

Customer Portal FAQ'S

1. How to register?

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



☎ Call (253) 203-6284

[My Account Sign In / Pay My Bill](#)



Welcome to the Dupont Heated 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 Dupont Heated Self Storage account!

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

If you require assistance, please call (253) 203-6284.

Activ
Go to

- 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

-----Select Question----- ▼

* Enter your Answer

(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))

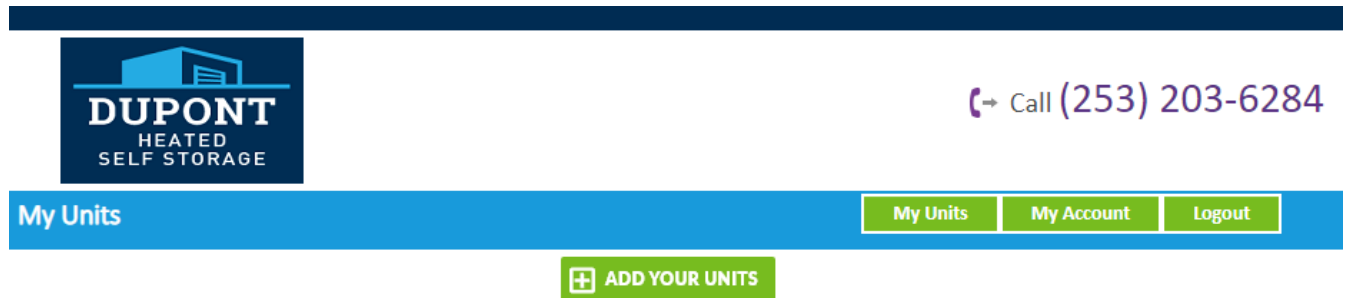


If you require assistance, please call (253) 203-6284.

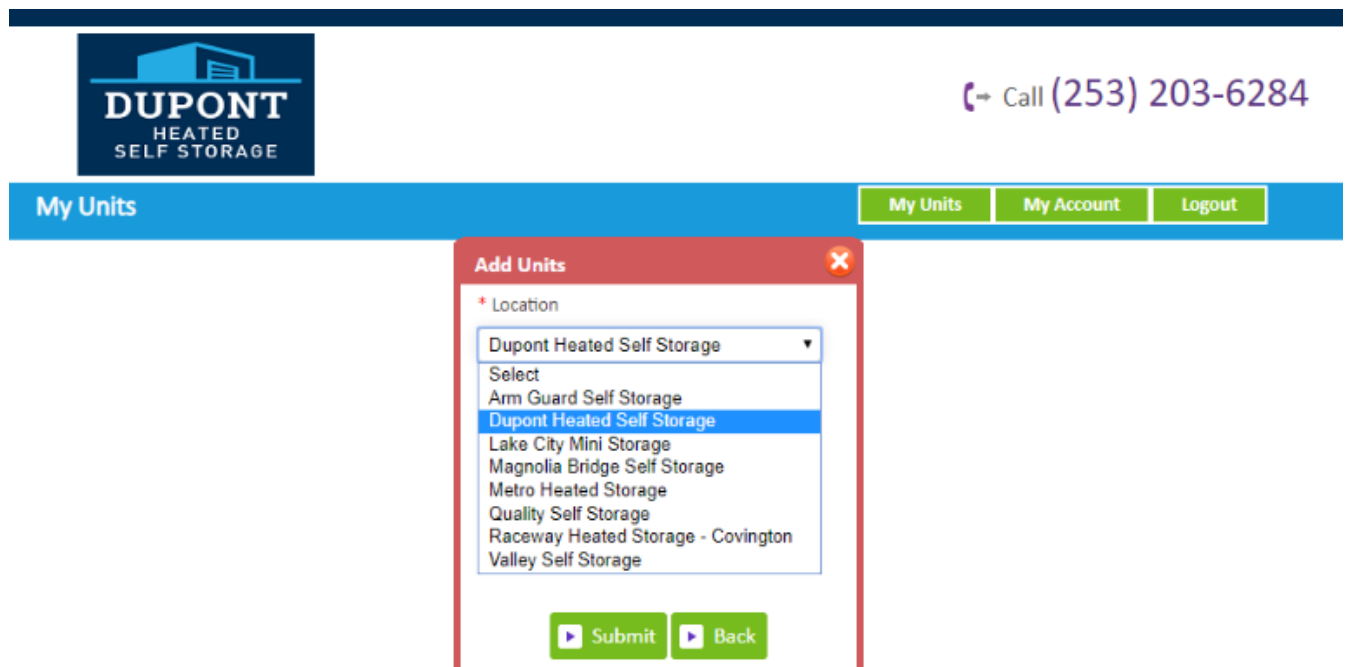
- Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units



