

## Customer Portal FAQ'S

### 1. How to register?

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

The screenshot shows the XYZ Storage Customer Portal. At the top left is the XYZ Storage logo. At the top right, it says "for assistance call 1-866-310-1999". Below the logo, it says "account login & bill payment". On the left side, there is a yellow and black graphic with the text "All Canadian Self Storage is now XYZ Storage" and "life is big. make space." On the right side, there is a login form with the following text: "Welcome to the A-1 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." Below this is the heading "Enter your E-Mail and Password to login". There are two input fields: "\* E-Mail" with the placeholder "Enter your E-Mail Address" and "\* Password" with the placeholder "Enter your Password". Below the password field is a "LOGIN" button. There is a link "Forgot your Password?". Below that is "New User?" with a link "Click Here to Sign Up / Register" and a red arrow pointing up.

- 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



for assistance call  
**1-866-310-1999**

[New User Registration/sign up](#)

\* First Name

\* Last Name

\* E-Mail

\* Password

\* Confirm Password

**Confirm Registration**

\* Security Question  
Select Question ▼

\* Enter your Answer  
(Remember one. Case Sensitive.)

\* Verification Code

(Enter letters as shown in below image.)



[Click here to view your FAQ document](#)

- 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

XYZ Storage  
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1-866-310-1999

My Units    My Units    My Account    Logout

Welcome J John  
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
XYZ Storage Beechgrove	A0005	Select <input type="button" value="GO"/>

[Click here](#) to View portal FAQ document.  
Activate Wir  
Go to Settings t

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

The screenshot displays the XYZ Storage website interface. At the top left is the XYZ Storage logo. At the top right, it says "for assistance call 1-866-310-1999". Below the logo is a navigation bar with "My Units", "My Account", and "Logout" buttons. A yellow banner contains a welcome message for "S Ethan" and instructions to enable online account management by adding units. A red-bordered modal window titled "Add Units" is open, containing three input fields: "Location" (a dropdown menu with "XYZ Storage Laird" selected), "Unit #" (a text box with "A005"), and "Gate Access Code" (a text box with "1234" and a link to "Gate code Example"). At the bottom of the modal are "Submit" and "Back" buttons. A footer at the bottom right contains a link: "Click here to View portal FAQ document".

### 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'

**XYZ Storage**

for assistance call  
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account login & bill payment

**> All Canadian Self Storage is now XYZ Storage**


Welcome to the XYZ 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

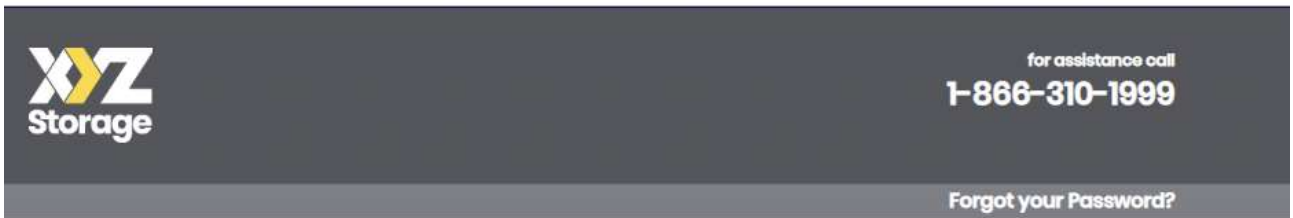
\* Password  
Enter your Password

**LOGIN**

[Forgot your Password?](#) 

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

- 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 Make a Payment ▪ Click on GO button



for assistance call  
**1-866-310-1999**

**My Units**

**My Units**

**My Account**

**Logout**

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.

