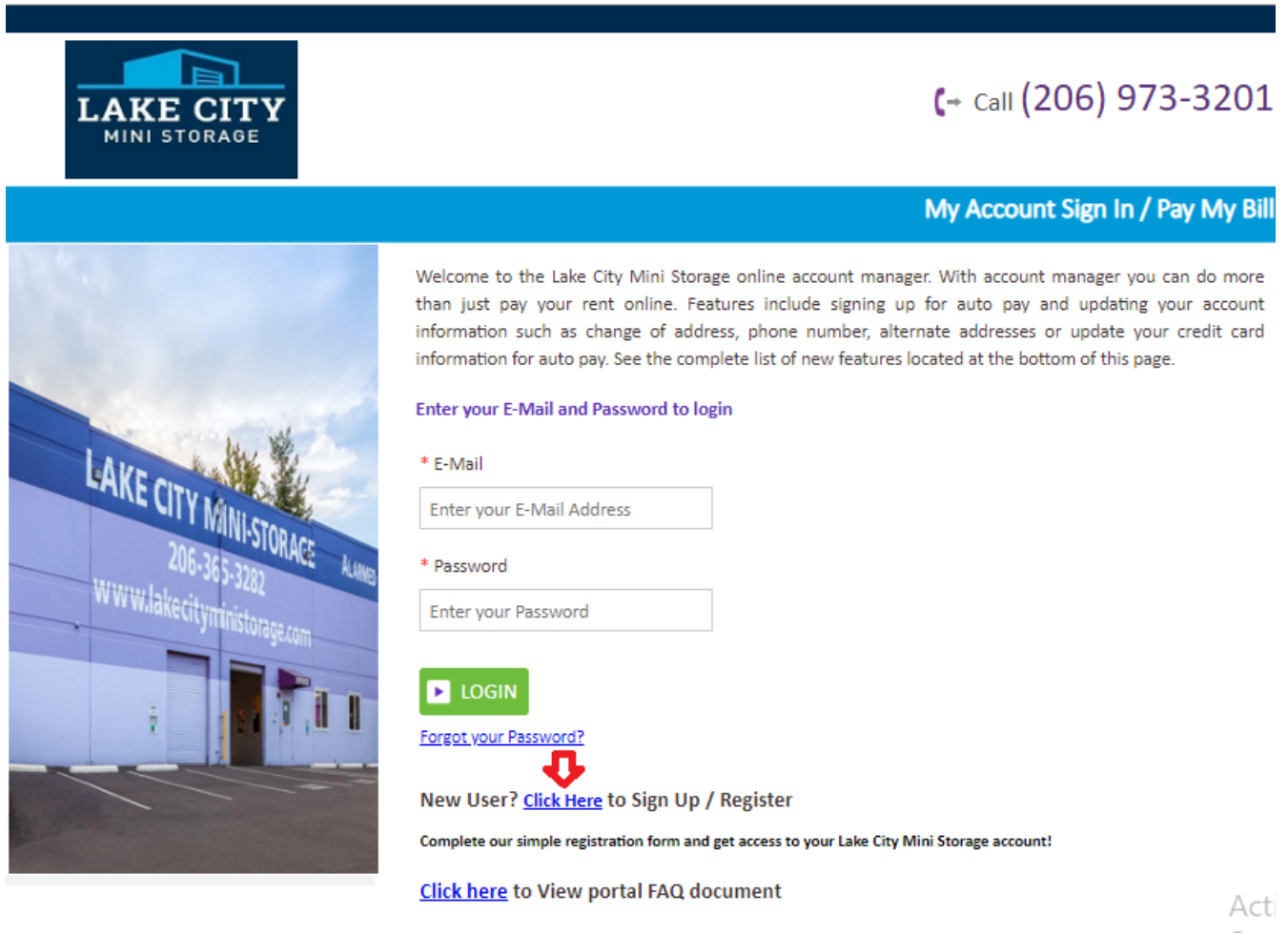


Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
- <https://portal.selfstoragemanager.com/LakeCityMiniStorageUrban/account/login.aspx>
- Click on the button 'Click Here' to Sign up/Register



The screenshot shows the Lake City Mini Storage online account manager interface. At the top left is the Lake City Mini Storage logo. At the top right is a phone icon and the number (206) 973-3201. 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 a Lake City Mini Storage building with the phone number 206-365-3282 and the website www.lakecityministorage.com. The main content area contains a welcome message, a login form with fields for E-Mail and Password, a LOGIN button, a "Forgot your Password?" link, and a "New User? Click Here to Sign Up / Register" link. A red arrow points to the "Click Here" link. At the bottom of the page, there is a link to "View portal FAQ document" and the word "Acti" is partially visible on the right side.