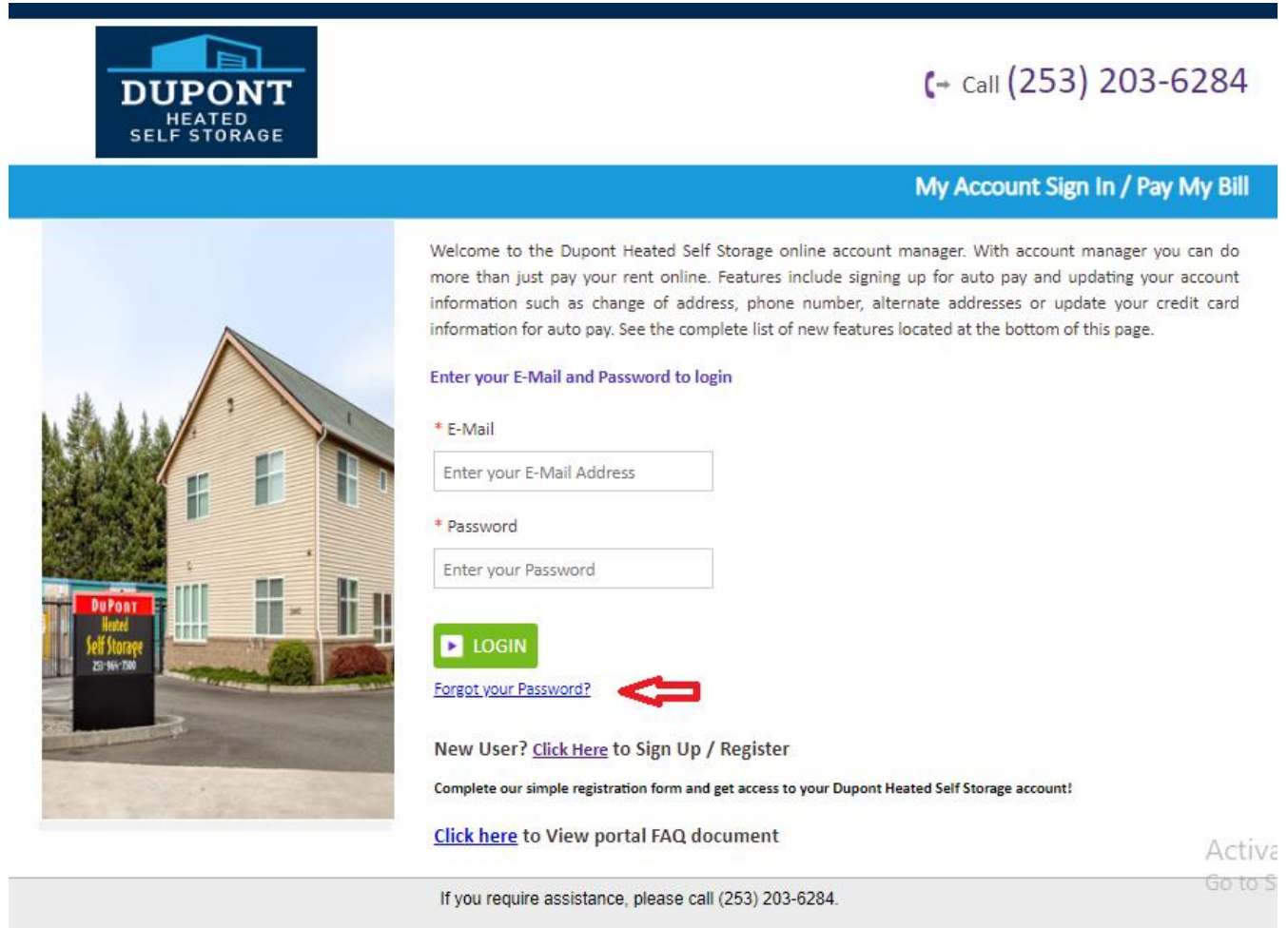
- Select the location, Enter the unit# and Lease Number
- Click on Submit button



