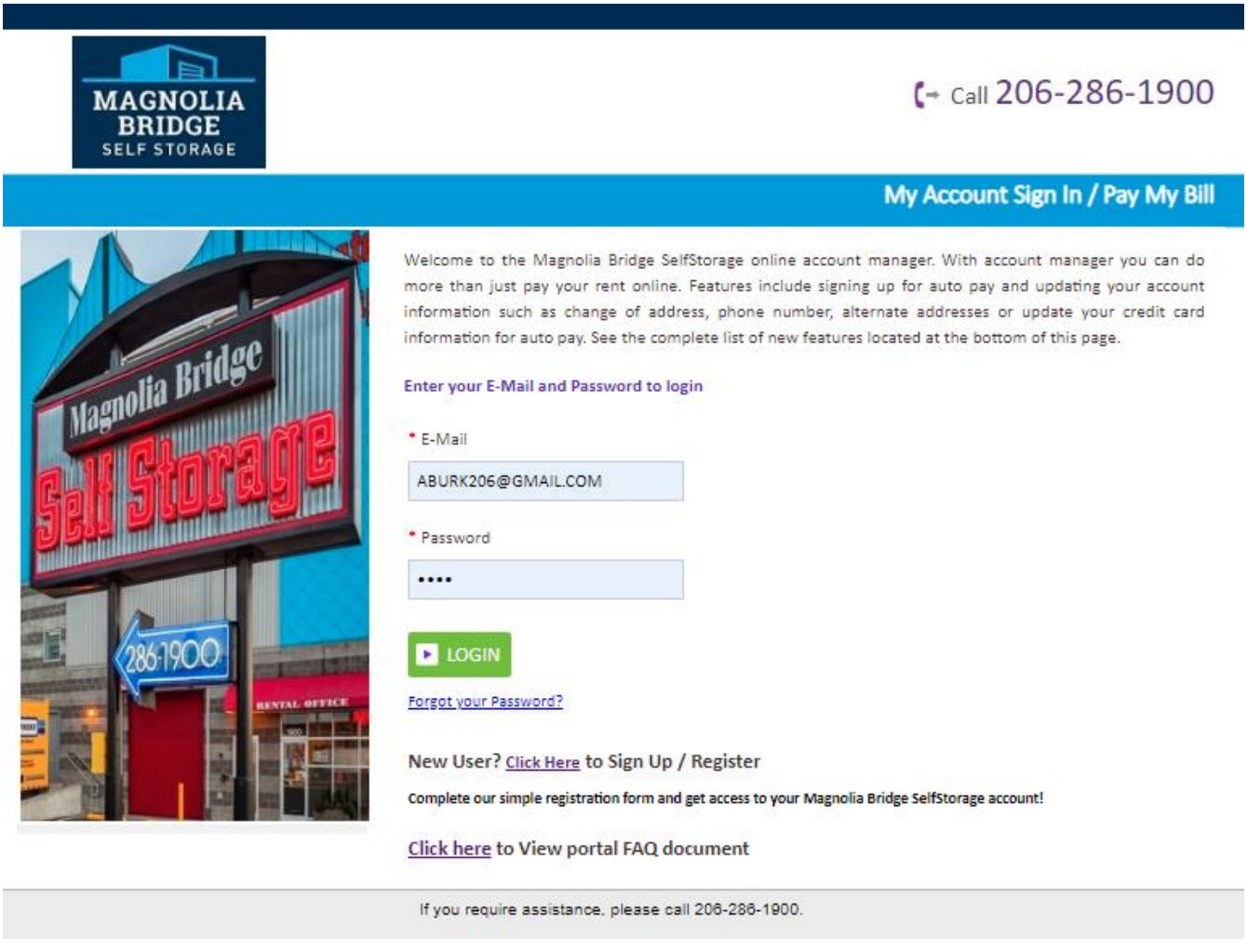
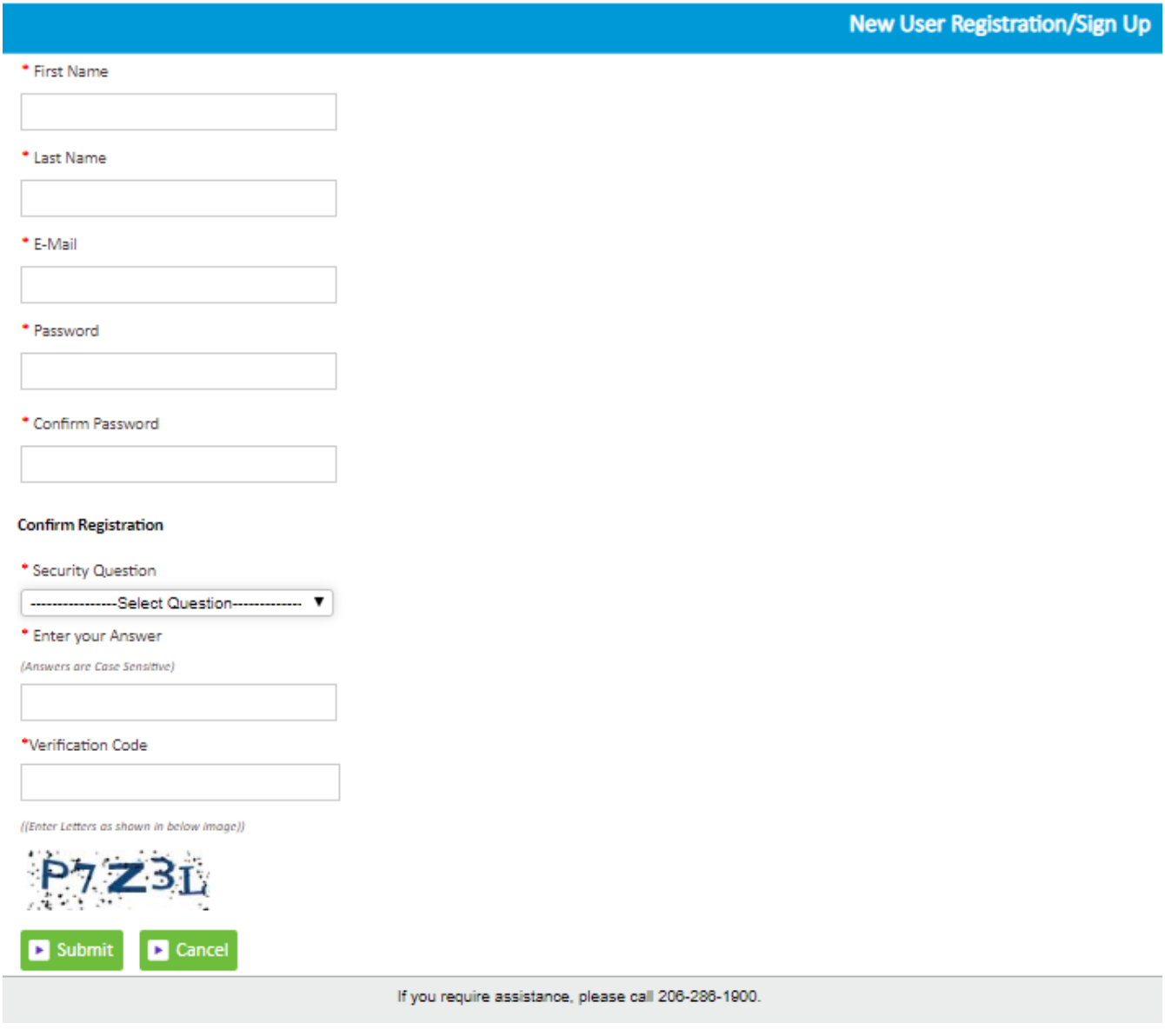
Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
- https://portal.selfstoragemanager.com/MagnoliaBridgeSelfStorage/account/login.aspx
- Click on the button '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

