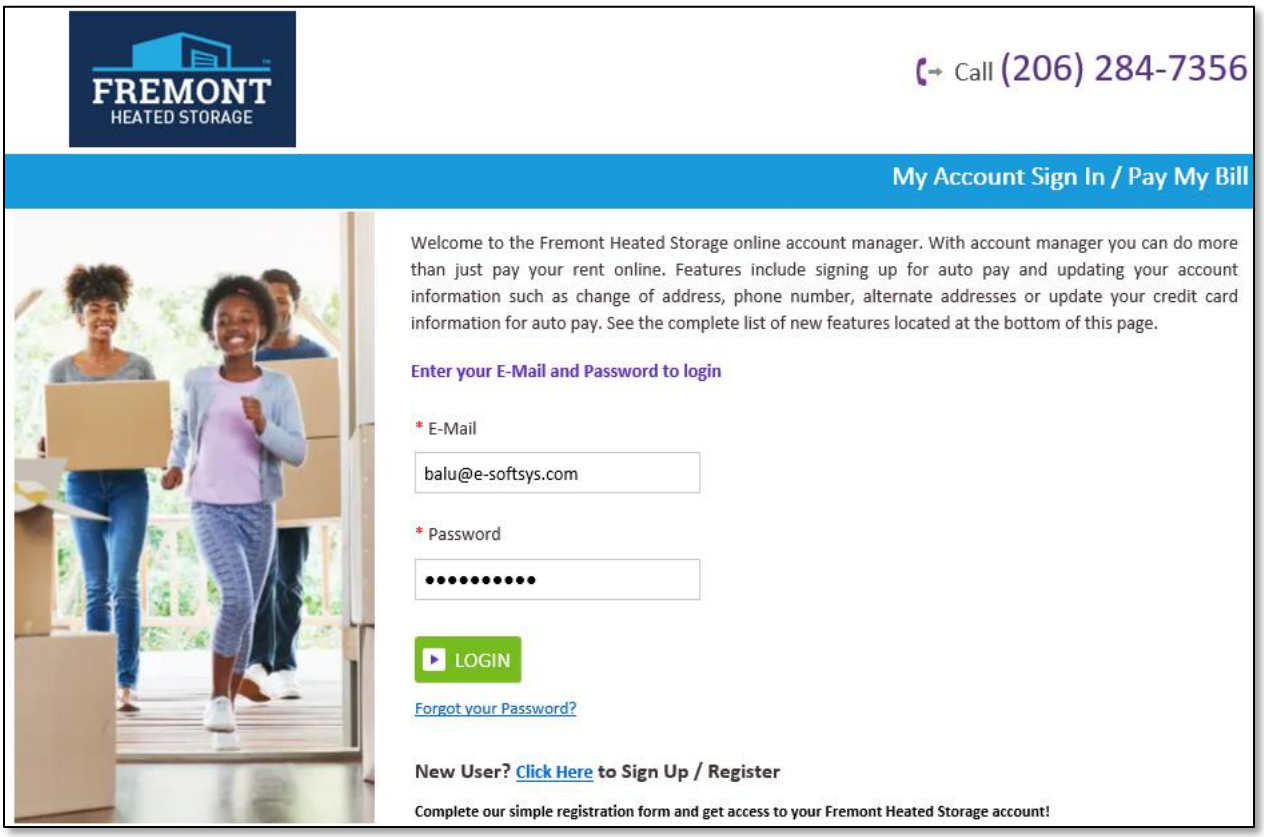
