

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



☎ Call 206-286-1900

[My Account Sign In / Pay My Bill](#)



Welcome to the Magnolia Bridge SelfStorage 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

ABURK206@GMAIL.COM

* Password

••••

LOGIN

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Magnolia Bridge SelfStorage account!

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

If you require assistance, please call 206-286-1900.

- 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))

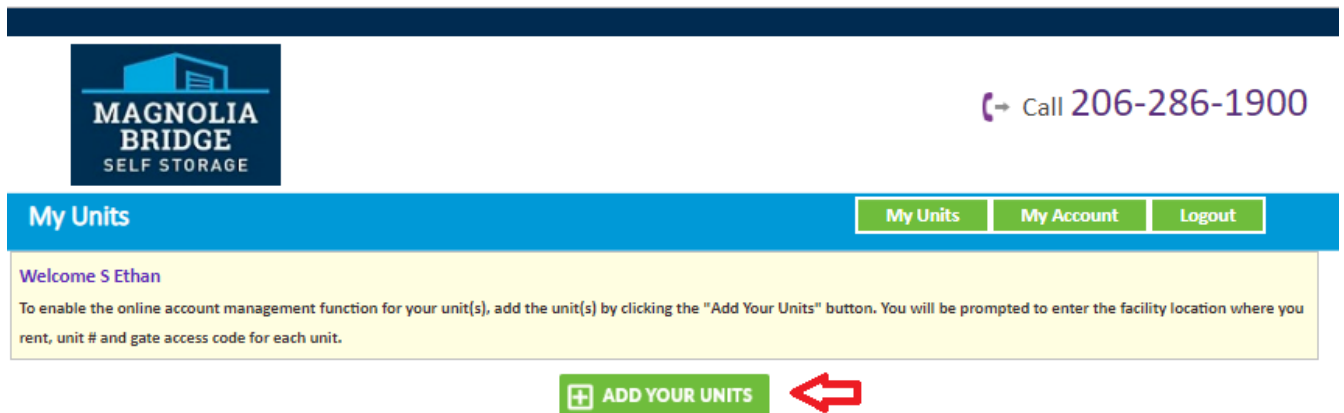


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- Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

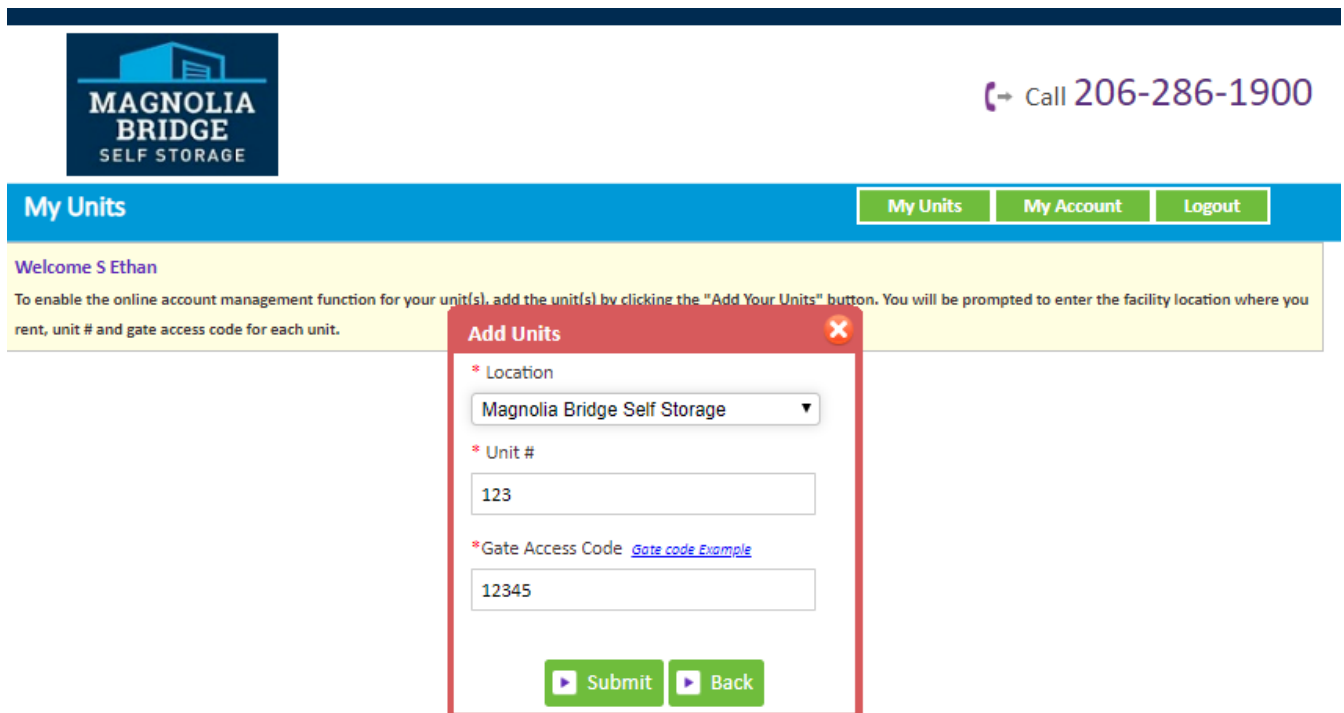
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the Magnolia Bridge Self Storage website interface. At the top left is the logo for Magnolia Bridge Self Storage. At the top right, there is a phone icon and the text "Call 206-286-1900". Below the logo is a blue navigation bar with the text "My Units" on the left and three buttons: "My Units", "My Account", and "Logout". Below the navigation bar is a yellow welcome message: "Welcome S Ethan" followed by 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." At the bottom center of the page, there is a green button with a plus sign and the text "ADD YOUR UNITS". A red arrow points to this button from the right.

