

## Customer Portal FAQ'S

### 1. How to register?

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

Welcome to the South Warren 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 \*\*Please note, we have made a few changes to our website recently. If you are a current tenant seeing this page for the first time, you will need to set up a new account to access our payment portal.

\* Password Registering a new account is easy and can be completed in less than a minute, please have your credit card information handy and click the New User link below.

Thank you for using our online payment service, and for choosing South Warren Storage.

[Forgot your Password?](#)

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

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

- 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

**South Warren Storage**

My Units    My Units    My Account    Logout

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.

ADD YOUR UNITS

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



My Units

My Units

My Account

Logout

Welcome Test John

To enable the online account management function for your account, you will need to provide the facility location, unit # and gate access code for each unit.

**Add Units** ✕

\* Location

\* Unit #


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

You will be prompted to enter the facility location where you

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

**My Account Sign In / Pay My Bill**



Welcome to the South Warren 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

\* Password

[Forgot your Password?](#)

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

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

- 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

**South Warren Storage**

**My Units** My Units My Account Logout

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.

Location	Unit #	Actions
South Warren Storage	2-1	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  
-

Unit Details	
Unit #	000
Unit Size	5X15 DU
Lease #	351
Move In Date	8/12/2020
Paid Thru. Date	9/11/2021
Balance	\$0.00

**Pay My Bill**

Payment Details	Pre-Payment
Rent	\$113.00
Protection Plan	\$11.00
Tax	\$7.44
<b>Total Amount</b>	<b>\$131.44</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 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.

Location	Unit #	Actions
South Warren Storage	2-1	Auto Pay Setup <input type="button" value="GO"/>

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

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.

### Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing South Warren 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

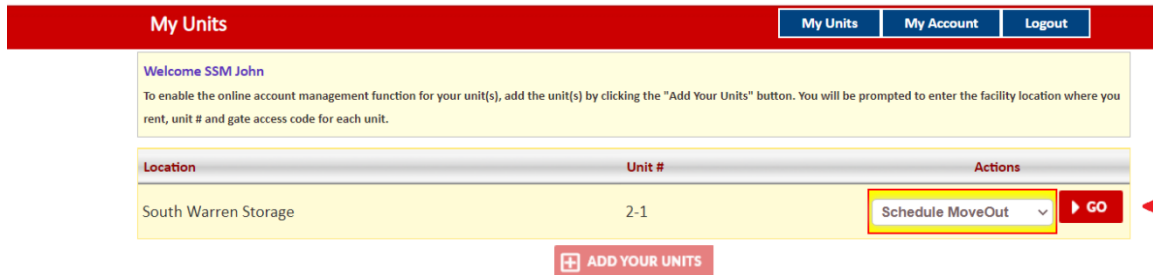
\* Expiration Month/Year  
 /

\* Billing Address

\* Zip Code

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

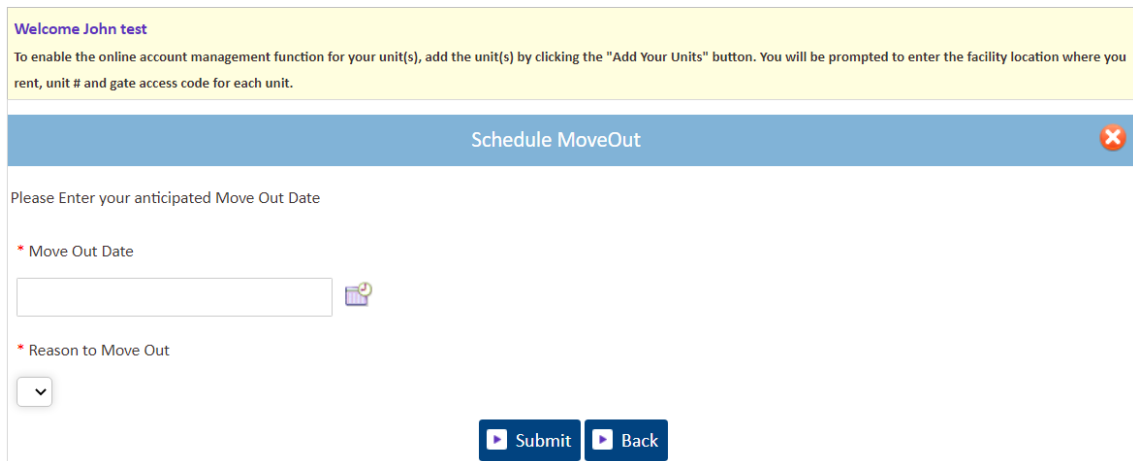
- Click on drop down button
- Select Schedule a move out
- Click on GO button



The screenshot shows the 'My Units' page. At the top, there is a red navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a yellow welcome message for 'SSM John'. A table lists units with columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'South Warren Storage' with unit '2-1'. In the 'Actions' column, there is a dropdown menu with 'Schedule MoveOut' selected and a red 'GO' button. A red arrow points to the 'GO' button. Below the table is a red '+ ADD YOUR UNITS' button.

Location	Unit #	Actions
South Warren Storage	2-1	Schedule MoveOut <input type="button" value="GO"/>

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



The screenshot shows the 'Schedule MoveOut' form. It has a blue header with the title and a close button. The form contains two required fields: 'Move Out Date' (a text input with a calendar icon) and 'Reason to Move Out' (a dropdown menu). At the bottom, there are 'Submit' and 'Back' buttons.

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out