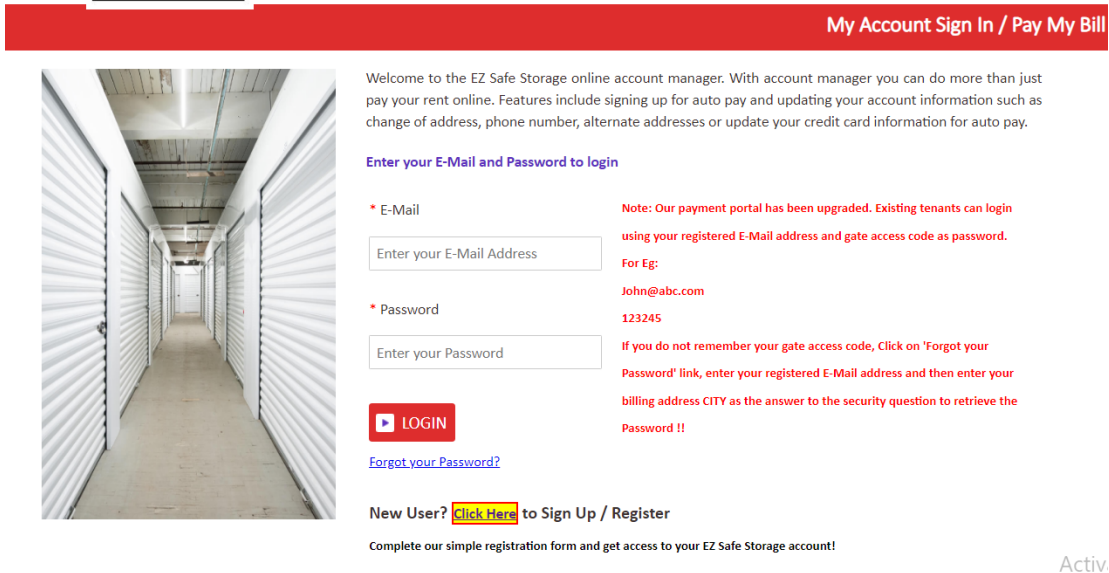


## Customer Portal FAQ'S

### 1. How to register?

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



Welcome to the EZ Safe 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.

**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

**LOGIN** 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 EZ Safe Storage account!

Activ.

- 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))Act  
Go t
 

- 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

**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 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

Select

EZ Safe Storage

Norwalk Self Storage

Self Storage of Branford LLC


Self Storage of Stratford

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

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

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



Welcome to the EZ Safe 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.

**Enter your E-Mail and Password to login**

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For Eg:

John@abc.com

123245

\* Password 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 EZ Safe 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

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
EZ S: [Redacted]	000	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

### Account Review/Make Payment

#### Unit Details

**Tenant Name**  
John SSM

**Address**  
-

**Phone(Home/Office)**  
-

**Location**  
1-EZ Safe Storage

Unit Details	
Unit #	000
Unit Size	5X10 - INSIDE ACCESS
Lease #	505
Move In Date	11/5/2023 12:00:00 AM
Paid Thru. Date	1/4/2024
Status	Current
Balance	\$0.00

#### Pay My Bill

Payment Details	Pre-Payment
Rent	\$89.00
Insurance	\$9.00
<b>Total Amount</b>	<b>\$98.00</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

#### 5. How to set up auto pay?

- Click on the drop down button

- Select Auto Pay Setup
- Click on GO button

The screenshot shows a web interface with a red header bar containing a 'My Units' button. Below the header is a yellow welcome message: 'Welcome John SSM' and '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 'Unit #' column contains '000'. The 'Actions' column contains a dropdown menu with 'Auto Pay Setup' selected and a 'GO' button. A red arrow points to the 'GO' button. Below the table is a button labeled 'ADD YOUR UNITS'.

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

The screenshot shows a form titled 'Credit Card Details and Auto Pay' with a close button in the top right corner. Below the title is a yellow message: 'By signing up for Auto Pay you are authorizing EZ Safe Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.' The form contains the following fields:

- 'Enable Auto Pay' dropdown menu with 'Yes' selected.
- '\* Card Type' dropdown menu with 'MasterCard' selected.
- '\* Name on Credit Card' text input field with 'John AAM' entered.
- '\* Credit Card #' text input field with '\*\*\*\*\*0000' entered.
- '\* Expiration Month/Year' dropdown menus with '3' and '2027' selected.
- '\* Billing Address' text input field with '-' entered.

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

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

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

Location	Unit #	Actions
EZ [REDACTED]	000	Schedule MoveOut <input type="button" value="GO"/>

ADD YOUR UNITS



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

### Schedule MoveOut

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out