

Customer Portal FAQ'S

1. How to register?

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

My Account Sign In / Pay My Bill

Welcome to the Farmington 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 Farmington Storage account!

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

Activate

- 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----- v

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))



- 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

Farmington Storage
Climate Controlled

Call 860-777-4001

My Units 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.

ADD YOUR UNITS

- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



Call 860-777-4001

Welcome Test John
To enable the online account management function for your units, you will need to provide the facility location, unit # and gate access code for each unit.

Add Units form with fields for Location, Unit #, and Gate Access Code.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

My Account Sign In / Pay My Bill
Welcome to the Farmington Storage online account manager. Includes login form with E-Mail and Password fields, LOGIN button, and a 'Forgot your Password?' link highlighted with a red arrow.

- Enter the Email ID
Click on Submit button

Form with text 'Enter your E-Mail address then click submit.', an E-Mail input field, and Submit/Cancel buttons.

- 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

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
Farmington Storage	000	One Time Payment ▾ ▶ GO

ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Account Review/Make Payment

Unit Details





Tenant Name
John, Test

Address
-

Phone(Home/Office)
-

Location
Farmington Storage

Unit Details	
Unit #	000
Unit Size	10X10 CLIMATE CONTROLLED
Lease #	170
Move In Date	7/30/2020
Paid Thru. Date	8/29/2021
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$155.00
Insurance	\$0.00
Tax	\$9.84
Total Amount	\$164.84

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: \$164.84

* 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

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			
Farmington Storage	000	Schedule MoveOut	▼	▶ GO	
+ ADD YOUR UNITS					



- 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	
<input type="text" value="Yes"/>	
*Name on Credit Card	
<input type="text"/>	
* Credit Card #	
<input type="text"/>	
* Card Type	
<input type="text" value="Select"/>	
* Expiration Month/Year	
<input type="text" value="7"/>	<input type="text" value="2021"/>
* Billing Address	
<input type="text"/>	
* Zip Code	
<input type="text"/>	
<input type="checkbox"/> I authorize future payments to automatically be processed on the card above.*	
<input type="button" value="Submit"/>	<input type="button" value="Back"/>

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

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

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
Saybrook Storage	000	Schedule MoveOut GO

+ ADD YOUR UNITS

- 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

Submit Back