Customer Portal FAQ'S

1. How to register?

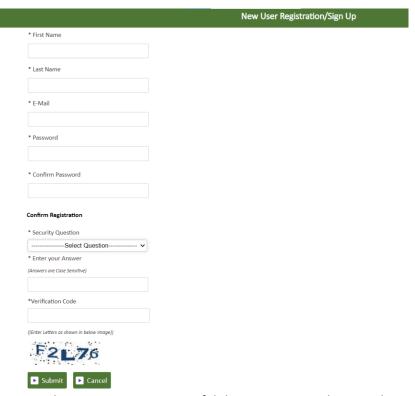
- Click on the Customer Portal link
 https://portal.selfstoragemanager.com/MacedonStorage/account/login.aspx
- Click on the button which says 'Click Here' to Sign up/Register



(+ Call (585) 381-6557

My Account Sign In / Pay My Bill Welcome to the Macedon 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. Enter your E-Mail and Password to login Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password. CEDON STORAGE Enter your E-Mail Address John@abc.com 123245 If you do not remember your gate access code, Click on 'Forgot your Enter your Password Password' link, enter your registered E-Mail address and then enter your **▶** LOGIN New User? Click Here to Sign Up / Register Complete our simple registration form and get access to your Macedon 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



 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



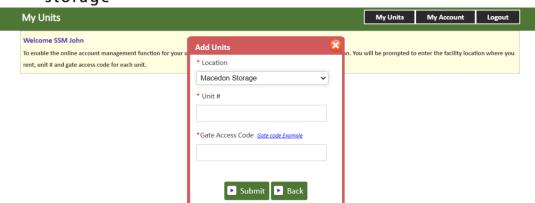
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- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button

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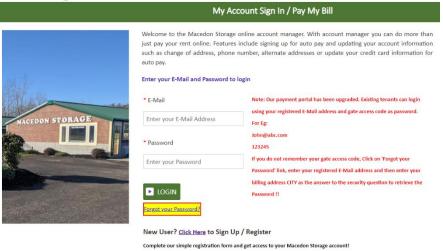


3. How to reset the password?

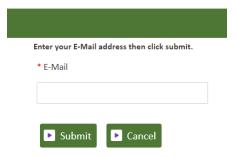
Click on the hyper link 'Forgot Password?'



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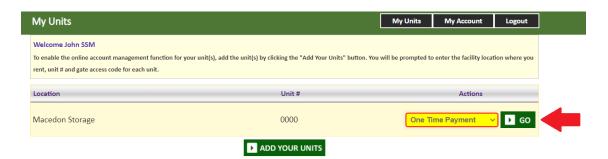
- Enter the Email ID
- Click on Submit button



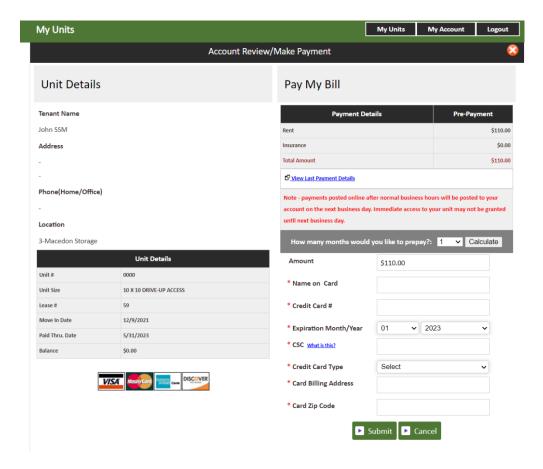
• The new password will be sent to the Email.

4. How to 'Make a Payment'?

- Click on the drop down button
- Select One Time Payment
- Click on GO button



- Enter Credit Card details
- Click on Submit button

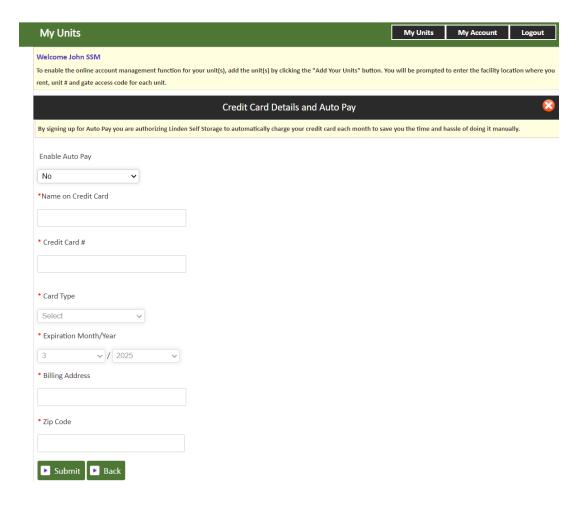


5. How to set up auto pay?

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

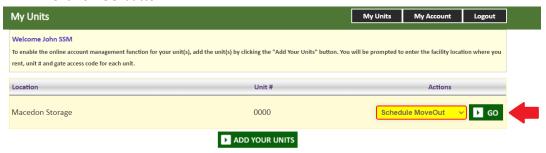


- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button



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

