Customer Portal FAQ'S

1. How to register?

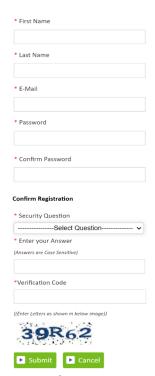
- Click on the Customer Portal link
 https://portal.selfstoragemanager.com/UrbanStorageSpragueAve/account/login.aspx
- Click on the button which says 'Click Here' to Sign up/Register

Welcome to the Urban Storage Sprague Ave 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



- <u>Click here</u> 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



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 II

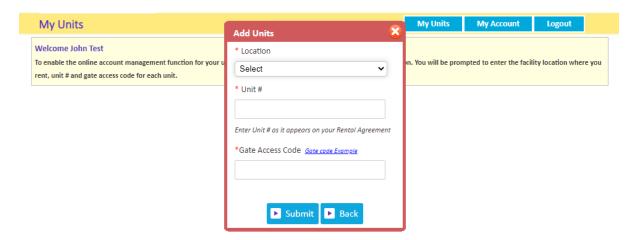
• Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

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

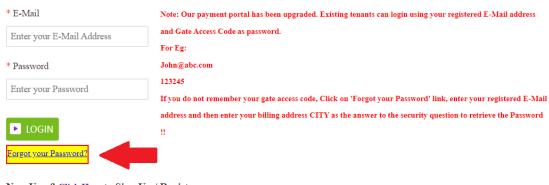


3. How to reset the password?

Click on the hyper link 'Forgot Password?'

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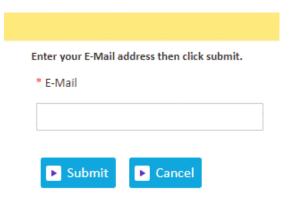


New User? Click Here to Sign Up / Register

Complete our simple registration form and get access to your Urban Storage Sprague Ave account!

Click here to View portal FAQ document

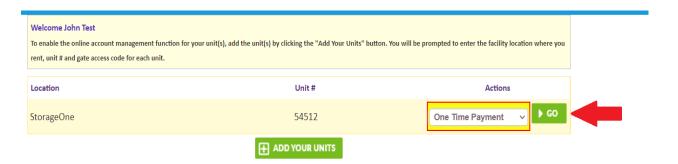
- Enter the Email ID
- Click on Submit button



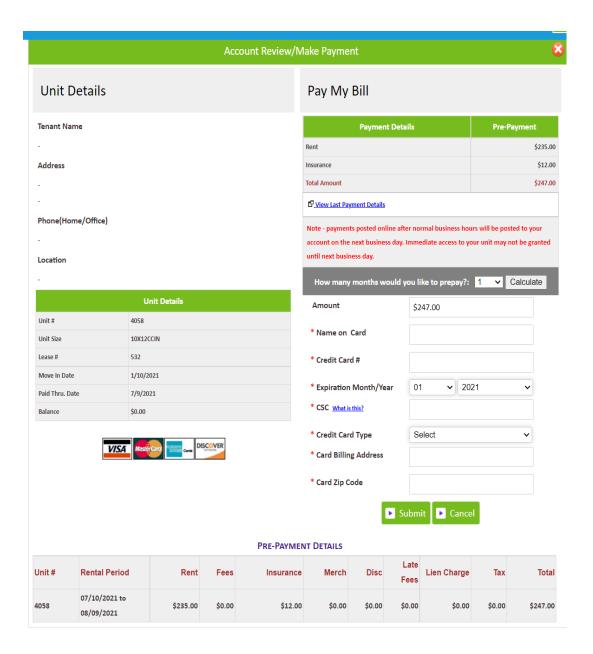
The new password will be sent to the Email.

4. How to 'Make a Payment'?

- Click on the drop down button
- Select One Time Payment
- Click on GO button

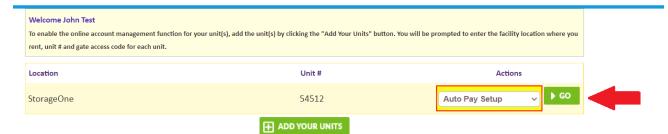


- Enter Credit Card details
- Click on Submit button

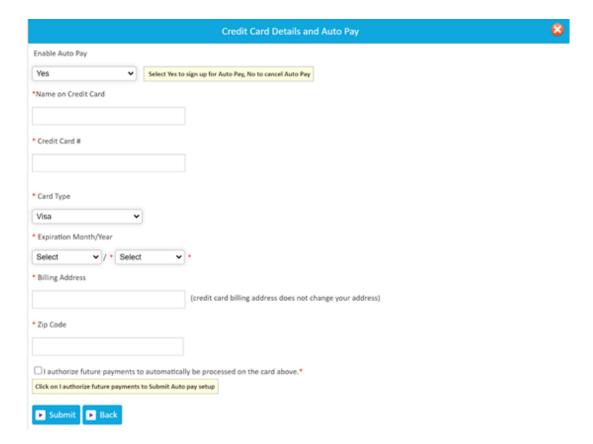


5. How to set up auto pay?

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



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



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

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



- Select Move out date
- Click on drop down button
- Select Reason to Move Out
- Click on Submit button

