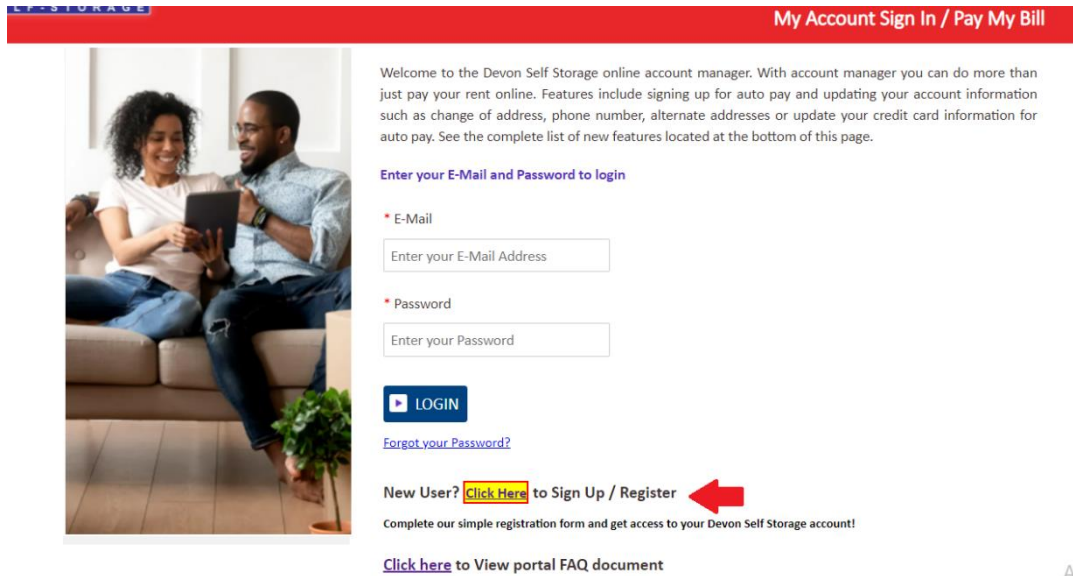


Customer Portal FAQ'S

1. How to register?

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



Welcome to the Devon 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 Devon Self Storage account!

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

Ac

- 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

SELF-STORAGE 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))

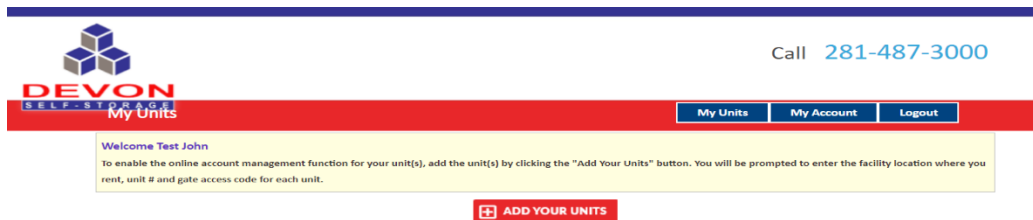


At
Gc

- 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



DEVON SELF-STORAGE Call 281-487-3000

My Units My Account Logout

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

Add Units

* Location
Select

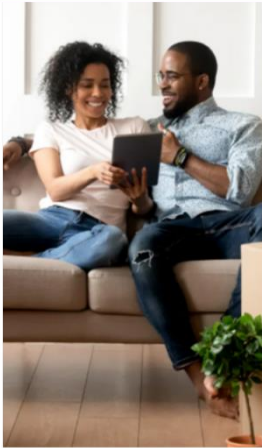
* Unit #

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

If you require assistance, please call 281-487-3000.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'




Welcome to the Devon 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?](#) 

New User? [Click Here to Sign Up / Register](#)
Complete our simple registration form and get access to your Devon Self Storage account!

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

- 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

Location	Unit #	Actions
Devon Self Storage-DPA	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: 1-Devon Self Storage-DPA

Unit Details	
Unit #	000
Unit Size	5X5 - CDN
Lease #	165
Move In Date	11/14/2019
Paid Thru. Date	7/31/2021
Balance	\$17.00

Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$17.00	\$0.00
Insurance	\$0.00	\$0.00
Total Amount	\$17.00	\$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?: 1 ▾ Calculate

Amount: \$17.00

* Name on Card:

* Credit Card #:

* Expiration Month/Year: 01 ▾ 2021 ▾

* CSC [What is this?](#)

* Credit Card Type: Select ▾

* 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

TORAGE 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.

Location	Unit #	Actions
Devon Self Storage-DPA	000	Auto Pay Setup

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

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.

Credit Card Details and Auto Pay

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

Enable Auto Pay
Yes

*Name on Credit Card

* Credit Card #

* Card Type
Select

* Expiration Month/Year
7 / 2021

* Billing Address

* Zip Code

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

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

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

Location	Unit #	Actions
Devon Self Storage-DPA	000	Schedule MoveOut

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

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