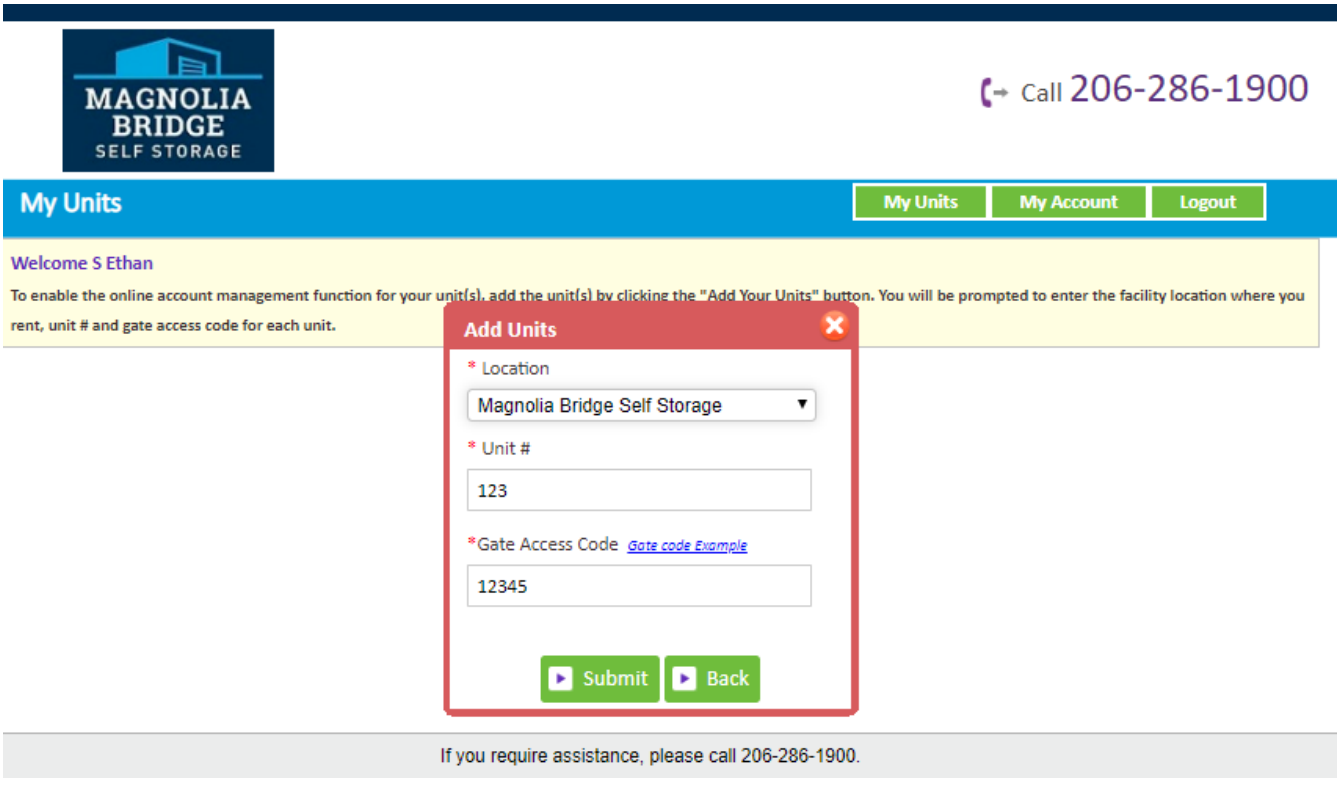


- **Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.**

2. How to ‘Add a Unit’?

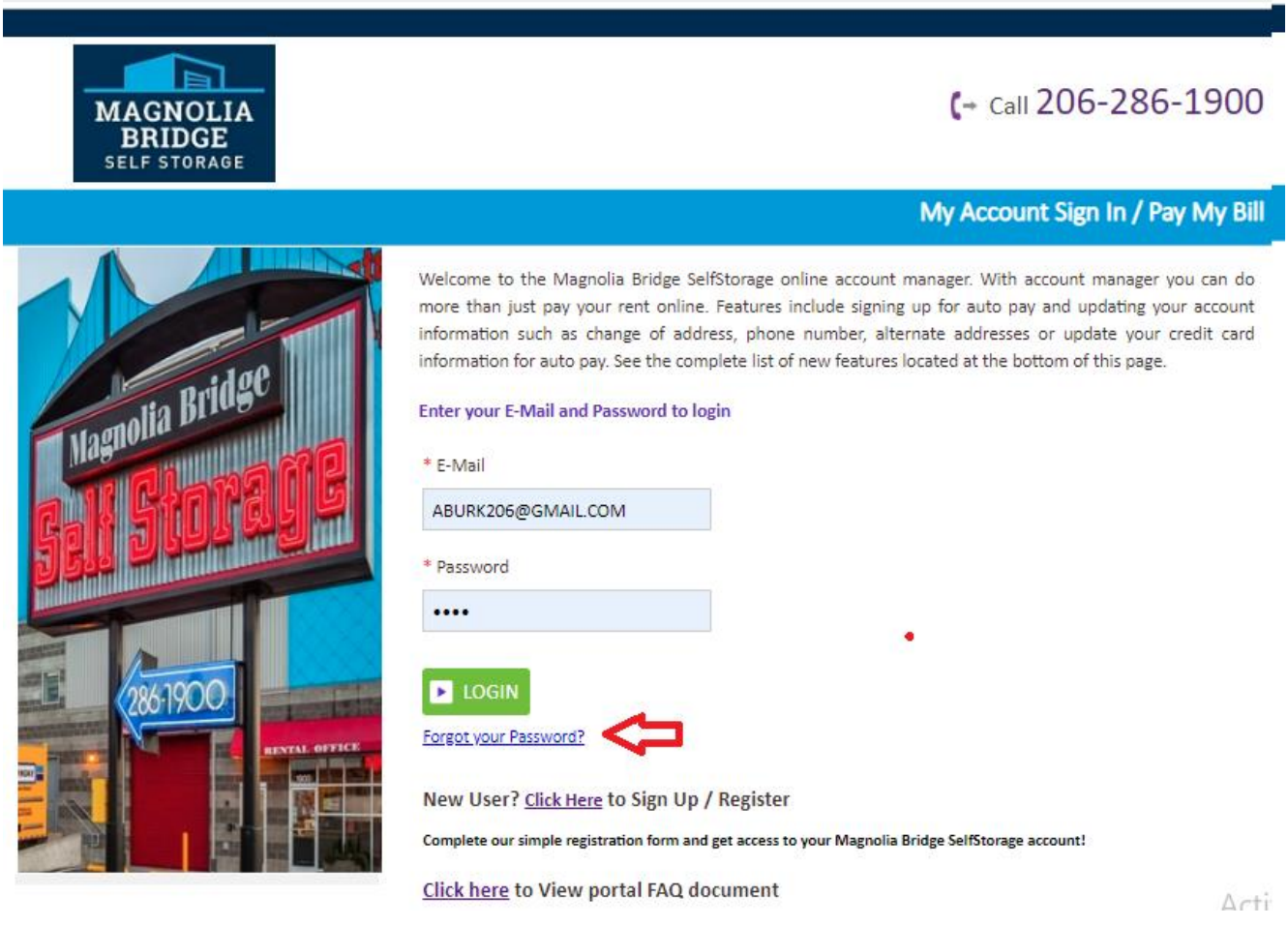
- **After login, click on Add Your Units**

