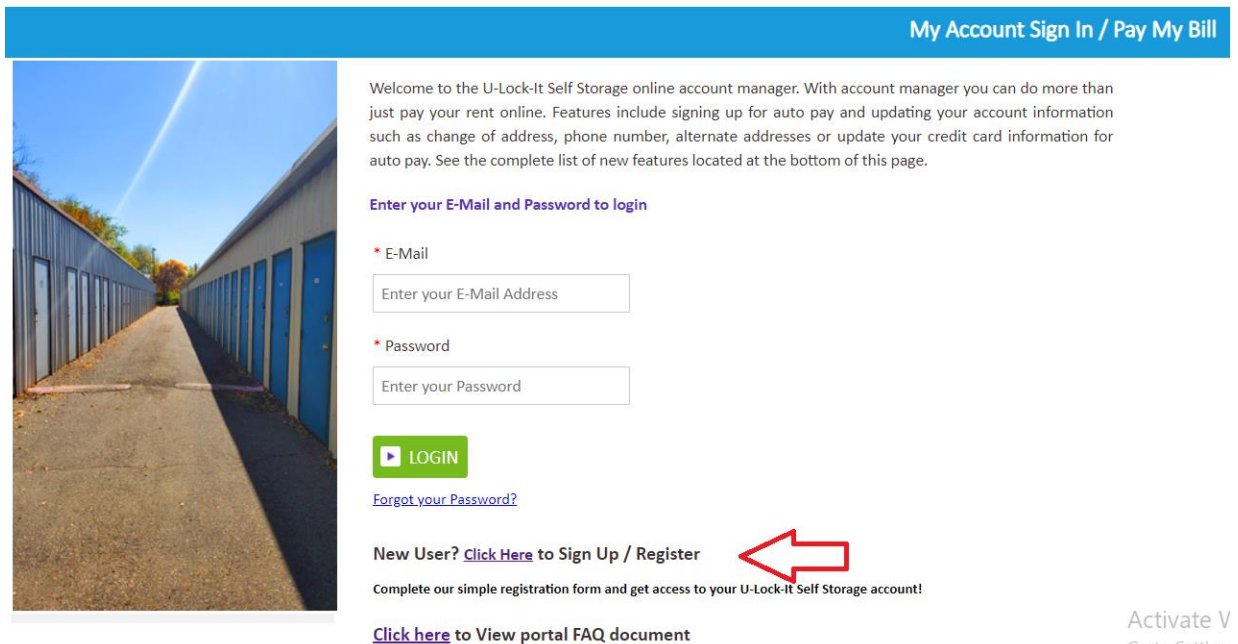


## Customer Portal FAQ'S

### 1. How to register?

- Click on the Customer Portal link  
<https://portal.selfstoragemanager.com/UlockitSelfStorage/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 U-Lock-It 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  
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 U-Lock-It Self Storage account!

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

Activate V  
Go to Setting

- 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

\* 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

My Units

My Units

My Account

Logout

- Select the location, Enter the unit# and Lease Number
- Click on Submit button

My Units My Units My Account Logout

**Add Units** ✕

\* Location

\* Unit #

\* Lease # (Numeric only)


Lease # can be located on any payment receipt

If you require assistance, please call (505) 753-4400.

### 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

[Forgot your Password?](#) 

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

Activate V  
Go to Setting

- 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
DBA U-Lock-It Self Storage	E204	One Time Payment ▼ ▶ GO

▶ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✖

### Unit Details

**Tenant Name**  
John Test

**Address**  
Xyz address

**Phone(Home/Office)**

**Location**  
1-DBA U-Lock-It Self Storage

Unit Details	
Unit #	E204
Unit Size	5 X 10S
Lease #	900
Move In Date	11/15/2019
Paid Thru. Date	10/31/2020
Balance	\$0.00

### Pay My Bill

Payment Details	Pre-Payment
Rent	\$45.00
Insurance	\$0.00
<b>Total Amount</b>	<b>\$45.00</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?:

**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

Location	Unit #	Actions
DBA U-Lock-It Self Storage	E204	<div style="border: 2px solid red; padding: 2px; display: inline-block;">           Auto Pay Setup <input style="width: 20px;" type="text"/> </div> <input style="width: 20px; height: 20px; border: 1px solid blue; margin-left: 5px;" type="button" value="GO"/>

- 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 U-Lock-It Self 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

Location	Unit #	Actions
DBA U-Lock-It Self Storage	E204	<div style="display: flex; align-items: center;"> <div style="border: 2px solid red; padding: 2px; margin-right: 5px;">Schedule MoveOut ▾</div> <div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 3px;">▶ GO</div> </div> <div style="text-align: center; margin-top: 5px;"> <input type="button" value="▶ ADD YOUR UNITS"/> </div>


- 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