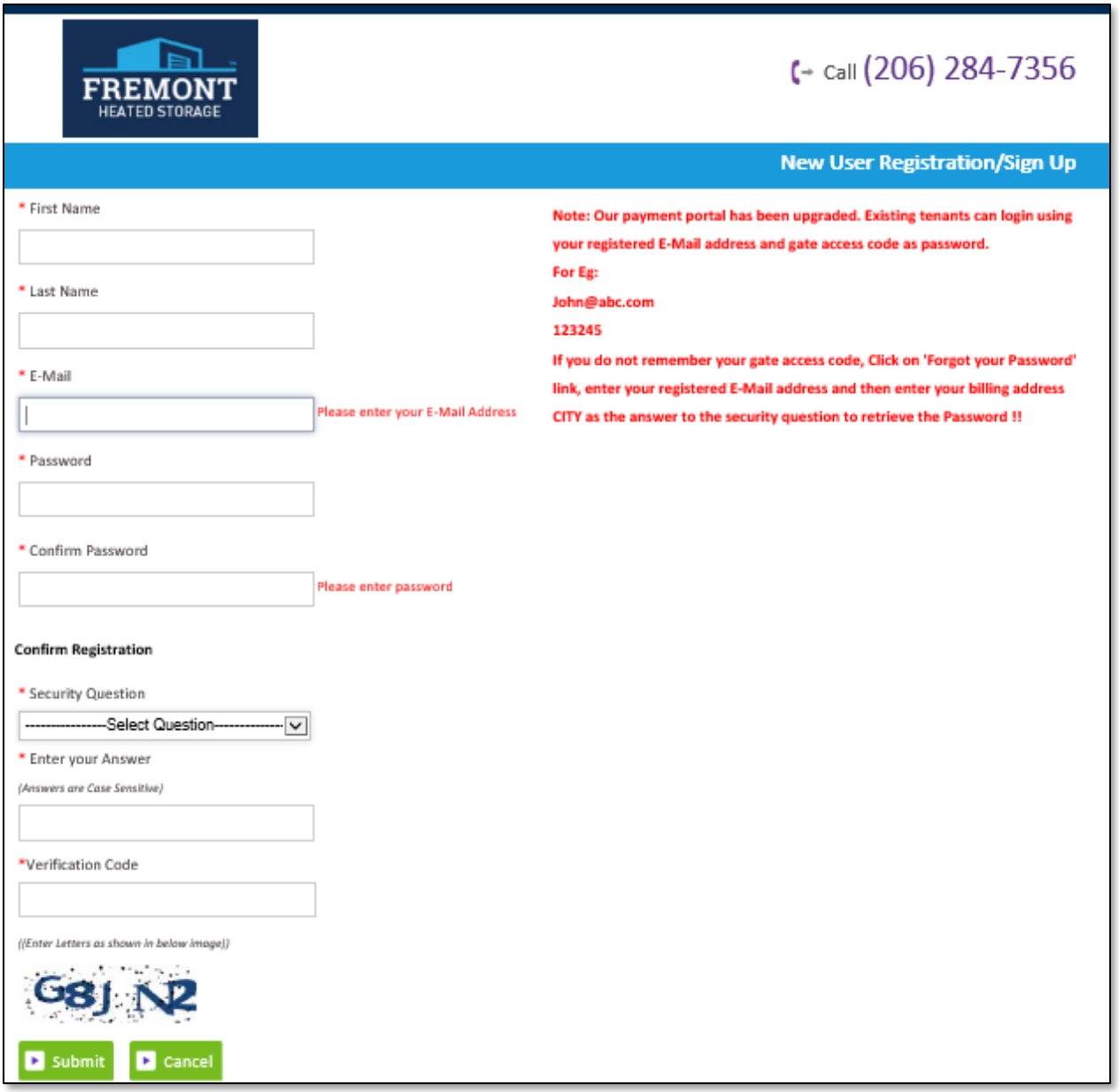
# Customer Portal FAQ'S

