

## Customer Portal FAQ'S

### 1. How to register?

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



☎ Call 360-339-5151

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



Welcome to the Quality 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

\* Password

[▶ LOGIN](#)

[Forgot your Password?](#)

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

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

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

If you require assistance, please call 360-339-5151.

- 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))*

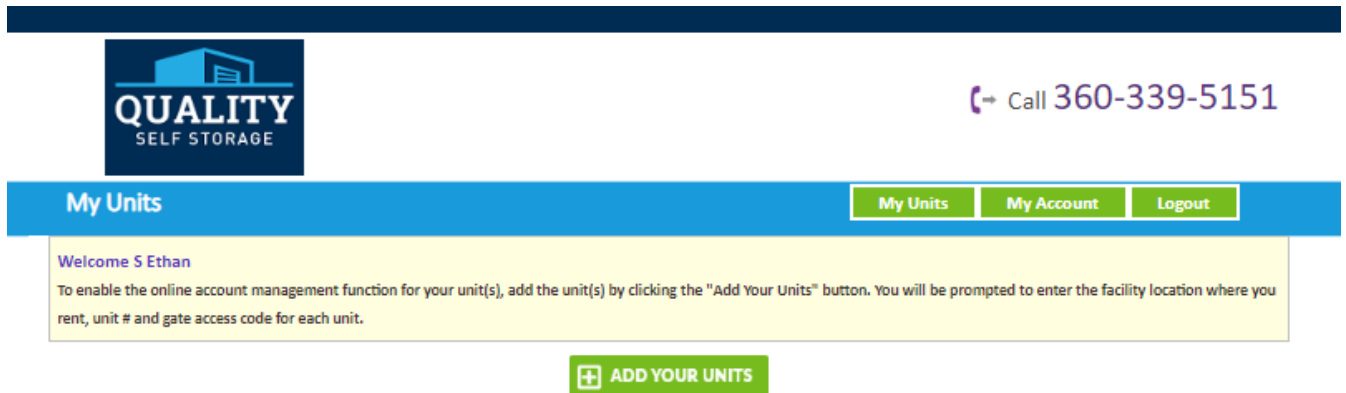


If you require assistance, please call 360-339-5151.

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

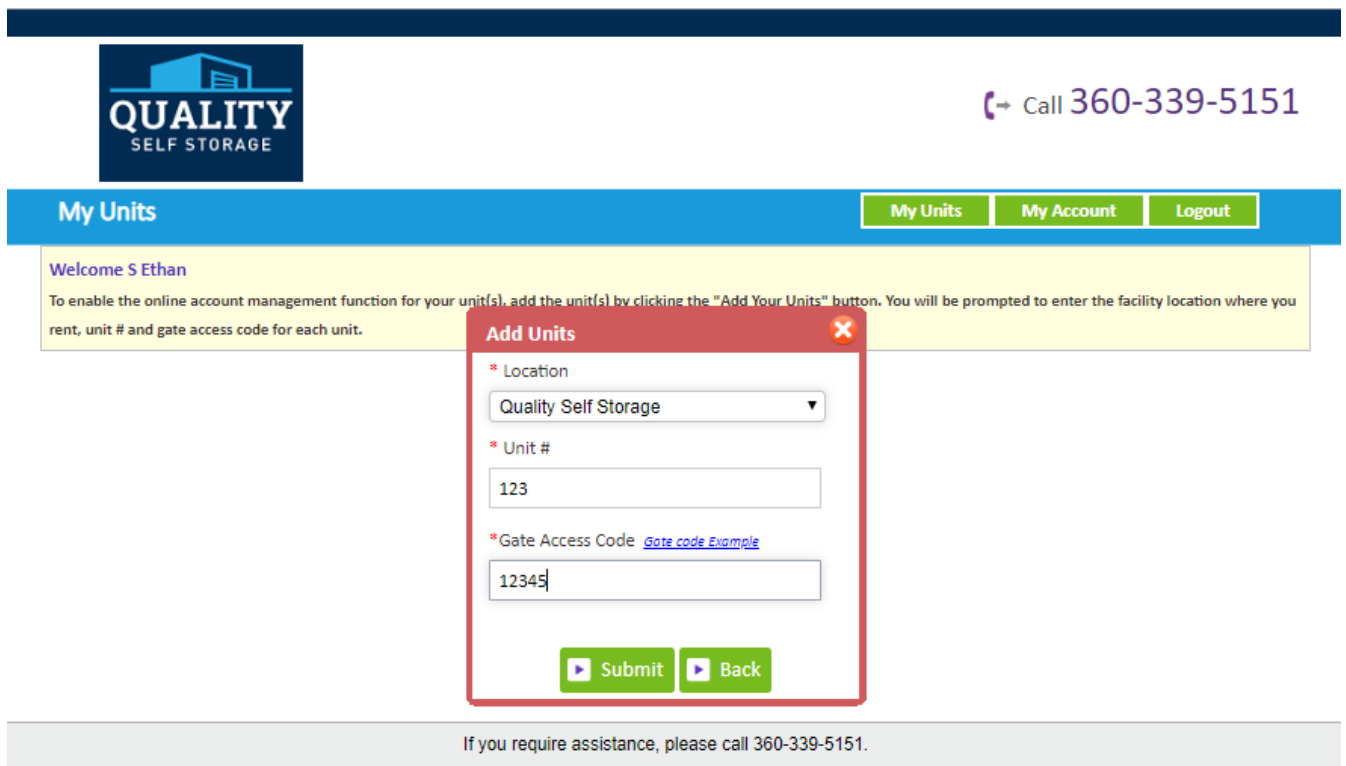
## 2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the Quality Self Storage website dashboard. At the top left is the Quality Self Storage logo. At the top right is a phone icon and the text "Call 360-339-5151". 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".