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3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



DUPONT HEATED SELF STORAGE ☎ Call (253) 203-6284

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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 Dupont Heated Self Storage account!

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

If you require assistance, please call (253) 203-6284.

- Enter the Email ID
- Click on Submit button



DUPONT HEATED SELF STORAGE ☎ Call (253) 203-6284

Forgot your Password?

Enter your E-Mail address then click submit.

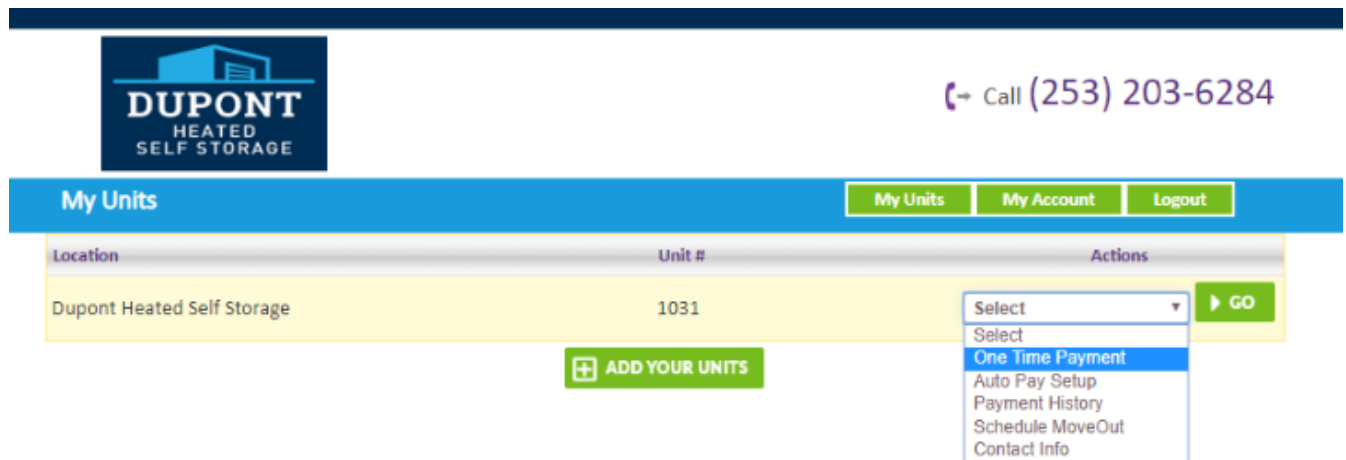
* E-Mail

▶ Submit **▶ Cancel**

The new password will be sent to the Email.

4. How to make a payment?

- Click on the drop down button
- Select Make a Payment ▪ Click on GO button



The screenshot shows the Dupont Heated Self Storage website interface. At the top left is the logo for Dupont Heated Self Storage. At the top right is a phone number: Call (253) 203-6284. Below the logo is a blue navigation bar with 'My Units' and buttons for 'My Units', 'My Account', and 'Logout'. The main content area has a table with columns 'Location', 'Unit #', and 'Actions'. The first row shows 'Dupont Heated Self Storage' at '1031'. A dropdown menu is open for the 'Actions' column, listing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A green 'GO' button is next to the dropdown. Below the table is a green button with a plus sign and the text 'ADD YOUR UNITS'.

