Customer Portal FAQ'S

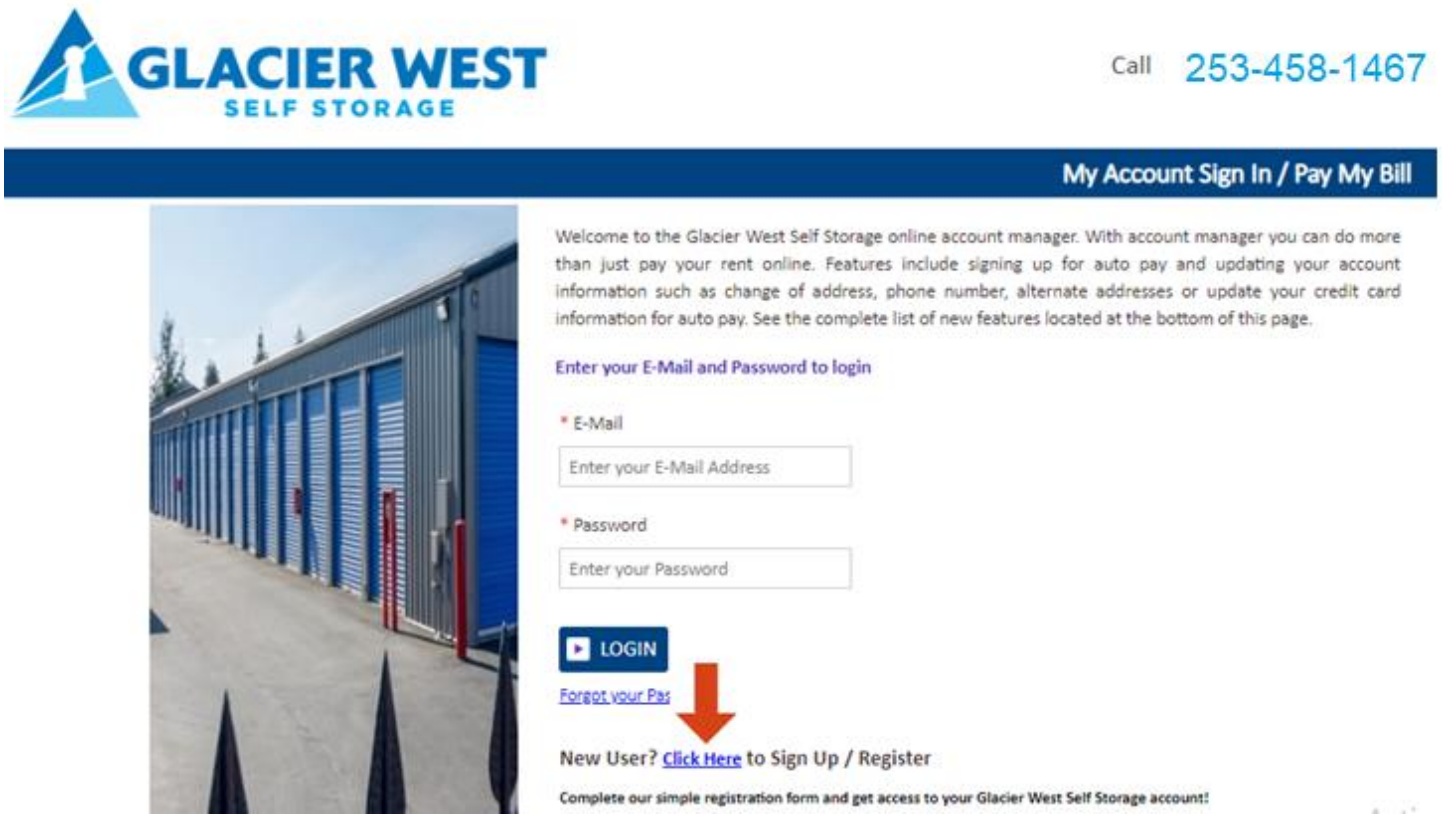
⇒ **All the new tenants can register into the Customer Portal to pay the bills online by following the below instructions.**

⇒ **All the existing tenants who were previously making the payments online can directly login to their account by entering their registered email address and the password is their gate access code.**

1. **How a new tenant can register in Customer Portal?**
   - Click on the below Customer Portal link

