

## Customer Portal FAQ'S

### 1. How to register?

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

Welcome to the Chateau Storage and RV Parking 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 Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and Lease Number as password.

\* 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

!!

[Forgot your Password?](#)

New User? [Click Here](#) to Sign Up / Register 

Complete our simple registration form and get access to your Chateau Storage and RV Parking account!

- 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))



**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:  
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- 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

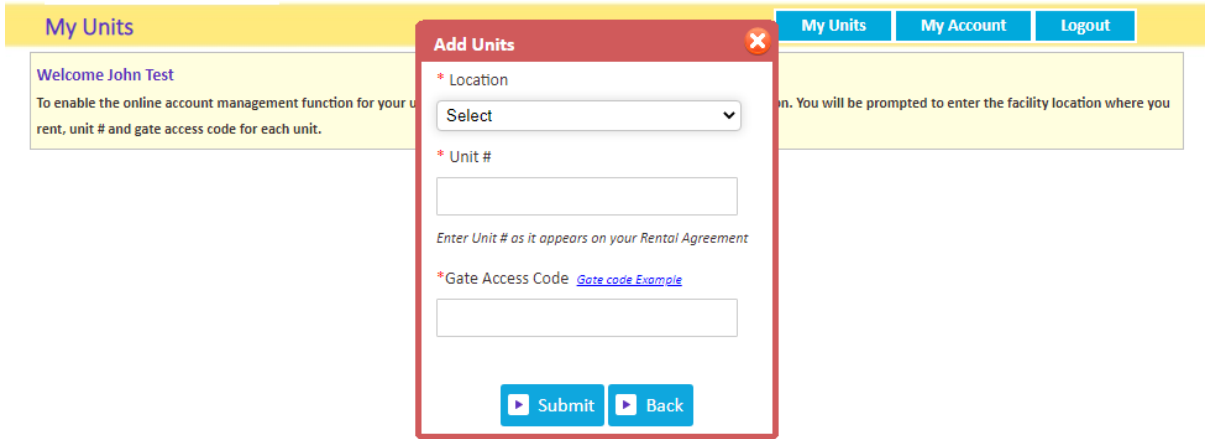
My Units
My Units
My Account
Logout

**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.

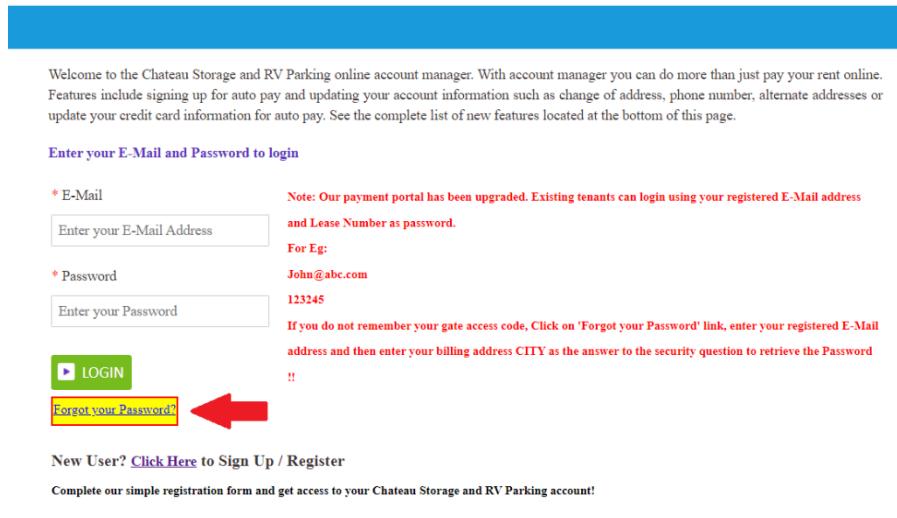
+ ADD YOUR UNITS

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

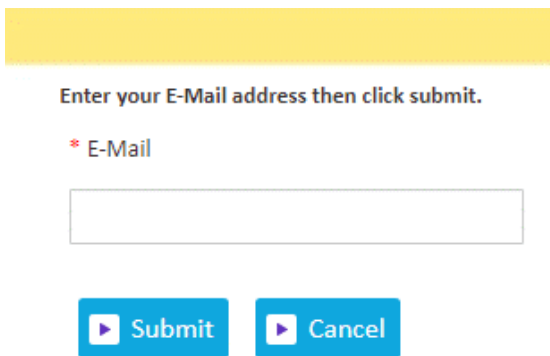


### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



- Enter the Email ID
- Click on Submit button



- 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

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
StorageOne	54512	One Time Payment <input type="button" value="GO"/>



- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✖

Unit Details	Pay My Bill																						
<p>Tenant Name -</p> <p>Address - -</p> <p>Phone(Home/Office) -</p> <p>Location -</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #4CAF50; color: white;"> <th colspan="2">Unit Details</th> </tr> </thead> <tbody> <tr><td>Unit #</td><td>4058</td></tr> <tr><td>Unit Size</td><td>10X12CCIN</td></tr> <tr><td>Lease #</td><td>532</td></tr> <tr><td>Move In Date</td><td>1/10/2021</td></tr> <tr><td>Paid Thru. Date</td><td>7/9/2021</td></tr> <tr><td>Balance</td><td>\$0.00</td></tr> </tbody> </table> <div style="text-align: center; margin-top: 10px;">  </div>	Unit Details		Unit #	4058	Unit Size	10X12CCIN	Lease #	532	Move In Date	1/10/2021	Paid Thru. Date	7/9/2021	Balance	\$0.00	<table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr style="background-color: #4CAF50; color: white;"> <th>Payment Details</th> <th>Pre-Payment</th> </tr> </thead> <tbody> <tr><td>Rent</td><td style="text-align: right;">\$235.00</td></tr> <tr><td>Insurance</td><td style="text-align: right;">\$12.00</td></tr> <tr><td><b>Total Amount</b></td><td style="text-align: right;"><b>\$247.00</b></td></tr> </tbody> </table> <p><a href="#">View Last Payment Details</a></p> <p style="color: red; font-size: small;">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.