Customer Portal FAQ'S

1. How to register?

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

- **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))
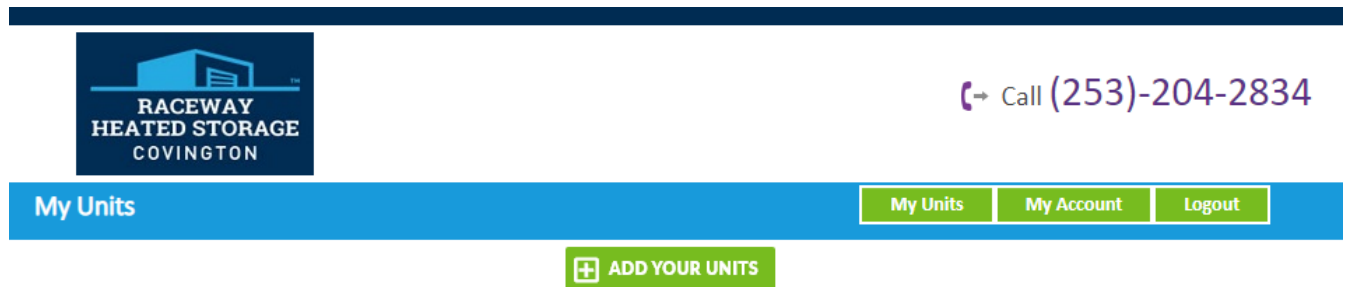
2QLGC

▶ Submit   ▶ Cancel

If you require assistance, please call (253)-204-2834.
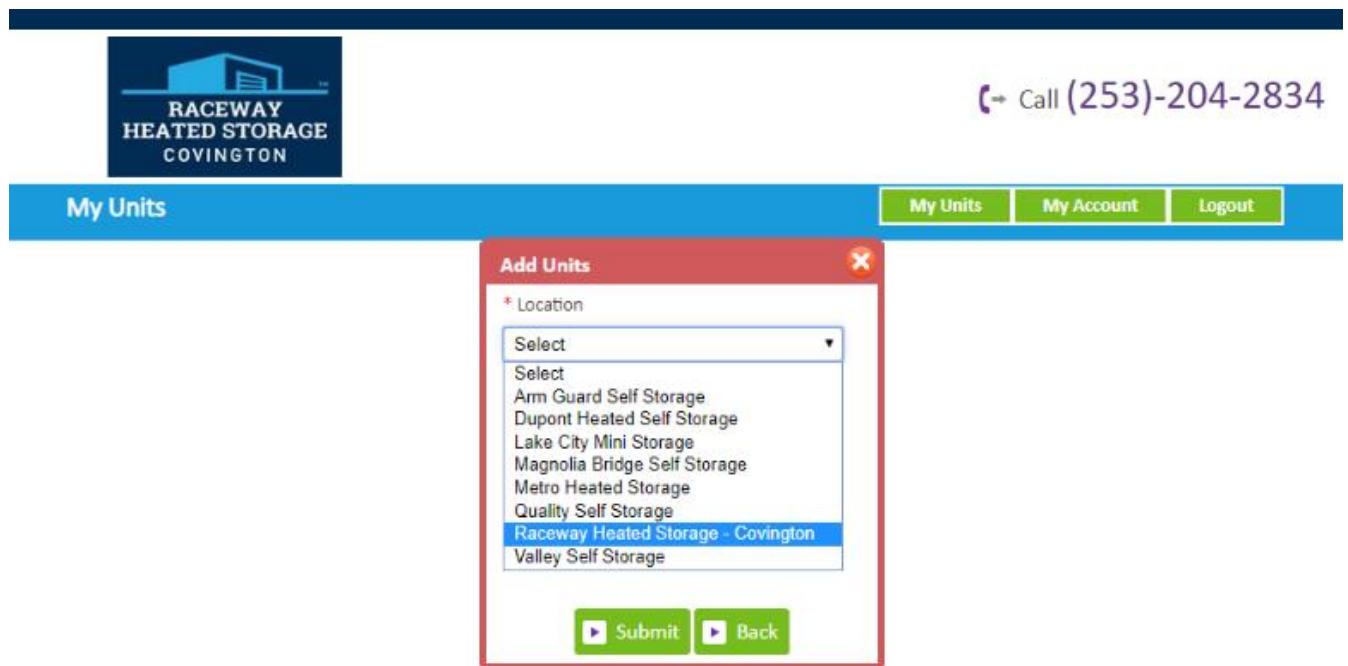
- Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