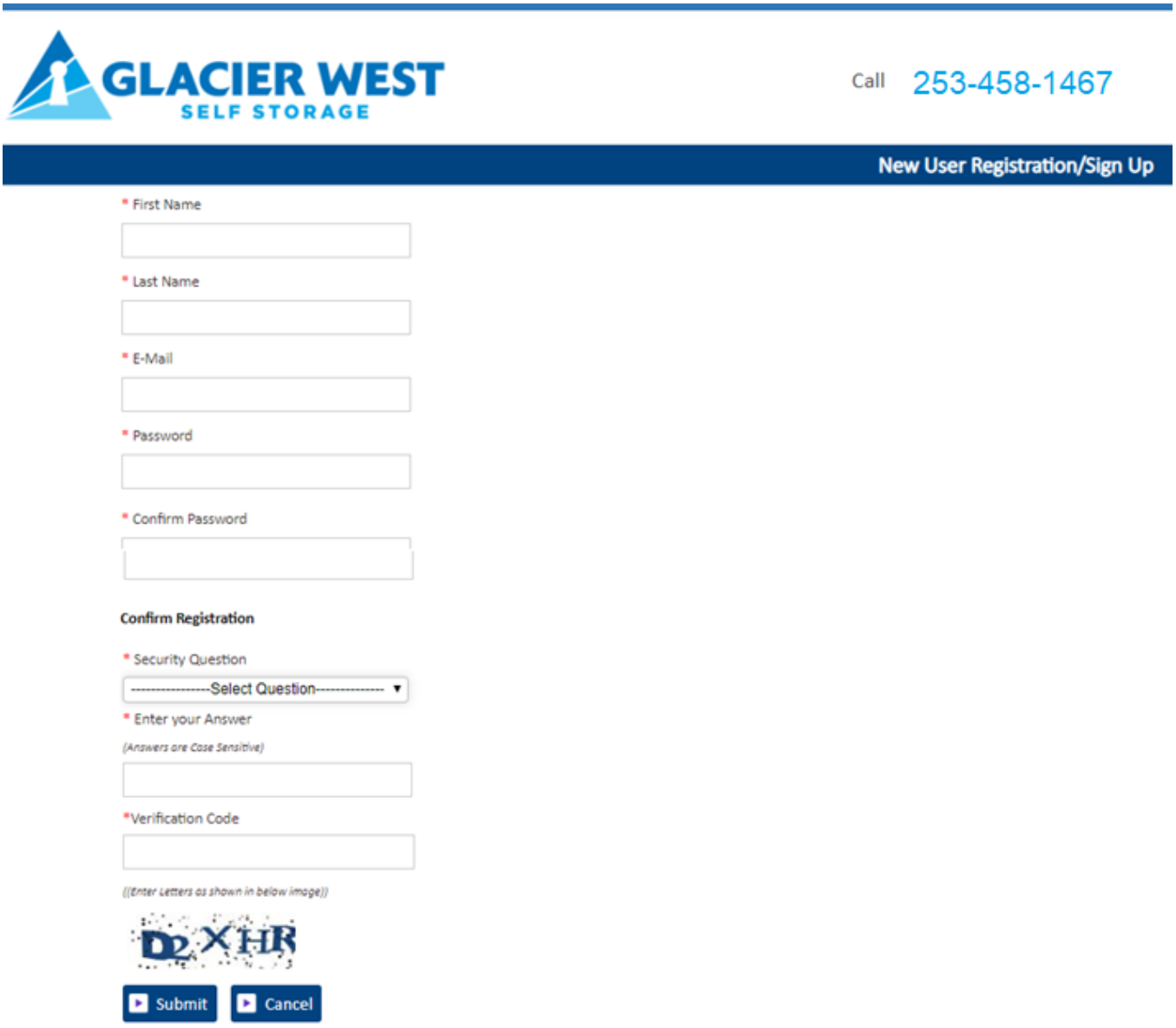
https://portal.selfstoragemanager.com/glacierwestselfstorage/account/login.aspx

   - Click on the button which says 'Click Here' to Sign up/Register



   - Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password

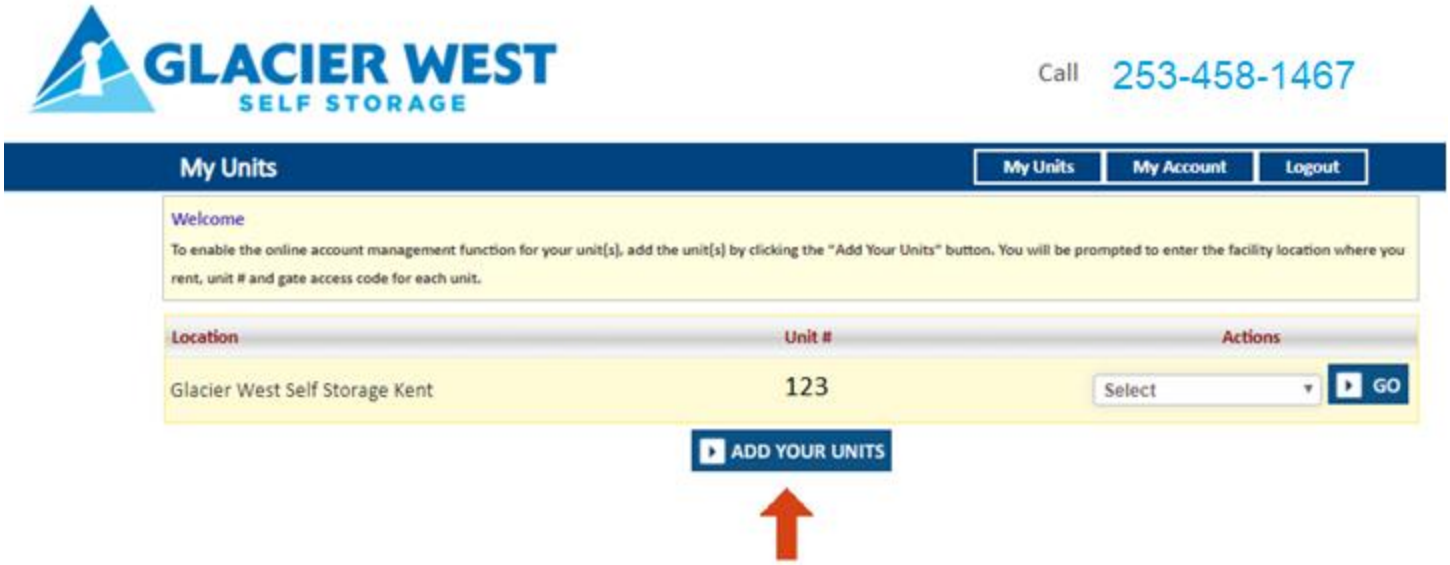
     (Note: The email should be the same as registered by the tenant at the storage facility)
   - Confirm Registration by selecting the Security Question, Enter your answer
   - Enter the Verification Code and Click on "**Submit**" button