Location	Unit #	Actions
Dupont Heated Self Storage	1031	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button



Call (253) 203-6284

Account Review/Make Payment

Unit Details

Tenant Name: McHale, Lindsay
Address: 1665 Sequalitchew Dr Unit 304, Dupont, WA 98327
Phone(Home/Office): (302) 299-0080
Location: 7-Dupont Heated Self Storage

Table with Unit Details: Unit # 1031, Unit Size 10X10, Lease # 313, Move In Date 4/4/2019, Paid Thru. Date 12/3/2019, Balance \$161.00



Pay My Bill

Table with Payment Details: Rent \$161.00, Insurance \$0.00, Total Amount \$161.00

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?: 1 Calculate

Payment form fields: Amount (\$161.00), Name on Card, Credit Card #, Expiration Month/Year (01/2019), CSC, Credit Card Type (Select), Card Billing Address, Card Zip Code

Submit Cancel

4. How to set up auto pay?

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



Call (253) 203-6284

My Units My Units My Account Logout

Location	Unit #	Actions
Dupont Heated Self Storage	1031	<div>Select ▶ GO</div> <ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment HistorySchedule MoveOutContact Info

+ ADD YOUR UNITS

Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Dupont Heated 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

LINDSAY A MCHALE

* Credit Card #

*****1000

* Card Type

American Express ▼

* Expiration Month/Year

6 / 2022

* Billing Address

* Zip Code


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

▶ Submit ▶ Back

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

5. How to view the Payment History?

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


Call (253) 203-6284

My Units
My Units
My Account
Logout

Location	Unit #	Actions
Dupont Heated Self Storage	1031	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Select</div> <div style="margin-left: 5px;"> <ul style="list-style-type: none"> Select One Time Payment Auto Pay Setup <li style="background-color: #0070C0; color: white;">Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px; color: #0070C0;">▶ GO</div> </div>

+ ADD YOUR UNITS

My Units
My Units
My Account
Logout

Tenant Ledger ✕

McHale, Lindsay Unit #/Size : 1031 (10X10)

1665 Sequalitchew DrUnit 304, Moved In : 4/4/2019 12:00:00 AM

Dupont, WA, 98327 Paid Till : 12/3/2019

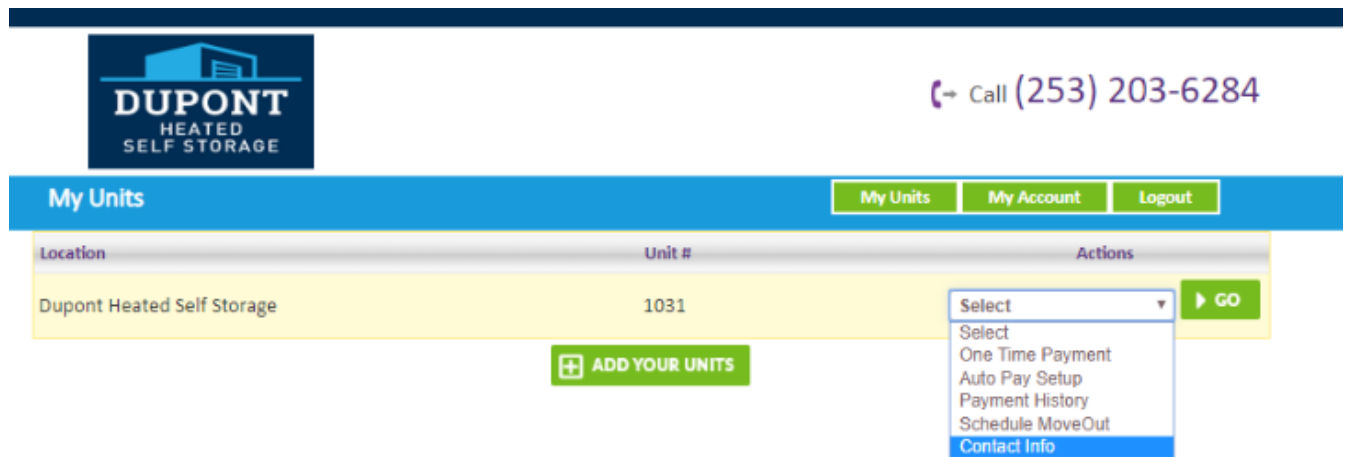
Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
12:00:00 AM	*1000												
4/4/2019 12:00:00 AM	04/04/2019 - Small Box (UR901)	\$0.00	\$8.74	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8.74	\$8.74		SSM
4/4/2019 12:00:00 AM	04/04/2019 - Large Box (UR903)	\$0.00	\$11.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11.25	\$19.99		SSM
4/4/2019 12:00:00 AM	04/04/2019 - Wrapping Paper 5 LB (SS2035)	\$0.00	\$15.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00	\$34.99		SSM
4/4/2019 12:00:00 AM	04/04/2019 - Medium Box (UR902)	\$0.00	\$8.23	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8.23	\$43.22		SSM
4/4/2019 12:00:00 AM	04/04/2019 - Extra Large Box (SS904)	\$0.00	\$14.23	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$14.23	\$57.45		SSM
4/4/2019 12:00:00 AM	04/04/2019 - QueenKing Cover (SS9045)	\$0.00	\$5.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5.99	\$63.44		SSM
4/4/2019 12:00:00 AM	04/04/2019 - American Express * *1000	\$0.00	(\$63.44)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$63.44)	\$0.00		SSM
4/4/2019													

