

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



Call (253)-204-2834

My Account Sign In / Pay My Bill



Welcome to the Raceway Heated Storage - Covington 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

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 Raceway Heated Storage - Covington account!

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

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

Activ.

Go to 5

- 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))

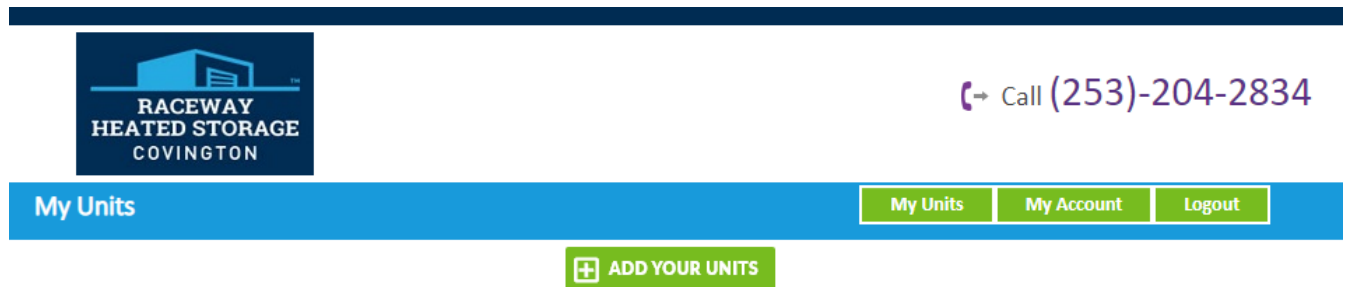


If you require assistance, please call (253)-204-2834.

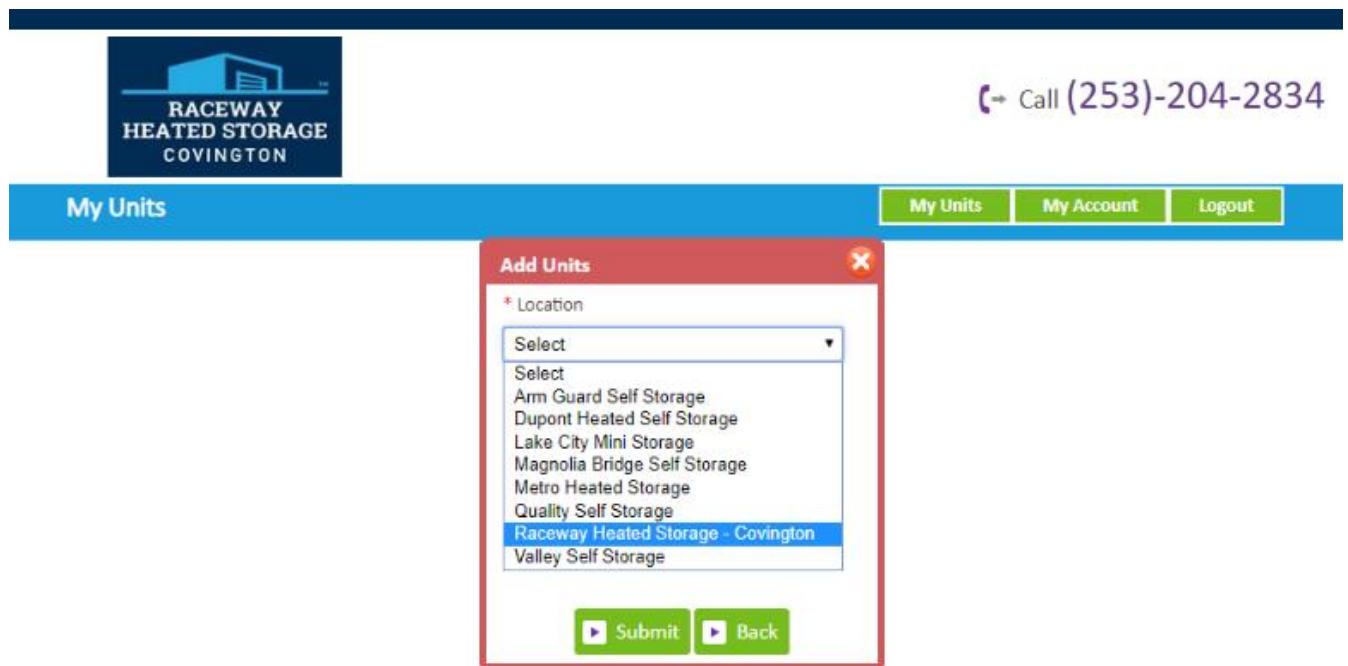
- Once the registration is successful, the customer can login to the account and then add their unit which is a one-time process.

