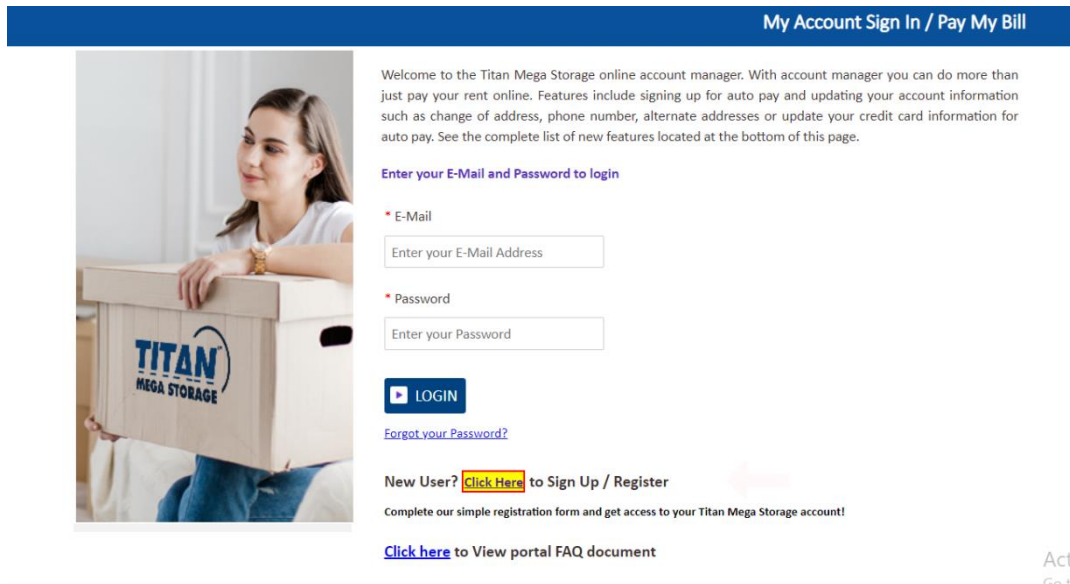


Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
<https://portal.selfstoragemanager.com/TitanMS/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 Titan Mega 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
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 Titan Mega Storage account!

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

Acti
Geste

- 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

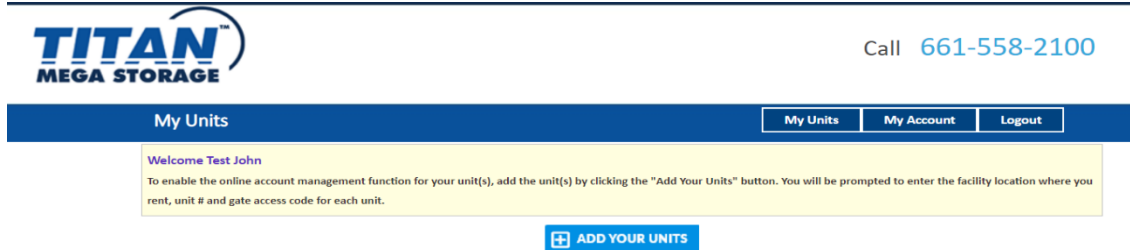
((Enter Letters as shown in below image))



- 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



TITAN
MEGA STORAGE

Call 661-558-2100

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 units, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

Add Units

* Location
Select

* Unit #

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


Submit Back

If you require assistance, please call 661-558-2100.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

My Account Sign In / Pay My Bill



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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 Titan Mega Storage account!

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

- 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' page with a navigation bar containing 'My Units', 'My Account', and 'Logout'. Below the navigation bar is a welcome message for 'John Test'. A table lists unit information:

Location	Unit #	Actions
Titan Mega Storage	000	One Time Payment <input type="button" value="GO"/>

A red arrow points to the 'GO' button. Below the table is a blue button labeled '+ ADD YOUR UNITS'.

- Enter Credit Card details
- Click on Submit button

The screenshot shows the 'Account Review/Make Payment' page. It is divided into two main sections: 'Unit Details' and 'Pay My Bill'.

Unit Details:

- Tenant Name: John, Test
- Address: -
- Phone(Home/Office): -
- Location: 1-Titan Mega Storage

Unit Details	
Unit #	D11
Unit Size	103X18-A1
Lease #	1
Move In Date	10/21/2021
Paid Thru. Date	11/20/2021
Balance	\$0.00

Pay My Bill:

Payment Details	Pre-Payment
Rent	\$0.00
Insurance	\$0.00
Total Amount	\$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?: 1

Amount:

* Name on Card:

* Credit Card #:

* Expiration Month/Year: 01 2021

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

* Credit Card Type: Select

* 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 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
Titan Mega Storage	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 Titan Mega 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

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
Titan Mega Storage	000	Schedule MoveOut GO

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