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



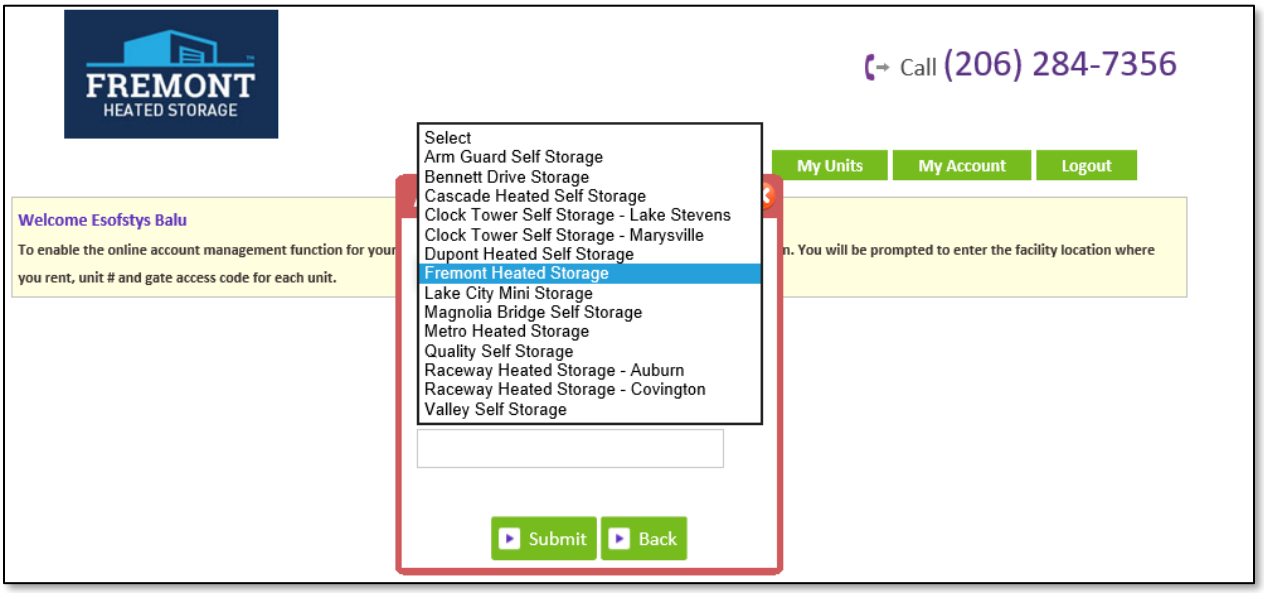

   - Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password
   - Confirm Registration by selecting the Security Question, Enter your answer
   - Enter the Verification Code and Click on Submit button