Location	Unit #	Actions
XYZ Storage Beechgrove	A0005	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>Select</p><p><b>One Time Payment</b></p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;"><input type="button" value="GO"/></div></div>

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment

Unit Details

Tenant Name  
YAN YAWEI  
Address  
29 ALEXMUIR BLVD,  
SCARBOROUGH, ON M1V 1H2  
Phone(Home/Office)  
Location  
I-XYZ Storage Beachgrove

Unit Details	
Unit #	A0005
Unit Size	4X3 IN-OLD
Lease #	160
Move in Date	6/10/2014
Paid Thru Date	6/30/2019
Balance	\$0.00



Pay My Bill

Payment Details	Pre-Payment
Rent	\$48.00
Insurance	\$10.00
Tax	\$7.54
<b>Total Amount</b>	<b>\$65.54</b>

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?:  Calculate

Amount

Credit Card

## 5. How to view the Payment History?

- Click on the drop down button
- Select Payment History
- Click on GO button





for assistance call  
1-866-310-1999

My Units

My Units

My Account

Logout

Welcome S Ethan

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Location	Unit #	Actions
XYZ Storage Beechgrove	A0005	Payment History <input type="button" value="GO"/> Select One Time Payment <b>Payment History</b> Schedule MoveOut Contact Info



for assistance call  
1-866-310-1999

My Units

My Units

My Account

Logout

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.

### Tenant Ledger

**YAN YAWEI** Unit #/Size: A0005 ( 4X3 IN-OLD )  
 29 ALEXMUIR BLVD, Moved In: 5/10/2014 12:00:00 AM  
 SCARBOROUGH, ON, M1V 1H2 Paid Till: 6/30/2019

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
5/10/2014 12:00:00 AM	2014-05-10 - Harmonized Sales Tax	\$0.00	\$0.80	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.80	\$0.80		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Inventory Sales	\$0.00	\$8.19	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8.19	\$8.99		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Payment - VISA	\$0.00	(\$32.24)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$32.24)	(\$25.25)		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Harmonized Sales Tax	\$0.00	\$2.81	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.81	(\$22.44)		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Rent	\$0.00	\$18.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$18.04	(\$4.40)		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Insurance Sales	\$0.00	\$4.40	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.40	\$0.00		SSM
5/10/2014 12:00:00 AM	2014-05-10 - Balance forward	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		SSM
5/10/2014 12:00:00 AM	2014-06-01 - Harmonized Sales Tax	\$0.00	\$3.88	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.88	\$3.88		SSM

## 6. How to view/edit Contact Info?

- Click on the drop down button
- Select Contact Info
- Click on GO button

XYZ Storage

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**My Units**    My Units    My Account    Logout

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.

Location	Unit #	Actions
XYZ Storage Beechgrove	A0005	<input type="button" value="GO"/> Select One Time Payment Payment History Schedule MoveOut <b>Contact Info</b>

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

**My Units** My Units My Account Logout

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.

### Contact Info ✕

**Contact Information**

First Name	<input type="text" value="YAN"/>	
Middle Name	<input type="text"/>	
Last Name	<input type="text" value="YAWEI"/>	
*Address	<input type="text" value="29 ALEXMUIR BLVD"/>	
*City / State	<input type="text" value="SCARBOROUGH"/>	<input type="text" value="ON - Ontario"/>
*Zip / Country	<input type="text" value="M1V 1H2"/>	<input type="text" value="Canada"/>
Home / Work Phone	<input type="text"/>	<input type="text"/>
Cell / Fax	<input type="text" value="4168458199"/>	<input type="text"/>
*E-Mail	<input type="text" value="yaweiyan@gmail.com"/>	

## 7. How to schedule a move out?

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

XYZ Storage logo for assistance call 1-866-310-1999

My Units | My Units | My Account | Logout

Welcome S Ethan  
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Location	Unit #	Actions
XYZ Storage Beechgrove	A0005	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 2px;"><p>Select</p><p>Select</p><p>One Time Payment</p><p>Payment History</p><p><b>Schedule MoveOut</b></p><p>Contact Info</p></div><div style="margin-left: 10px;"><b>GO</b></div></div>

**ADD YOUR UNITS**

- Select the Move out Date
- Select Reason for Moving Out

XYZ Storage logo for assistance call 1-866-310-1999

My Units | My Units | My Account | Logout

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.

**Schedule MoveOut**✕

Please Enter your anticipated Move Out Date

\* Move Out Date

\* Reason to Move Out

**Submit** **Back**