

## Customer Portal FAQ'S

### 1. How to register?

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



☎ Call Toll Free 707-998-8300

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



Welcome to the Storage Star 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.

Existing tenants : Please login with your registered email address as User ID and your Gate Access code as Password.

Enter your E-Mail and Password to login

\* E-Mail

\* Password

 LOGIN

[Forgot your Password?](#)

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

- 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



Call Toll Free 707-998-8300

## 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))



- 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 707-998-8300

My Units

My Units

My Account

Logout

Welcome Hunt Ethan

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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My Units

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To enable the online account management function for your u  
rent, unit # and gate access code for each unit.

n. You will be prompted to enter the facility location where you

**Add Units** ✕

\* Location  
Storage Star Roy, UT ▼

\* Unit #  
A2

\* Gate Access Code [Gate code Example](#)  
123456

▶ Submit ▶ Back

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

https://portal.selfstoragemanager.com/FollettUSA/account/login.aspx



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My Account Sign In / Pay My Bill



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Existing tenants : Please login with your registered email address as User ID and your Gate Access code as Password.

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

- Enter the Email ID
- Click on Submit button



Call Toll Free 707-998-8300

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

**Storage Star**  
Self-Storage

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**My Units**    My Units    My Account    Logout

Welcome Hunt Ethan

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Location	Unit #	Actions
Storage Star Roy, UT	A2	<input type="button" value="GO"/> Select Select <b>One Time Payment</b> Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button

## Account Review/Make Payment



## Unit Details

## Tenant Name

JACKIE RUSS

## Address

9 TAYLORS TRAIL,  
CARRIERE, MS 39426

## Phone(Home/Office)

(352) 223-1629

## Location

1-Storage Star Roy, UT

## Unit Details

Unit #	A2
Unit Size	10X10DU
Lease #	76
Move In Date	2/19/2014
Paid Thru. Date	10/31/2018
Balance	\$0.00



## Pay My Bill

Payment Details	Pre-Payment
Rent	\$117.00
Insurance	\$0.00
Total Amount	\$117.00

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

\* 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 Hunt Ethan

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
Storage Star Roy, UT	A2	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px;"><span>Select</span> ▾</div><div style="margin-left: 10px;"><span>▶</span> <b>GO</b></div></div>

▶ **ADD YOUR UNITS**

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

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



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My Units

My Units

My Account

Logout

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### Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Storage Star Self Storage 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

Visa

\* Expiration Month/Year

10 / 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
Storage Star Roy, UT	A2	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">Select</div> <div style="margin-left: 10px;">▶ GO</div> </div>

▶ ADD YOUR UNITS

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



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**My Units**

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**Tenant Ledger**



JACKIE RUSS

Unit #/Size : A2 ( 10X10DU )

9 TAYLORS TRAIL,

Moved In : 2/19/2014 12:00:00 AM

CARRIERE, MS, 39426

Paid Till : 10/31/2018

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
2/19/2014 12:00:00 AM	02/19/2014 Move In	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
2/19/2014 12:00:00 AM	09/30/2017 Cash Payment	\$0.00	(\$85.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$85.00)	(\$85.00)		
2/19/2014 12:00:00 AM	10/01/2017 Rent Charged	\$0.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$0.00		
2/19/2014 12:00:00 AM	10/26/2017 Data Converted	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
2/19/2014 12:00:00 AM	11/01/2017 Rent Charged	\$0.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$85.00		
2/19/2014 12:00:00 AM	11/01/2017 Check Payment - 503	\$0.00	(\$85.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$85.00)	\$0.00		
2/19/2014 12:00:00 AM	11/27/2017 Check Payment - 505	\$0.00	(\$85.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$85.00)	(\$85.00)		
2/19/2014	12/01/2017 Rent Charged	\$0.00	\$85.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$85.00	\$0.00		

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

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

Storage Star Self-Storage

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**My Units** My Units My Account Logout

Welcome Hunt Ethan

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Location	Unit #	Actions
Storage Star Roy, UT	A2	Contact Info Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

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

Welcome Hunt Ethan

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	JACKIE	
Middle Name		
Last Name	RUSS	
*Address	9 TAYLORS TRAIL	
*City / State	CARRIERE	MS - Mississipp ▼
*Zip / Country	39426	United States of A ▼
Home / Work Phone	3522231629	
Cell / Fax		
*E-Mail	JAXSONVAMP@YAHOO.COM	

[▶ Submit](#)[▶ Close](#)

## 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
Storage Star Roy, UT	A2	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">           Contact Info ▾            Select            One Time Payment            Auto Pay Setup            Payment History  <b>Schedule MoveOut</b>            Contact Info         </div> <div style="margin-left: 10px;">▶ GO</div> </div>

▶ ADD YOUR UNITS

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



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**My Units**

My Units

My Account

Logout

Welcome Hunt Ethan

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**Schedule MoveOut** ✕

Please Enter your anticipated Move Out Date

• Move Out Date

• Reason to Move Out

Select ▾  
 Select  
 No longer needed  
 Transferred to a different unit  
**Rent was too high**  
 Unhappy with service  
 Could not afford  
 Customer refused to answer  
 Sold at Auction  
 Abandoned Property

▶ Submit ▶ Back

If you require assistance, please call 707-998-8300.