LAKE CITY MINI STORAGE

Call (206) 973-3201

My Account Sign In / Pay My Bill

Welcome to the Lake City Mini 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?](#)

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

Complete our simple registration form and get access to your Lake City Mini Storage account!

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

Acti

- 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

* Enter your Answer

(Answers are Case Sensitive)

*Verification Code

((Enter Letters as shown in below image))

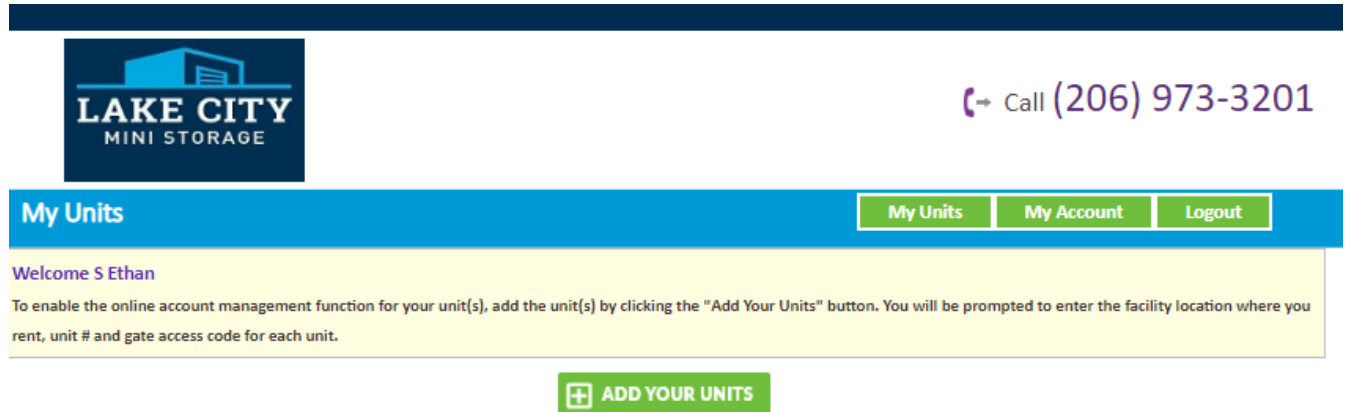


If you require assistance, please call 206-288-1900.

