

## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/PogodaStorage/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 pogoda 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 pogoda account!

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

- 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))



Active  
Go to S

- 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



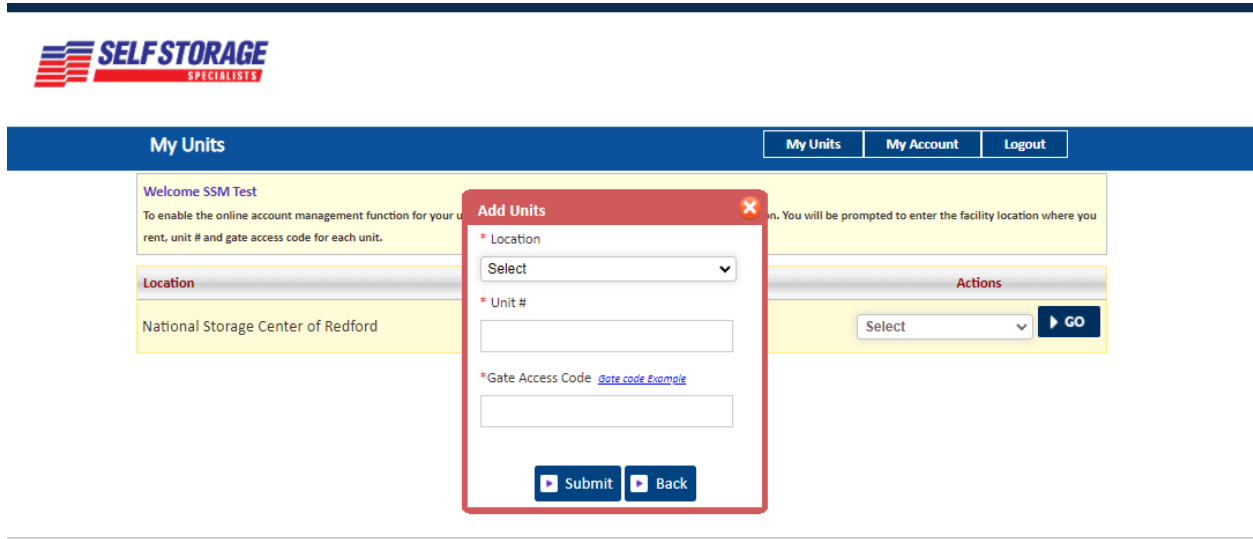
My Units

My Units My Account Logout

Welcome SSM 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.

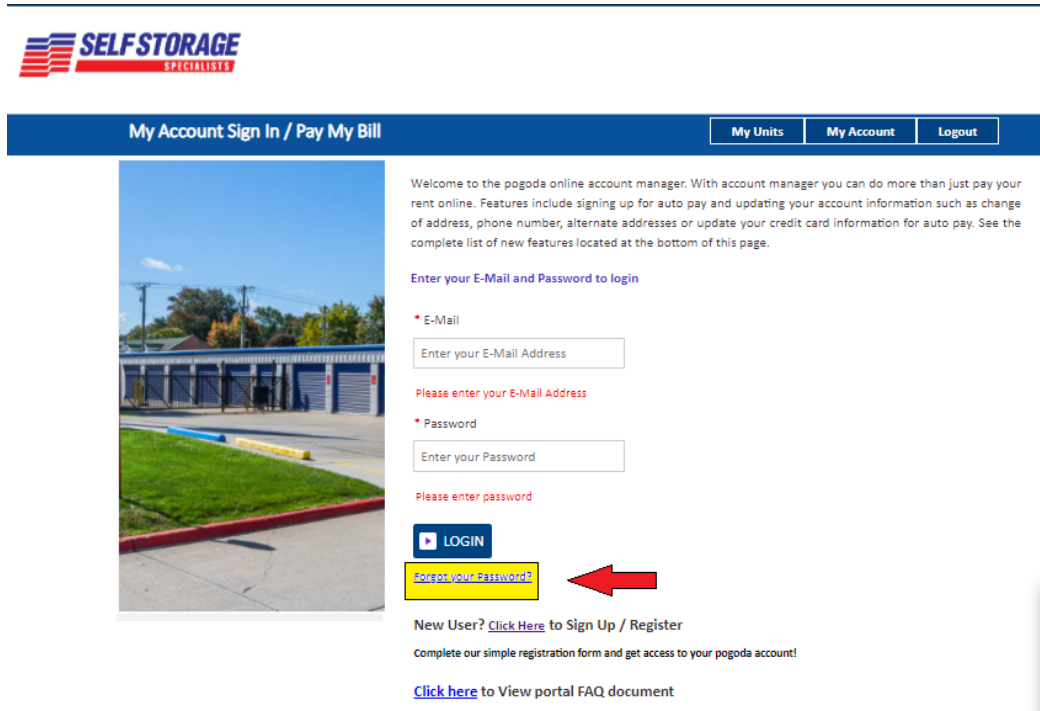
Location	Unit #	Actions
National Storage Center of Redford	006	Select <input type="text" value="GO"/>

