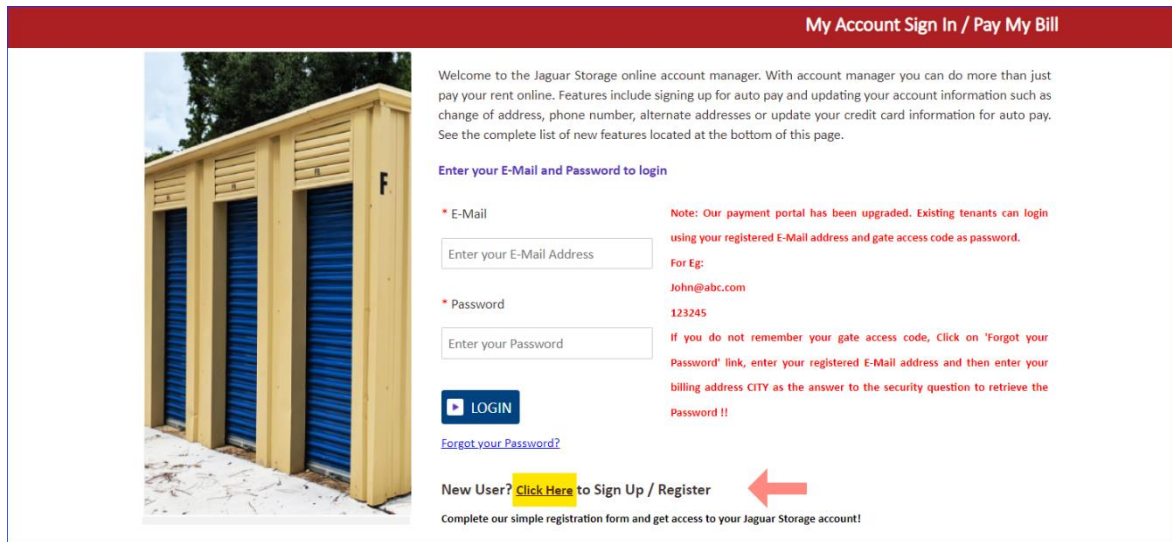


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/JaguarStorage/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 Jaguar 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?](#)

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 !!

New User? **Click Here** to Sign Up / Register

Complete our simple registration form and get access to your Jaguar 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

\* 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

**JAGUAR STORAGE**  
NON CLIMATE CONTROL SELF STORAGE  
251.455.6960 LOCATED IN REAR

Call 251-455-6960

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

**JAGUAR STORAGE**  
NON CLIMATE CONTROL SELF STORAGE  
251.455.6960 LOCATED IN REAR

Call 251-455-6960

My Units    My Units    My Account    Logout

Welcome Test John  
To enable the online account management function for your account, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

**Add Units** [X]

\* Location  
Jaguar Storage

\* Unit #

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

If you require assistance, please call 251-455-6960


### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

**JAGUAR STORAGE**  
NON CLIMATE CONTROL SELF STORAGE  
251.455.6960 LOCATED IN REAR

Call 251-455-6960

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Enter your E-Mail and Password to login

\* E-Mail

\* Password

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Jaguar Storage account!

If you require assistance, please call 251-455-6960.

- Enter the Email ID
- Click on Submit button



Enter your E-Mail address then click submit.

\* E-Mail

- 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 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.

Location	Unit #	Actions
Jaguar Storage	E9	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

### Unit Details ▾


**Tenant Name**  
John Test

**Address**  
-  
-

**Phone(Home/Office)**

**Location**  
1-Jaguar Storage

Unit Details	
Unit #	E9
Unit Size	05X10
Lease #	7
Move In Date	7/19/2022
Paid Thru. Date	7/31/2022
Balance	\$40.00



### Pay My Bill ▾

Payment Details	Amount Due	Pre-Payment
Rent	\$40.00	\$0.00
Insurance	\$0.00	\$0.00
<b>Total Amount</b>	<b>\$40.00</b>	<b>\$0.00</b>

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

\* Name on Card

\* Credit Card #

\* Expiration Month/Year 01 / 2022

\* 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 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.

Location	Unit #	Actions
Jaguar Storage	E9	<span style="background-color: #ffff00; padding: 2px 10px; border-radius: 3px;">Auto Pay Setup ▾</span> <span style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px; margin-left: 5px;">▶ GO</span>

+ ADD YOUR UNITS



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

**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.

**Credit Card Details and Auto Pay** ✕

By signing up for Auto Pay you are authorizing Jaguar 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

Select

\* Expiration Month/Year

8  / 2022

\* Billing Address

\* Zip Code

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

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

**My Units**

**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.

Location	Unit #	Actions
Jaguar Storage	E9	<input type="button" value="Schedule MoveOut"/> <input type="button" value="GO"/>

- 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