Customer Portal FAQ'S

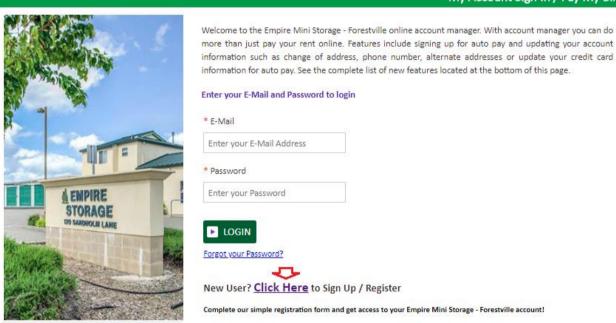
1. How to register?

- 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



- 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 Passv	word		
Confirm Registra	ation		
* Security Ques			
* Enter your An	elect Question wer		
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(lenter Letters da an	4.934		
LAC	KG		
▶ Submit	► Cancel		
	If you red	uire 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

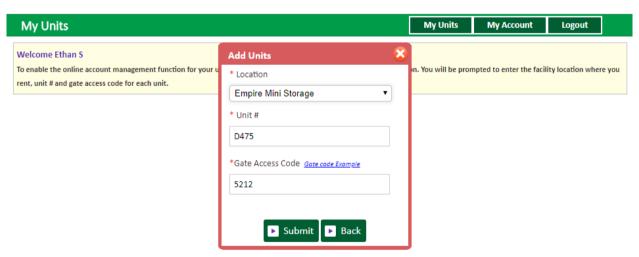




- Select the location, Enter the unit# and Lease Number
- Click on Submit button



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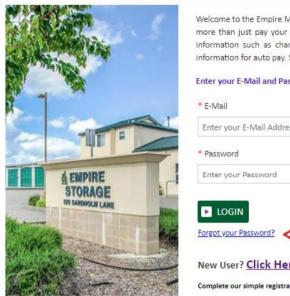
3. How to reset the password?

Click on the hyper link 'Forgot Password?'



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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

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. **▶** Submit ► Cancel

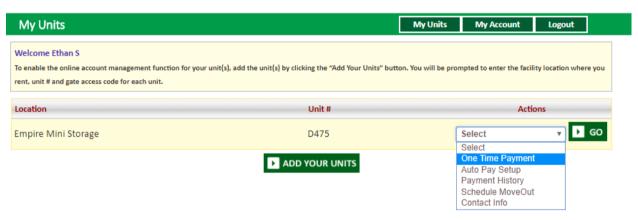
The new password will be sent to the Email.

4. How to make a payment'?

- Click on the drop down button
- Select Make a PaymentClick on GO button

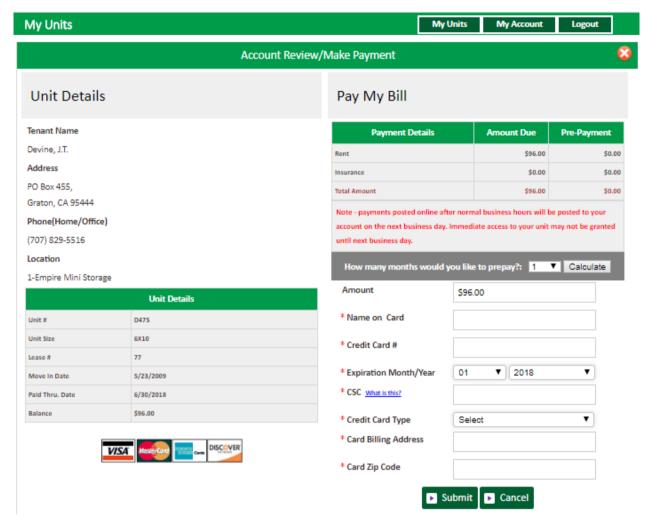


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- Enter Credit Card details
- Click on Submit button

