale Street Self Storage login page. On the left is a photo of the building. On the right, the login form includes:

- * E-Mail:** Input field with placeholder 'Enter your E-Mail Address'.
- * Password:** Input field with placeholder 'Enter your Password'.
- LOGIN:** A green button with a play icon.
- Forgot your Password?:** A yellow link with a play icon, highlighted by a red box.

Additional text on the page includes:

- 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
- Warning:** 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

- 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
Dale Street Self Storage	745	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
Total Amount	\$64.00

[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?:

Amount

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
Dale Street Self Storage	745	<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
Dale Street Self Storage	745	Schedule MoveOut ▼ ▶ GO

+ **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