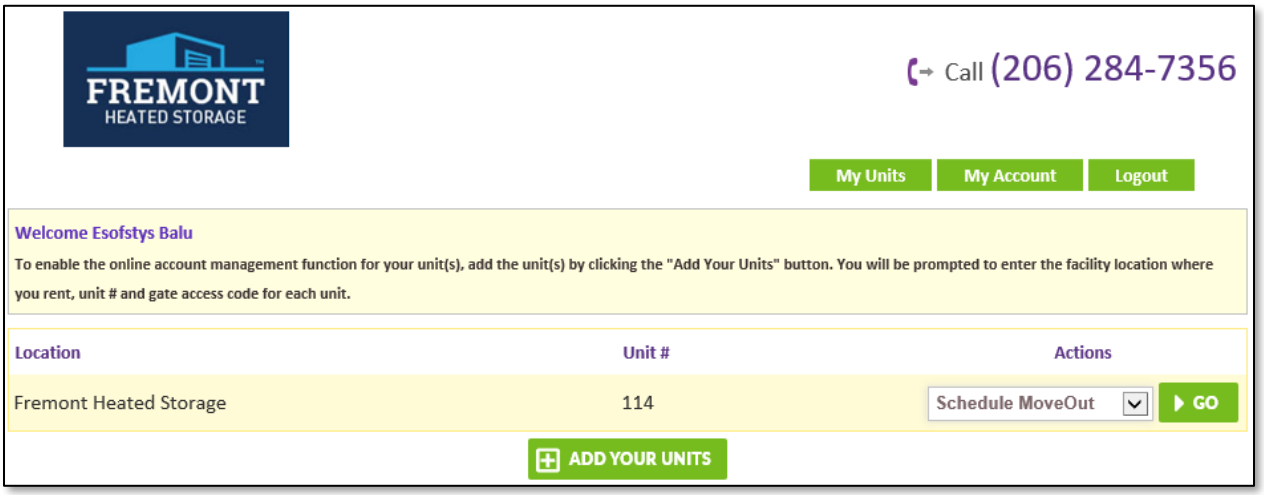

- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

## 2. How to ‘Add a Unit’?

- After login, click on Add Your Units

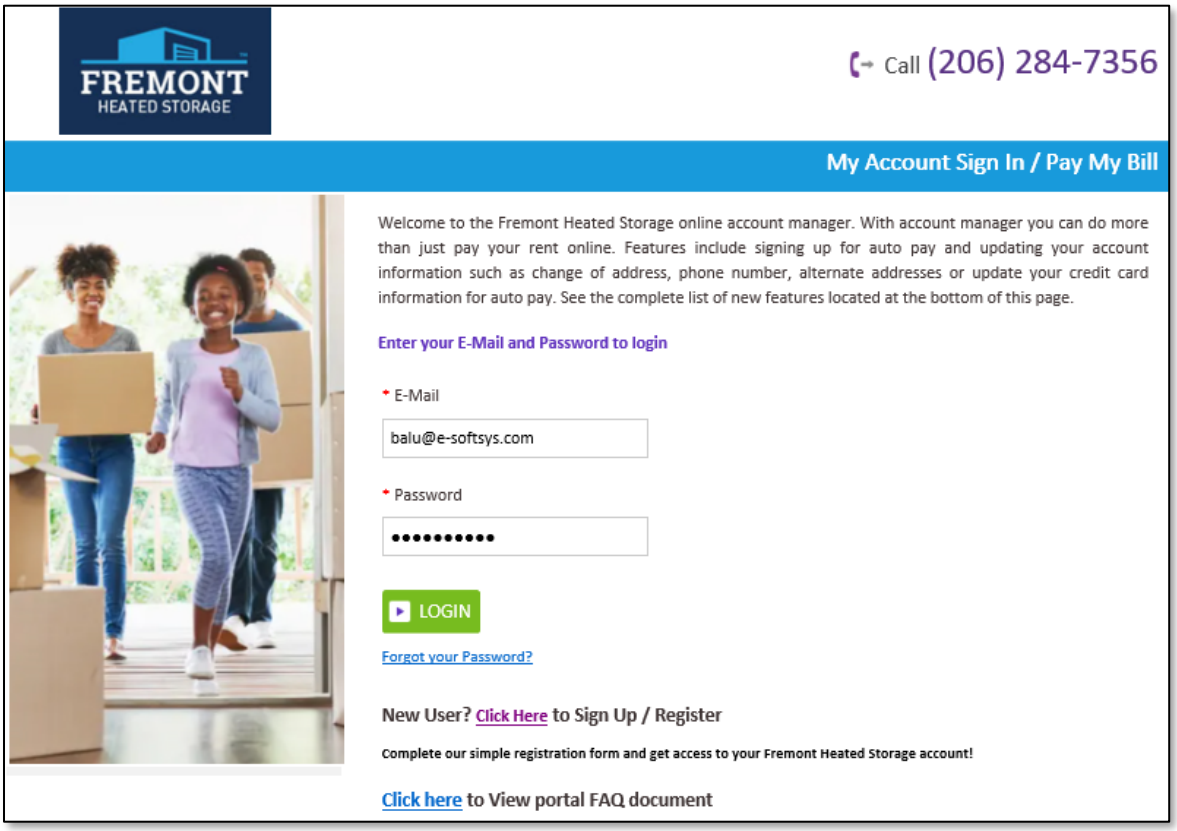



- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



3. **How to reset the password?**

- Click on the hyper link ‘Forgot Password?’



