

Customer Portal FAQ'S

1. How to register?

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



☎ Call (253) 237-6942

My Account Sign In / Pay My Bill



Welcome to the Valley 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

ethan@selfstoragemanager.com

* Password

.....|

 LOGIN

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your Valley Self Storage account!

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

If you require assistance, please call (253) 237-6942.

Activ
Go to

- 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))

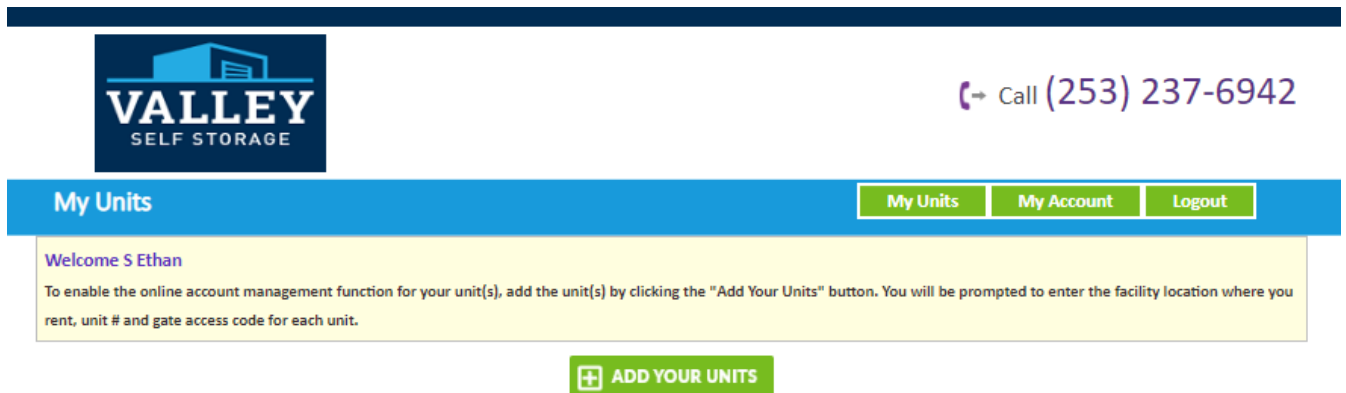


If you require assistance, please call (253) 237-6042.

