

## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/SelfStorageofStratford/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 Self Storage of Stratford 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.

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.

Enter your E-Mail Address For Eg:

\* Password John@abc.com

Enter your Password 123245

**LOGIN** 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 !!

[Forgot your Password?](#)

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

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

Acti  
Gate

- 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))



- 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

My

**Welcome SSM 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.

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

Welcome SSM John

To enable the online account management function for your unit, 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?'

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



Welcome to the Self Storage of Stratford 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.

Enter your E-Mail and Password to login

\* E-Mail

\* Password

[Forgot your Password?](#)

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

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

**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 !!**

- 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

The screenshot shows the 'My Units' page with a navigation bar containing 'My Units', 'My Account', and 'Logout'. Below the navigation bar is a welcome message for 'John Test' and instructions on how to add units. A table lists unit information with columns for 'Location', 'Unit #', and 'Actions'. The 'Actions' column for unit '000' contains a dropdown menu set to 'One Time Payment' and a red 'GO' button, which is pointed to by a red arrow. Below the table is an 'ADD YOUR UNITS' button.

- Enter Credit Card details
- Click on Submit button

The screenshot shows the 'Account Review/Make Payment' page. On the left, the 'Unit Details' section lists tenant information for 'John, Test' and unit details for '1-Titan Mega Storage', including unit number 'D11', size '103X18-A1', lease number '1', and a balance of '\$0.00'. On the right, the 'Pay My Bill' section displays a payment table with columns for 'Payment Details' and 'Pre-Payment'. The table shows 'Rent' and 'Insurance' at \$0.00 each, and a 'Total Amount' of \$0.00. Below the table is a note about online payments and a 'Calculate' button. The payment form includes fields for 'Amount' (set to \$0.00), 'Name on Card', 'Credit Card #', 'Expiration Month/Year' (01/2021), 'CSC', 'Credit Card Type' (Select), 'Card Billing Address', and 'Card Zip Code'. 'Submit' and 'Cancel' buttons are at the bottom.


#### 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
[Redacted]	000	Auto Pay Setup <input type="button" value="GO"/>



- 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 [Redacted] 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

\* Credit Card #

\* Card Type  
Select

\* Expiration Month/Year  
10  / 2021

\* Billing Address

\* Zip Code

## 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 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
10000000000	000	<span style="background-color: #ffc107; padding: 2px 5px; border: 1px solid black;">Schedule MoveOut</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px; margin-left: 5px;">▶ 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