- Select the location, Enter the unit# and Lease Number
- 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**

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**

- **Enter Credit Card details**
- **Click on Submit button**

RACEWAY HEATED STORAGE COVINGTON

My Units

My Units | My Account | Logout

Account Review/Make Payment ✖

Unit Details

Tenant Name

Ackley, Brett

Address

22372 SE 282nd LN,

Maple Valley, WA 98038

Phone(Home/Office)

(425) 268-4753

Location

8-Raceway Heated Storage - Covington

Unit Details	
Unit #	A1006
Unit Size	10X100
Lease #	149
Move In Date	7/1/2019
Paid Thru. Date	11/30/2019
Balance	$192.00

VISA MasterCard American Express Cards DISCOVER

Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	$192.00	$0.00
Insurance	$0.00	$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?: `1 ▼` `Calculate`

Amount `$192.00`

* Name on Card [   ]

* Credit Card # [   ]

* Expiration Month/Year `01 ▼` `2019 ▼`

* CSC What is this? [   ]

* Credit Card Type `Select ▼`
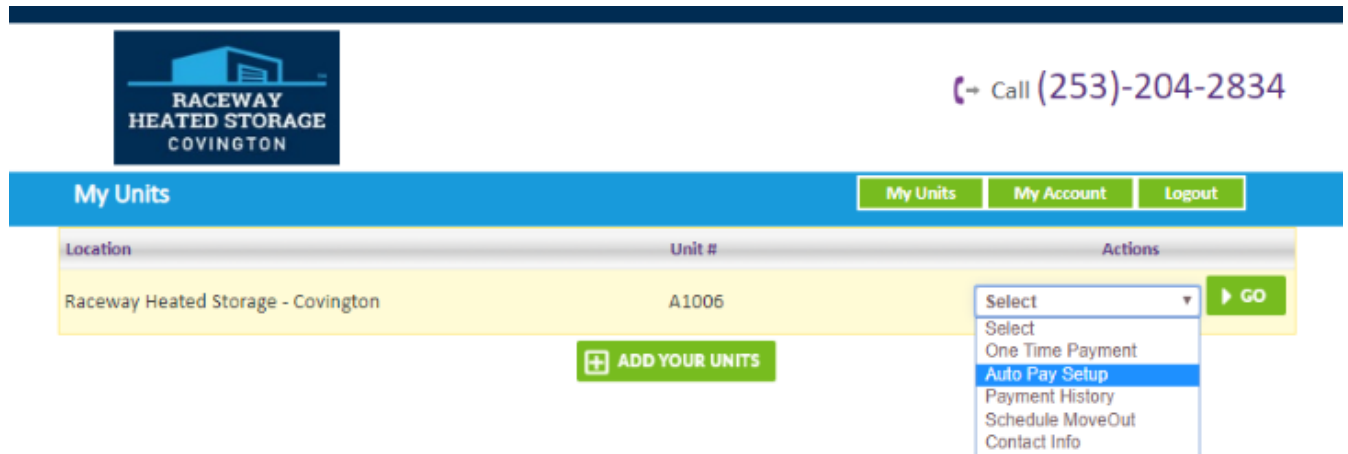
* Card Billing Address [   ]

* Card Zip Code [   ]

▶ Submit ▶ Cancel

If you require assistance, please call (253)-204-2834.

