


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

My Account Sign In / Pay My Bill




Welcome to the Storewell Self 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 Storewell Self Storage account!

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

- 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

* Last Name

* E-Mail

* Password

* Confirm Password


Confirm Registration

* Security Question
-----Select Question-----

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))

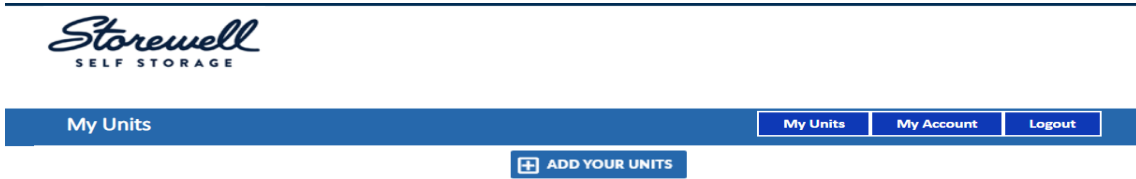


Activ
Go to:

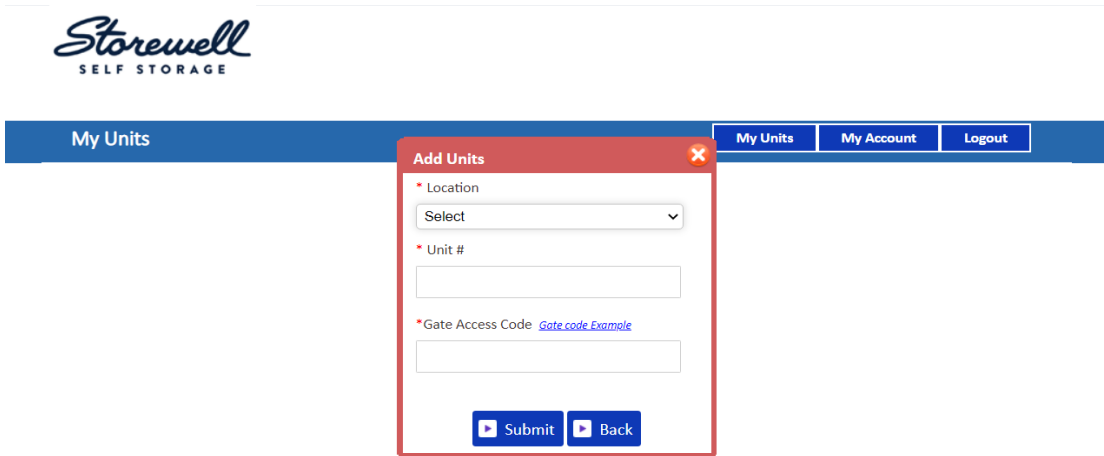
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

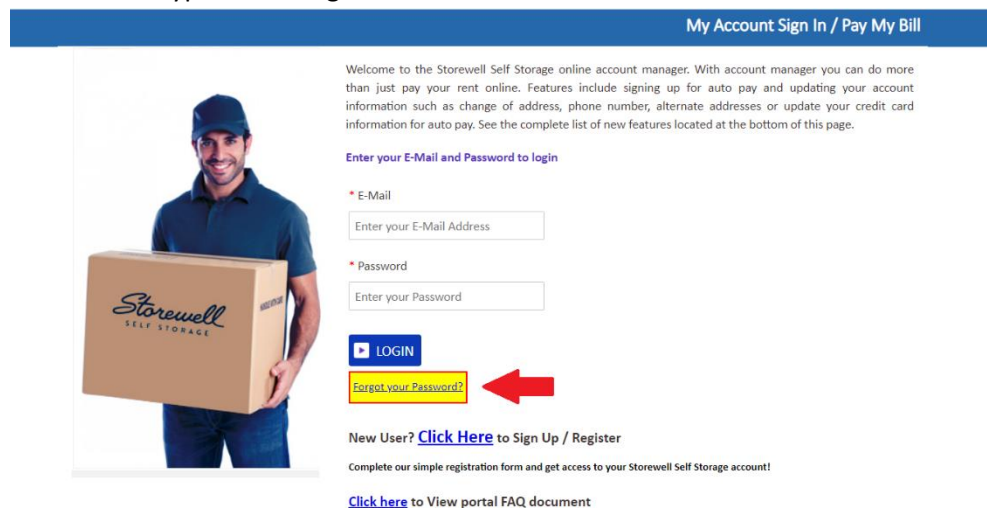


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



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

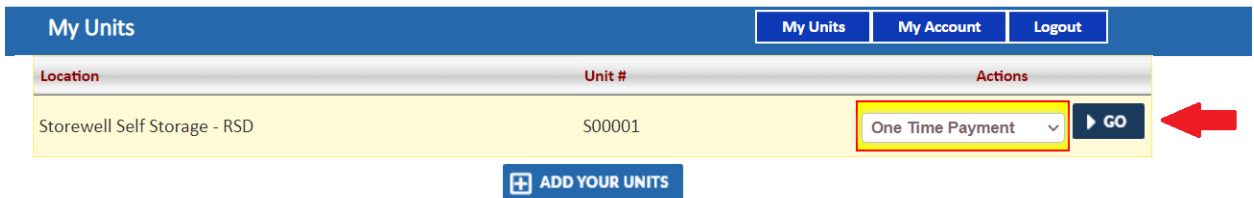
▶ Submit

▶ 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



The screenshot shows the 'My Units' section of a web application. At the top, there are navigation buttons for 'My Units', 'My Account', and 'Logout'. Below this is a table with the following data:

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

A red box highlights the 'One Time Payment' dropdown menu and the 'GO' button. A red arrow points to the 'GO' button. Below the table is a blue button with a plus sign and the text 'ADD YOUR UNITS'.

- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Account Review/Make Payment ✕

Unit Details

Tenant Name
--

Address
-

Phone(Home/Office)
-

Location
3-Storewell Self Storage - RSD

Unit Details	
Unit #	S00001
Unit Size	5X7 GR
Lease #	1550
Move In Date	8/29/2019
Paid Thru. Date	4/28/2021
Balance	\$64.00

Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$64.00	\$0.00
Customer Goods Protection	\$0.00	\$0.00
Total Amount	\$64.00	\$0.00

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

Location	Unit #	Actions
Storewell Self Storage - RSD	S00001	<input type="text" value="Auto Pay Setup"/> <input type="button" value="GO"/>

- 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			
Storwell Self Storage - RSD	S00001	Schedule MoveOut  			





- 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