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

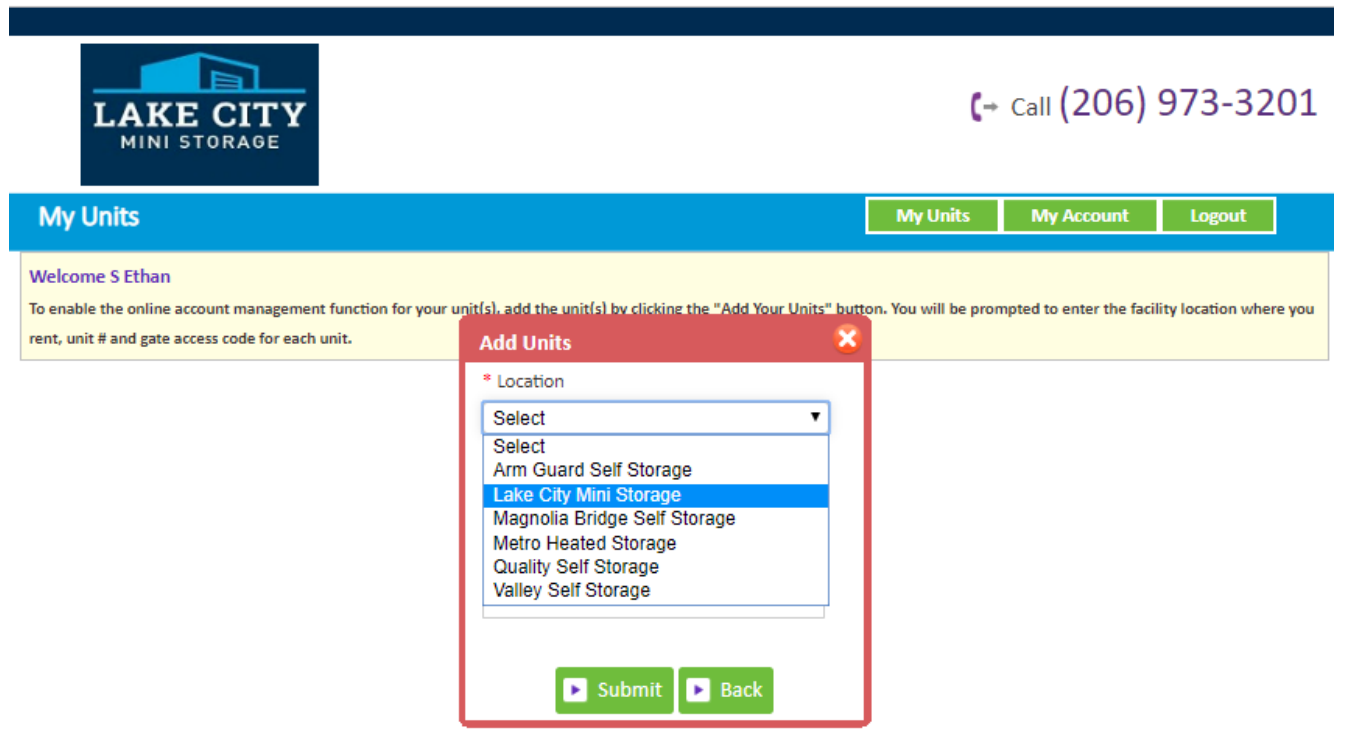
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the Lake City Mini Storage website interface. At the top left is the logo for Lake City Mini Storage. At the top right is a phone icon and the text "Call (206) 973-3201". Below the logo is a blue navigation bar with "My Units" on the left and three buttons: "My Units", "My Account", and "Logout". Below the navigation bar is a yellow banner with the text "Welcome S Ethan" and a paragraph: "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." In the center of the page is a green button with a plus sign and the text "ADD YOUR UNITS".