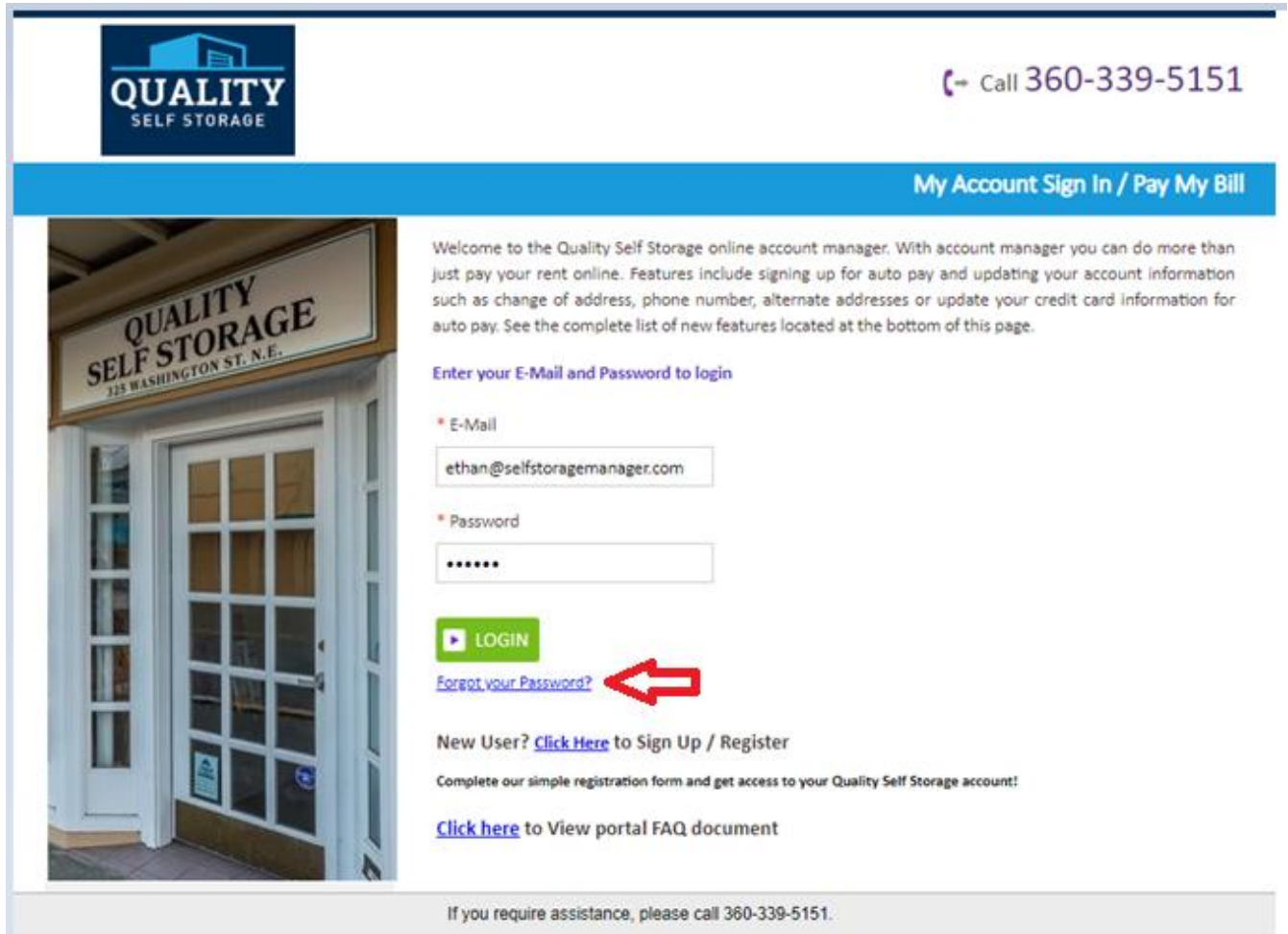
- Select the location, Enter the unit# and Lease Number
- Click on Submit button