5. How to set up auto pay?

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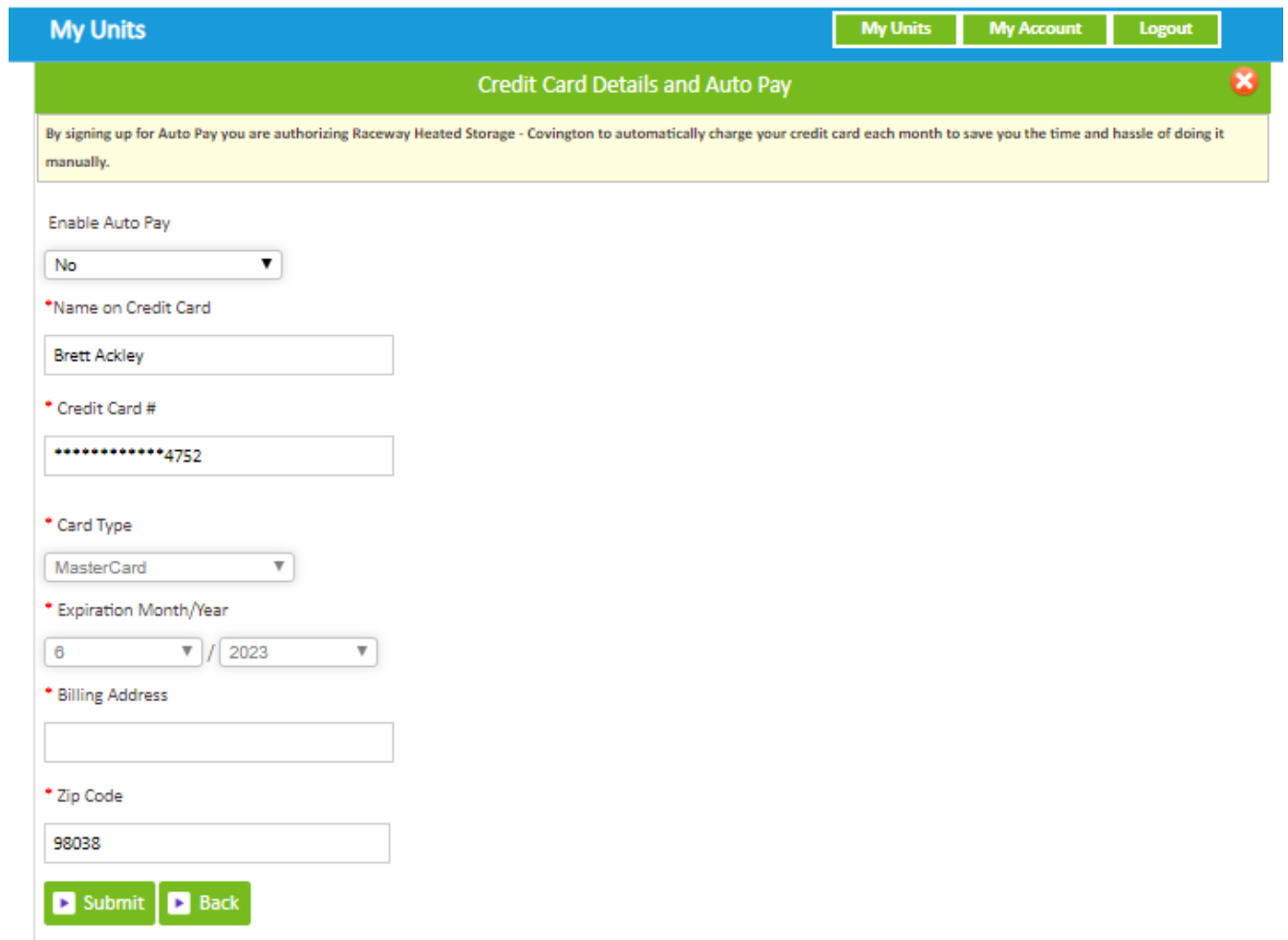
  b. **Select Auto Pay Setup /CC Update**

  c. **Click on GO button**

RACEWAY HEATED STORAGE COVINGTON

Call **(253)-204-2834**

My Units   My Units   My Account   Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select ▼ ▶ GO

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

⊞ ADD YOUR UNITS

My Units   My Units   My Account   Logout

Credit Card Details and Auto Pay ❌

By signing up for Auto Pay you are authorizing Raceway Heated Storage - Covington 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

Brett Ackley

* Credit Card #

••••••••••••4752

* Card Type

MasterCard ▼

* Expiration Month/Year

6 ▼ / 2023 ▼

* Billing Address

* Zip Code

98038

▶ Submit   ▶ Back

If you require assistance, please call (253)-204-2834.