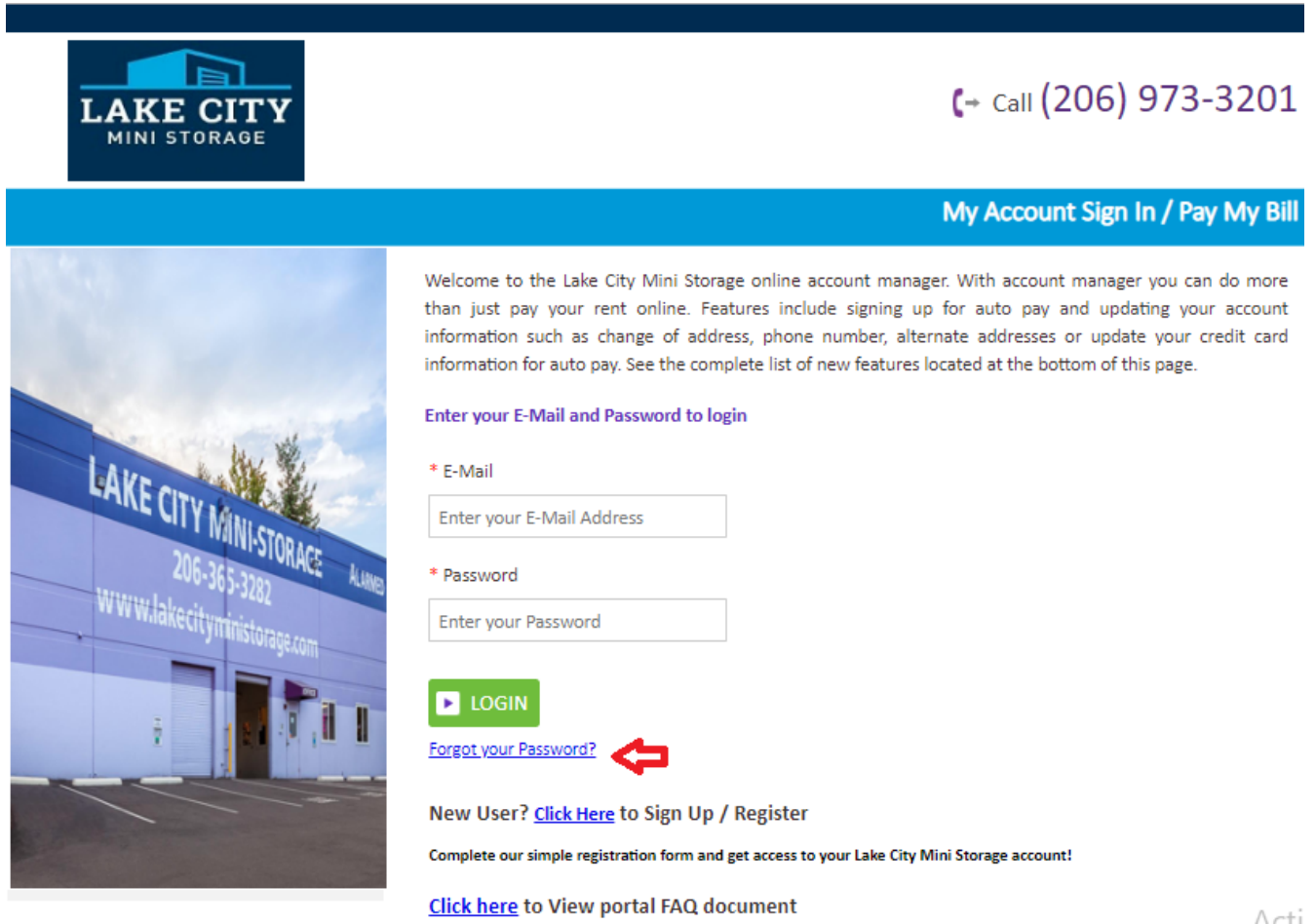
- Select the location, Enter the unit# and Lease Number
- Click on Submit button



The screenshot shows the same Lake City Mini Storage website interface as above, but with a modal form open. The modal is titled "Add Units" and has a red border and a close button (X) in the top right corner. It contains a red asterisk followed by the text "* Location". Below this is a dropdown menu with a "Select" option and a list of storage facilities: "Select", "Arm Guard Self Storage", "Lake City Mini Storage" (highlighted in blue), "Magnolia Bridge Self Storage", "Metro Heated Storage", "Quality Self Storage", and "Valley Self Storage". At the bottom of the modal are two green buttons: "Submit" and "Back".

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'




Welcome to the Lake City Mini 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?](#) 

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

Complete our simple registration form and get access to your Lake City Mini Storage account!

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

- Enter the Email ID
- Click on Submit button



Enter your E-Mail address then click submit.

* E-Mail

[Submit](#) [Cancel](#)

The new password will be sent to the Email.

4. How to make a payment?

- Click on the drop down button
- Select Make a Payment ▪ Click on GO button

LAKE CITY
MINI STORAGE

Call (206) 973-3201

My Units [My Units](#) [My Account](#) [Logout](#)

Welcome **JAMES JOHNSON**

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
Lake City Mini Storage	10	<input type="button" value="GO"/> <input type="text" value="Select"/> Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button



☎ Call (206) 973-3201

My Units

My Units

My Account

Logout

Account Review/Make Payment



Unit Details

Tenant Name

JOHNSON, JAMES

Address

1708 N 122ND ST,
SEATTLE, WA 98133

Phone(Home/Office)

Location

5-Lake City Mini Storage

Unit Details	
Unit #	10
Unit Size	10X11
Lease #	255
Move In Date	4/3/2015
Paid Thru. Date	12/2/2019
Balance	\$248.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$248.00	\$0.00
Insurance	\$0.00	\$0.00
Total Amount	\$248.00	\$0.00

[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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)


