


Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
<https://portal.selfstoragemanager.com/HoneyBeeStorage/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 Honey Bee RV 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.

Enter your E-Mail and Password to login

* E-Mail 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

* Password 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 !!

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Honey Bee RV Storage account!

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

Acti
Go to

- 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 Password


Confirm Registration

* Security Question

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))



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

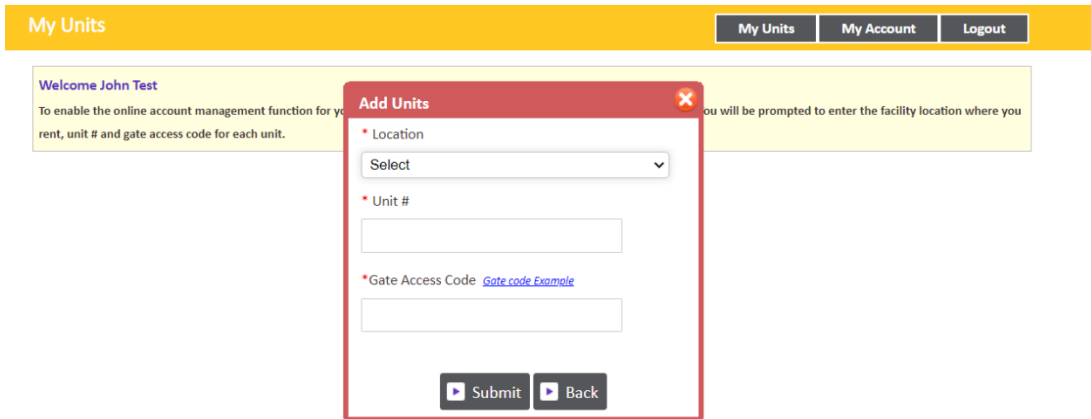
- After login, click on Add Your Units

My Units My Account Logout

Welcome John Test

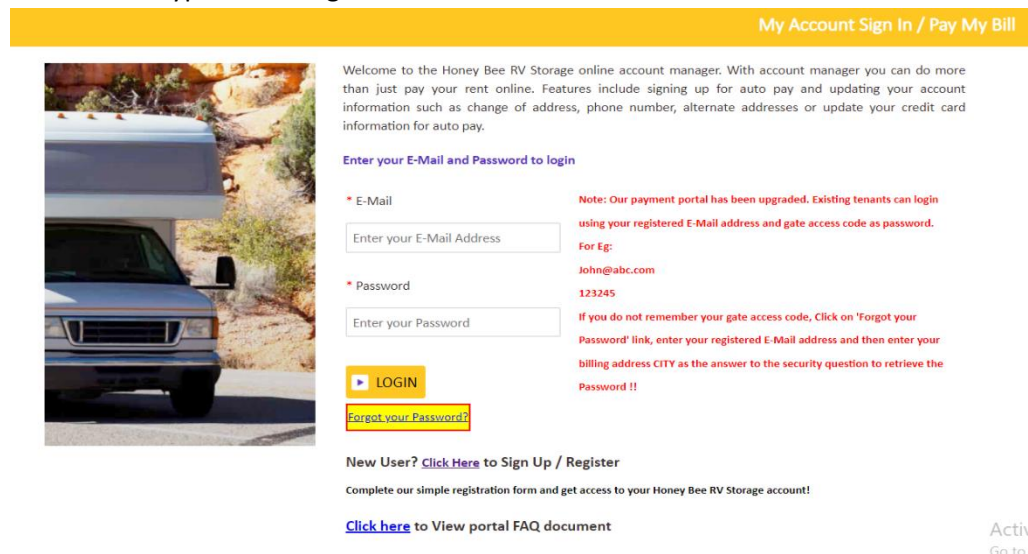
To enable the online account management function for your unit(s), add the unit(s) by clicking the "Add Your Units" button. You will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

