


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/SaybrookStorage/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 Saybrook 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 Saybrook Storage account!

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

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- 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----- v

\* Enter your Answer  
(Answers are Case Sensitive)

\* Verification Code

((Enter Letters as shown in below image))



- 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 Saybrook Storage website interface. At the top left is the Saybrook Storage logo. At the top right is the phone number 'Call 860-339-8333'. Below the logo is a dark blue navigation bar with 'My Units' highlighted. To the right of the navigation bar are buttons for 'My Units', 'My Account', and 'Logout'. Below the navigation bar is a yellow message box that reads: 'Welcome Test John. 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 box is a red button with a plus sign and the text 'ADD YOUR UNITS'.

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

Welcome Test John  
To enable the online account management function for your units, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

**Add Units** ✕

\* Location

\* Unit #

\* Gate Access Code [Gate code Example](#)

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



Welcome to the Saybrook 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 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

\* Password 123245

[Forgot your Password?](#) ←

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

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

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

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- Enter the Email ID
- Click on Submit button



Enter your E-Mail address then click submit.

\* E-Mail

- 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
Saybrook Storage	000	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

**My Units** My Units My Account Logout

Account Review/Make Payment

### Unit Details

Tenant Name  
John, Test

Address  
-

Phone(Home/Office)  
-

Location  
38-Saybrook Storage

Unit Details	
Unit #	000
Unit Size	10X10 CLIMATE CONTROLLED
Lease #	170
Move In Date	7/30/2020
Paid Thru. Date	8/29/2021
Balance	\$0.00

### Pay My Bill

Payment Details	Pre-Payment
Rent	\$155.00
Insurance	\$0.00
Tax	\$9.84
<b>Total Amount</b>	<b>\$164.84</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?:

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?

- Click on the drop down button
- Select Auto Pay Setup
- 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
Saybrook Storage	000	Auto Pay Setup  



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

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.

**Credit Card Details and Auto Pay** 

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

Enable Auto Pay

\*Name on Credit Card

\* Credit Card #

\* Card Type

\* Expiration Month/Year  
 /

\* Billing Address

\* Zip Code

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

## 6. 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

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
Saybrook Storage	000	<span>Schedule MoveOut</span> <span>GO</span>

+ ADD YOUR UNITS

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

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.

Schedule MoveOut ✕

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out

Submit Back