The screenshot shows the Quality Self Storage website dashboard with the "Add Units" modal form open. The modal has a red border and a close button (X) in the top right corner. It contains three required fields: "Location" (a dropdown menu with "Quality Self Storage" selected), "Unit #" (a text input field with "123" entered), and "Gate Access Code" (a text input field with "12345" entered). A link "Gate code Example" is visible next to the Gate Access Code label. At the bottom of the modal are two buttons: "Submit" and "Back". Below the modal, a grey footer bar contains the text: "If you require assistance, please call 360-339-5151."

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



QUALITY SELF STORAGE

Call 360-339-5151

My Account Sign In / Pay My Bill

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Enter your E-Mail and Password to login

\* E-Mail  
ethan@selfstoragemanager.com

\* Password  
\*\*\*\*\*

LOGIN

[Forgot your Password?](#)

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

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

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

If you require assistance, please call 360-339-5151.

- Enter the Email ID
- Click on Submit button



QUALITY SELF STORAGE

Call 360-339-5151

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

QUALITY SELF STORAGE

Call 360-339-5151

My Units

My Units My Account Logout

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.

| Location             | Unit # | Actions  |
|----------------------|--------|--|
| Quality Self Storage | 102    | <input type="button" value="GO"/><br>Select<br>Select<br>One Time Payment<br>Auto Pay Setup<br>Payment History<br>Schedule MoveOut<br>Contact Info |

- Enter Credit Card details
- Click on Submit button



### Unit Details

**Tenant Name**

Beck, Joseph

**Address**

2101 Boundary St SE,  
Olympia, WA 98501

**Phone(Home/Office)**

(360) 584-0094

**Location**

4-Quality Self Storage

| Unit Details    |            |
|-----------------|------------|
| Unit #          | 102        |
| Unit Size       | 6X8NCC     |
| Lease #         | 247        |
| Move In Date    | 11/24/2017 |
| Paid Thru. Date | 11/23/2019 |
| Balance         | \$96.00    |



### Pay My Bill

| Payment Details     | Amount Due     | Pre-Payment   |
|---------------------|----------------|---------------|
| Rent                | \$86.00        | \$0.00        |
| Insurance           | \$10.00        | \$0.00        |
| <b>Total Amount</b> | <b>\$96.00</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?