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

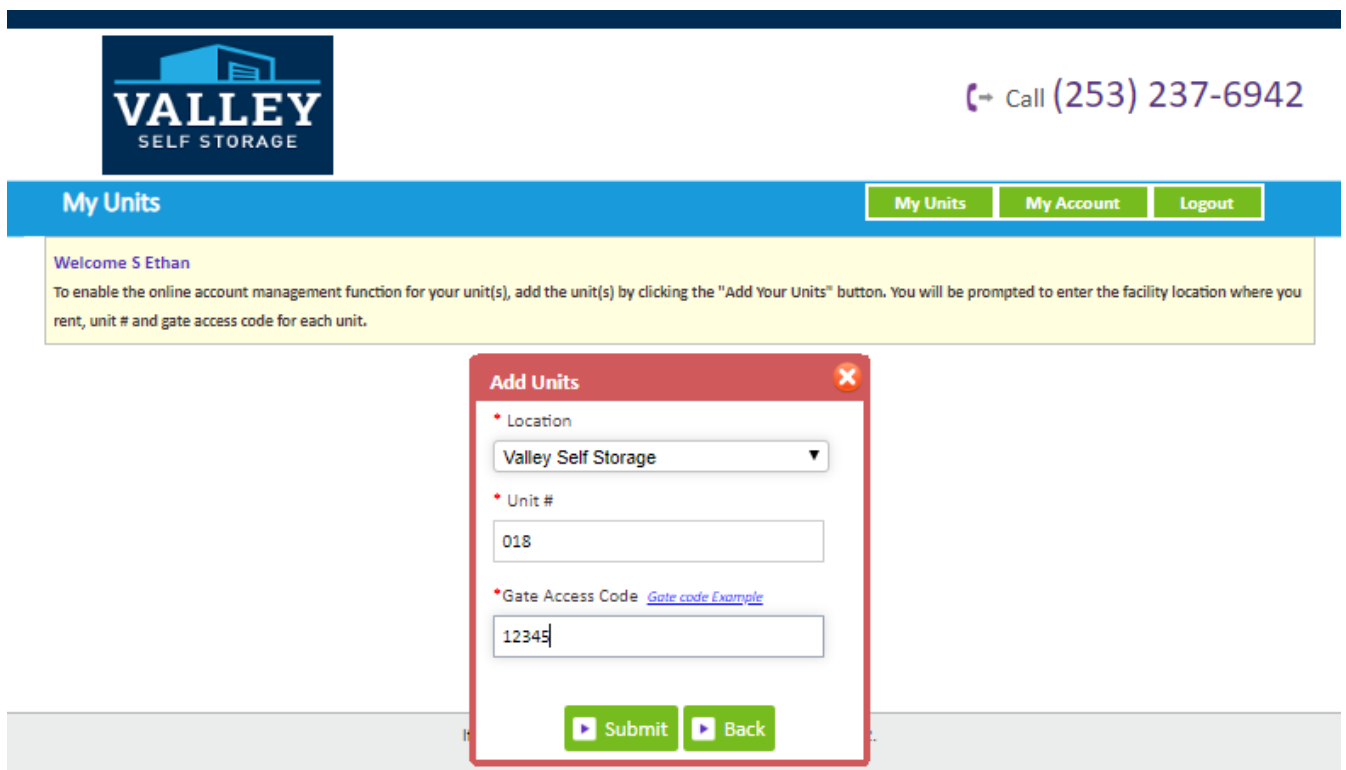
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the Valley Self Storage website interface. At the top left is the Valley Self Storage logo. At the top right is a phone icon and the text "Call (253) 237-6942". Below the logo is a blue navigation bar with "My Units" on the left and three green buttons: "My Units", "My Account", and "Logout". A yellow welcome message reads: "Welcome S Ethan. 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." Below the message is a green button with a plus icon and the text "ADD YOUR UNITS".

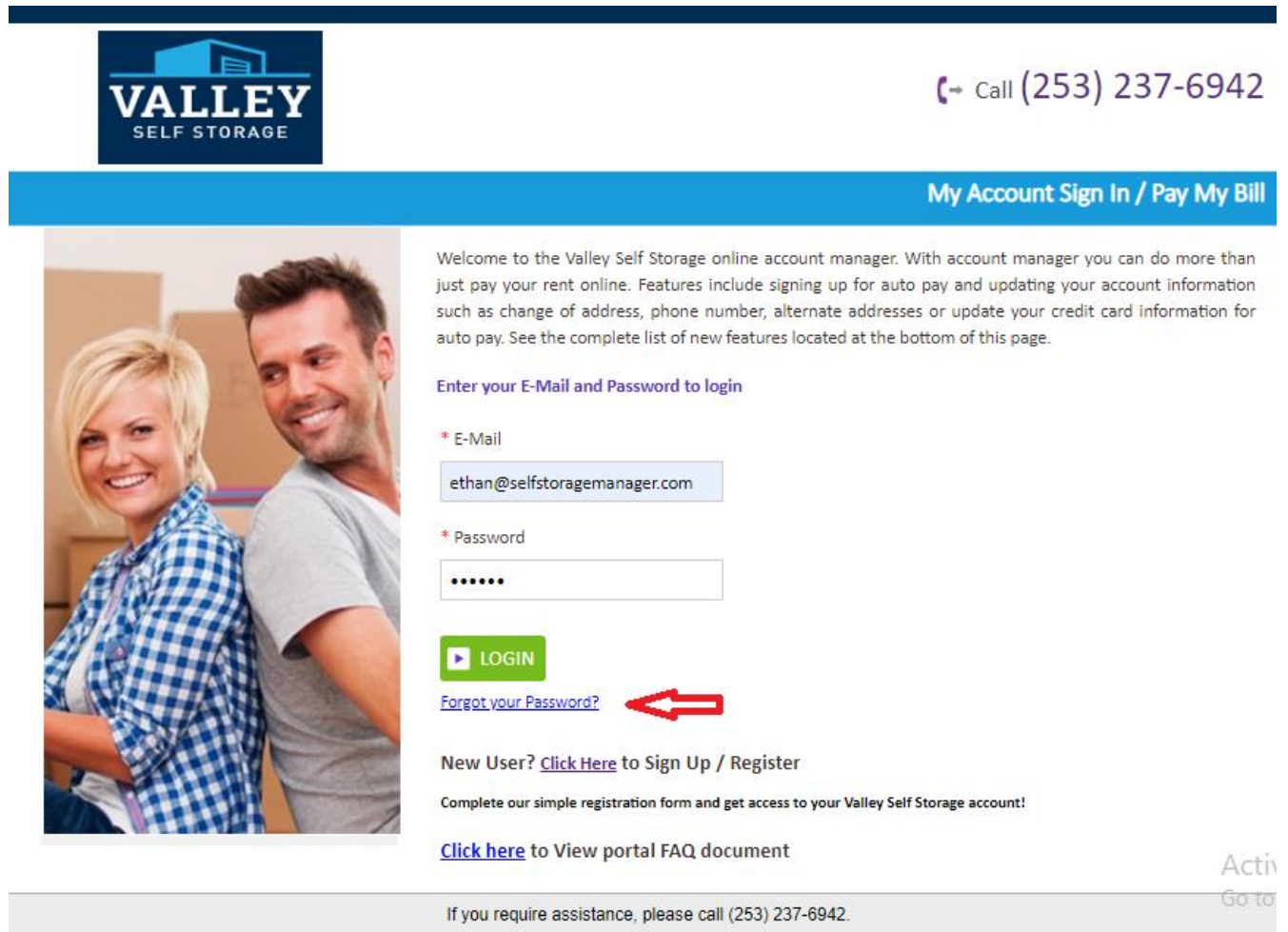
- Select the location, Enter the unit# and Lease Number
- Click on Submit button



