Customer Portal FAQ'S

1. **How to register?**
   - Click on the Customer Portal link
     https://portal.selfstoragemanager.com/MacedonStorage/account/login.aspx
   - Click on the button which says 'Click Here' to Sign up/Register

   - 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-------------- ⌄

* Enter your Answer

(Answers are Case Sensitive)

*Verification Code

((Enter Letters as shown in below image))

F2L76

▶ Submit   ▶ Cancel

- 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

↳ Call **(585) 381-6557**

Macedon storage

My Units | My Units | My Account | Logout |

Welcome SSM 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

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

[   ]

▶ 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 SSM

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
Macedon Storage	0000	One Time Payment ▾ ▶ GO

▶ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

5. How to set up auto pay?

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

- 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 Linden Self 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

3 / 2025

* Billing Address

* Zip Code

Submit   Back

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

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

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

Welcome John SSM

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