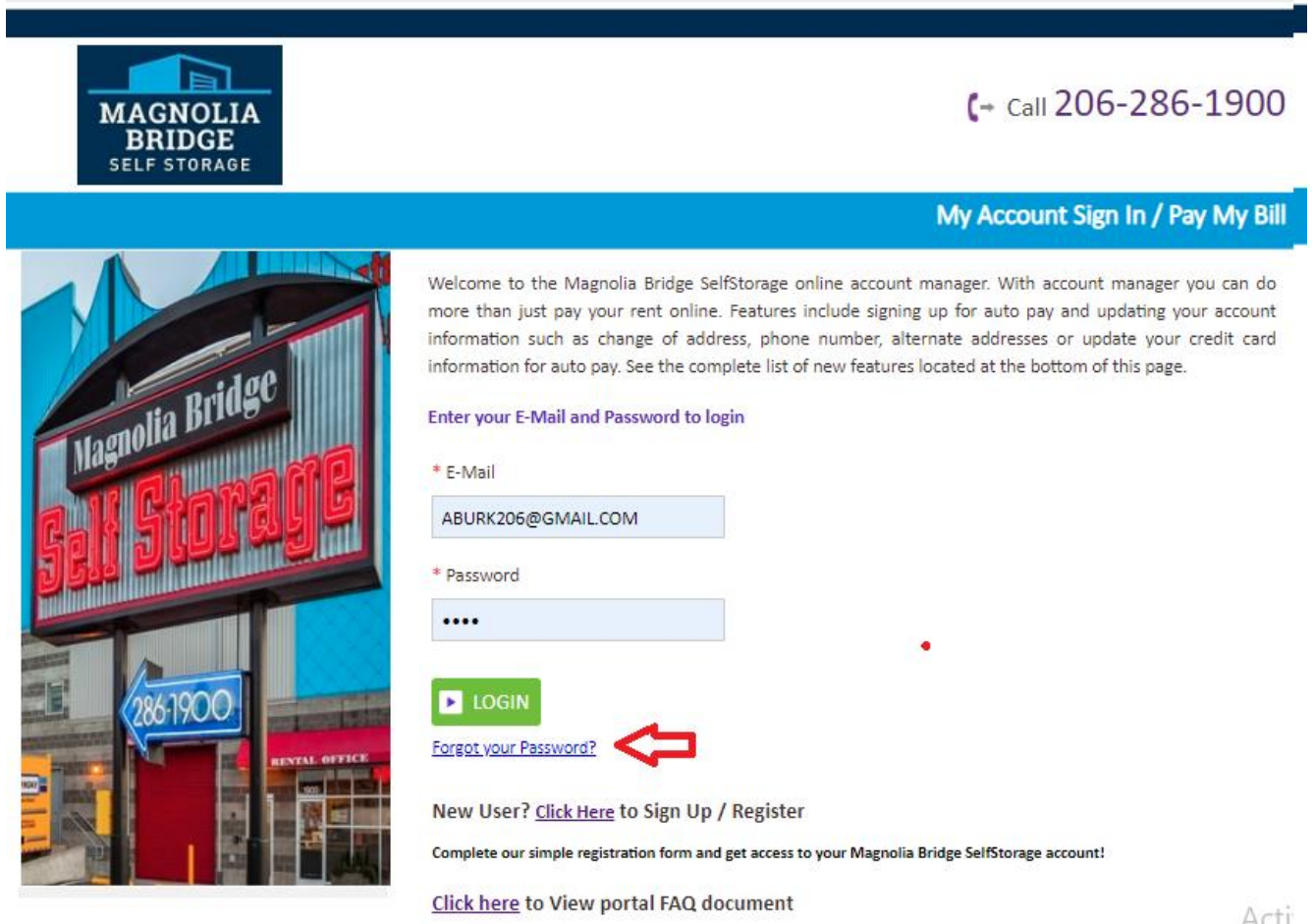
- Select the location, Enter the unit# and Lease Number
- Click on Submit button



The screenshot shows the Magnolia Bridge Self Storage website interface with the "Add Units" form open. The form is a red-bordered box with a close button (X) in the top right corner. It contains three input fields: "Location" with a dropdown menu showing "Magnolia Bridge Self Storage", "Unit #" with the text "123", and "Gate Access Code" with the text "12345" and a link for "Gate code Example". At the bottom of the form are two buttons: "Submit" and "Back".