The screenshot shows the Valley Self Storage website interface with the "Add Units" modal form open. The modal has a red header with "Add Units" and a close button. It contains three required fields: "Location" (a dropdown menu with "Valley Self Storage" selected), "Unit #" (a text input field with "018" entered), and "Gate Access Code" (a text input field with "12345" entered). A link "Gate code Example" is visible next to the Gate Access Code field. At the bottom of the modal are two green buttons: "Submit" and "Back". The background shows the same website interface as the previous screenshot, but the modal is the primary focus.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



VALLEY SELF STORAGE

Call (253) 237-6942

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Enter your E-Mail and Password to login

* E-Mail
ethan@selfstoragemanager.com

* Password
.....

LOGIN

[Forgot your Password?](#) ←

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

Complete our simple registration form and get access to your Valley Self Storage account!

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

If you require assistance, please call (253) 237-6942.

- Enter the Email ID
- Click on Submit button



VALLEY SELF STORAGE

Call (253) 237-6942

Forgot your Password?

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 Make a Payment ▪ Click on GO button

Valley Self Storage

Call (253) 237-6942

My Units My Account Logout

Welcome Ramon Edgar Mora San Augstin

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
Valley Self Storage	018	<input type="text" value="Select"/> <input type="button" value="GO"/>

- Select
- Select
- One Time Payment
- Auto Pay Setup
- Payment History
- Schedule MoveOut
- Contact Info

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment



Unit Details

Tenant Name

Address

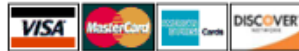
35810 16th St E #404,
Federal Way, WA 98003

Phone(Home/Office)

Location

6-Valley Self Storage

Unit Details	
Unit #	018
Unit Size	12X30
Lease #	209
Move In Date	4/1/2019
Paid Thru. Date	12/2/2019
Balance	\$359.00



Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	\$359.00	\$0.00
Insurance	\$0.00	\$0.00
Total Amount	\$359.00	\$0.00

[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?