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



3. How to reset the password?

- **Click on the hyper link 'Forgot Password?'**

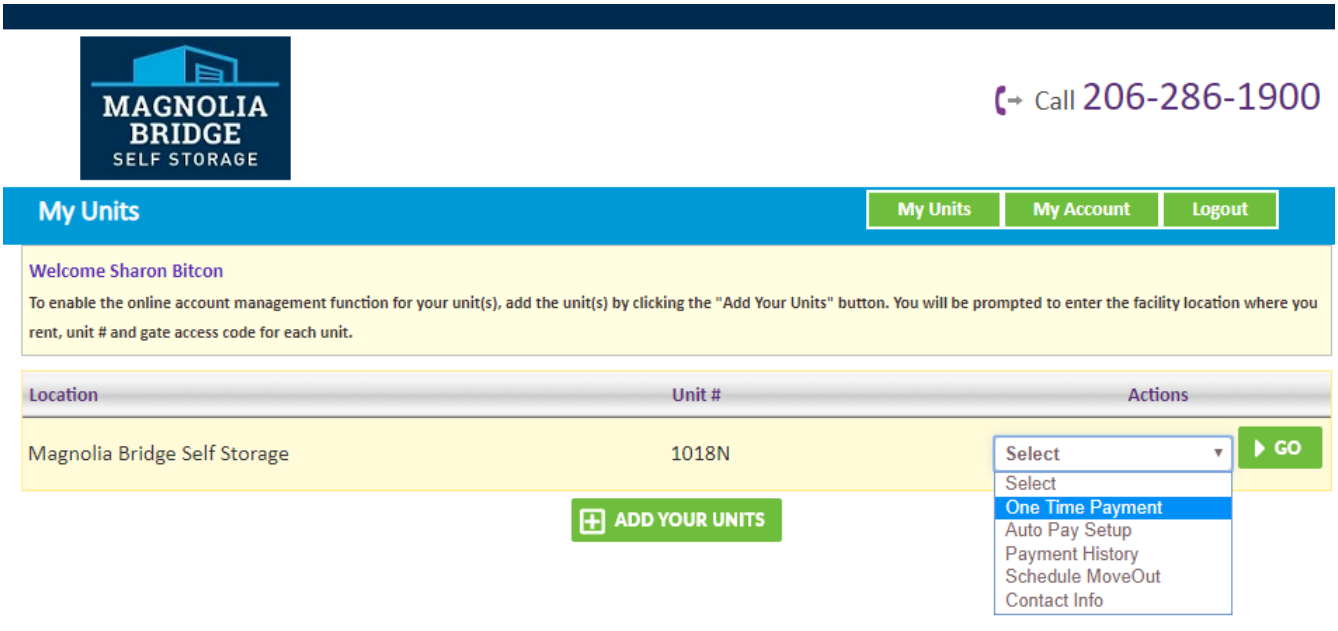


- **Enter the Email ID**
- **Click on Submit button**

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



- Enter Credit Card details
- Click on Submit button

My Units

My Units | My Account | Logout

Account Review/Make Payment

Unit Details

Tenant Name

Bitcon, Sharon

Address

2638 W Plymouth St,

Seattle, WA 98199

Phone(Home/Office)

(206) 270-9353

Location

2-Magnolia Bridge Self Storage

Unit Details	
Unit #	1018N
Unit Size	5.10X9
Lease #	172
Move In Date	10/22/2011
Paid Thru. Date	11/21/2019
Balance	$192.00

Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	$182.00	$0.00
Insurance	$10.00	$0.00
Total Amount	$192.00	$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?: 1 Calculate

Amount $192.00

* Name on Card

* Credit Card #

* Expiration Month/Year 01 2019

* CSC What is this?