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

6. How to view the Payment History?

> a. Click on the drop down button
>
> b. Select Payment History
>
> c. Click on GO button

RACEWAY HEATED STORAGE COVINGTON

☎ Call (253)-204-2834

My Units   My Units | My Account | Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select ▾ ▶ GO

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

＋ ADD YOUR UNITS

My Units   My Units | My Account | Logout

Tenant Ledger   ✖

Ackley, Brett   Unit #/Size : A1006 (10X10O)

22372 SE 282nd LN,   Moved In : 7/1/2019 12:00:00 AM
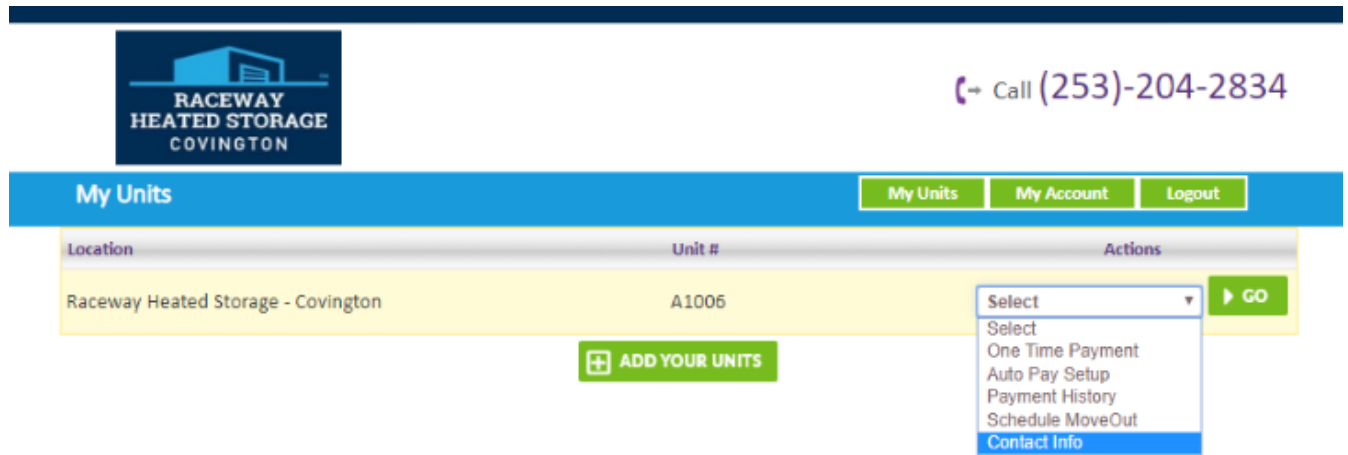
Maple Valley, WA, 98038   Paid Till : 11/30/2019

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
7/1/2019 12:00:00 AM	11/01/2019 - Rent	$0.00	$192.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$192.00	$192.00		SSM
7/1/2019 12:00:00 AM	11/07/2019 - Master Card * *4752	$0.00	($192.00)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($192.00)	$0.00		SSM
7/1/2019 12:00:00 AM	12/01/2019 - Rent	$0.00	$192.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$192.00	$192.00		SSM
7/1/2019 12:00:00 AM	End of Tenant History (Site Link)	$0.00	($192.00)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($192.00)	$0.00		SSM
7/1/2019 12:00:00 AM	Move In	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		SSM
12/1/2019 12:00:00 AM	Rent Charged	$0.00	$192.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$192.00	$192.00	11/30/2019 12:00:00 AM	SSM
12/3/2019 12:00:00 AM	Data Converted	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$192.00	11/30/2019 12:00:00 AM	SSM
	Total	$0.00	$192.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$192.00			

If you require assistance, please call (253)-204-2834.