Acti
Go to

If you require assistance, please call (253) 203-6284.

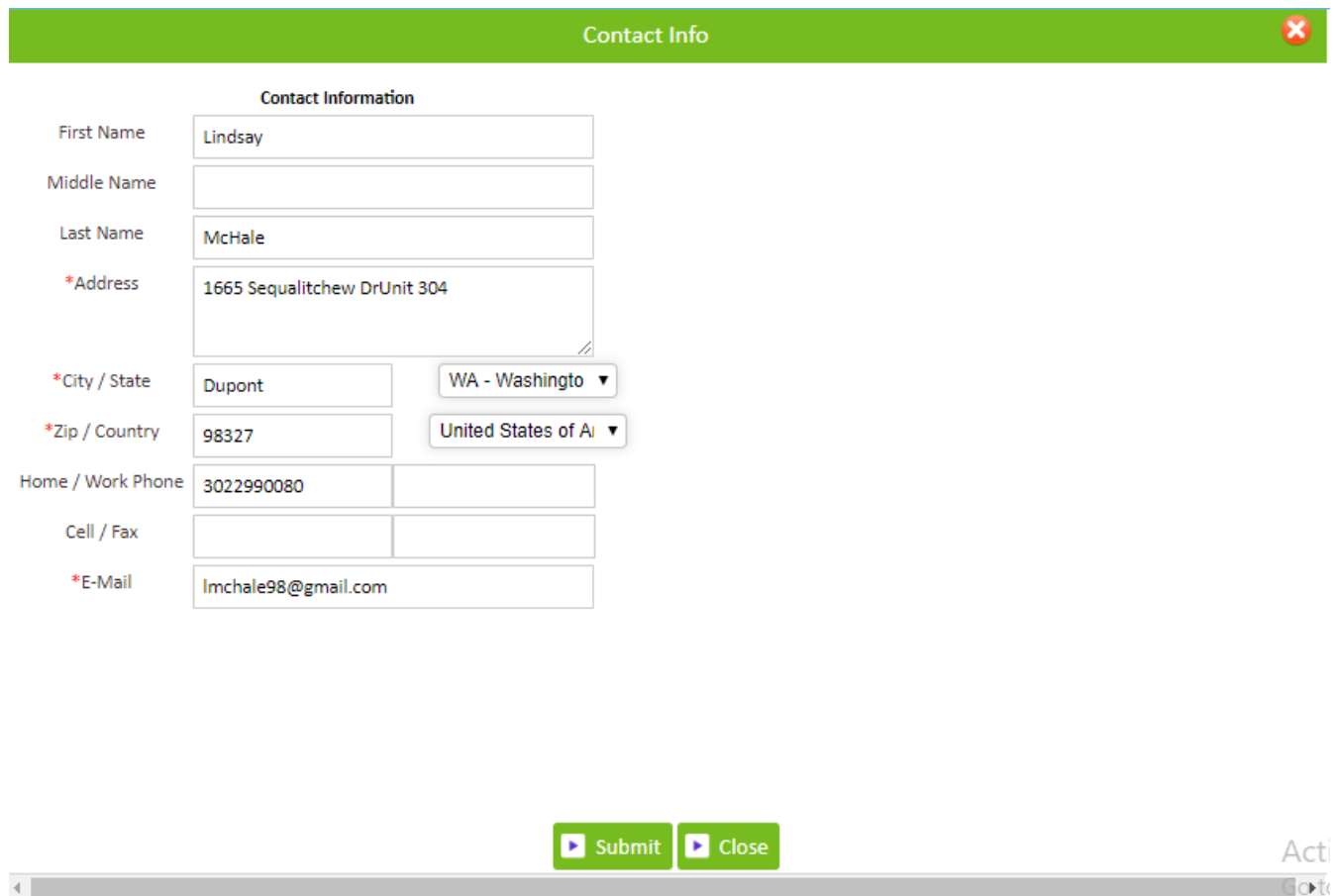
6. How to view/edit Contact Info?