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



MAGNOLIA BRIDGE SELF STORAGE

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* E-Mail
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* Password
.....

LOGIN

[Forgot your Password?](#)

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Complete our simple registration form and get access to your Magnolia Bridge SelfStorage account!

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

- Enter the Email ID
- Click on Submit button



MAGNOLIA BRIDGE SELF STORAGE

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Forgot your Password?

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

MAGNOLIA BRIDGE SELF STORAGE

Call 206-286-1900

My Units My Units My Account Logout

Welcome Sharon Bitcon

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
Magnolia Bridge Self Storage	1018N	<input type="button" value="GO"/> <input type="button" value="ADD YOUR UNITS"/> <input type="button" value="Select"/> <input type="button" value="Select"/> <input type="button" value="One Time Payment"/> <input type="button" value="Auto Pay Setup"/> <input type="button" value="Payment History"/> <input type="button" value="Schedule MoveOut"/> <input type="button" value="Contact Info"/>

- Enter Credit Card details
- Click on Submit button



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?:

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



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Location	Unit #	Actions
Magnolia Bridge Self Storage	1018N	<div><input type="button" value="GO"/> <input type="text" value="Select"/><ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment HistorySchedule MoveOutContact Info</div>

Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Magnolia Bridge SelfStorage 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

I authorize future payments to automatically be processed on the card above. *

- 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

MAGNOLIA BRIDGE SELF STORAGE ☎ Call 206-286-1900

My Units My Units My Account Logout

Welcome Sharon Bitcon
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
Magnolia Bridge Self Storage	1018N	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px;"> Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px;">▶ GO</div> </div>

[+ ADD YOUR UNITS](#)

Tenant Ledger



Bitcon, Sharon
2638 W Plymouth St,
Seattle, WA, 98199

Unit #/Size : 1018N (5.10X9)
Moved In : 10/22/2011 12:00:00 AM
Paid Till : 11/21/2019

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
10/22/2011 12:00:00 AM	08/22/2018 Rent	\$0.00	\$182.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$182.00	\$182.00		SSM
10/22/2011 12:00:00 AM	08/22/2018 Insurance	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$192.00		SSM
10/22/2011 12:00:00 AM	08/28/2018 Visa * *1111	\$0.00	(\$192.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$192.00)	\$0.00		SSM
10/22/2011 12:00:00 AM	09/22/2018 Rent	\$0.00	\$182.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$182.00	\$182.00		SSM
10/22/2011 12:00:00 AM	09/22/2018 Insurance	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$192.00		SSM
10/22/2011 12:00:00 AM	09/30/2018 Visa * *1011	\$0.00	(\$192.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$192.00)	\$0.00		SSM
10/22/2011 12:00:00 AM	10/22/2018 Rent	\$0.00	\$182.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$182.00	\$182.00		SSM
10/22/2011 12:00:00 AM	10/22/2018 Insurance	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$192.00		SSM

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6. How to view/edit Contact Info?

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



☎ Call 206-286-1900

My Units

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

Welcome Sharon Bitcon

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
Magnolia Bridge Self Storage	1018N	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;">Select ▾</div><div style="margin-left: 5px;">▶ 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	<input type="text" value="Sharon"/>	
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="Bitcon"/>	
*Address	<input type="text" value="2638 W Plymouth St"/>	
*City / State	<input type="text" value="Seattle"/>	<input style="border: none; background-color: #ccc; padding: 2px; font-size: small; font-weight: bold; text-decoration: none; color: #333; cursor: pointer; width: 100px;" type="text" value="WA - Washingtc"/>
*Zip / Country	<input type="text" value="98199"/>	<input style="border: none; background-color: #ccc; padding: 2px; font-size: small; font-weight: bold; text-decoration: none; color: #333; cursor: pointer; width: 100px;" type="text" value="United States of A"/>
Home / Work Phone	<input type="text" value="2062709353"/>	<input type="text"/>
Cell / Fax	<input type="text" value="2069531215"/>	<input type="text"/>
*E-Mail	<input type="text" value="sharijb@comcast.net"/>	

▶ Submit▶ Close

8. How to schedule a move out?

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

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Location	Unit #	Actions
Magnolia Bridge Self Storage	1018N	<div style="border: 1px solid black; padding: 2px;">Select ▾ Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info</div> ▶ GO

+ ADD YOUR UNITS

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

Schedule MoveOut ✕

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

Select ▾
Select
No longer needs Storage Unit
Transferred to another unit
Rent Raise
Not happy customer service

▶ Submit ▶ Back

If you require assistance, please call 206-286-1900.