

Customer Portal FAQ'S

1. How to register?

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

Welcome to the Raintree 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
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 Raintree Storage account!

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

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
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 !!

Activate
Go to Settings

- 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)

V9A2X

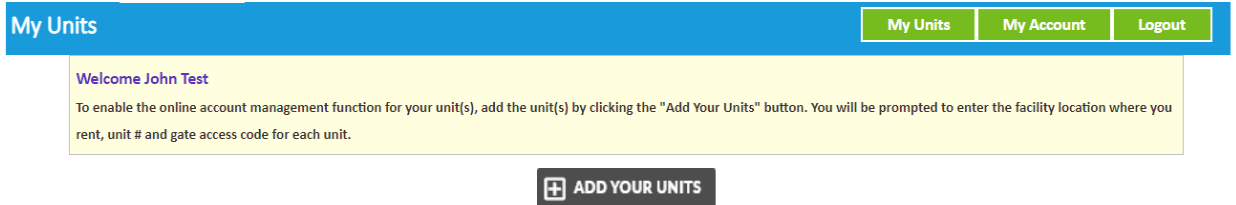
Submit **Cancel**

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
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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 !!

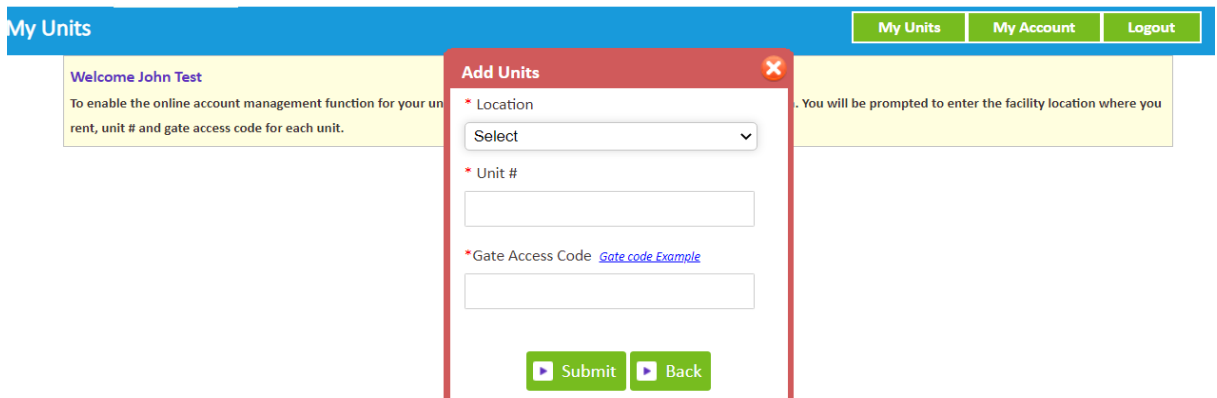
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

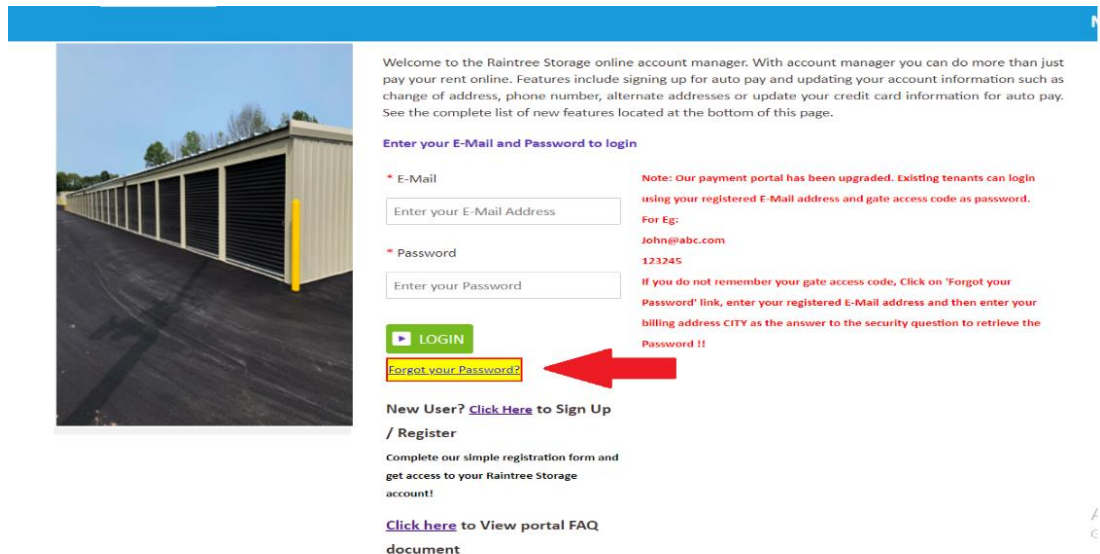


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



- Enter the Email ID
- Click on Submit button



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 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
Raintree Storage	A0011	One Time Payment ▾ ▶ GO

+ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Unit Details

Tenant Name
John Test

Address
-
-

Phone(Home/Office)
-

Location
1-Raintree Storage

Unit Details	
Unit #	A0011
Unit Size	5 x 10 x 8
Lease #	9
Move In Date	1/2/2021
Paid Thru. Date	4/30/2021
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$55.00
Insurance	\$9.00
Total Amount	\$64.00

[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

PRE-PAYMENT DETAILS

Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total
A0011	05/01/2021 to	\$55.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$64.00

5. How to set up auto pay?

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

My Units

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
Raintree Storage	A0011	<input style="border: 2px solid red;" type="text" value="Auto Pay Setup"/> <input style="border: 2px solid red;" type="button" value="GO"/>

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

By signing up for Auto Pay you are authorizing Store World 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

John Test

* Credit Card #

*****0000

* Card Type

Visa

* Expiration Month/Year

12

/ 2023

* Billing Address

* Zip Code

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

Submit

Back

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

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

My Units

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
Raintree Storage	A0011	Schedule MoveOut <input type="button" value="GO"/>

ADD YOUR UNITS

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

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out