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



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3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

RACEWAY HEATED STORAGE COVINGTON

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Enter your E-Mail and Password to login

* E-Mail
Enter your E-Mail Address

* Password
Enter your Password

LOGIN

[Forgot your Password?](#) ←

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Active Go to S

- Enter the Email ID
- Click on Submit button

RACEWAY HEATED STORAGE COVINGTON

Call (253)-204-2834

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

The screenshot shows the website header for Raceway Heated Storage Covington, including a phone number (253)-204-2834. Below the header is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. The main content area displays a table with columns for Location, Unit #, and Actions. A row for unit A1006 at Raceway Heated Storage - Covington is highlighted. A dropdown menu is open for the Actions column, showing options: Select, One Time Payment, Auto Pay Setup, Payment History, Schedule MoveOut, and Contact Info. A 'GO' button is visible next to the dropdown.

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button



Call (253)-204-2834

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



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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

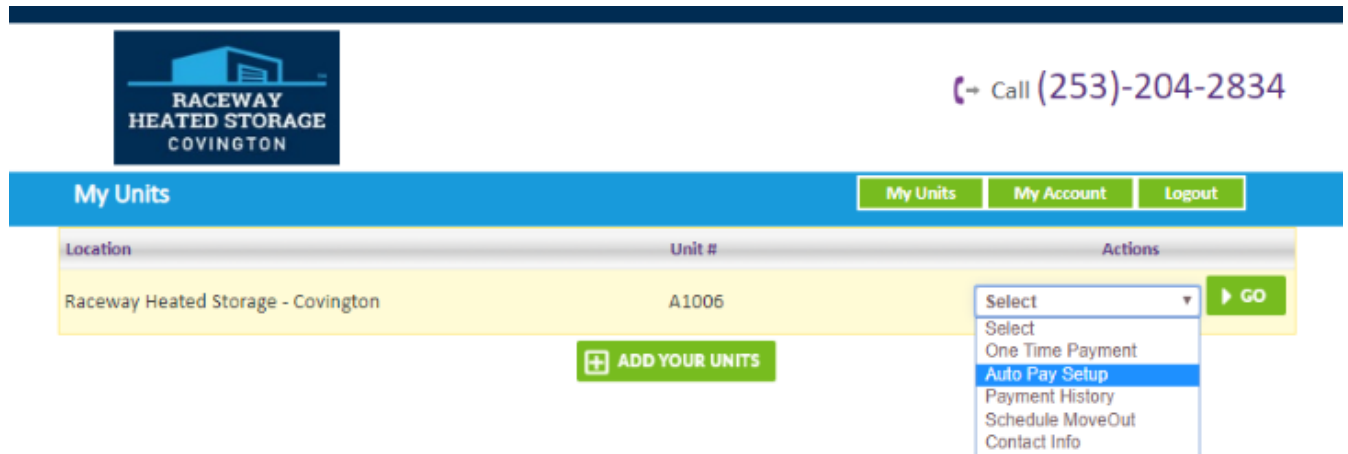
* Card Billing Address

* Card Zip Code

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

5. How to set up auto pay?

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



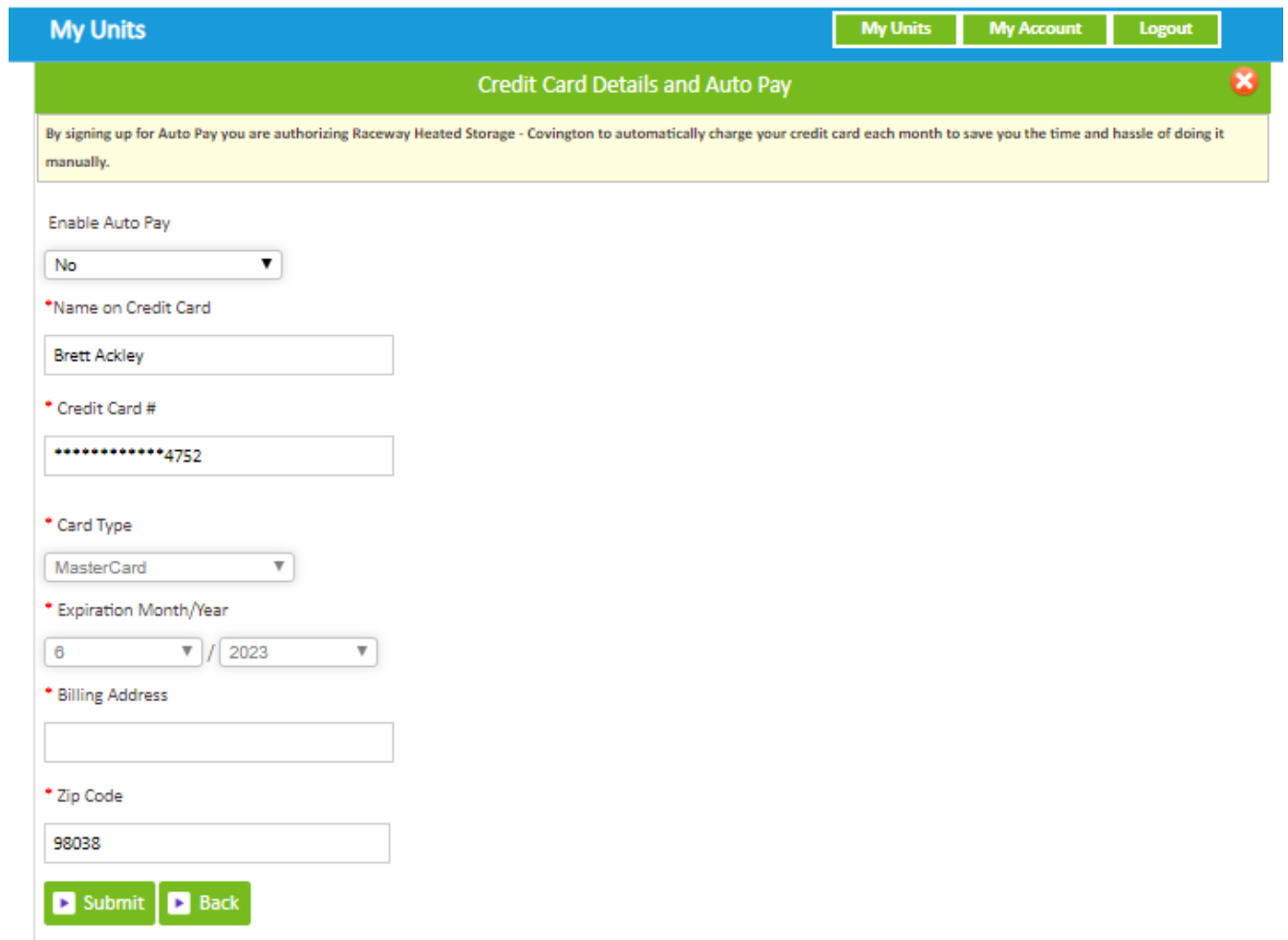
RACEWAY HEATED STORAGE COVINGTON

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My Units My Units My Account Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS **GO**



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
[Empty Field]


*Zip Code
98038

Submit **Back**

- 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


☎ Call (253)-204-2834

My Units
My Units
My Account
Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px;"> Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px; background-color: #70AD47; color: white; padding: 5px 10px; border-radius: 3px; display: flex; align-items: center;"> ▶ GO </div> </div>

+ ADD YOUR UNITS

My Units
My Units
My Account
Logout

Tenant Ledger
✕

Ackley, Brett Unit #/Size : A1006 (10X100)

