


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstorage.com/KenmoreSelfStorageUrban/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 Kenmore 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.


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  
123245

\* Password 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 Kenmore Self Storage account!

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

- 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  
-----Select Question-----

\* Enter your Answer  
(Answers are Case Sensitive)

\* Verification Code

[[Enter Letters as shown in below image]]



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

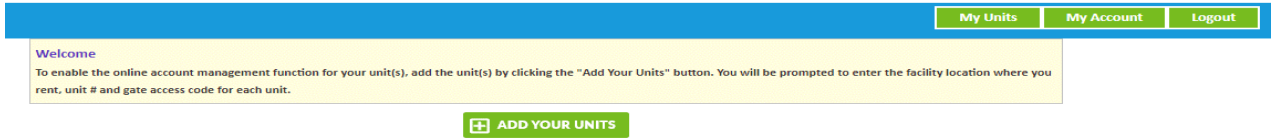
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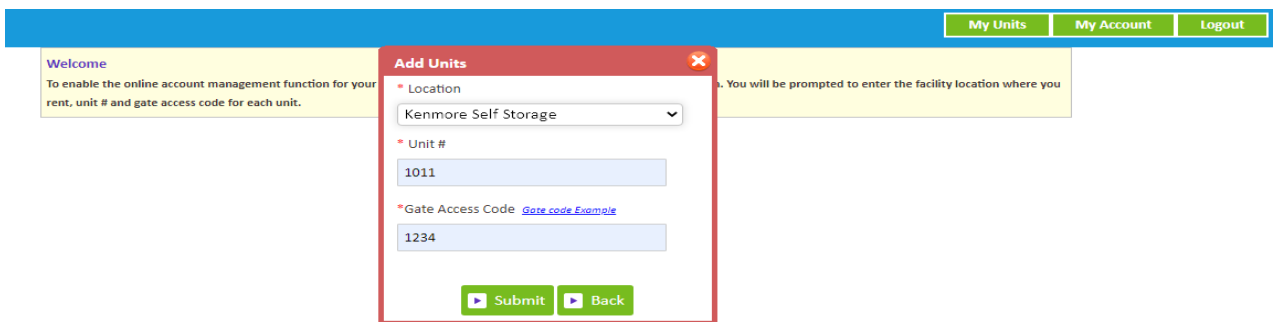
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

## 2. How to 'Add a Unit'?

- After login, click on Add Your Units

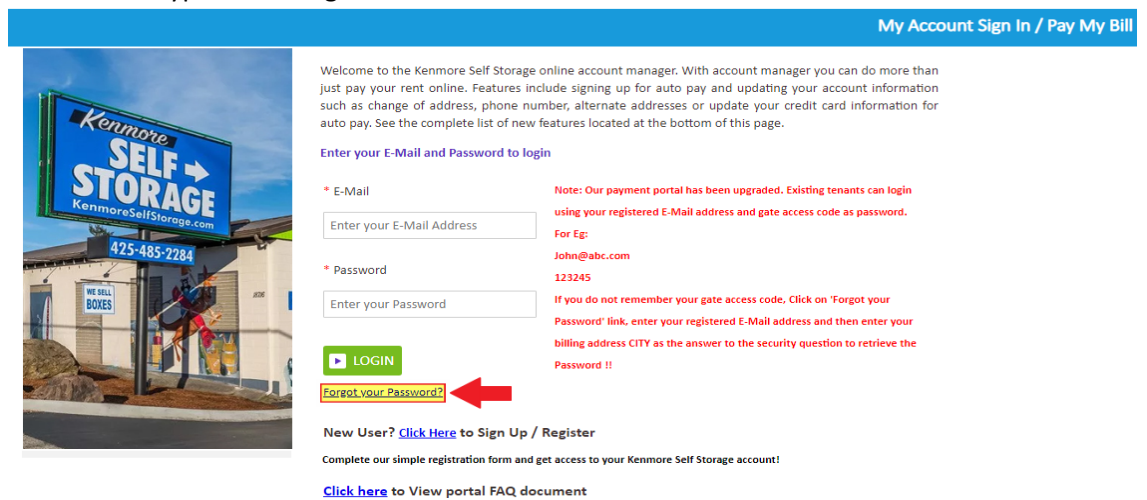


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



## 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



- Enter the Email ID
- Click on Submit button



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

Welcome  
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
Kenmore Self Storage	7036	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 SSM,

**Address**  
XXX Flat number  
fake street ,  
CA state ,  
+1 (111)-222-333

**Location**  
Kenmore Self Storage

Unit Details	
Unit #	7036
Unit Size	8X10
Lease #	708
Move In Date	10/14/2020
Paid Thru. Date	11/13/2020
Balance	\$0.00



### Pay My Bill

Payment Details	Pre-Payment
Rent	\$191.00
Insurance	\$12.00
<b>Total Amount</b>	<b>\$203.00</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?: 1 Calculate

Amount

\* Name on Card

\* Credit Card #

\* Expiration Month/Year 01 2020

\* 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 Account
Logout

**Welcome**

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
Kenmore Self Storage	7036	<span style="border: 1px solid #ccc; padding: 2px;">Auto Pay Setup</span> <span style="margin-left: 10px;">▶ GO</span>

+ ADD YOUR UNITS

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

**Credit Card Details and Auto Pay** ✕

By signing up for Auto Pay you are authorizing Dupont Heated Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

\* Name on Credit Card

\* Credit Card #

\* Card Type

\* Expiration Month/Year  
 /

\* 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
My Account
Logout

**Welcome**  
 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
Kenmore Self Storage	7036	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Schedule MoveOut</div> <div style="margin-left: 5px;">▶ GO</div> </div>




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

### Schedule MoveOut

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out