Customer Portal FAQ'S

1. **How to register?**
   - Click on the Customer Portal link
     https://portal.selfstoragemanager.com/Storewell/account/login.aspx
   - Click on the button which says 'Click Here' to Sign up/Register

   - 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

- 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'?
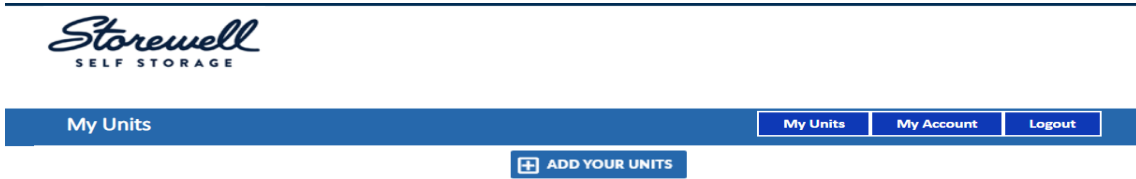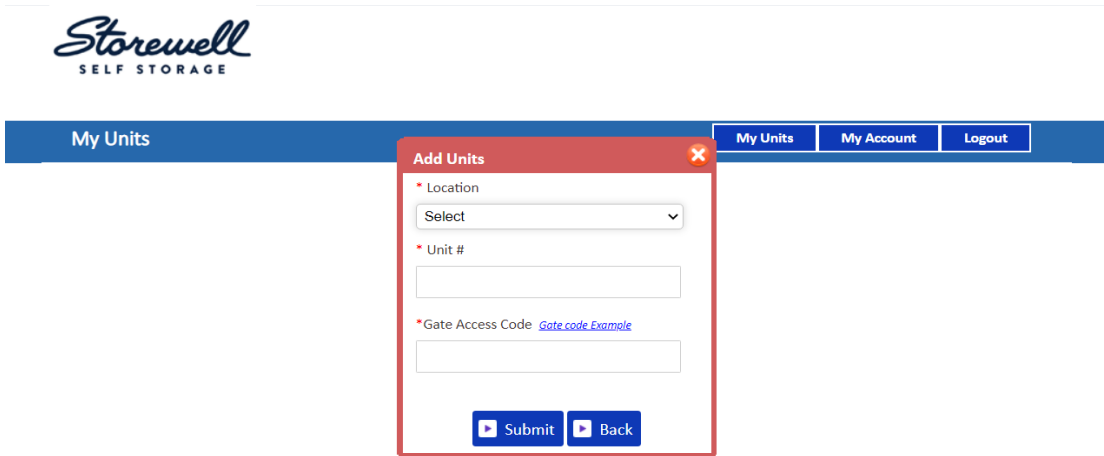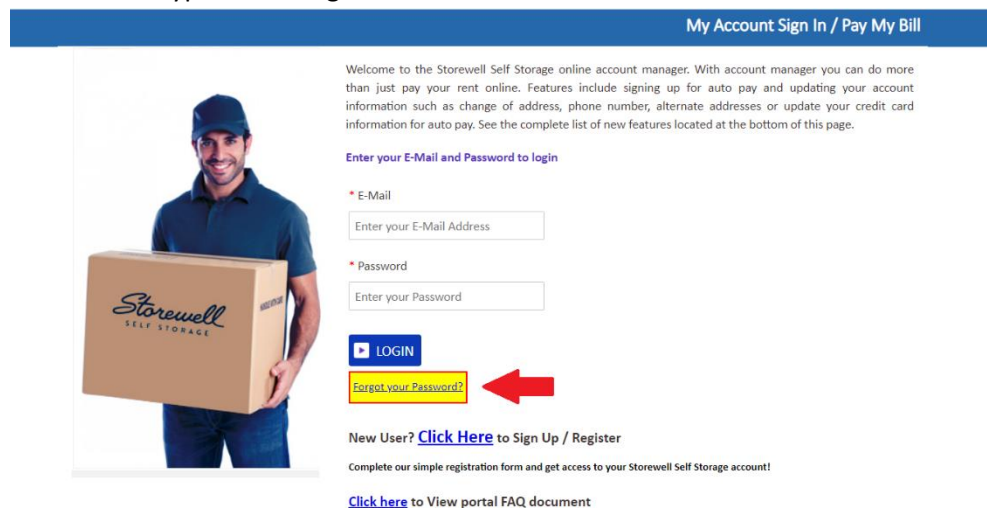- After login, click on Add Your Units

- 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.
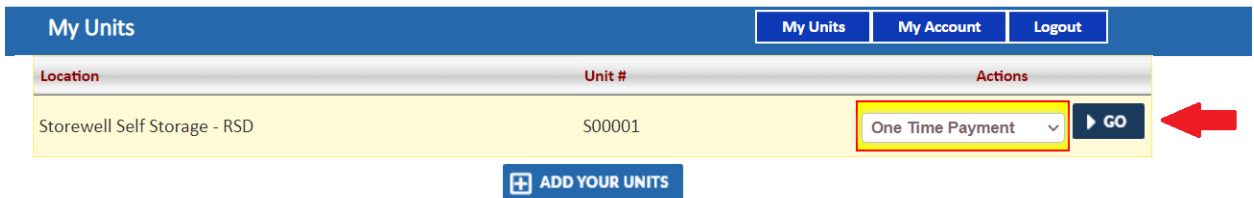
* E-Mail

▶ 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
Location		**Unit #**		**Actions**	
Storewell Self Storage - RSD		S00001		One Time Payment ▾	▶ GO

⊞ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

5. How to set up auto pay?

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

- 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			My Units	My Account	Logout
Location		**Unit #**			**Actions**
Storewell Self Storage - RSD		S00001		Schedule MoveOut ▾	▶ GO

⊞ ADD YOUR UNITS

- 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

Select

▶ Submit   ▶ Back