- a. Click on the drop down button
- b. Select Auto Pay Setup /CC Update
- c. Click on GO button

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.

| Location             | Unit # | Actions  |
|----------------------|--------|--|
| Quality Self Storage | 102    | <input type="button" value="GO"/><br><input type="button" value="ADD YOUR UNITS"/> |

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

## Credit Card Details and Auto Pay



By signing up for Auto Pay you are authorizing Quality Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

Yes ▼

\* Name on Credit Card

JOSEPH C BECK

\* Credit Card #

\*\*\*\*\*7869

\* Card Type

MasterCard ▼

\* Expiration Month/Year

6 / 2022

\* Billing Address

\* Zip Code

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

▶ Submit

▶ Back

- d. Enable Auto Pay
- e. Enter Credit Card Details
- f. Click on Submit button



## 6. How to view the Payment History?

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

**QUALITY SELF STORAGE** ☎ Call 360-339-5151

**My Units** My Units My Account Logout

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.

| Location             | Unit # | Actions   |
|----------------------|--------|---|
| Quality Self Storage | 102    | <div style="border: 1px solid black; padding: 5px;">           Select<br/>           Select<br/>           One Time Payment<br/>           Auto Pay Setup<br/> <b>Payment History</b><br/>           Schedule MoveOut<br/>           Contact Info         </div> <span style="float: right; border: 1px solid black; padding: 2px 5px;">▶ GO</span> |