* Credit Card Type Select

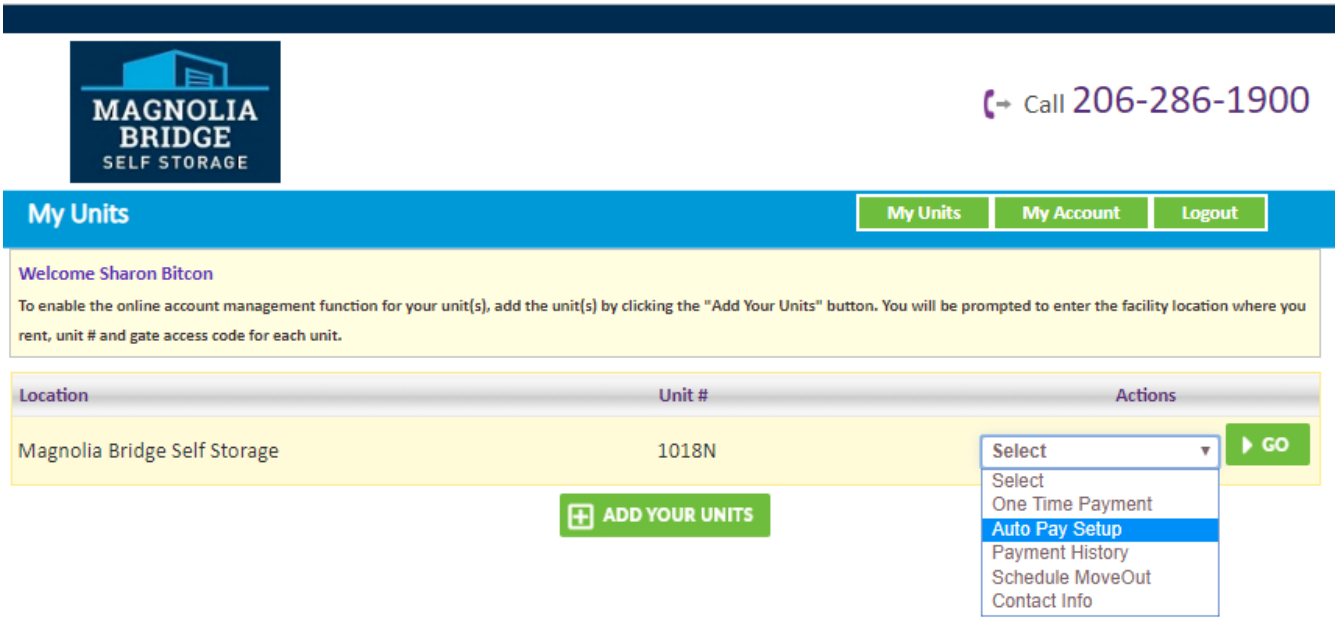
* Card Billing Address

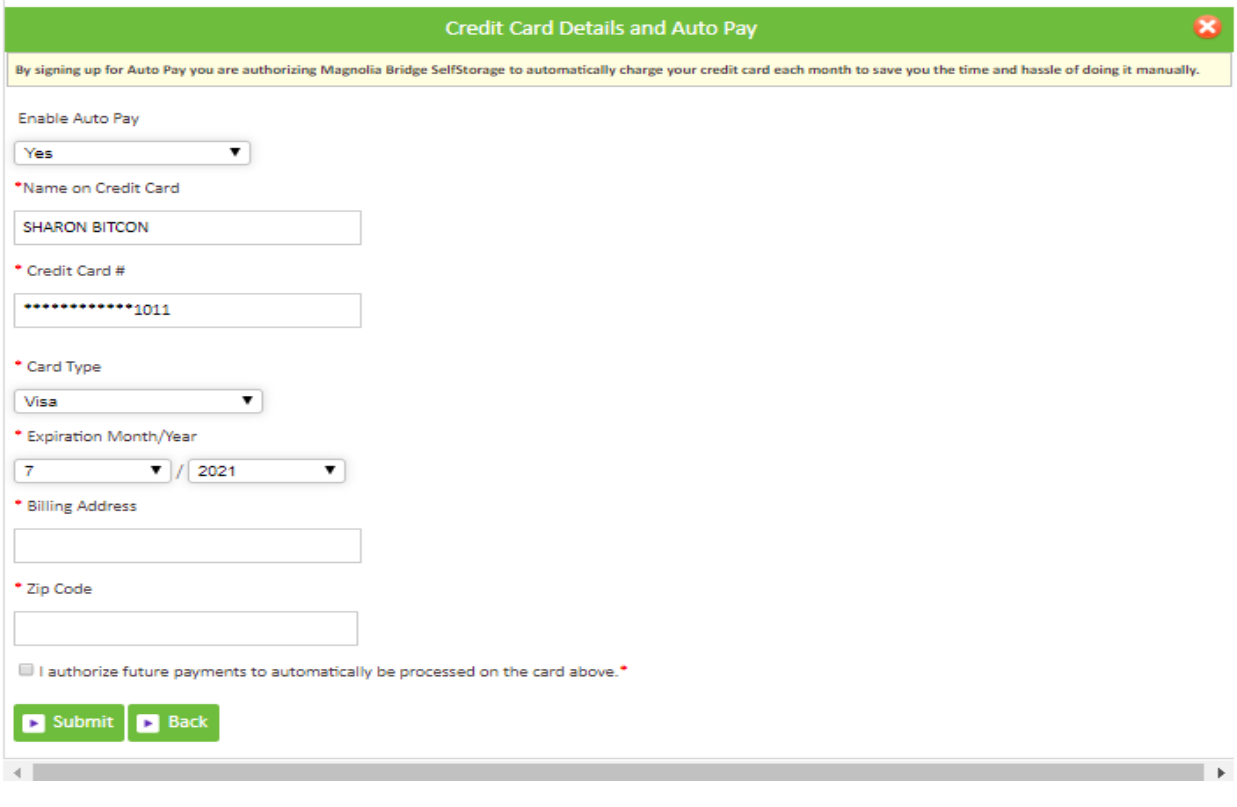
* Card Zip Code

Submit Cancel

4. How to set up auto pay?

