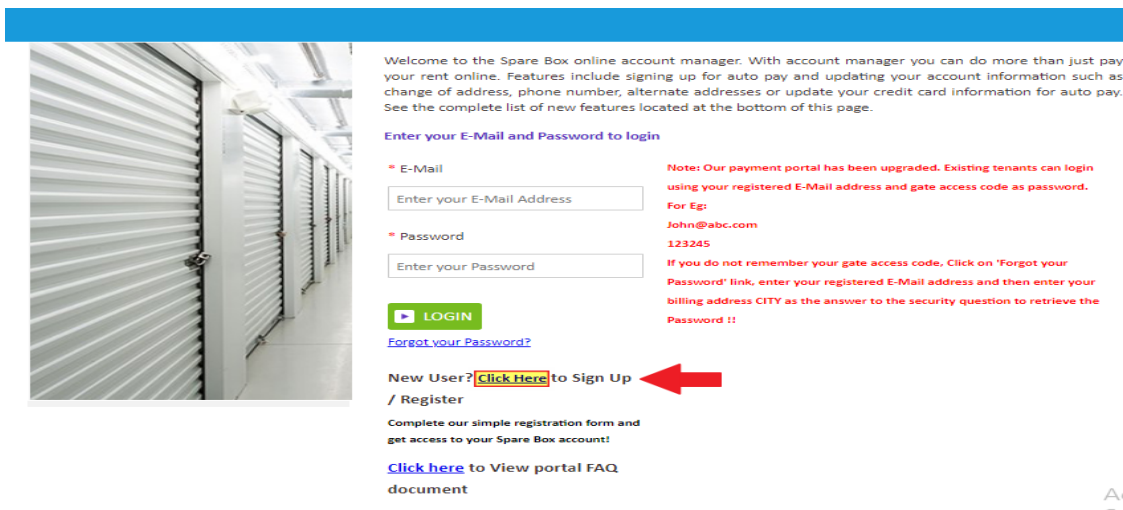


## Customer Portal FAQ'S

### 1. How to register?

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



Welcome to the Spare Box 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

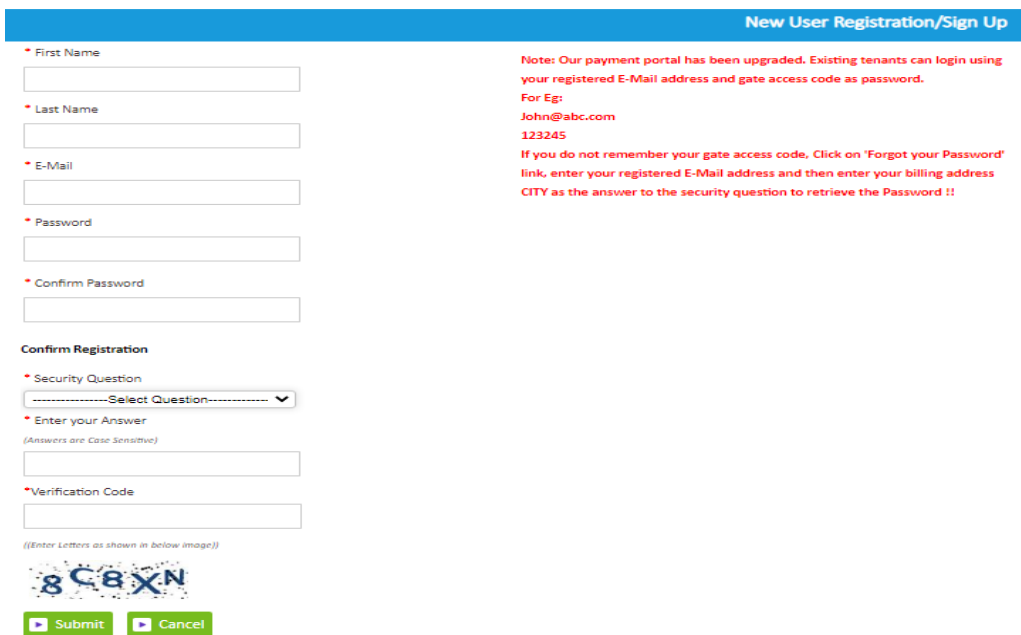
Complete our simple registration form and get access to your Spare Box account!

[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 !!

AC Co.

- 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



New User Registration/Sign Up

\* First Name  
[Input Field]

\* Last Name  
[Input Field]

\* E-Mail  
[Input Field]

\* Password  
[Input Field]

\* Confirm Password  
[Input Field]

**Confirm Registration**

\* Security Question  
[Dropdown Menu: Select Question]

\* Enter your Answer  
(Answers are Case Sensitive)  
[Input Field]

\* Verification Code  
[Input Field]

(Enter Letters as shown in below image)

8CBXN

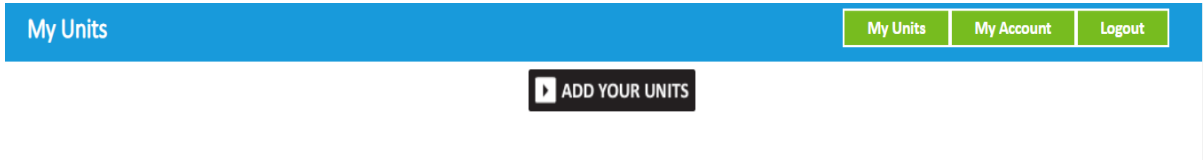
**Submit** **Cancel**

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  
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 !!