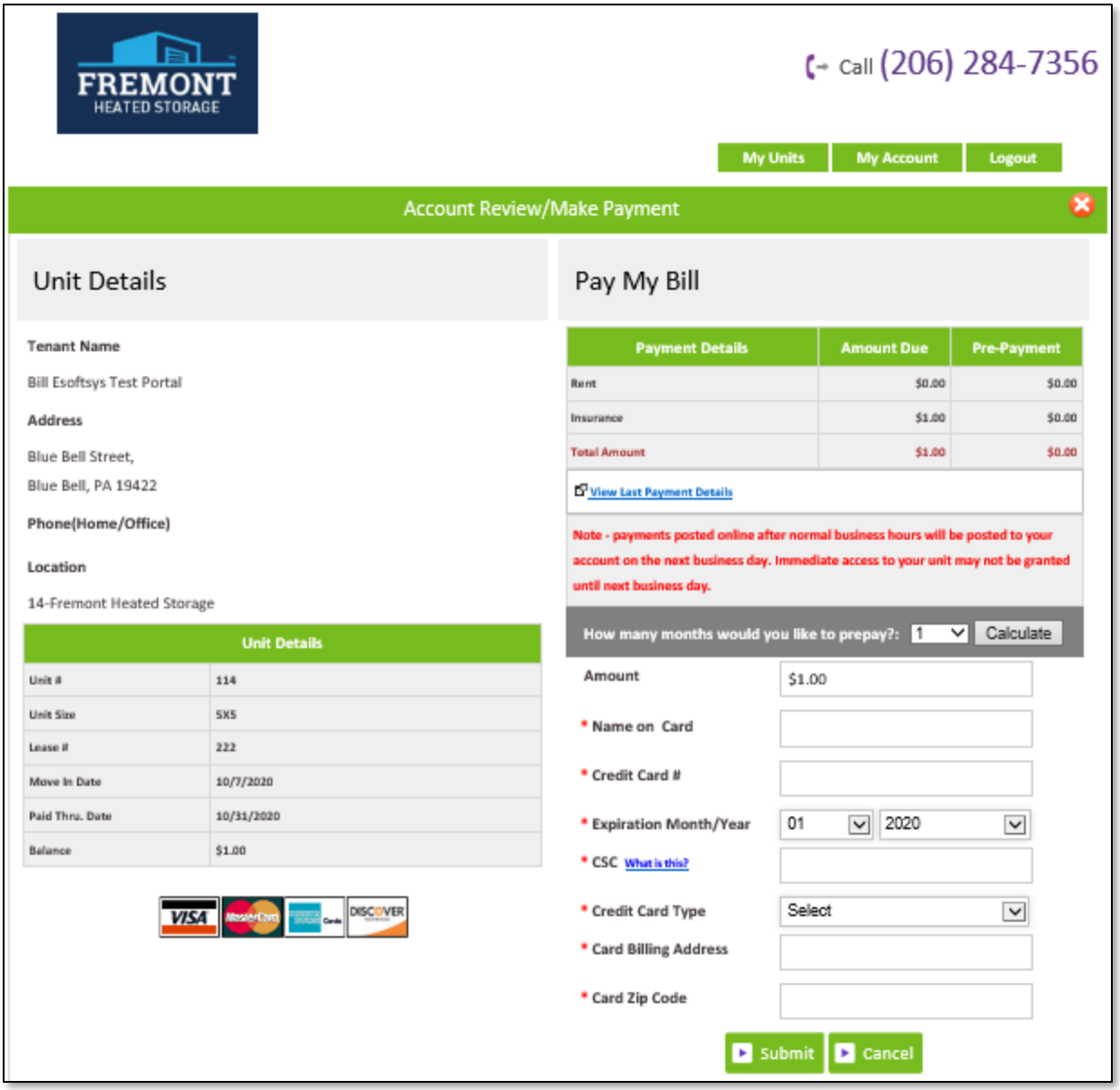

- Enter the Email ID
- Click on Submit button

- The new password will be sent to the Email.