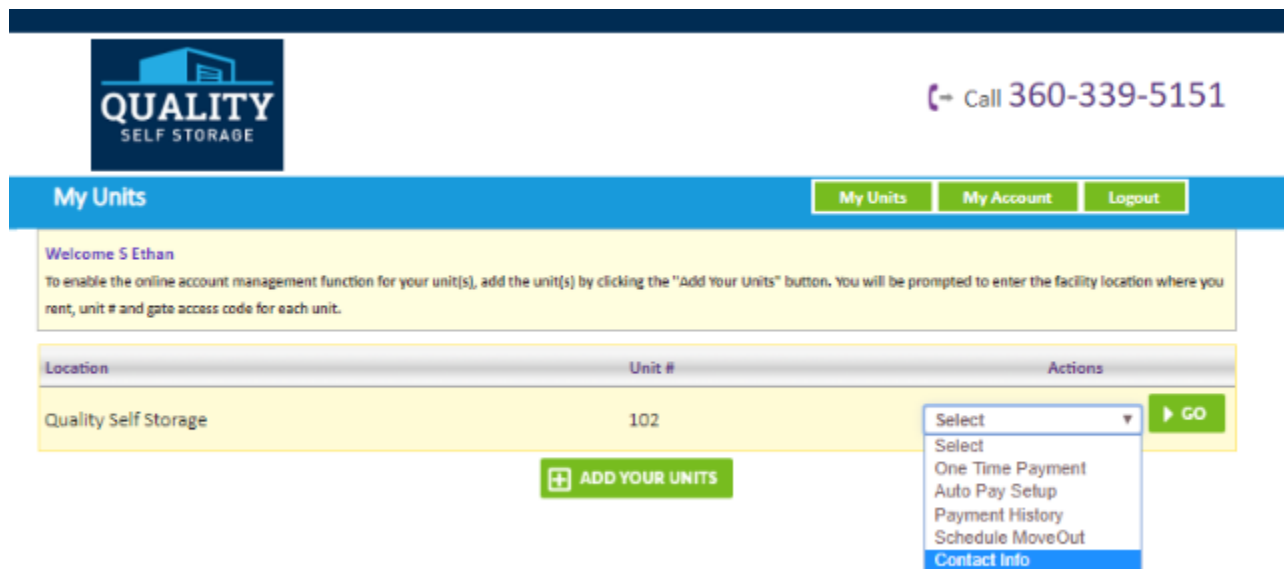
+ ADD YOUR UNITS

| Tenant Ledger <span style="float: right; color: white;">✕</span> |                                       |         |            |  |        |        |          |             |        |            |            |           |      |
|--|---------------------------------------|---------|------------|--|--------|--------|----------|-------------|--------|------------|------------|-----------|------|
| <b>Beck, Joseph</b>  |                                       |         |            | <b>Unit #/Size :</b> 102 ( 6X8NCC )      |        |        |          |             |        |            |            |           |      |
| <b>2101 Boundary St SE,</b>                                      |                                       |         |            | <b>Moved In :</b> 11/24/2017 12:00:00 AM |        |        |          |             |        |            |            |           |      |
| <b>Olympia, WA, 98501</b>  |                                       |         |            | <b>Paid Till :</b> 11/23/2019            |        |        |          |             |        |            |            |           |      |
| Date   | Activity                              | Deposit | Rent       | Fee                                      | SPP    | Merch. | Late Fee | Lien Charge | Tax    | Total      | Balance    | Paid Thru | User |
| 11/24/2017 12:00:00 AM   | 06/24/2018 - Rent                     | \$0.00  | \$83.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$83.00    | \$83.00    |           | SSM  |
| 11/24/2017 12:00:00 AM   | 06/24/2018 - Check * SetupPrepaidRent | \$0.00  | (\$186.00) | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | (\$186.00) | (\$103.00) |           | SSM  |
| 11/24/2017 12:00:00 AM   | 06/24/2018 - Insurance                | \$0.00  | \$10.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$10.00    | (\$93.00)  |           | SSM  |
| 11/24/2017 12:00:00 AM   | 07/24/2018 - Rent                     | \$0.00  | \$83.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$83.00    | (\$10.00)  |           | SSM  |
| 11/24/2017 12:00:00 AM   | 07/24/2018 - Insurance                | \$0.00  | \$10.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$10.00    | \$0.00     |           | SSM  |
| 11/24/2017 12:00:00 AM   | 08/24/2018 - Rent                     | \$0.00  | \$83.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$83.00    | \$83.00    |           | SSM  |
| 11/24/2017 12:00:00 AM   | 08/24/2018 - Insurance                | \$0.00  | \$10.00    | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | \$10.00    | \$93.00    |           | SSM  |
| 11/24/2017 12:00:00 AM   | 08/24/2018 - Visa * *1111             | \$0.00  | (\$93.00)  | \$0.00                                   | \$0.00 | \$0.00 | \$0.00   | \$0.00      | \$0.00 | (\$93.00)  | \$0.00     |           | SSM  |

If you require assistance, please call 360-339-5151.

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

- Click on the drop down button
- Select ContactInfo
- Click on GO button



The screenshot shows the Quality Self Storage user interface. At the top left is the logo for Quality Self Storage. At the top right is a phone icon and the number 360-339-5151. Below the logo is a blue navigation bar with 'My Units' and buttons for 'My Units', 'My Account', and 'Logout'. A yellow welcome message for 'Ethan' is displayed. Below this is a table with columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'Quality Self Storage' and '102'. A dropdown menu is open over the 'Actions' column, listing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A green 'GO' button is next to the dropdown. Below the table is a green 'ADD YOUR UNITS' button.

| Location             | Unit # | Actions   |
|----------------------|--------|---|
| Quality Self Storage | 102    | <input type="button" value="Select"/> <input type="button" value="GO"/> |

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

Contact Info



Contact Information

|                   |  |   |
|-------------------|--|---|
| First Name        | <input type="text" value="Joseph"/>                |   |
| Middle Name       | <input type="text"/>                               |   |
| Last Name         | <input type="text" value="Beck"/>                  |   |
| *Address          | <input type="text" value="2101 Boundary St SE"/>   |   |
| *City / State     | <input type="text" value="Olympia"/>               | <input type="text" value="WA - Washingtc"/>     |
| *Zip / Country    | <input type="text" value="98501"/>                 | <input type="text" value="United States of A"/> |
| Home / Work Phone | <input type="text" value="3605840094"/>            | <input type="text"/>                            |
| Cell / Fax        | <input type="text"/>                               | <input type="text"/>                            |
| *E-Mail           | <input type="text" value="beckjosephc@yahoo.com"/> |   |

Submit

Close

## 8. How to schedule a move out?

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

**QUALITY SELF STORAGE** ☎ Call 360-339-5151

**My Units** My Units My Account Logout

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.

| Location             | Unit # | Actions  |
|----------------------|--------|--|
| Quality Self Storage | 102    | <input type="button" value="GO"/><br><input type="button" value="ADD YOUR UNITS"/> |

- Select
- One Time Payment
- Auto Pay Setup
- Payment History
- Schedule Move Out**
- Contact Info

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

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.

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
- Rate Increase
- Not happy customer service

Submit Back

If you require assistance, please call 380-338-5151.