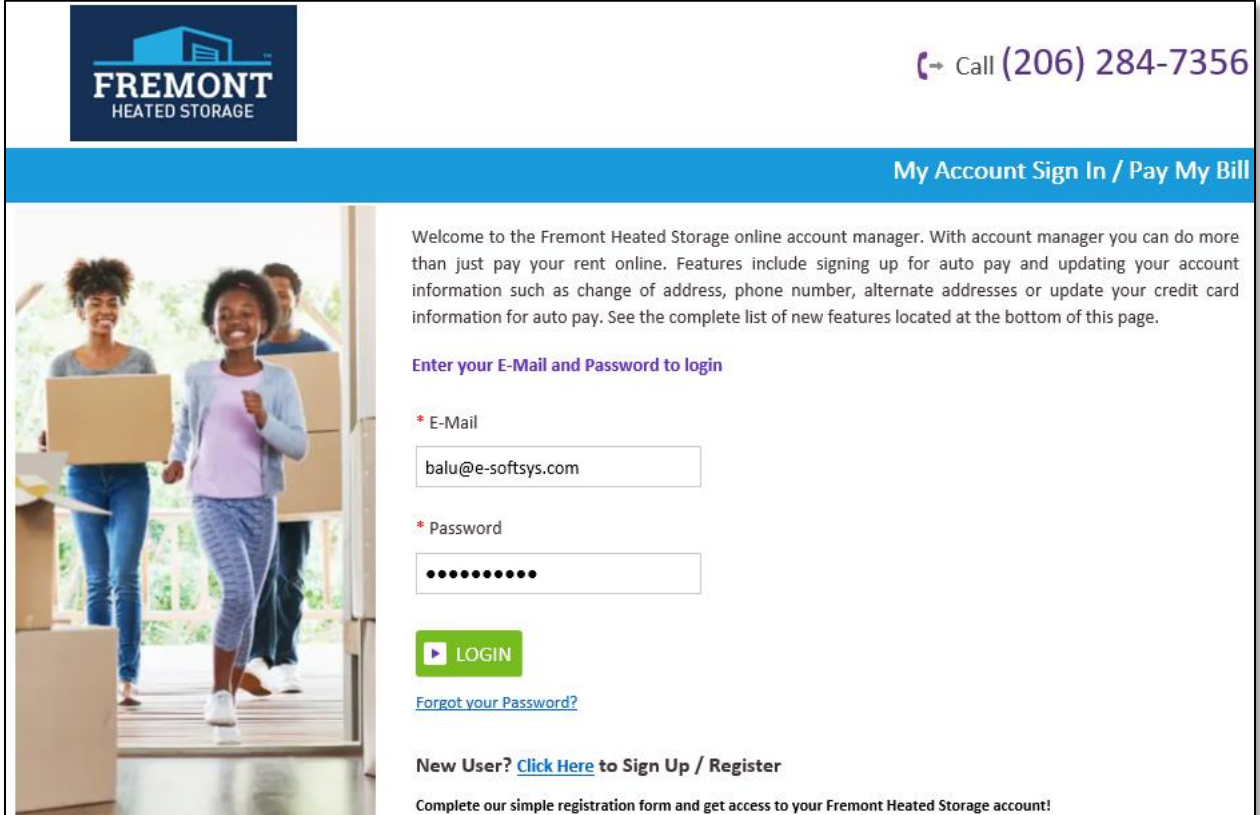


## Customer Portal FAQ'S

### 1. How to register?

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



The screenshot shows the login page for Fremont Heated Storage. At the top left is the company logo, and at the top right is a phone number: Call (206) 284-7356. A blue navigation bar contains the text "My Account Sign In / Pay My Bill". On the left side, there is a photograph of three people moving boxes. The main content area includes a welcome message, a login form with fields for E-Mail (containing "balu@e-softsys.com") and Password (masked with dots), a green "LOGIN" button, and a link for "Forgot your Password?". Below the login form, there is a link for "New User? Click Here to Sign Up / Register" and a footer note: "Complete our simple registration form and get access to your Fremont Heated Storage 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



☎ Call (206) 284-7356

### New User Registration/Sign Up

\* First Name

\* Last Name

\* E-Mail  
 Please enter your E-Mail Address

\* Password

\* Confirm Password  
 Please enter password

Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.

For Eg:  
John@abc.com  
123245

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 !!

#### 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

The screenshot shows the user interface for adding a unit. At the top left is the Fremont Heated Storage logo. At the top right is a phone number: Call (206) 284-7356. Below the logo is a welcome message: "Welcome Esofstys Balu" and a note: "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." On the right side, there are three buttons: "My Units", "My Account", and "Logout". A dropdown menu is open, listing various storage locations. "Fremont Heated Storage" is highlighted in blue. Below the dropdown is an input field for the unit number and gate access code, and two buttons: "Submit" and "Back".

