

Customer Portal FAQ'S

1. How to register?

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

Welcome to the Urban Smart Storage - Connell 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

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:

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 !!

* 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 Urban Smart Storage - Connell 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

* First Name

* Last Name

* E-Mail

* Password

* Confirm Password

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:
 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 !!

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

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

My Units My Units My Account Logout

Welcome John Test

To enable the online account management function for your unit, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

Add Units ✕

* Location

* Unit #

Enter Unit # as it appears on your Rental Agreement

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

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

My A

Welcome to the Urban Smart Storage - Connell 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

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:
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 Urban Smart Storage - Connell 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

- 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: #0070C0; 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: #0070C0; 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>Total Amount</td><td style="text-align: right;">\$247.00</td></tr> </tbody> </table> <p>View Last Payment Details</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 style="width: 100%;" type="text" value="\$247.00"/></p> <p>* Name on Card <input style="width: 100%;" type="text"/></p> <p>* Credit Card # <input style="width: 100%;" type="text"/></p> <p>* Expiration Month/Year <input type="text" value="01"/> <input type="text" value="2021"/></p> <p>* CSC What is this? <input style="width: 100%;" type="text"/></p> <p>* Credit Card Type <input type="text" value="Select"/></p> <p>* Card Billing Address <input style="width: 100%;" type="text"/></p> <p>* Card Zip Code <input style="width: 100%;" 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	Total Amount	\$247.00
Unit Details																							
Unit #	4058																						
Unit Size	10X12CCIN																						
Lease #	532																						
Move In Date	1/10/2021																						
Paid Thru. Date	7/9/2021																						
Balance	\$0.00																						
Payment Details	Pre-Payment																						
Rent	\$235.00																						
Insurance	\$12.00																						
Total Amount	\$247.00																						
PRE-PAYMENT DETAILS																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Unit #</th> <th>Rental Period</th> <th>Rent</th> <th>Fees</th> <th>Insurance</th> <th>Merch</th> <th>Disc</th> <th>Late Fees</th> <th>Lien Charge</th> <th>Tax</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>4058</td> <td>07/10/2021 to 08/09/2021</td> <td style="text-align: right;">\$235.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$12.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$247.00</td> </tr> </tbody> </table>		Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total	4058	07/10/2021 to 08/09/2021	\$235.00	\$0.00	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$247.00
Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total													
4058	07/10/2021 to 08/09/2021	\$235.00	\$0.00	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$247.00													

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 ✕

By signing up for Auto Pay you are authorizing Storage West to automatically charge your credit card each month for all amounts due. See terms of use on the Storage West website for applicable provisions authorizing autopay to your credit card. Adding or deleting autopay will be effective as of your next payment date. When vacating, please cancel autopay a week prior to your next due date.

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!