- Click on the drop down button
- Select ContactInfo
- Click on GO button



The screenshot shows the Dupont Heated Self Storage website interface. At the top left is the logo for Dupont Heated Self Storage. To the right, there is a phone number: Call (253) 203-6284. Below the logo is a blue navigation bar with 'My Units' and buttons for 'My Units', 'My Account', and 'Logout'. The main content area shows a table with columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'Dupont Heated Self Storage' at '1031'. A dropdown menu is open for the 'Actions' column, listing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A green 'GO' button is next to the dropdown. Below the table is a green button labeled '+ ADD YOUR UNITS'.

- Tenants have an ability to edit the Address, Phone number and the email ID.



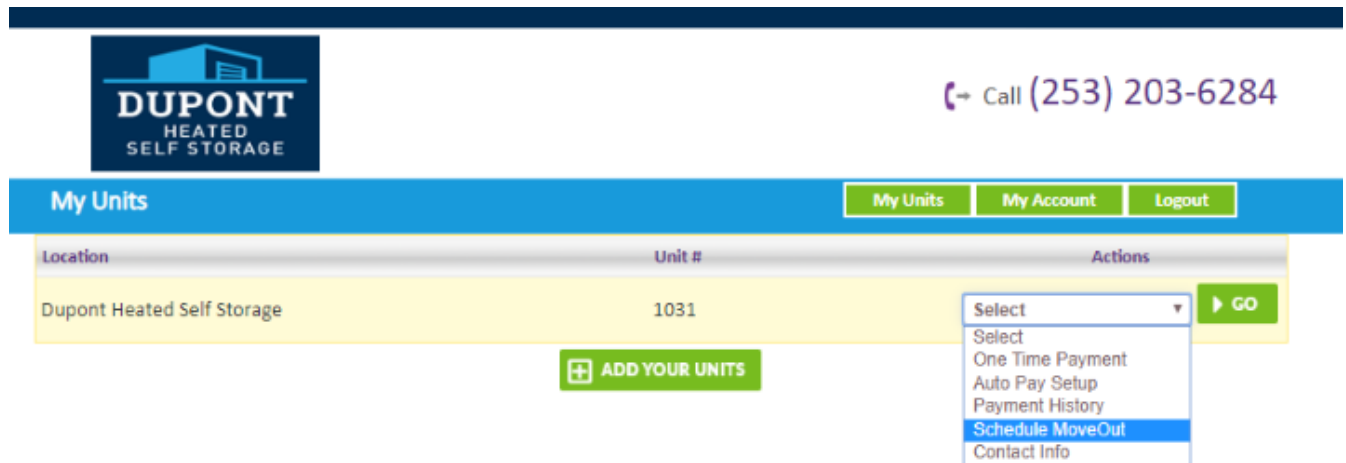
The screenshot shows a green modal window titled 'Contact Info' with a close button (X) in the top right corner. Inside the modal, the form is titled 'Contact Information'. The form fields are as follows:

First Name	Lindsay	
Middle Name		
Last Name	McHale	
*Address	1665 Sequelitchew DrUnit 304	
*City / State	Dupont	WA - Washingto
*Zip / Country	98327	United States of Ai
Home / Work Phone	3022990080	
Cell / Fax		
*E-Mail	lmchale98@gmail.com	

At the bottom of the modal are two green buttons: 'Submit' and 'Close'. The bottom of the page shows a browser address bar with the URL 'Acti' and a search icon.