</p> <p>How many months would you like to prepay?: <input type="text" value="1"/> <input type="button" value="Calculate"/></p> <p>Amount <input type="text" value="\$247.00"/></p> <p>* Name on Card <input type="text"/></p> <p>* Credit Card # <input type="text"/></p> <p>* Expiration Month/Year <input type="text" value="01"/> <input type="text" value="2021"/></p> <p>* CSC <a href="#">What is this?</a> <input type="text"/></p> <p>* Credit Card Type <input type="text" value="Select"/></p> <p>* Card Billing Address <input type="text"/></p> <p>* Card Zip Code <input type="text"/></p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p>	Payment Details	Pre-Payment	Rent	\$235.00	Insurance	\$12.00	<b>Total Amount</b>	<b>\$247.00</b>
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## 5. How to set up auto pay?

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

Location	Unit #	Actions
StorageOne	54512	Auto Pay Setup <input type="button" value="GO"/>

 ADD YOUR UNITS



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

**Credit Card Details and Auto Pay** ✕

Enable Auto Pay  
 Select Yes to sign up for Auto Pay, No to cancel Auto Pay

\*Name on Credit Card

\* Credit Card #

\* Card Type

\* Expiration Month/Year  
 /

\* Billing Address  
 (credit card billing address does not change your address)

\* Zip Code



I authorize future payments to automatically be processed on the card above.\*  
Click on I authorize future payments to Submit Auto pay setup

**6. How to submit 'Schedule a Move Out'?**


- Click on drop down button
- Select Schedule a move out
- Click on GO 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.

Location	Unit #	Actions
StorageOne	54512	Schedule MoveOut  



 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. Selecting a move out date does not automatically cancel your account.

Please inform the Facility Manager once you have vacated your unit

\* Move Out Date

\* Reason to Move Out

Thank You for Storing with Storage West!

 Submit  Back