**4. How to 'Make a Payment'?**

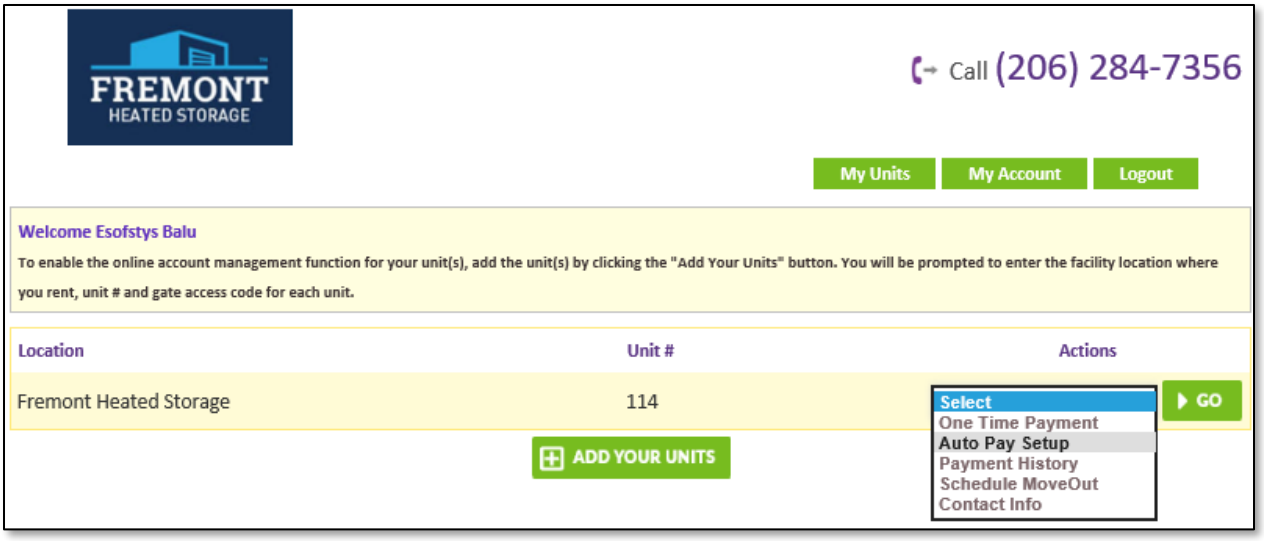
- Click on the drop down button
- Select One Time Payment
- Click on GO button