- a. Click on the drop down button
- b. Select Auto Pay Setup /CC Update
- c. Click on GO button

Valley Self Storage logo: **VALLEY** SELF STORAGE

Call (253) 237-6942

My Units | My Account | Logout

Welcome Ramon Edgar Mora San Augstin

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
Valley Self Storage	018	<input type="button" value="GO"/> <input type="button" value="+ ADD YOUR UNITS"/> <input type="text" value="Select"/> <input type="text" value="Select"/> <input type="text" value="One Time Payment"/> <input type="text" value="Auto Pay Setup"/> <input type="text" value="Payment History"/> <input type="text" value="Schedule MoveOut"/> <input type="text" value="Contact Info"/>

Credit Card Details and Auto Pay



By signing up for Auto Pay you are authorizing Valley Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

No

* Name on Credit Card

Ramon Edgar Mora San Augstin

* Credit Card #

*****4326

* Card Type

Visa

* Expiration Month/Year

10

/ 2021

* Billing Address

* Zip Code

98032003


Submit

Back

- d. Enable Auto Pay
- e. Enter Credit Card Details
- f. Click on Submit button

6. How to view the Payment History?

- a. Click on the drop down button
- b. Select Payment History
- c. Click on GO button


Call (253) 237-6942

My Units
My Units
My Account
Logout

Welcome Ramon Edgar Mora San Augstin

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
Valley Self Storage	018	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px;">Select</div> <div style="margin-left: 5px;">▶ GO</div> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px; width: 150px;"> Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info </div>

+ ADD YOUR UNITS

Tenant Ledger ✖

Unit #/Size : 018 (12X30)

Moved In : 4/1/2019 12:00:00 AM

Paid Till : 12/2/2019

35810 16th St E #404,
Federal Way, WA, 98003

If you require assistance, please call (253) 237-6942.

7. How to view/edit Contact Info?

- Click on the drop down button
- Select ContactInfo
- Click on GO button

The screenshot shows the Valley Self Storage website interface. At the top left is the logo for Valley Self Storage. To the right, there is a phone number: Call (253) 237-6942. Below the logo is a blue navigation bar with 'My Units' highlighted. To the right of this bar are three buttons: 'My Units', 'My Account', and 'Logout'. A yellow welcome message reads: 'Welcome Ramon Edgar Mora San Augstin. 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.' Below this is a table with columns 'Location', 'Unit #', and 'Actions'. The table contains one row: 'Valley Self Storage', '018', and a dropdown menu. The dropdown menu is open, showing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A green 'GO' button is to the right of the dropdown. Below the table is a green button with a plus sign and the text 'ADD YOUR UNITS'.

- Tenants have an ability to edit the Address, Phone number and the email ID.

The screenshot shows the 'Contact Info' form. The form is divided into two main sections: 'Contact Information' and 'Company Information'. The 'Contact Information' section includes fields for: First Name (Ramon Edgar), Middle Name, Last Name (Mora San Augstin), Address (35810 16th St E #404), City / State (Federal Way, WA - Washington), Zip / Country (98003, United States of A), Home / Work Phone (7867402024), Cell / Fax (7867402024), and E-Mail (emora041@gmail.com). The 'Company Information' section includes fields for: Company Name, Address (35810 16th St E #404), City / State (Federal Way, WA - Washington), Zip / Country (98003, United States of A), Phone / Fax, and E-Mail (emora041@gmail.com). At the bottom of the form are two buttons: 'Submit' and 'Close'.

8. How to schedule a move out?

- Click on the drop down button
- Select Schedule Move Out
- Click on GO button

VALLEY SELF STORAGE ☎ Call (253) 237-6942

My Units My Units My Account Logout

Welcome Ramon Edgar Mora San Augstin
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
Valley Self Storage	018	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;">Select</div><div style="margin-left: 5px;">▶ GO</div></div> <ul style="list-style-type: none">SelectOne Time PaymentAuto Pay SetupPayment History<li style="background-color: #e0e0e0;">Schedule MoveOutContact Info

+ ADD YOUR UNITS

- Select the Move out Date
- Select Reason for Moving Out
- Click on Submit button

My Units My Units My Account Logout

Welcome Ramon Edgar Mora San Augstin
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

Select

▶ Submit ▶ Back

If you require assistance, please call (253) 237-6942.