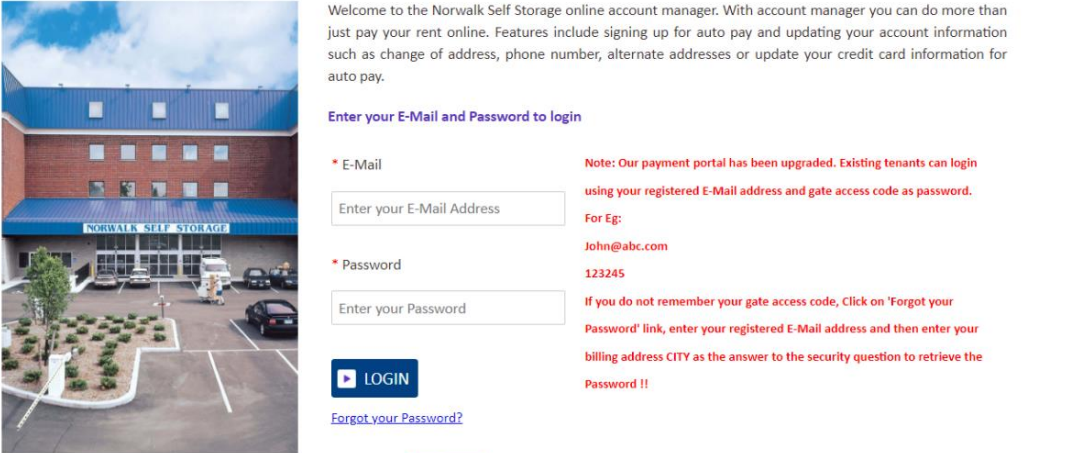


Customer Portal FAQ'S

1. How to register?

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

My Account Sign In / Pay My Bill



Welcome to the Norwalk 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.

Enter your E-Mail and Password to login

* E-Mail **Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.**

Enter your E-Mail Address **For Eg:**

* Password **John@abc.com**

Enter your Password **123245**

LOGIN

[Forgot your Password?](#)

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

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

Acti
Go-to

- 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))



- 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

My

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.

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

Welcome SSM John

To enable the online account management function for your units, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

Add Units ✕

* Location


* Unit #

* Gate Access Code [Gate code Example](#)

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

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



Welcome to the Norwalk 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.

Enter your E-Mail and Password to login

* E-Mail Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.

For Eg:
John@abc.com

* Password 123245

If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

Forgot your Password?

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

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

- Enter the Email ID
- Click on Submit button

Enter your E-Mail address then click submit.

* E-Mail

- 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

The screenshot shows the 'My Units' page with a navigation bar containing 'My Units', 'My Account', and 'Logout'. Below the navigation bar is a welcome message for 'John Test' and instructions on how to add units. A table with columns 'Location', 'Unit #', and 'Actions' is displayed. The 'Unit #' column contains '000'. The 'Actions' column contains a dropdown menu with 'One Time Payment' selected and a red 'GO' button. A red arrow points to the 'GO' button. Below the table is a blue button labeled 'ADD YOUR UNITS'.

- Enter Credit Card details
- Click on Submit button

The screenshot shows the 'Account Review/Make Payment' page. The left side displays 'Unit Details' for 'John, Test' at '1-Titan Mega Storage'. A table below shows unit details: Unit # D11, Unit Size 103X18-A1, Lease # 1, Move In Date 10/21/2021, Paid Thru. Date 11/20/2021, and Balance \$0.00. The right side displays 'Pay My Bill' with a table of payment details: Rent \$0.00, Insurance \$0.00, and Total Amount \$0.00. Below the table is a note about online payments and a 'Calculate' button. The 'Amount' field is set to \$0.00. The 'Name on Card', 'Credit Card #', 'Expiration Month/Year' (01/2021), 'CSC', 'Credit Card Type', 'Card Billing Address', and 'Card Zip Code' fields are all empty. 'Submit' and 'Cancel' buttons are at the bottom.

5. How to set up auto pay?


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

My Units My Units My Account Logout

Welcome John Test
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
[Redacted]	000	Auto Pay Setup ▶ GO

ADD YOUR UNITS



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

Welcome John Test
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.

Credit Card Details and Auto Pay ✕

By signing up for Auto Pay you are authorizing [Redacted] 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
10 ▼ / 2021 ▼

* Billing Address

* Zip Code

Submit **Back**

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