- Enter Credit Card details
- Click on Submit button

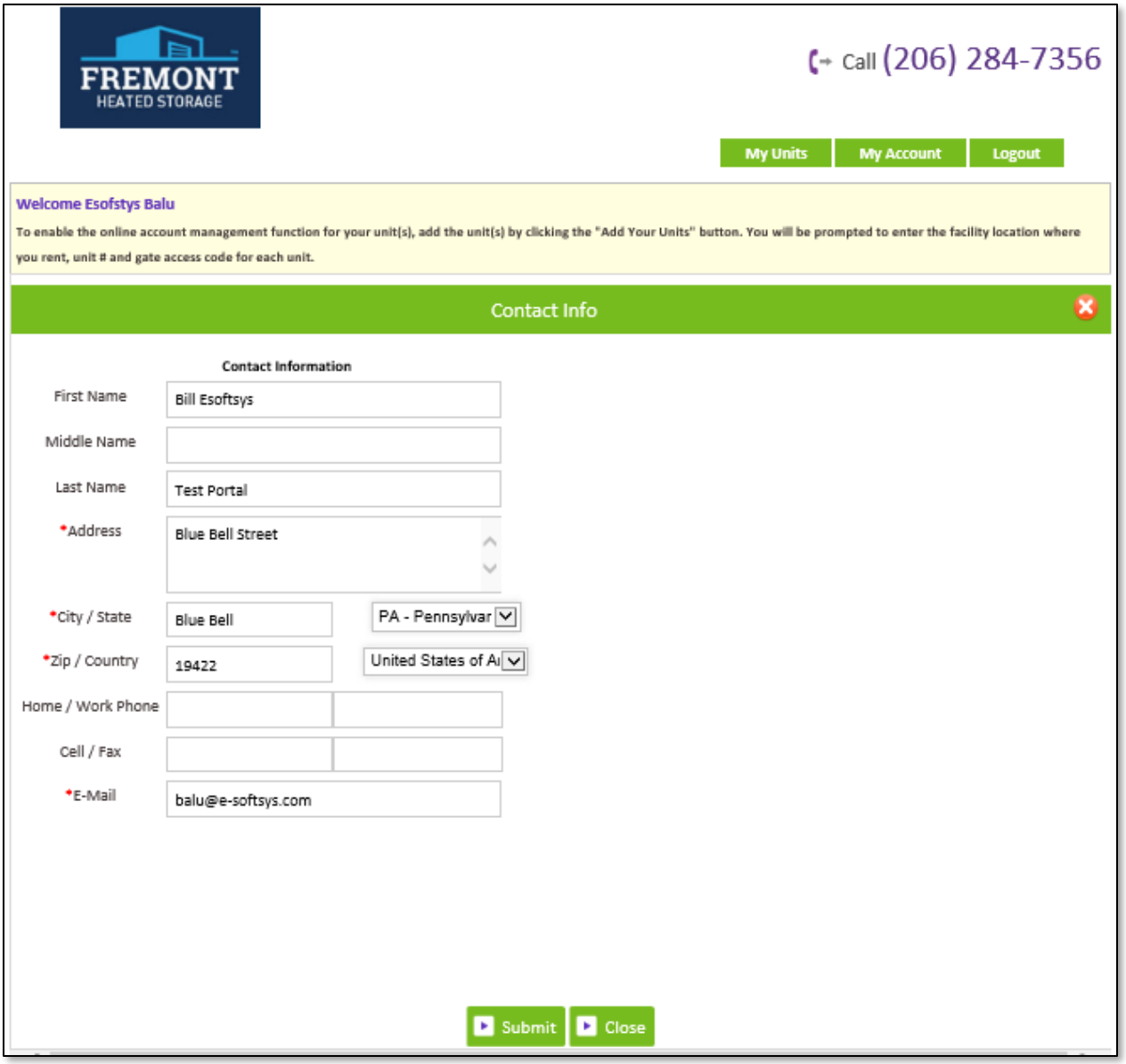



5. **How to set up auto pay?**

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

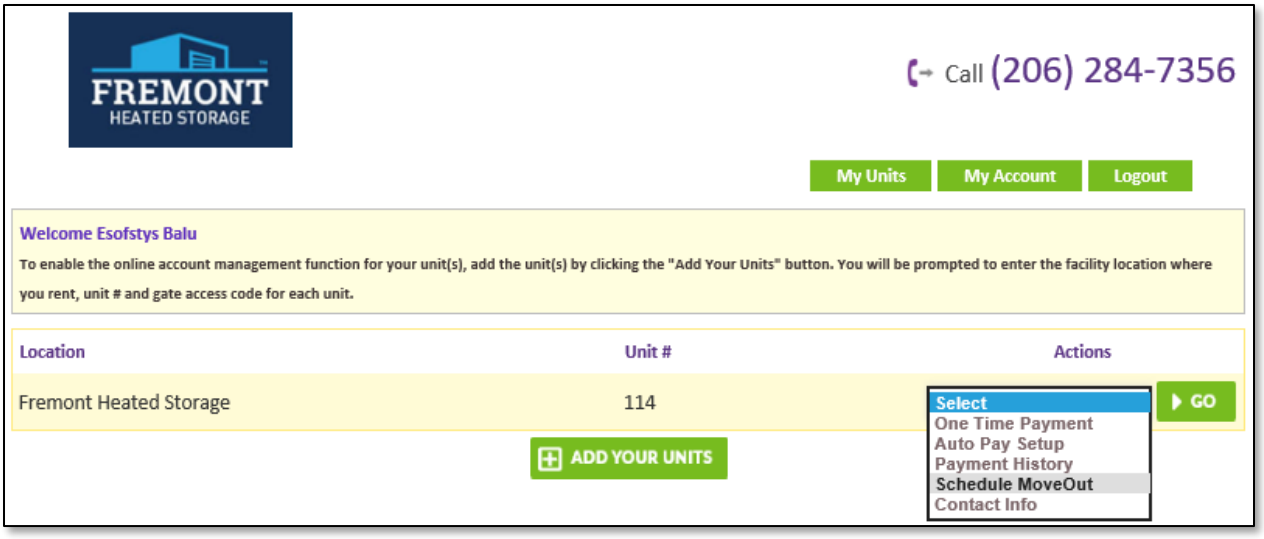


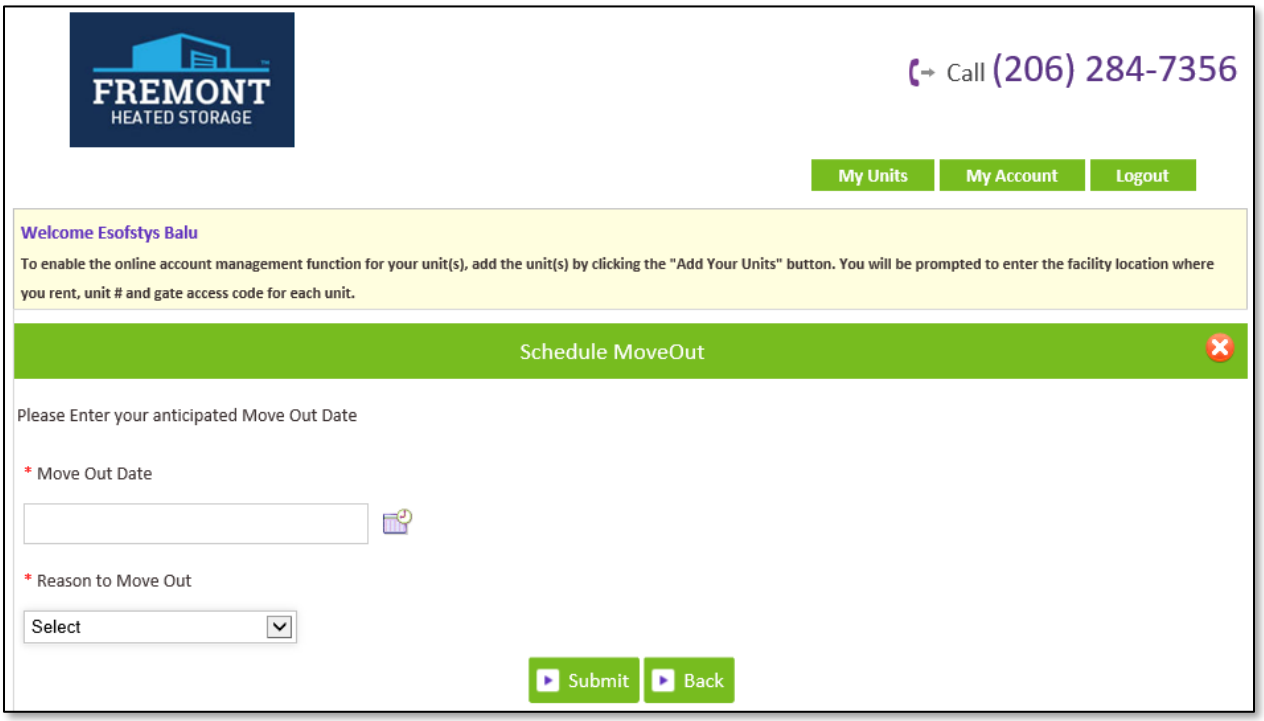

- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button




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

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




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