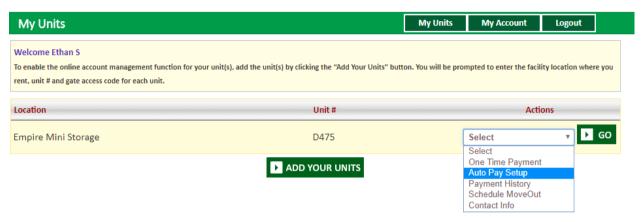




5. How to set up auto pay?

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

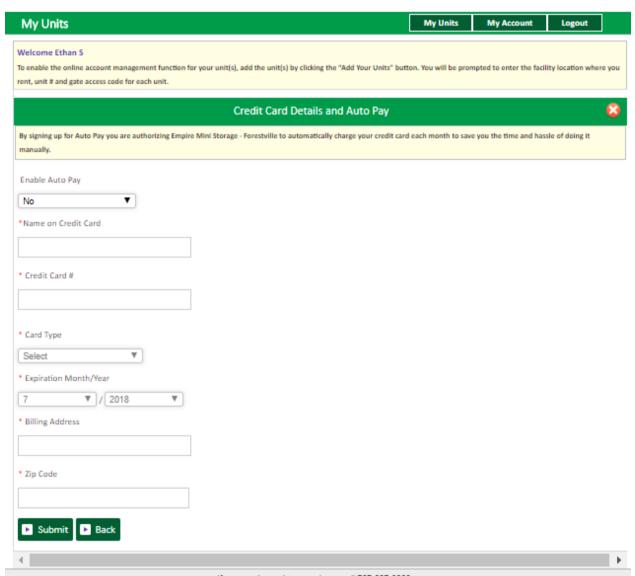




- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button



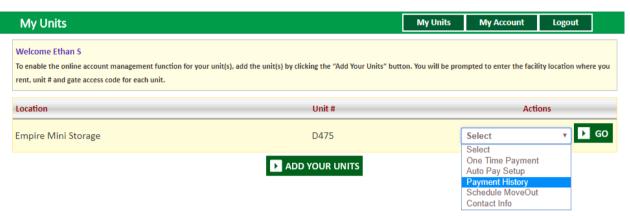




6. How to view the Payment History?

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





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

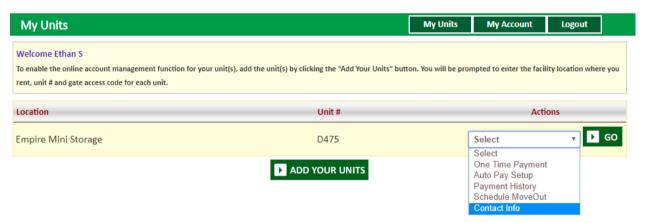
Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	Us	er
5/23/2009 12:00:00 AM	05/23/2009 - Administrative Fee	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00		ADM	
5/23/2009 12:00:00 AM	05/23/2009 - Rent	\$0.00	\$23.23	\$0.00	\$0.00	\$0.00	\$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	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



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





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				8			
	Contact Information								
First Name	J.T.								
Middle Name									
Last Name	Devine								
*Address	PO Box 455								
		//							
*City / State	Graton	CA - California ▼							
*Zip / Country	95444	United States of A ▼							
Home / Work Phone	7078295516								
Cell / Fax									
*E-Mail									
		► Submit							
4						+			
		If you require assistance, please call 707-887-8888							

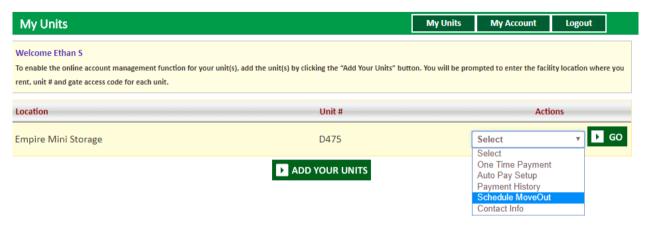
8. How to schedule a move out?

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

Click on GO button



(→ Call Toll Free 707-887-8888



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

