

## Customer Portal FAQ'S

### 1. How to register?

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

portal.selfstoragemanager.com/UrbanStorage/account/login.aspx



Call 206-527-8300

My Account Sign In / Pay My Bill



Welcome to the Urban 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 Urban 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



\* 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]]



- 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

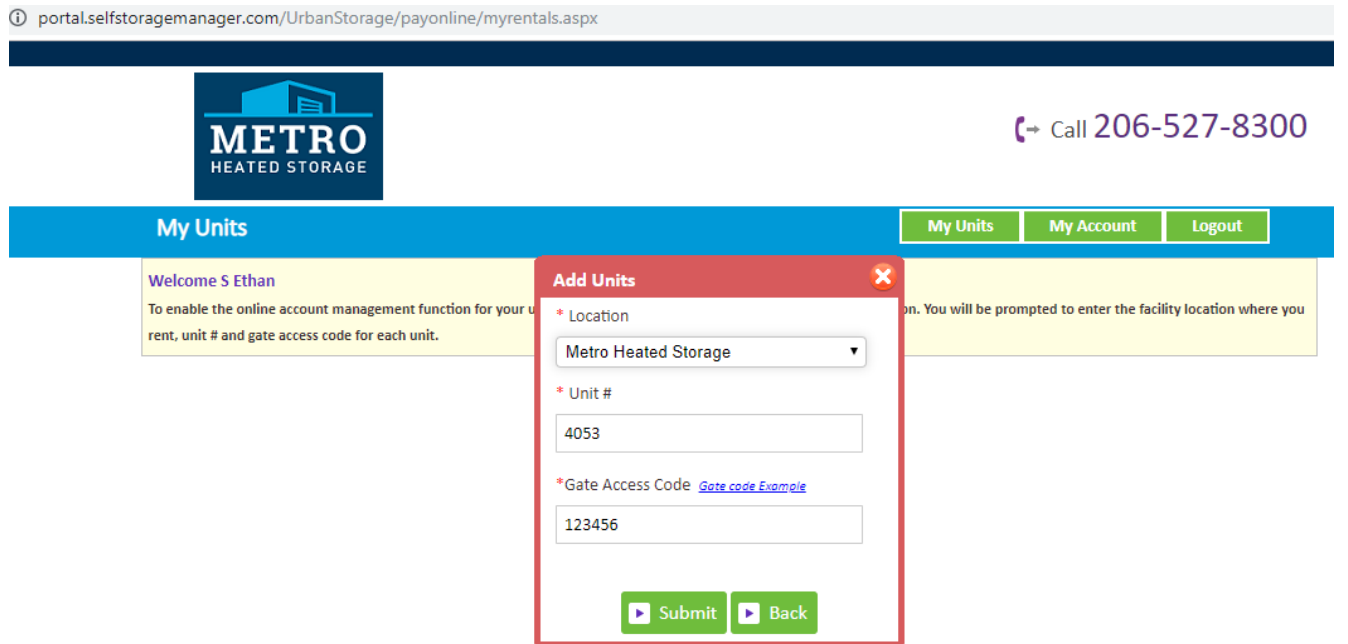
portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx



The screenshot shows the Metro Heated Storage website interface. At the top left is the Metro Heated Storage logo. At the top right is a phone icon and the number 'Call 206-527-8300'. Below the logo is a blue navigation bar with 'My Units' on the left and three buttons: 'My Units', 'My Account', and 'Logout'. A yellow welcome message reads: 'Welcome S Ethan. 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.' Below the message is a green button with a plus icon 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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx



The screenshot shows the same website interface as above, but with a modal form titled 'Add Units' open in the center. The modal has a red border and a close button (X) in the top right corner. It contains three input fields: a dropdown menu for 'Location' with 'Metro Heated Storage' selected, a text field for 'Unit #' with '4053' entered, and a text field for 'Gate Access Code' with '123456' entered. A blue link 'Gate code Example' is next to the Gate Access Code label. At the bottom of the modal are two green buttons: 'Submit' and 'Back'.

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

portal.selfstoragemanager.com/UrbanStorage/account/login.aspx



WELCOME TO THE URBAN 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?](#)

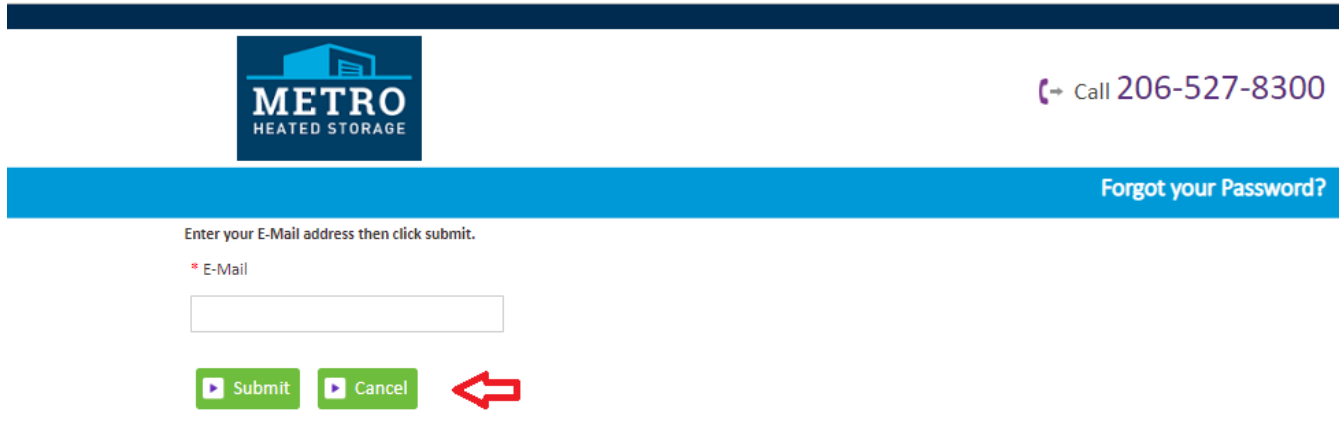
New User? [Click Here](#) to Sign Up / Register

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

If you require assistance, please call 206-527-8300.