7. How to view/edit Contact Info?

- **Click on the drop down button**
- **Select ContactInfo**
- **Clickon GObutton**
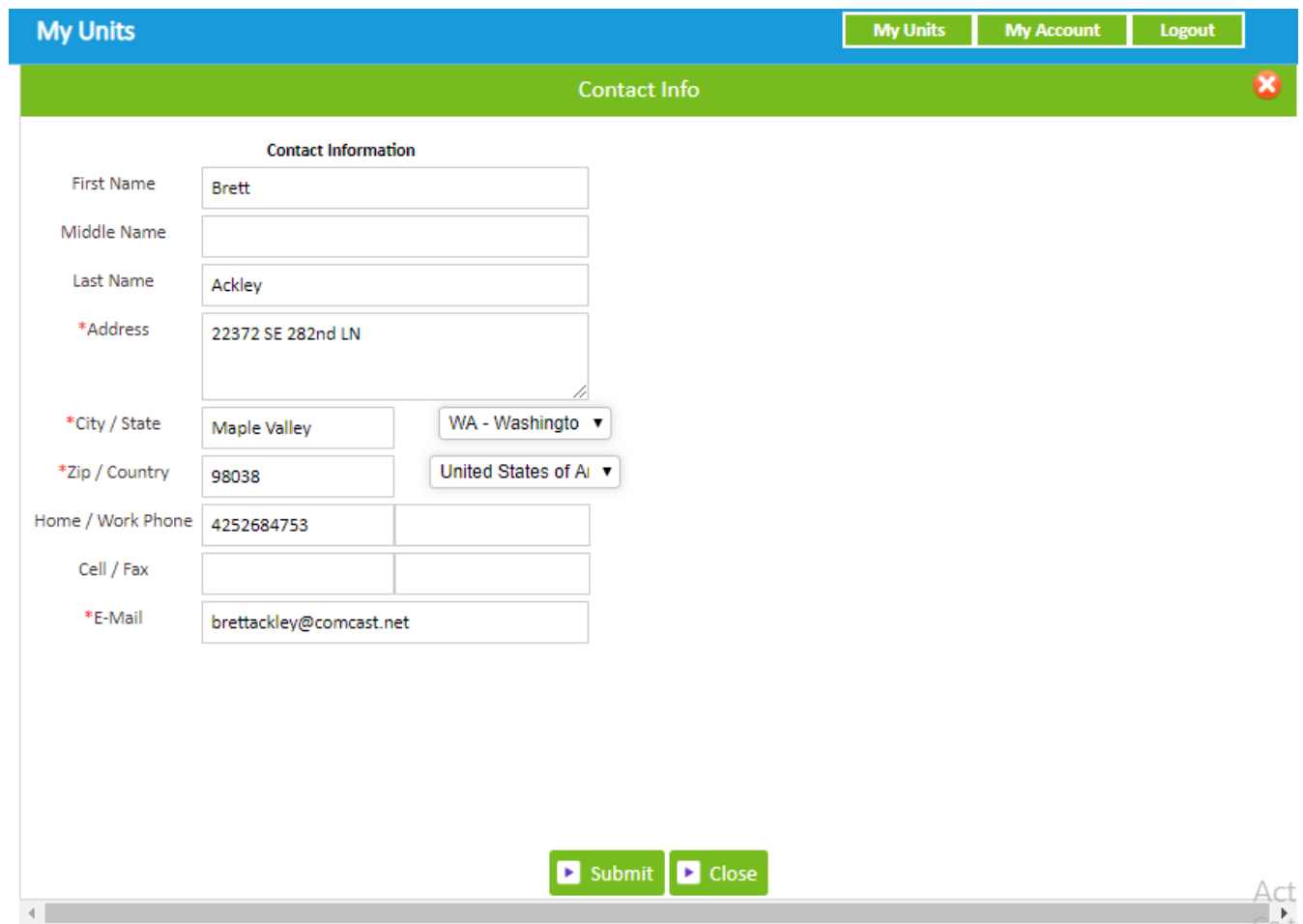
- **Tenants have an ability to edit the Address, Phone number and the email ID.**
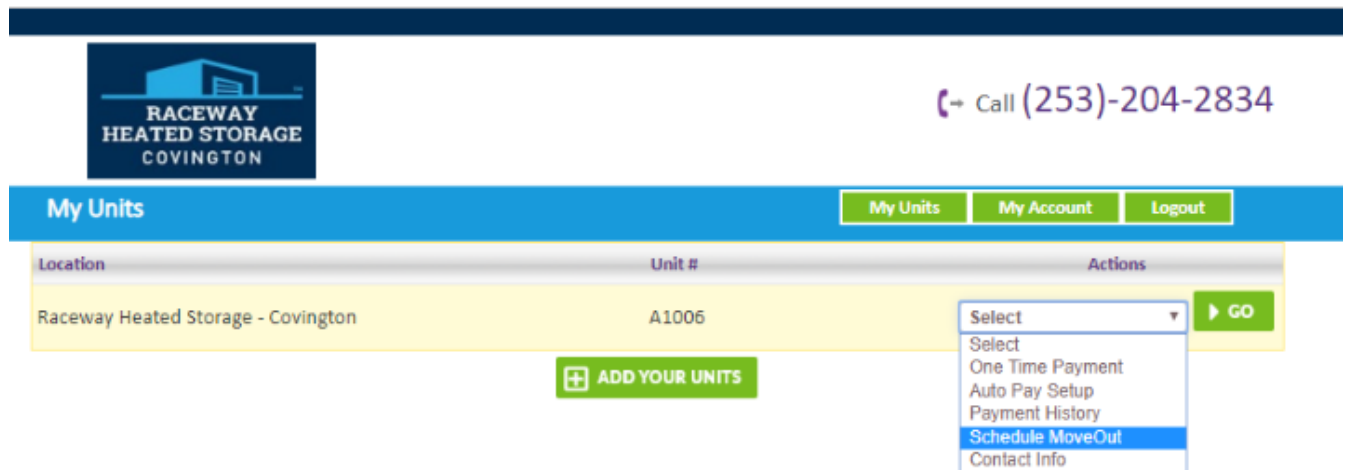
8. How to schedule a move out?