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

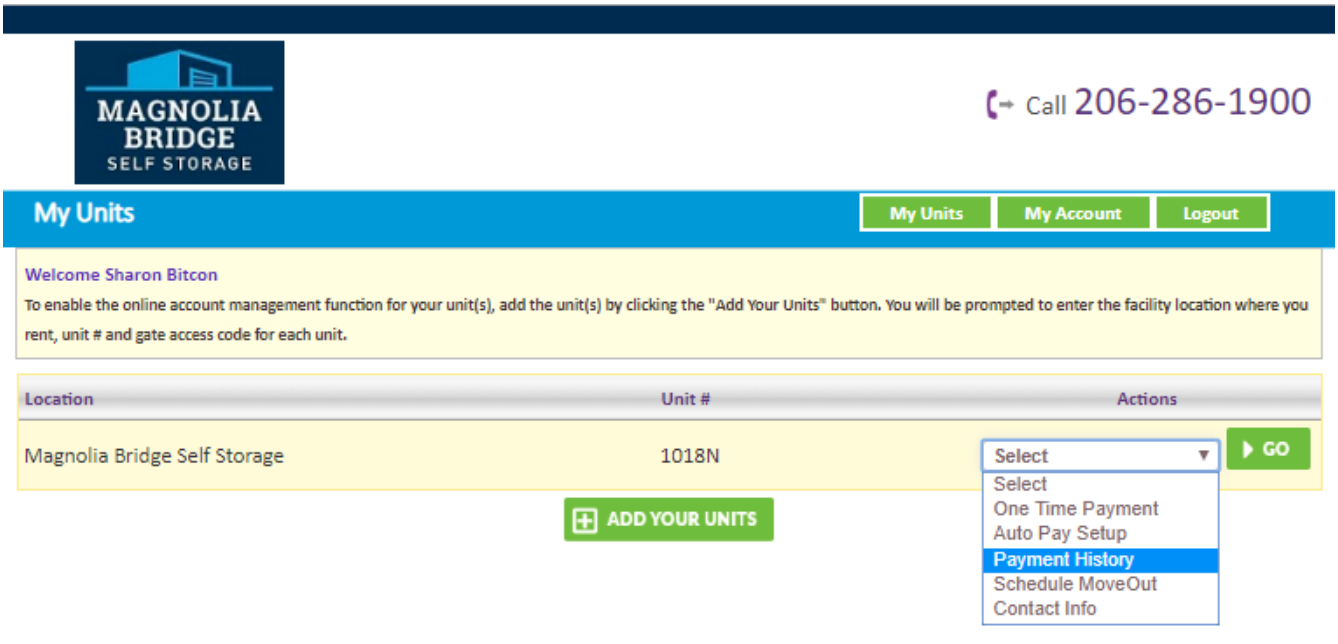


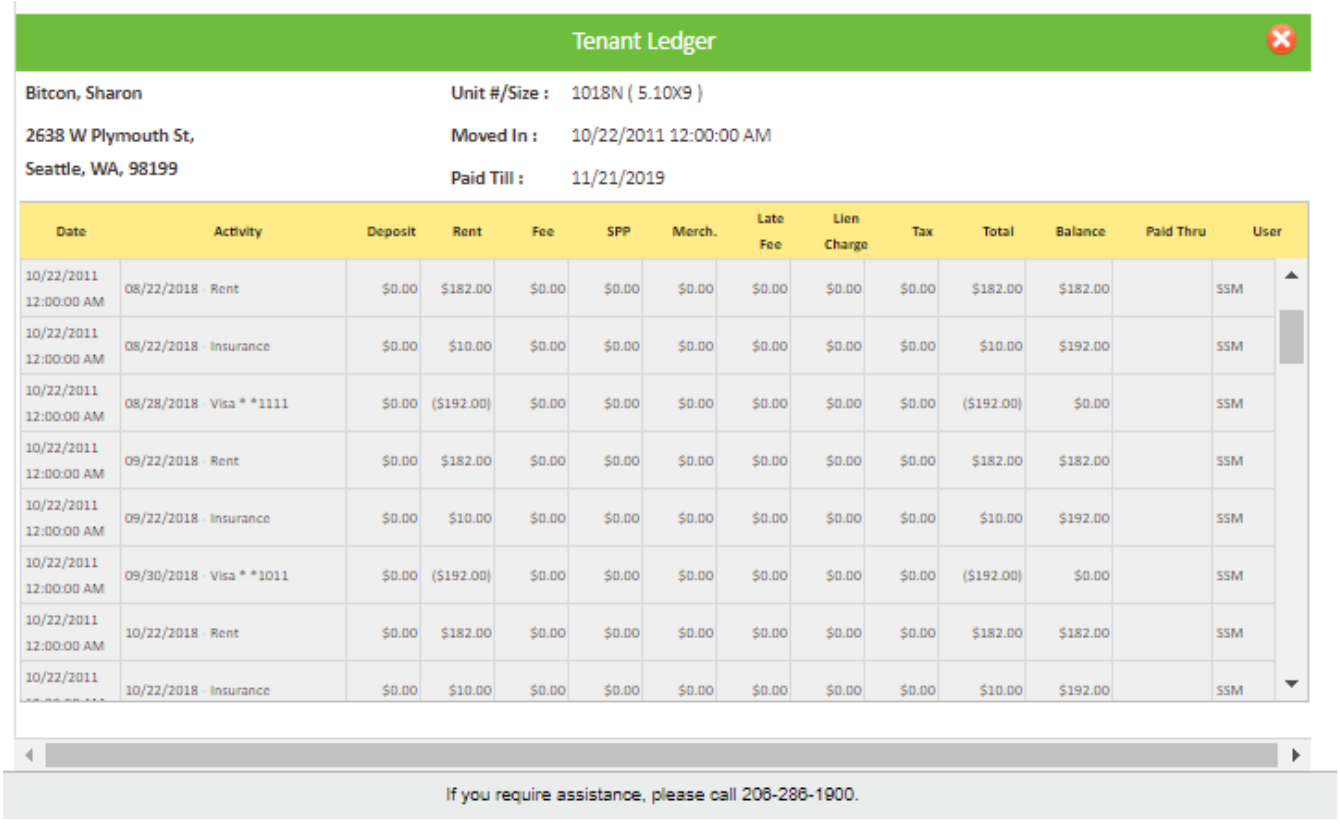


- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button