22372 SE 282nd LN, Moved In : 7/1/2019 12:00:00 AM

Maple Valley, WA, 98038 Paid Till : 11/30/2019

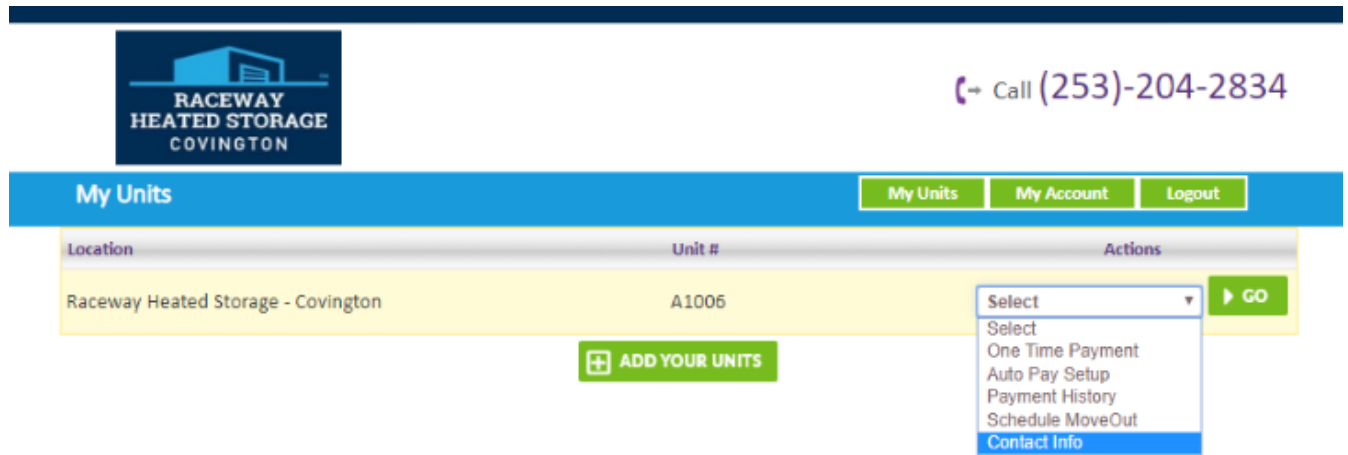
Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
7/1/2019 12:00:00 AM	11/01/2019 - Rent	\$0.00	\$192.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$192.00	\$192.00		SSM
7/1/2019 12:00:00 AM	11/07/2019 - Master Card * *4752	\$0.00	(\$192.00)	\$0.00	\$0.00	\$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			

Acti
Go to

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7. How to view/edit Contact Info?