- Click on the drop down button
- Select Schedule Move Out
- Click on GO button
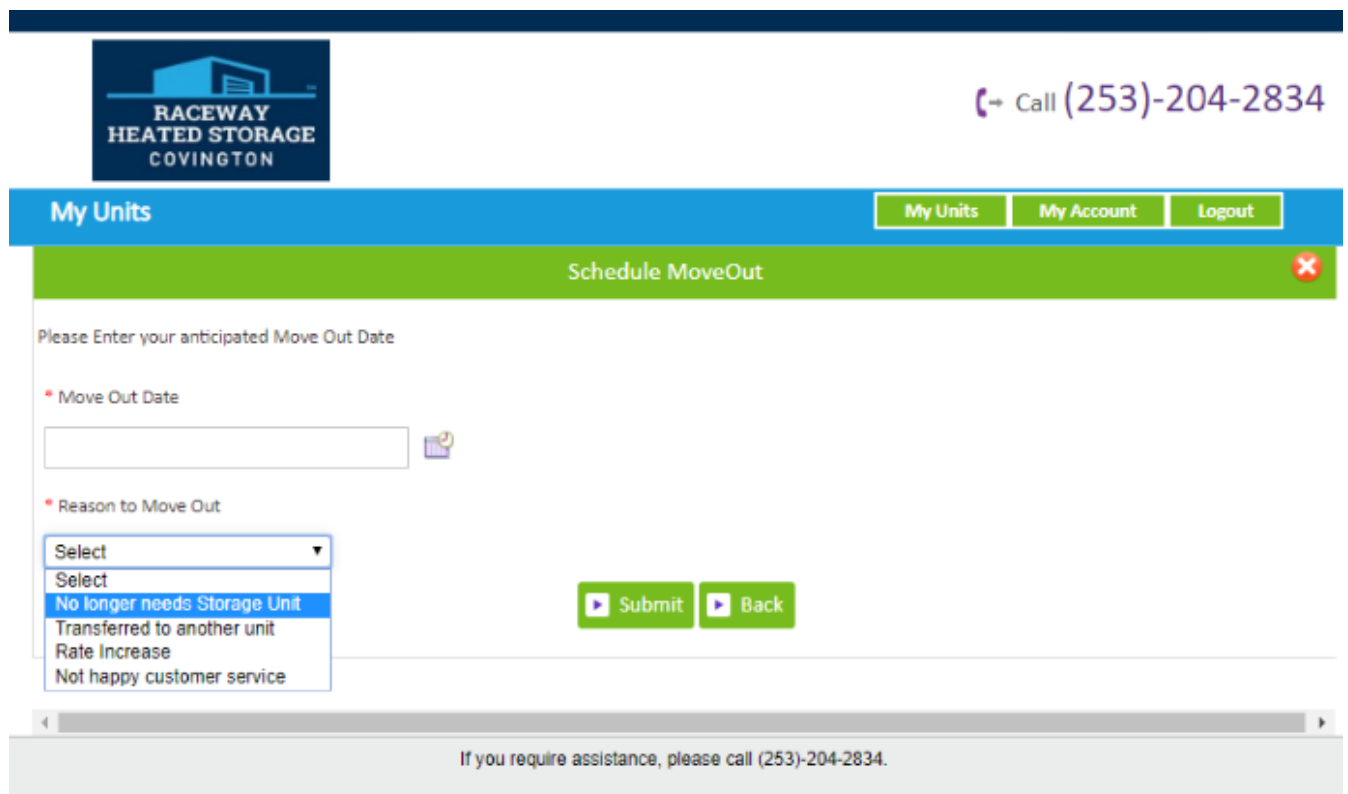
- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button