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

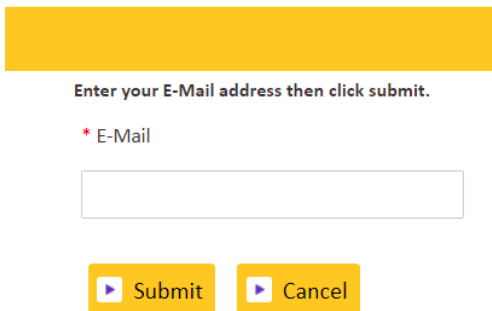


3. How to reset the password?

- 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

My Units

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 |
|----------|--------|--|
| | 000 | One Time Payment <input type="button" value="GO"/> |

ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment

Unit Details

Tenant Name
John Test

Address
-
-

Phone(Home/Office)
-

Location

| Unit Details | |
|-----------------|-----------|
| Unit # | 0000 |
| Unit Size | 5X10GH |
| Lease # | 000 |
| Move In Date | 4/18/2019 |
| Paid Thru. Date | 1/31/2022 |
| Balance | \$0.00 |

VISA MasterCard DISCOVER

Pay My Bill

| Payment Details | Pre-Payment |
|---------------------|-----------------|
| Rent | \$119.99 |
| Insurance | \$13.00 |
| Total Amount | \$132.99 |

[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?: 1

Amount: \$132.99

* Name on Card:

* Credit Card #:

* Expiration Month/Year: 01 2022

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

* Credit Card Type: Select

* Card Billing Address:

* Card Zip Code:

5. How to set up auto pay?

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

The screenshot shows the 'My Units' page. At the top, there is a yellow navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a welcome message for 'John Test' and instructions on how to add units. A table with the following columns is visible: 'Location', 'Unit #', and 'Actions'. The 'Unit #' column contains the value '000'. In the 'Actions' column, there is a yellow dropdown menu currently set to 'Auto Pay Setup' and a black 'GO' button. A red arrow points to the 'GO' button. Below the table is a button labeled 'ADD YOUR UNITS'.

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

The screenshot shows the 'Credit Card Details and Auto Pay' form. At the top, there is a dark grey header with the title and a close button. Below the header is a yellow banner with the text: 'By signing up for Auto Pay you are authorizing to automatically charge your credit card each month to save you the time and hassle of doing it manually.' The form contains the following fields:

- 'Enable Auto Pay' dropdown menu with 'Yes' selected.
- 'Name on Credit Card' text input field with 'John Test' entered.
- 'Credit Card #' text input field with '*****0000' entered.
- 'Card Type' dropdown menu with 'Select' selected.
- 'Expiration Month/Year' dropdown menus with '5' and '2024' selected.
- 'Billing Address' text input field.
- 'Zip Code' text input field.

At the bottom of the form, there is a checkbox labeled 'I authorize future payments to automatically be processed on the card above.' and two buttons: 'Submit' and 'Back'. On the right side of the form, the text 'Act Go t' is visible.

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

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

- Click on GO button

The screenshot shows the 'My Units' page header with navigation links for 'My Units', 'My Account', and 'Logout'. Below the header is a welcome message for 'John Test' and instructions on how to add units. A table with the following columns is displayed: 'Location', 'Unit #', and 'Actions'. The 'Unit #' column contains the value '000'. In the 'Actions' column, there is a 'Schedule MoveOut' dropdown menu and a 'GO' button. A red arrow points to the 'GO' button. Below the table is an 'ADD YOUR UNITS' button.

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

The screenshot shows the 'Schedule MoveOut' form. The header includes 'My Units' and navigation links for 'My Units', 'My Account', and 'Logout'. A dark grey banner at the top of the form area says 'Schedule MoveOut' with a close icon. Below the banner, the text reads 'Please Enter your anticipated Move Out Date'. There are two required fields: 'Move Out Date' with a calendar icon and 'Reason to Move Out' with a dropdown menu showing 'Select'. At the bottom of the form are 'Submit' and 'Back' buttons.