5. How to view the Payment History?

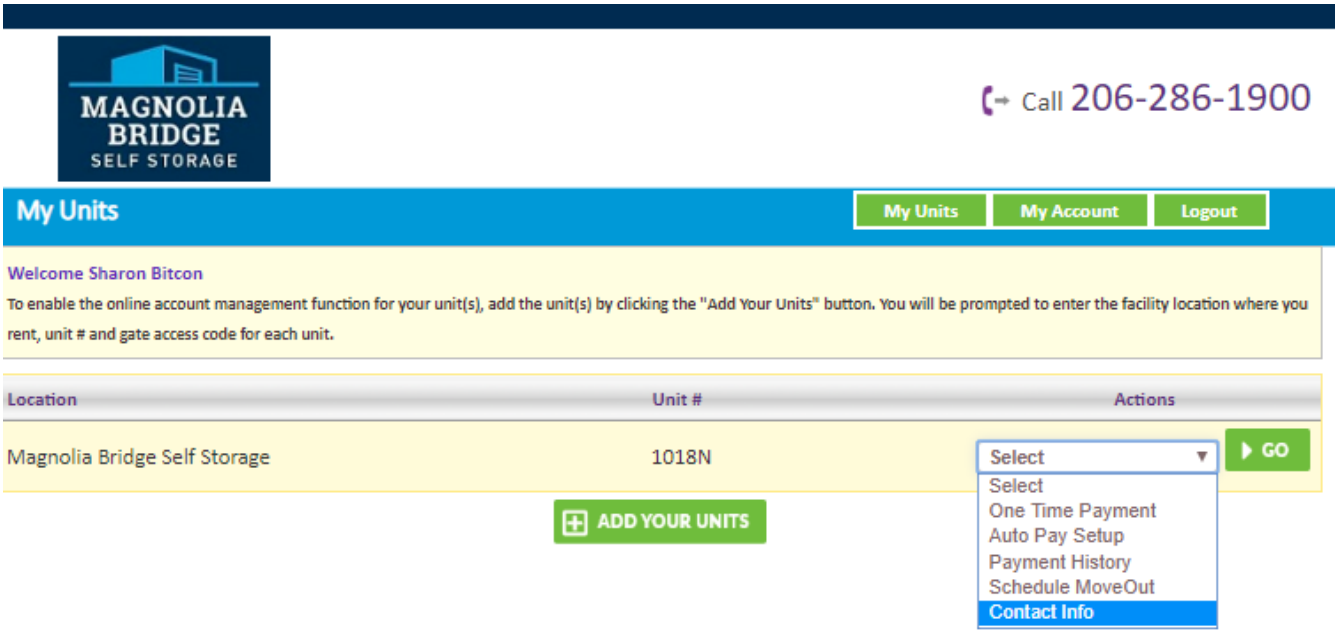
- Click on the drop down button
- Select Payment History
- Click on GO button