* Credit Card Type

* Card Billing Address

* Card Zip Code

4. How to set up auto pay?

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



Call (206) 973-3201

My Units My Units My Account Logout

Welcome JAMES JOHNSON

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
Lake City Mini Storage	10	<div style="border: 1px solid black; padding: 2px;"><p>Select ▼</p><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> ▶ GO

[+ ADD YOUR UNITS](#)

Credit Card Details and Auto Pay ✕

By signing up for Auto Pay you are authorizing Lake City Mini 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

[▶ Submit](#) [▶ Back](#)

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

5. How to view the Payment History?

- Click on the drop down button
- Select Payment History
- Click on GO button

LAKE CITY
MINI STORAGE

☎ Call (206) 973-3201

My Units My Units My Account Logout

Welcome **JAMES JOHNSON**

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
Lake City Mini Storage	10	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

+ ADD YOUR UNITS **▶ GO**

Welcome JAMES JOHNSON

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.

Tenant Ledger

JOHNSON, JAMES

Unit #/Size : 10 (10X11)

1708 N 122ND ST,

Moved In : 4/3/2015 12:00:00 AM

SEATTLE, WA, 98133

Paid Till : 12/2/2019

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
4/3/2015 12:00:00 AM	07/03/2018 - Check * SetupPrepaidRent	\$0.00	(\$496.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$496.00)	(\$496.00)		SSM
4/3/2015 12:00:00 AM	07/03/2018 - Rent	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	(\$248.00)		SSM
4/3/2015 12:00:00 AM	08/03/2018 - Rent	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	\$0.00		SSM
4/3/2015 12:00:00 AM	09/03/2018 - Rent	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	\$248.00		SSM
4/3/2015 12:00:00 AM	09/04/2018 - Visa * *1111	\$0.00	(\$248.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$248.00)	\$0.00		SSM
4/3/2015 12:00:00 AM	10/03/2018 - Rent	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	\$248.00		SSM
4/3/2015 12:00:00 AM	10/04/2018 - Visa * *8026	\$0.00	(\$248.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$248.00)	\$0.00		SSM
4/3/2015 12:00:00 AM	11/03/2018 - Rent	\$0.00	\$248.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$248.00	\$248.00		SSM

6. How to view/edit Contact Info?

- Click on the drop down button
- Select ContactInfo
- Click on GObutton



Call (206) 973-3201

My Units

My Units

My Account

Logout

Welcome JAMES JOHNSON

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
Lake City Mini Storage	10	<div style="display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px;">Select ▾</div><div style="margin-left: 10px;">▶ GO</div></div>

+ ADD YOUR UNITS

- Select
- Select
- One Time Payment
- Auto Pay Setup
- Payment History
- Schedule MoveOut
- Contact Info

- Tenants have an ability to edit the Address, Phone number and the email ID.

Contact Info✕

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State

*Zip / Country

Home / Work Phone

Cell / Fax

*E-Mail

▶ Submit▶ Close

8. How to schedule a move out?

- Click on the drop down button
- Select Schedule Move Out
- Click on GO button

The screenshot shows the Lake City Mini Storage website interface. At the top left is the logo for Lake City Mini Storage. To the right, there is a phone number: (206) 973-3201. Below the logo, there is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. A welcome message for JAMES JOHNSON is displayed. Below this, there is a table with columns for 'Location', 'Unit #', and 'Actions'. The table contains one row for 'Lake City Mini Storage' with unit number '10'. A dropdown menu is open for the 'Actions' column, showing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut' (highlighted), and 'Contact Info'. A green 'GO' button is next to the dropdown. Below the table, there is an 'ADD YOUR UNITS' button.

- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button

The screenshot shows the 'Schedule MoveOut' form. At the top, there is a green header with the text 'Schedule MoveOut' and a red close button. Below the header, there is a prompt: 'Please Enter your anticipated Move Out Date'. The form has two main sections: 'Move Out Date' and 'Reason to Move Out'. The 'Move Out Date' section has a text input field and a calendar icon. The 'Reason to Move Out' section has a dropdown menu with options: 'Select', 'No longer needs Storage Unit', 'Transferred to another unit', 'Rent Raise', and 'Not happy customer service'. Below the dropdown, there are two green buttons: 'Submit' and 'Back'. At the bottom of the page, there is a footer: 'If you require assistance, please call 206-286-1900.'