- Enter the Email ID
- Click on Submit button

portal.selfstoragemanager.com/UrbanStorage/account/forgotpassword.aspx



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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx

**METRO**  
HEATED STORAGE

Call 206-527-8300

**My Units** My Units My Account Logout

Welcome AARON BURKHART

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
Metro Heated Storage	4053	<input type="button" value="One Time Payment"/> <input type="button" value="GO"/>

- One Time Payment
- Select
- One Time Payment
- Auto Pay Setup
- Payment History
- Schedule MoveOut
- Contact Info

- Enter Credit Card details
- Click on Submit button



Call 206-527-8300

My Units

My Units

My Account

Logout

Account Review/Make Payment



### Unit Details

**Tenant Name**

BURKHART, AARON

**Address**

10554 Riviera PL NE,  
Seattle, WA 98125

**Phone(Home/Office)**

(206) 313-6790

**Location**

1-Metro Heated Storage

Unit Details	
Unit #	4053
Unit Size	5X10
Lease #	377
Move In Date	10/2/2017
Paid Thru. Date	1/1/2020
Balance	(\$161.00)



### Pay My Bill

Payment Details	Pre-Payment
Rent	\$0.00
Insurance	\$0.00
<b>Total Amount</b>	<b>\$0.00</b>

[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

## 5. How to set up auto pay?

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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx



Call 206-527-8300

**My Units** My Units My Account Logout

Welcome AARON BURKHART  
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
Metro Heated Storage	4053	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>Select</p><p>One Time Payment</p><p><b>Auto Pay Setup</b></p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><span>▶ GO</span></div></div>

+ ADD YOUR UNITS

- 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 Urban 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

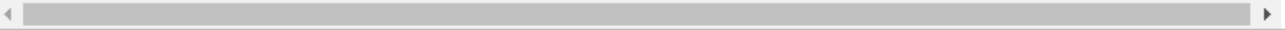
9 ▼ / 2023 ▼

\* Billing Address

\* Zip Code

▶ Submit

▶ Back





## 6. How to view the Payment History?

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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx



Call 206-527-8300

### My Units

My Units

My Account

Logout

Welcome AARON BURKHART

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
Metro Heated Storage	4053	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">Payment History ▾</div> <div style="margin-left: 5px;">▶ GO</div> </div>

**+** ADD YOUR UNITS

- Payment History ▾
- Select
- One Time Payment
- Auto Pay Setup
- Payment History**
- Schedule MoveOut
- Contact Info

### Tenant Ledger

BURKHART, AARON

Unit #/Size : 4053 ( 5X10 )

10554 Riviera PL NE,

Moved In : 10/2/2017 12:00:00 AM

Seattle, WA, 98125

Paid Till : 1/1/2020

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
10/2/2017 12:00:00 AM	08/02/2018 - Rent	\$0.00	\$138.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$138.00	\$138.00		
10/2/2017 12:00:00 AM	08/02/2018 - Insurance	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$148.00		
10/2/2017 12:00:00 AM	08/12/2018 - Late Fee	\$0.00	\$15.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00	\$163.00		
10/2/2017 12:00:00 AM	08/18/2018 - Visa * *1111	\$0.00	(\$163.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$163.00)	\$0.00		
10/2/2017 12:00:00 AM	09/02/2018 - Rent	\$0.00	\$151.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$151.00	\$151.00		
10/2/2017 12:00:00 AM	09/02/2018 - Insurance	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$161.00		
10/2/2017 12:00:00 AM	09/13/2018 - Late Fee	\$0.00	\$15.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00	\$176.00		
10/2/2017 12:00:00 AM	09/27/2018 - Visa * *6538	\$0.00	(\$176.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$176.00)	\$0.00		

## 7. How to view/edit Contact Info?

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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx

**METRO**  
HEATED STORAGE

Call 206-527-8300

**My Units** My Units My Account Logout

Welcome AARON BURKHART  
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
Metro Heated Storage	4053	<input type="text" value="Select"/> <input type="button" value="GO"/>

- 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="AARON"/>	
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="BURKHART"/>	
*Address	<input type="text" value="10554 Riviera PL NE"/>	
*City / State	<input type="text" value="Seattle"/>	<input data-bbox="695 642 873 677" type="text" value="WA - Washingto"/>
*Zip / Country	<input type="text" value="98125"/>	<input data-bbox="695 694 883 729" type="text" value="United States of A"/>
Home / Work Phone	<input type="text" value="2063136790"/>	<input type="text"/>
Cell / Fax	<input type="text"/>	<input type="text"/>
*E-Mail	<input type="text" value="ABURK206@GMAIL.COM"/>	

## 8. How to schedule a move out?

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

portal.selfstoragemanager.com/UrbanStorage/payonline/myrentals.aspx



Call 206-527-8300

**My Units** My Units My Account Logout

Welcome AARON BURKHART  
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
Metro Heated Storage	4053	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p><b>Schedule MoveOut</b></p><p>Contact Info</p></div><div style="margin-left: 10px;"><span>▶ GO</span></div></div>

+ 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 ▼

▶ Submit

▶ Back

If you require assistance, please call 206-527-8300.