

## Customer Portal FAQ'S

### 1. How to register?

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



☎ Call Toll Free 707-887-8888

My Account Sign In / Pay My Bill



Welcome to the Empire Mini Storage - Forestville 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

 LOGIN

[Forgot your Password?](#)



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

Complete our simple registration form and get access to your Empire Mini Storage - Forestville 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



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))



If you require assistance, please call 707-887-8888.

- 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



Call Toll Free 707-887-8888

My Units

My Units

My Account

Logout

Welcome Ethan S

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.

ADD YOUR UNITS



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



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Add Units

\* Location

Empire Mini Storage

\* Unit #

D475

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

5212

Submit

Back

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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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 Empire Mini Storage - Forestville account!

- Enter the Email ID
- Click on Submit button



☎ Call Toll Free 707-887-8888

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 Empire Mini Storage website. At the top left is the logo with two green trees and the text "EMPIRE MINI STORAGE". To the right is a phone icon and the text "Call Toll Free 707-887-8888". Below this is a green navigation bar with "My Units" on the left and three buttons: "My Units", "My Account", and "Logout". A yellow banner below the navigation bar says "Welcome Ethan S" and provides instructions on adding units. Below the banner is a table with columns "Location", "Unit #", and "Actions". The first row contains "Empire Mini Storage", "D475", and a dropdown menu. The dropdown menu is open, showing options: "Select", "Select", "One Time Payment" (highlighted in blue), "Auto Pay Setup", "Payment History", "Schedule MoveOut", and "Contact Info". To the right of the dropdown is a green "GO" button. Below the table is a green "ADD YOUR UNITS" button.

Location	Unit #	Actions
Empire Mini Storage	D475	<div style="border: 1px solid black; padding: 2px;"><p>Select ▼</p><p>Select</p><p><b>One Time Payment</b></p><p>Auto Pay Setup</p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div> <span style="background-color: green; color: white; padding: 2px 5px;">GO</span>

▶ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Unit Details

Tenant Name

Devine, J.T.

Address

PO Box 455,  
Graton, CA 95444

Phone(Home/Office)

(707) 829-5516

Location

1-Empire Mini Storage

Unit Details

Unit #	D475
Unit Size	6X10
Lease #	77
Move In Date	5/23/2009
Paid Thru. Date	6/30/2018
Balance	\$96.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$96.00	\$0.00
Insurance	\$0.00	\$0.00
<b>Total Amount</b>	<b>\$96.00</b>	<b>\$0.00</b>

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?:  Calculate

Amount

\* Name on Card

\* Credit Card #

\* Expiration Month/Year

\* CSC [What is this?](#)

\* Credit Card Type

\* Card Billing Address

\* Card Zip Code

## 5. How to set up auto pay?

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



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My Units

My Units

My Account

Logout

Welcome Ethan S

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Location	Unit #	Actions
Empire Mini Storage	D475	<div data-bbox="1117 661 1339 829"><p>Select</p><ul style="list-style-type: none"><li>Select</li><li>One Time Payment</li><li>Auto Pay Setup</li><li>Payment History</li><li>Schedule MoveOut</li><li>Contact Info</li></ul></div> <div data-bbox="1344 657 1421 690"><p>▶ GO</p></div>

▶ ADD YOUR UNITS

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



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My Units

My Units

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Welcome Ethan S

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### Credit Card Details and Auto Pay

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

Enable Auto Pay

No

\* Name on Credit Card

\* Credit Card #

\* Card Type

Select

\* Expiration Month/Year

7 / 2018

\* Billing Address

\* Zip Code

Submit Back

## 6. How to view the Payment History?

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





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My Units

My Units

My Account

Logout

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Location	Unit #	Actions
Empire Mini Storage	D475	<div style="border: 1px solid black; padding: 2px;">           Select <span style="float: right;">▶</span>            Select            One Time Payment            Auto Pay Setup  <b>Payment History</b>            Schedule MoveOut            Contact Info         </div> <span style="float: right; border: 1px solid black; padding: 2px;">▶ GO</span>

▶ ADD YOUR UNITS

My Units

My Units

My Account

Logout

Welcome Ethan S

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 ✖

Devine, J.T. Unit #/Size : D475 ( 6X10 )  
 PO Box 455, Moved In : 5/23/2009 12:00:00 AM  
 Graton, CA, 95444 Paid Till : 6/30/2018

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
5/23/2009 12:00:00 AM	05/23/2009 - Administrative Fee	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00		ADM
5/23/2009 12:00:00 AM	05/23/2009 - Rent	\$0.00	\$23.23	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$23.23	\$33.23		ADM
5/23/2009 12:00:00 AM	05/23/2009 - Check * 502	\$0.00	(\$113.23)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$113.23)	(\$80.00)		ADM
5/23/2009 12:00:00 AM	06/01/2009 - Rent	\$0.00	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.00	\$0.00		ADM
5/23/2009 12:00:00 AM	07/01/2009 - Rent	\$0.00	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.00	\$80.00		ADM
5/23/2009 12:00:00 AM	07/02/2009 - Check * 541	\$0.00	(\$80.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$80.00)	\$0.00		ADM
5/23/2009 12:00:00 AM	08/01/2009 - Rent	\$0.00	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.00	\$80.00		ADM
5/23/2009 12:00:00 AM	08/03/2009 - Check * 548	\$0.00	(\$80.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$80.00)	\$0.00		ADM

## 7. How to view/edit Contact Info?

- Click on the drop down button
- Select Contact Info
- Click on GO button

**EMPIRE MINI STORAGE** Call Toll Free 707-887-8888

**My Units** My Units My Account Logout

Welcome Ethan S

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
Empire Mini Storage	D475	<input type="button" value="Select"/> <input type="button" value="GO"/>

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

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



Call Toll Free 707-887-8888

## My Units

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

Welcome Ethan S

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.

### Contact Info

#### Contact Information

First Name	<input type="text" value="J.T."/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Devine"/>
*Address	<input type="text" value="PO Box 455"/>
*City / State	<input type="text" value="Graton"/> <input type="text" value="CA - California"/>
*Zip / Country	<input type="text" value="95444"/> <input type="text" value="United States of A"/>
Home / Work Phone	<input type="text" value="7078295516"/>
Cell / Fax	<input type="text"/>
*E-Mail	<input type="text"/>

If you require assistance, please call 707-887-8888.

## 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

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Location	Unit #	Actions
Empire Mini Storage	D475	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <input type="text" value="Select"/> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <input type="button" value="GO"/> </div> </div> <div style="margin-top: 5px;"> <input type="button" value="ADD YOUR UNITS"/> </div> <div style="margin-top: 5px;"> <ul style="list-style-type: none"> <li>Select</li> <li>One Time Payment</li> <li>Auto Pay Setup</li> <li>Payment History</li> <li style="background-color: #007bff; color: white;">Schedule MoveOut</li> <li>Contact Info</li> </ul> </div>

- Select the Move out Date
- Select Reason for Moving Out

**My Units** My Units My Account Logout

Welcome Ethan S

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**Schedule MoveOut** ✕

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out

▼