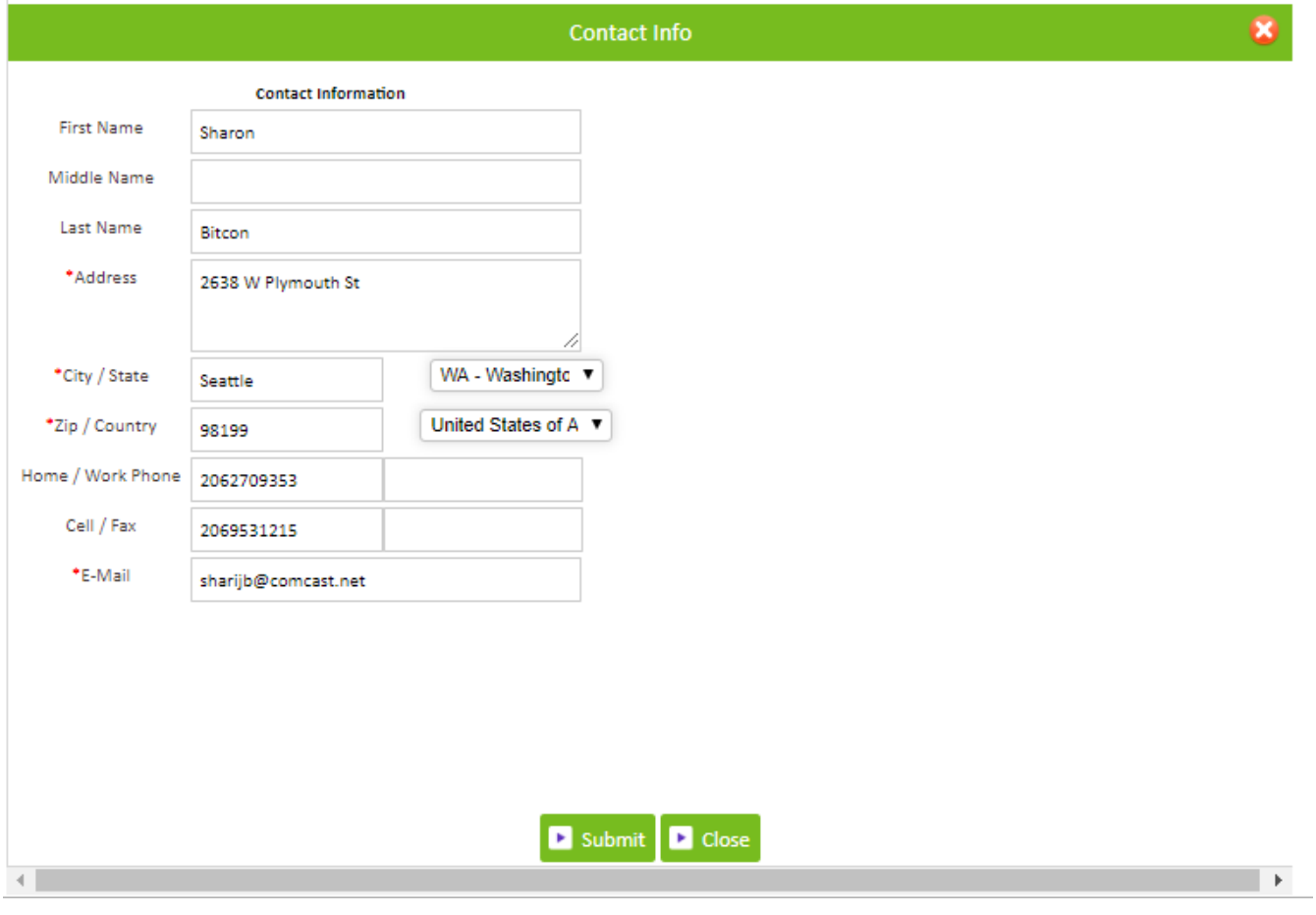


6. How to view/edit Contact Info?

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

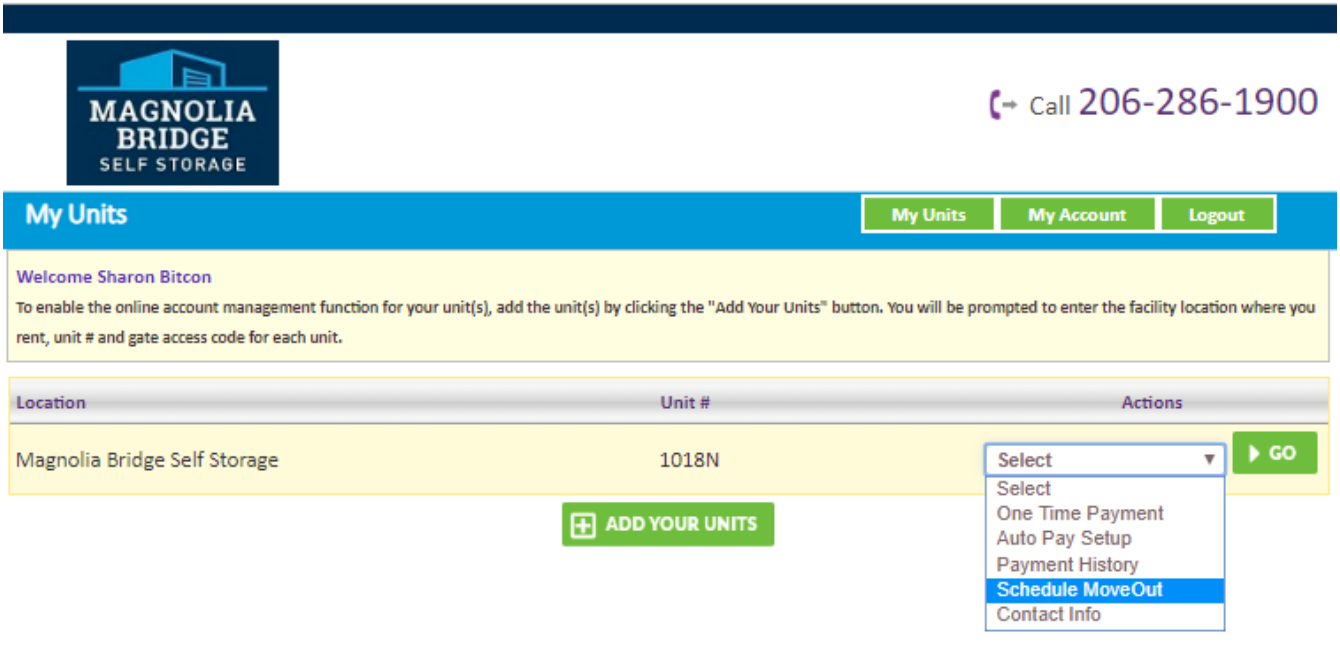
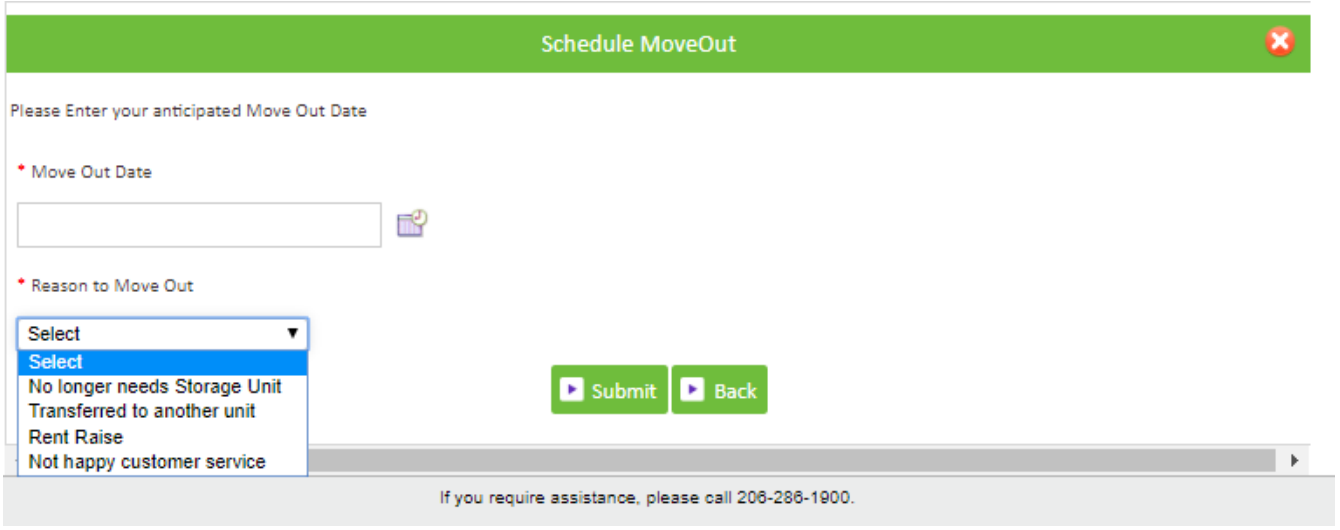


- **Tenants have an ability to edit the Address, Phone number and the email ID.**



8. How to schedule a move out?

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



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