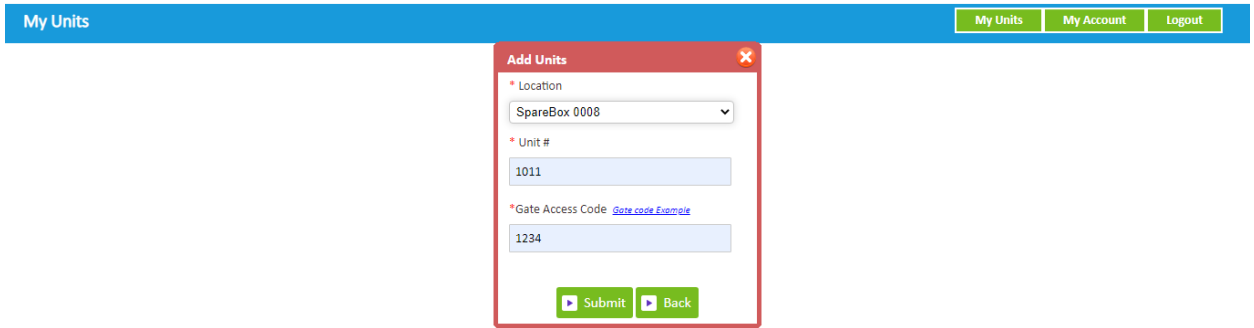
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

## 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?'



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Enter your E-Mail and Password to login

\* E-Mail

\* Password

[LOGIN](#)

[Forgot your Password?](#)



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**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.

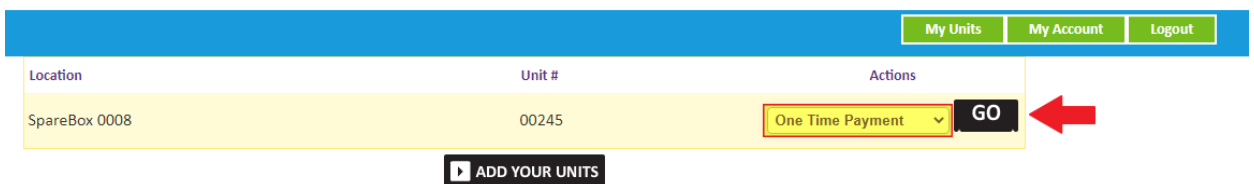
\* E-Mail



- 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 a user interface with a blue header bar containing three buttons: "My Units", "My Account", and "Logout". Below the header is a table with three columns: "Location", "Unit #", and "Actions". The first row of the table has the following data: "SpareBox 0008" in the Location column, "00245" in the Unit # column, and a dropdown menu in the Actions column. The dropdown menu is currently set to "One Time Payment" and has a "GO" button next to it. A red arrow points to the "GO" button. Below the table is a button labeled "ADD YOUR UNITS".

Location	Unit #	Actions
SpareBox 0008	00245	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

### Unit Details


**Tenant Name**  
SSM, John

**Address**  
Test Move In,  
CA, CA

**Phone(Home/Office)**

**Location**  
32-SpareBox 0008

Unit Details	
Unit #	00245
Unit Size	7.5X10
Lease #	639
Move In Date	4/1/2017
Paid Thru. Date	11/27/2020
Balance	\$0.00



### Pay My Bill

Payment Details	Pre-Payment
Rent	\$87.00
Insurance	\$0.00
<b>Total Amount</b>	<b>\$87.00</b>

[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?: 1 Calculate

Amount

\* Name on Card

\* Credit Card #

\* Expiration Month/Year 01 2020

\* CSC [What is this?](#)

\* Credit Card Type Select

\* Card Billing Address

\* Card Zip Code

▶ Submit
▶ Cancel

## 5. How to set up auto pay?

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

My Units
My Account
Logout

Location	Unit #	Actions
SpareBox 0008	00245	<span style="border: 1px solid black; padding: 2px 5px;">Auto Pay Setup</span> <span style="background-color: black; color: white; padding: 5px 10px; border-radius: 3px; font-weight: bold;">GO</span> <span style="color: red; font-size: 2em; margin-left: 10px;">←</span>

▶ ADD YOUR UNITS

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

Credit Card Details and Auto Pay ✕

By signing up for Auto Pay you are authorizing Spare Box 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

My Units
My Account
Logout


Location	Unit #	Actions
SpareBox 0008	00245	<input type="button" value="Schedule MoveOut"/> <input style="margin-left: 10px;" type="button" value="GO"/>

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

### Schedule MoveOut ✕

Please Enter your anticipated Move Out Date

• Move Out Date



• Reason to Move Out

▼