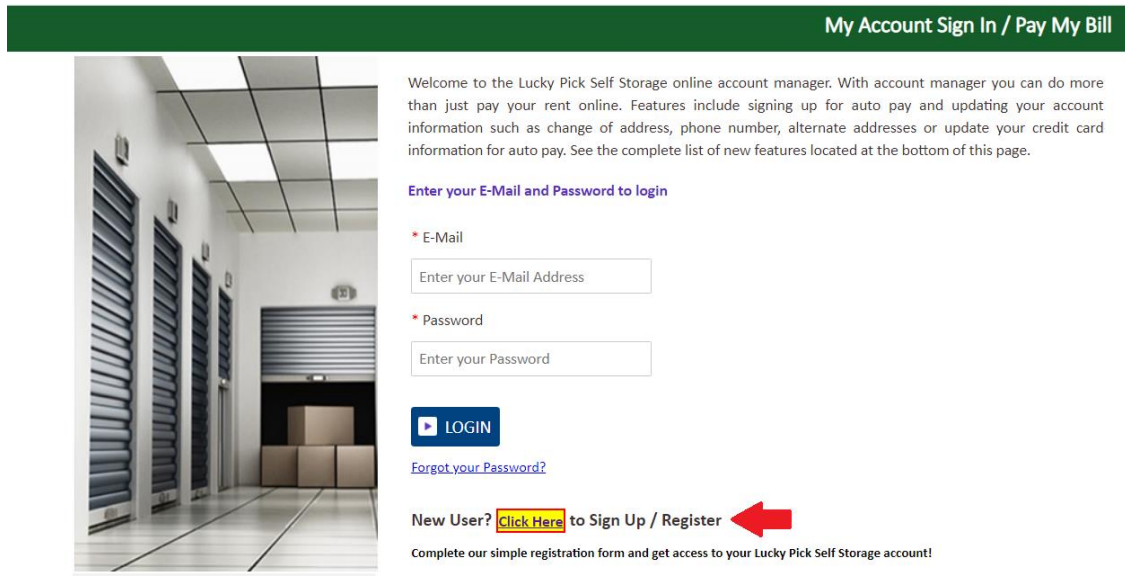


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/LuckyPickSelfStorage/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 Lucky Pick 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

\* Password

**LOGIN**

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Lucky Pick Self 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

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))



- 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**

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.

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

**Add Units** ✕

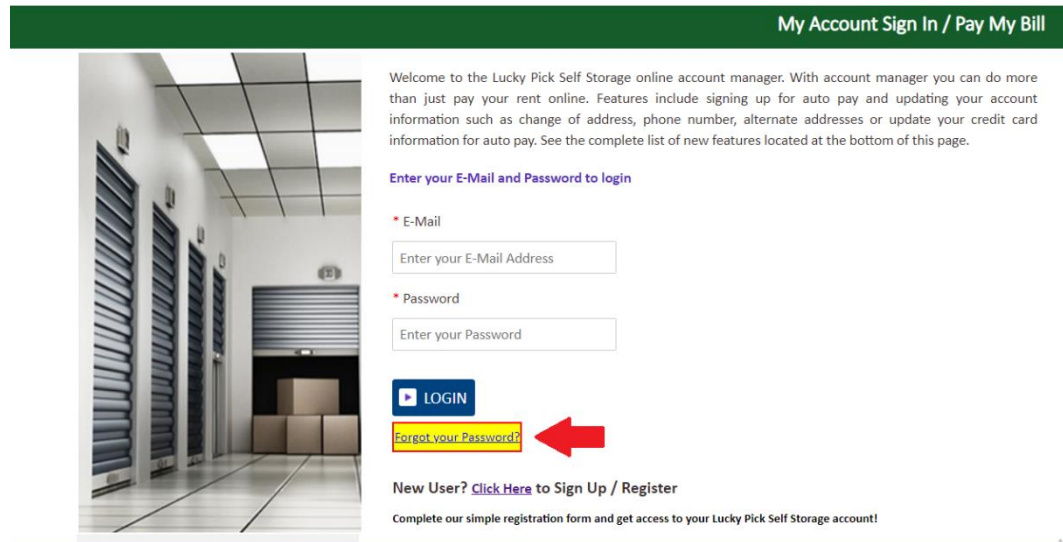
\* Location

\* Unit #

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

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



My Account Sign In / Pay My Bill

Welcome to the Lucky Pick 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  
Enter your E-Mail Address

\* Password  
Enter your Password

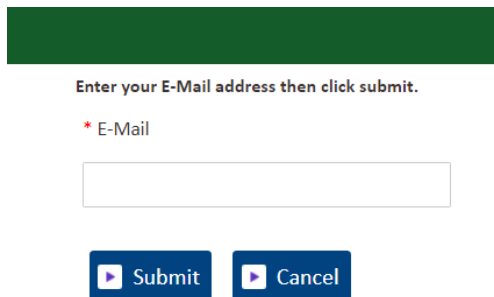
LOGIN

**Forgot your Password?**

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

Complete our simple registration form and get access to your Lucky Pick Self Storage account!

- 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 One Time Payment
- Click on GO button

**My 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.

Location	Unit #	Actions
LUCKY PICK STORAGE LLC	0511	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

**My Units** My Units My Account Logout

Account Review/Make Payment

**Unit Details**


Tenant Name  
-

Address  
-

Phone(Home/Office)  
-

Location  
LUCKY PICK STORAGE LLC

Unit Details	
Unit #	0511
Unit Size	10X15 OUT
Lease #	264
Move In Date	12/21/2015
Paid Thru. Date	8/20/2021
Balance	\$0.00



**Pay My Bill**

Payment Details	Pre-Payment
Rent	\$279.00
Insurance	\$13.00
Total Amount	\$292.00

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

## 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 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
LUCKY PICK STORAGE LLC	0511	Auto Pay Setup <input type="button" value="GO"/>

- Enable Auto Pay
- Enter Credit Card Details
- 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.

**Credit Card Details and Auto Pay**

By signing up for Auto Pay you are authorizing Kent Express 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 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.

Location	Unit #	Actions
LUCKY PICK STORAGE LLC	0511	<span>Schedule MoveOut</span> <span>GO</span>

ADD YOUR UNITS

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

**My 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.

Schedule MoveOut

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out

Select

Submit Back