8. How to schedule a move out?

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



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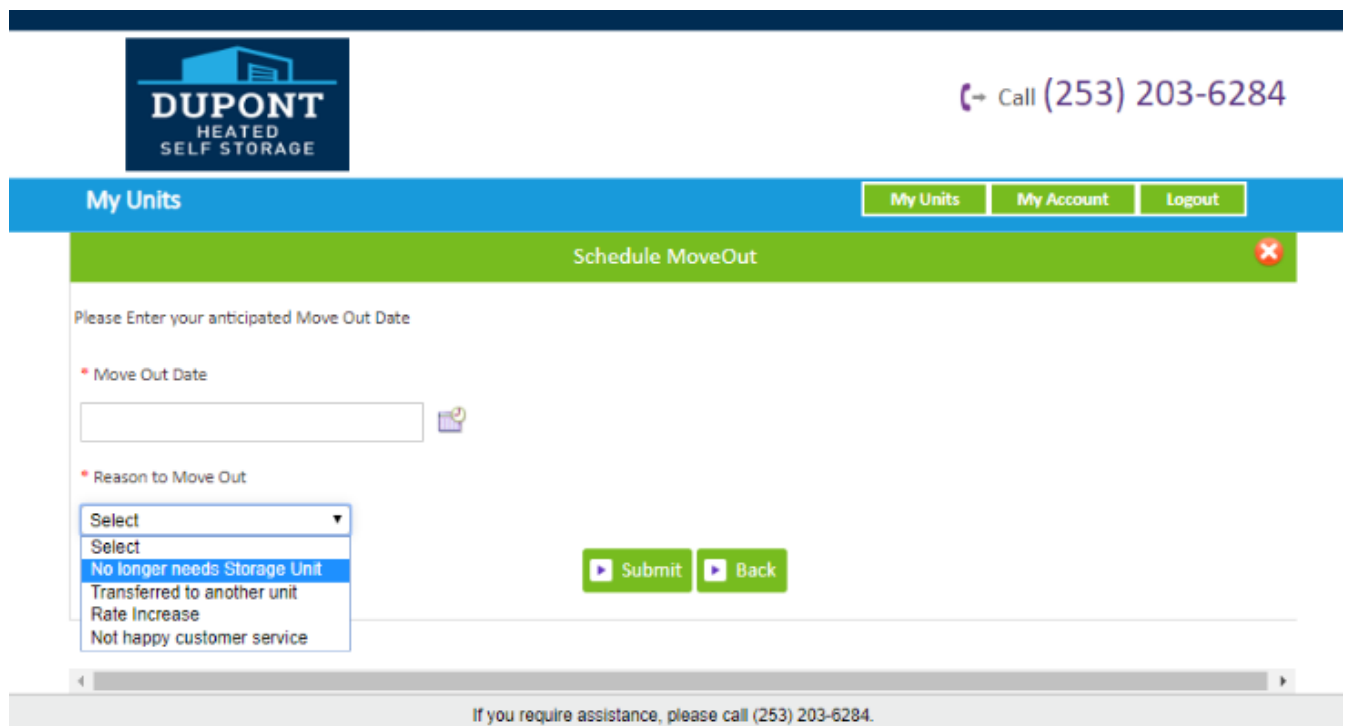
My Units My Units My Account Logout

Location	Unit #	Actions
Dupont Heated Self Storage	1031	Select GO

ADD YOUR UNITS

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

- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button



DUPONT HEATED SELF STORAGE Call (253) 203-6284

My Units My Units My Account Logout

Schedule MoveOut

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

- Select
- Select
- No longer needs Storage Unit**
- Transferred to another unit
- Rate Increase
- Not happy customer service

Submit Back

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