- Select the location, Enter the unit# and Gate Access Code.
- 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



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 One Time Payment
- Click on GO button



My Units

My Units

My Account

Logout

Welcome SSM Test

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Location	Unit #	Actions
National Storage Center of Redford	006	One Time Payment ▾ ▶ GO

ADD YOUR UNITS



- Enter Credit Card details
- Click on Submit button

My Units

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

✕
Account Review/Make Payment

▾
**Unit Details**


**Tenant Name**  
SSM, Test

**Address**  
123 abc,  
Toronto, AP

**Phone(Home/Office)**

**Location**  
1-National Storage Center of Redford

Unit Details	
Unit #	006
Unit Size	0X30 RV PARKING
Lease #	472
Move In Date	9/21/2021
Paid Thru. Date	11/20/2021
Balance	\$0.00



▾
**Pay My Bill**

Payment Details	Pre-Payment
Rent	\$99.00
Insurance	\$12.00
<b>Total Amount</b>	<b>\$111.00</b>

**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** \$111.00

\* **Name on Card**

\* **Credit Card #**

\* **Expiration Month/Year** 01 ▾ 2021 ▾

\* **CSC** [What is this?](#)

\* **Credit Card Type** Select ▾

\* **Card Billing Address**

\* **Card Zip Code**

Submit
Cancel

Activate Wir

Go to Settings t

## 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

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Location	Unit #	Actions
National Storage Center of Redford	006	Auto Pay Setup <input type="button" value="GO"/>



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

## 6. How to View payment history?


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



**My Units** My Units My Account Logout

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Location	Unit #	Actions
National Storage Center of Redford	006	Payment History <input type="button" value="GO"/>





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Tenant Ledger ✕

SSM, Test Unit #/Size : 006 ( 0X30 RV PARKING )  
123 abc, Moved In : 9/21/2021 12:00:00 AM  
Toronto, AP, Paid Till : 11/20/2021

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru
9/21/2021 12:00:00 AM	Move-In	\$0.00	\$99.00	\$0.00	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$111.00	\$111.00	
9/21/2021 12:00:00 AM	Cash Payment	\$0.00	(\$99.00)	\$0.00	(\$12.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$111.00)	\$0.00	10/20/2021 12:00:00 AM
9/21/2021 12:00:00 AM	Welcome Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10/20/2021 12:00:00 AM
9/21/2021 12:00:00 AM	Lease	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10/20/2021 12:00:00 AM
10/6/2021 12:00:00 AM	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10/20/2021 12:00:00 AM
10/21/2021 12:00:00 AM	Rent Charged	\$0.00	\$99.00	\$0.00	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$111.00	\$111.00	10/20/2021 12:00:00 AM
10/27/2021 12:00:00 AM	Late Fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00	\$0.00	\$0.00	\$20.00	\$131.00	10/20/2021 12:00:00 AM

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


- Click on drop down button
- Select Schedule a move out
- Click on GO button



**My Units** My Units My Account Logout

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Location	Unit #	Actions
National Storage Center of Redford	006	Schedule MoveOut <input type="button" value="GO"/>



- Select Move out date
- Click on drop down button
- Select Reason to Move Out
- Click on Submit button



**My Units** My Units My Account Logout

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**Schedule MoveOut**

Please Enter your anticipated Move Out Date

• Move Out Date

• Reason to Move Out