Location	Unit #	Actions
Fremont Heated Storage	114	Schedule MoveOut <input type="button" value="GO"/>

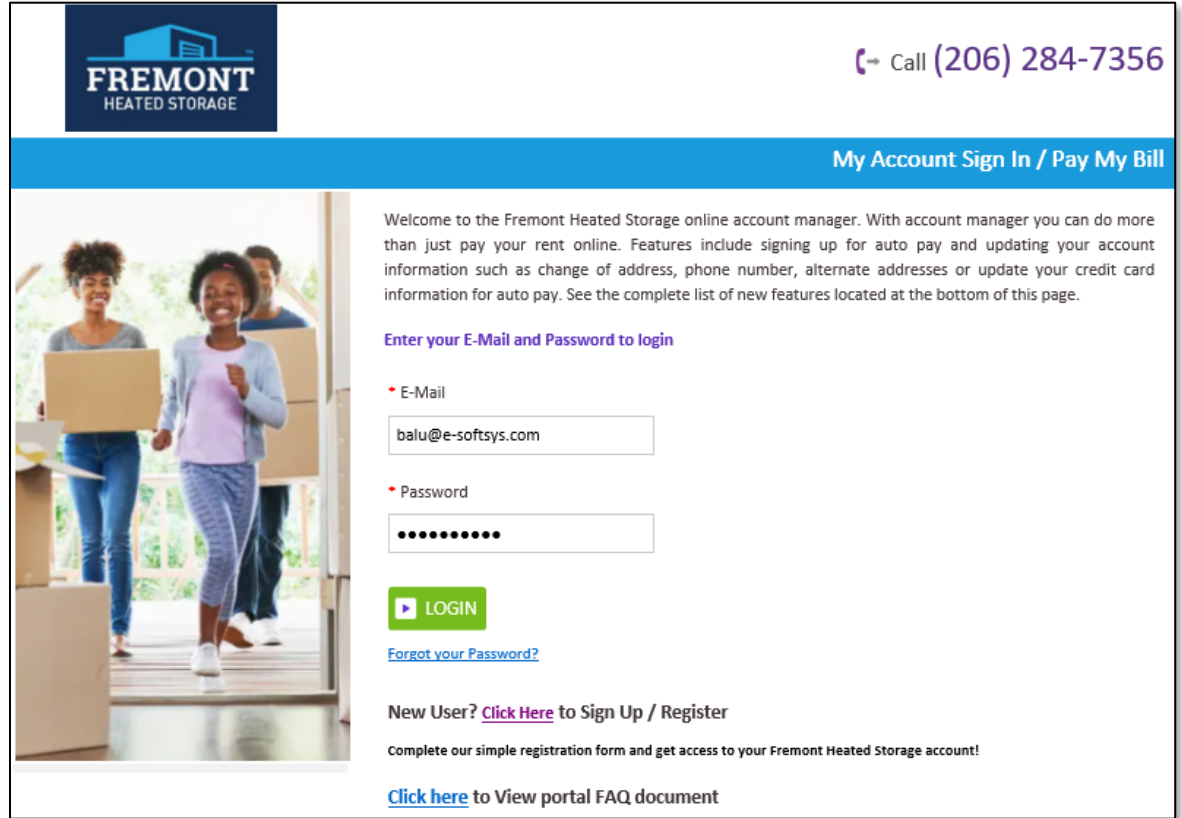
- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button

The screenshot shows the user interface after clicking the "Add Your Units" button. The layout is similar to the previous screenshot, but the dropdown menu is closed. The "Add Your Units" button is now visible at the bottom center. The unit list table is updated with the following information:

Location	Unit #	Actions
Fremont Heated Storage	114	Schedule MoveOut <input type="button" value="GO"/>

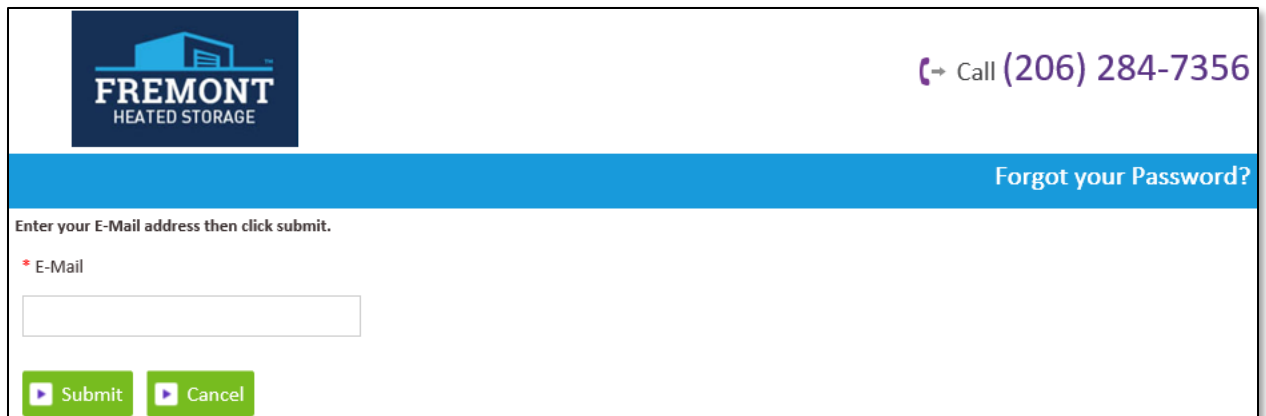
### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