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



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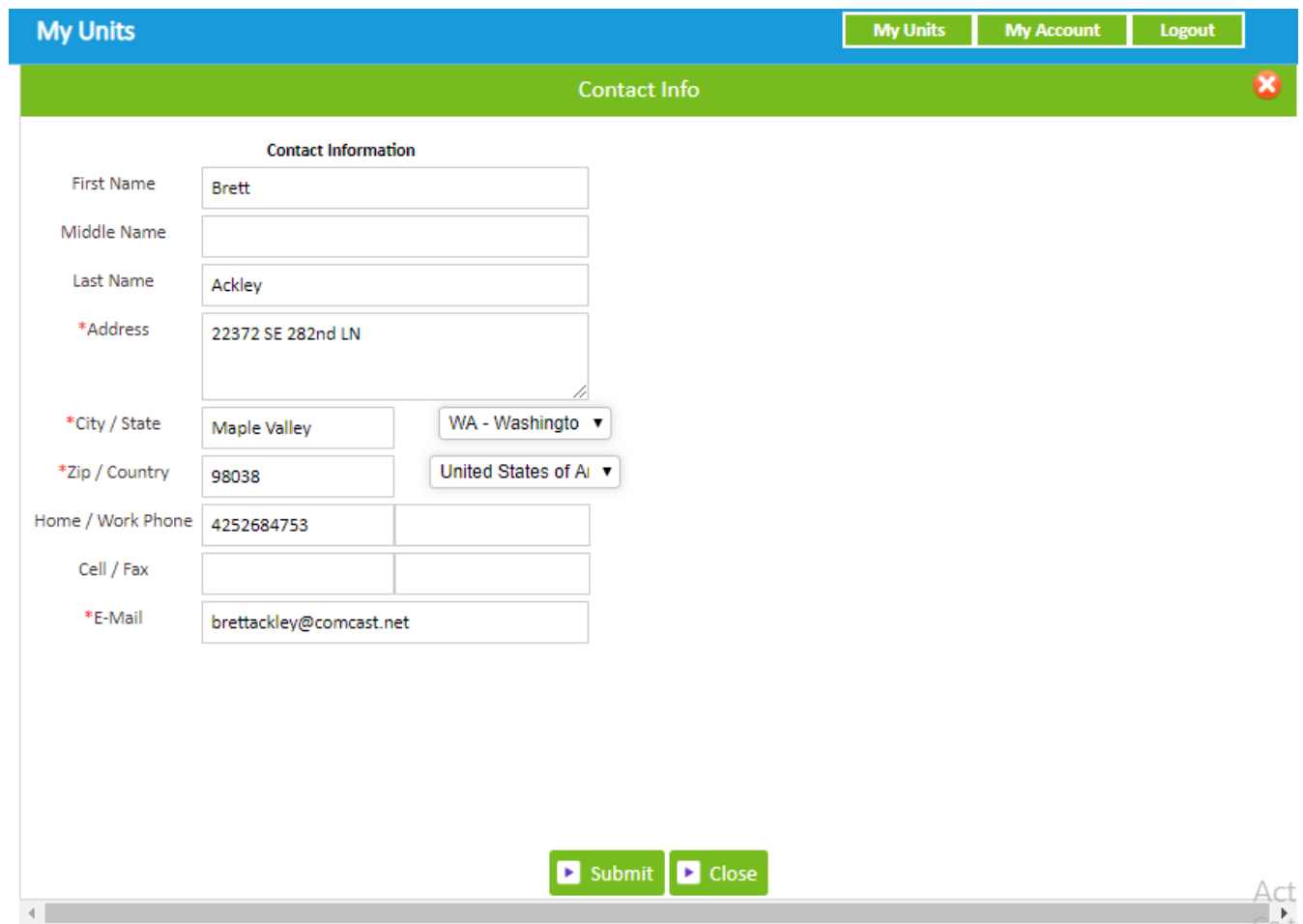
My Units My Account Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS

GO

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



My Units My Account Logout

Contact Info

Contact Information

First Name: Brett

Middle Name:

Last Name: Ackley

*Address: 22372 SE 282nd LN

*City / State: Maple Valley WA - Washingto

*Zip / Country: 98038 United States of A

Home / Work Phone: 4252684753

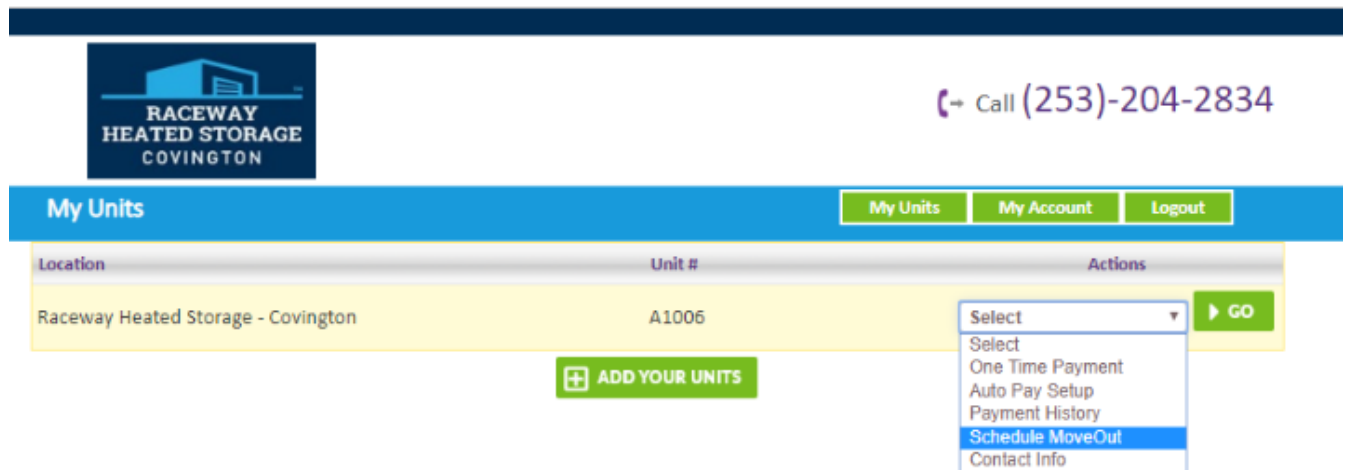
Cell / Fax:

*E-Mail: brettackley@comcast.net

Submit Close

8. How to schedule a move out?

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



RACEWAY HEATED STORAGE COVINGTON

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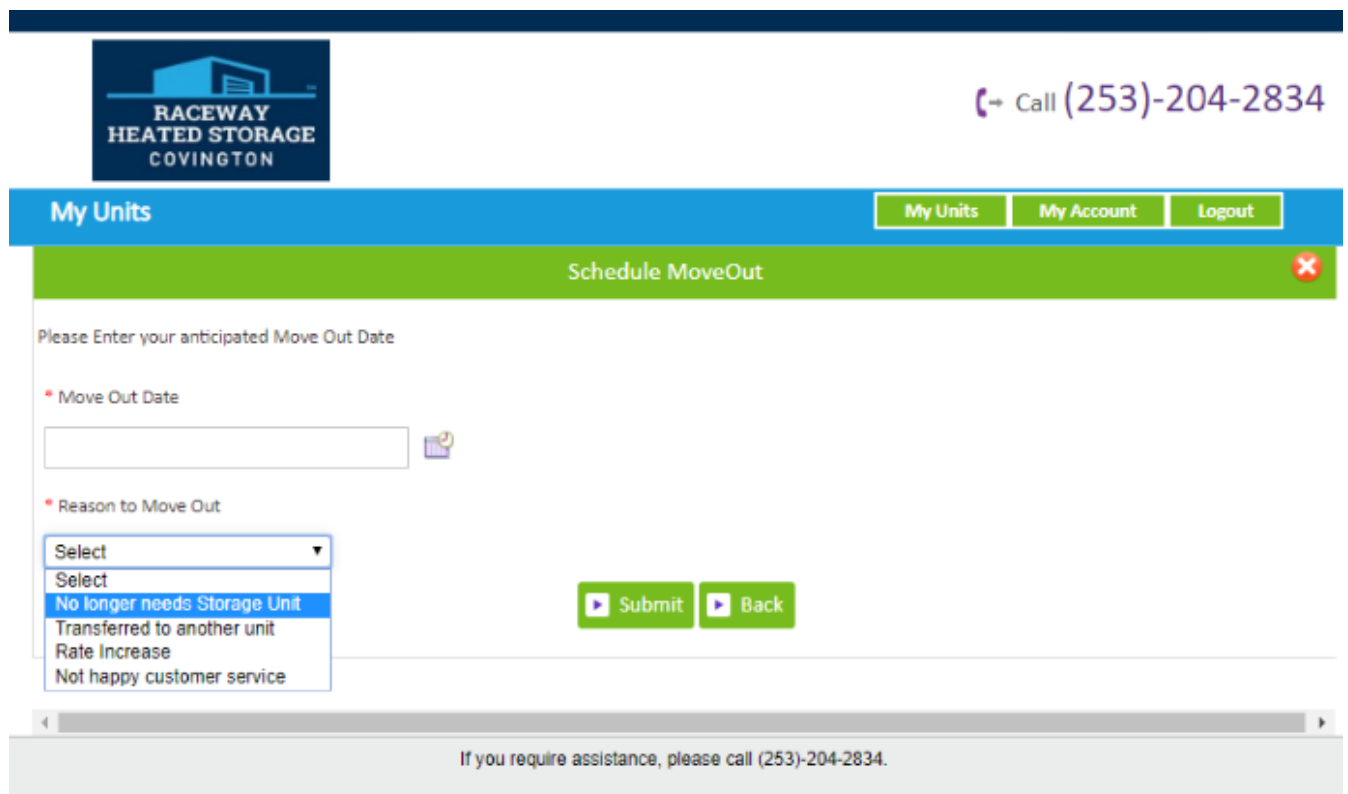
My Units My Account Logout

Location	Unit #	Actions
Raceway Heated Storage - Covington	A1006	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

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



RACEWAY HEATED STORAGE COVINGTON

Call (253)-204-2834

My Units My Account Logout

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

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