The screenshot shows the login page for Fremont Heated Storage. At the top left is the logo with a house icon and the text 'FREMONT HEATED STORAGE'. At the top right is a phone icon and the text 'Call (206) 284-7356'. Below the logo is a blue navigation bar with the text 'My Account Sign In / Pay My Bill'. On the left side of the page is a photograph of three people (two women and one man) moving boxes into a new home. The main content area contains a welcome message: 'Welcome to the Fremont Heated 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.' Below the welcome message is the heading 'Enter your E-Mail and Password to login'. There are two input fields: 'E-Mail' with the value 'balu@e-softsys.com' and 'Password' with masked characters. A green 'LOGIN' button is below the fields. There are two links: 'Forgot your Password?' and 'New User? Click Here to Sign Up / Register'. At the bottom, there is a link 'Click here to View portal FAQ document'.

- Enter the Email ID
- Click on Submit button



The screenshot shows the 'Forgot your Password?' page for Fremont Heated Storage. At the top left is the logo with a house icon and the text 'FREMONT HEATED STORAGE'. At the top right is a phone icon and the text 'Call (206) 284-7356'. Below the logo is a blue navigation bar with the text 'Forgot your Password?'. The main content area contains the instruction 'Enter your E-Mail address then click submit.' Below this is an 'E-Mail' input field. At the bottom, there are two green buttons: 'Submit' and 'Cancel'.

- 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

The screenshot shows the user interface for Fremont Heated Storage. At the top left is the logo for Fremont Heated Storage. At the top right, there is a phone icon and the number (206) 284-7356. Below the logo and phone number are three green buttons: "My Units", "My Account", and "Logout". A yellow banner below these buttons says "Welcome Esostys Balu" and provides instructions on how to add units. Below the banner is a table with columns for "Location", "Unit #", and "Actions". The table contains one row for "Fremont Heated Storage" with unit number "114". To the right of the table is a green "ADD YOUR UNITS" button. A dropdown menu is open over the "Actions" column, showing options: "Select", "One Time Payment", "Auto Pay Setup", "Payment History", "Schedule MoveOut", and "Contact Info". A green "GO" button is also visible to the right of the dropdown menu.

Location	Unit #	Actions
Fremont Heated Storage	114	<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>

- Enter Credit Card details
- Click on Submit button



Call (206) 284-7356

My Units

My Account

Logout

Account Review/Make Payment

Unit Details

Tenant Name

Bill Esoftsys Test Portal

Address

Blue Bell Street,  
Blue Bell, PA 19422

Phone(Home/Office)

Location

14-Fremont Heated Storage

Unit Details	
Unit #	114
Unit Size	5X5
Lease #	222
Move In Date	10/7/2020
Paid Thru. Date	10/31/2020
Balance	\$1.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$0.00	\$0.00
Insurance	\$1.00	\$0.00
<b>Total Amount</b>	<b>\$1.00</b>	<b>\$0.00</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?:  Calculate

Amount

\* Name on Card

\* Credit Card #

\* Expiration Month/Year

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

\* Credit Card Type

\* 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



☎ Call (206) 284-7356

My Units

My Account

Logout

Welcome Esostys Balu

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
Fremont Heated Storage	114	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>One Time Payment</p><p><b>Auto Pay Setup</b></p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><a href="#">▶ GO</a></div></div> <div style="text-align: center; margin-top: 10px;"><a href="#">+ ADD YOUR UNITS</a></div>

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



Call (206) 284-7356

My Units

My Account

Logout

Welcome Esofstys Balu

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="Bill Esofstys"/>	
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="Test Portal"/>	
*Address	<input type="text" value="Blue Bell Street"/>	
*City / State	<input type="text" value="Blue Bell"/>	<input type="text" value="PA - Pennsylvan"/>
*Zip / Country	<input type="text" value="19422"/>	<input type="text" value="United States of A"/>
Home / Work Phone	<input type="text"/>	
Cell / Fax	<input type="text"/>	
*E-Mail	<input type="text" value="balu@e-softsys.com"/>	

Submit

Close

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

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





Call (206) 284-7356

My Units

My Account

Logout

Welcome Esofstys Balu

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
Fremont Heated Storage	114	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><a href="#">GO</a></div></div> <div style="margin-top: 10px; text-align: center;"><a href="#">+ ADD YOUR UNITS</a></div>

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



Call (206) 284-7356

My Units

My Account

Logout

Welcome Esofstys Balu

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

Select ▼

[▶ Submit](#) [▶ Back](#)