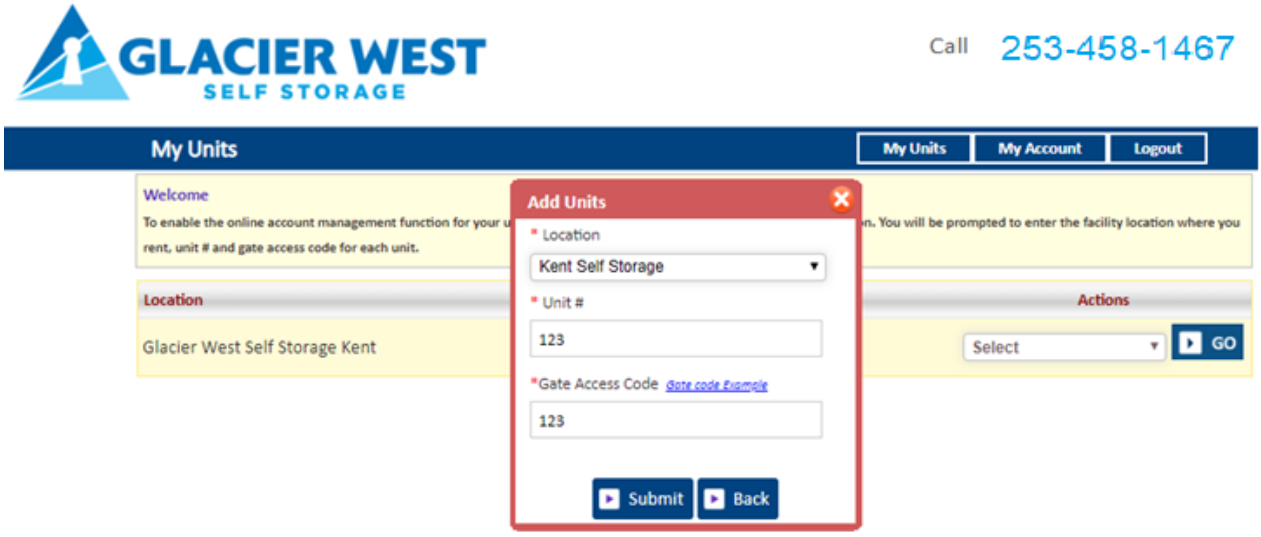
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After logging-in, click on "**Add Your Units**"

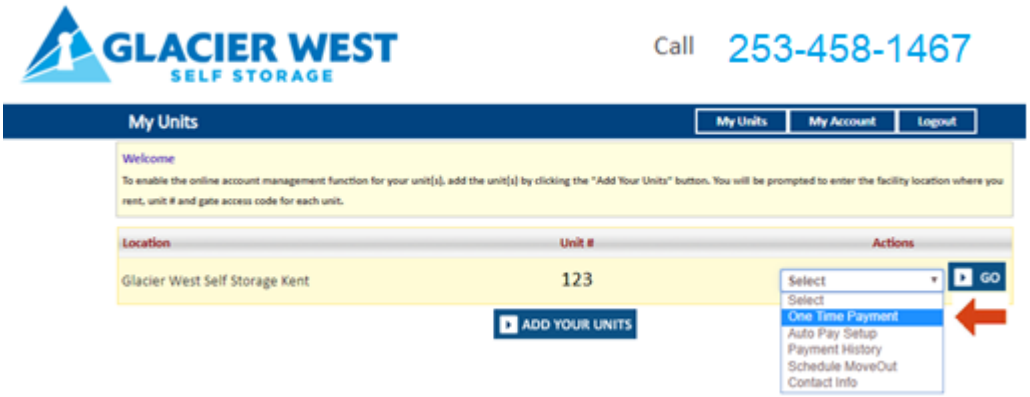


- Select the location from the dropdown, Enter the unit# and Gate Access Code
- Click on **"Submit"** button

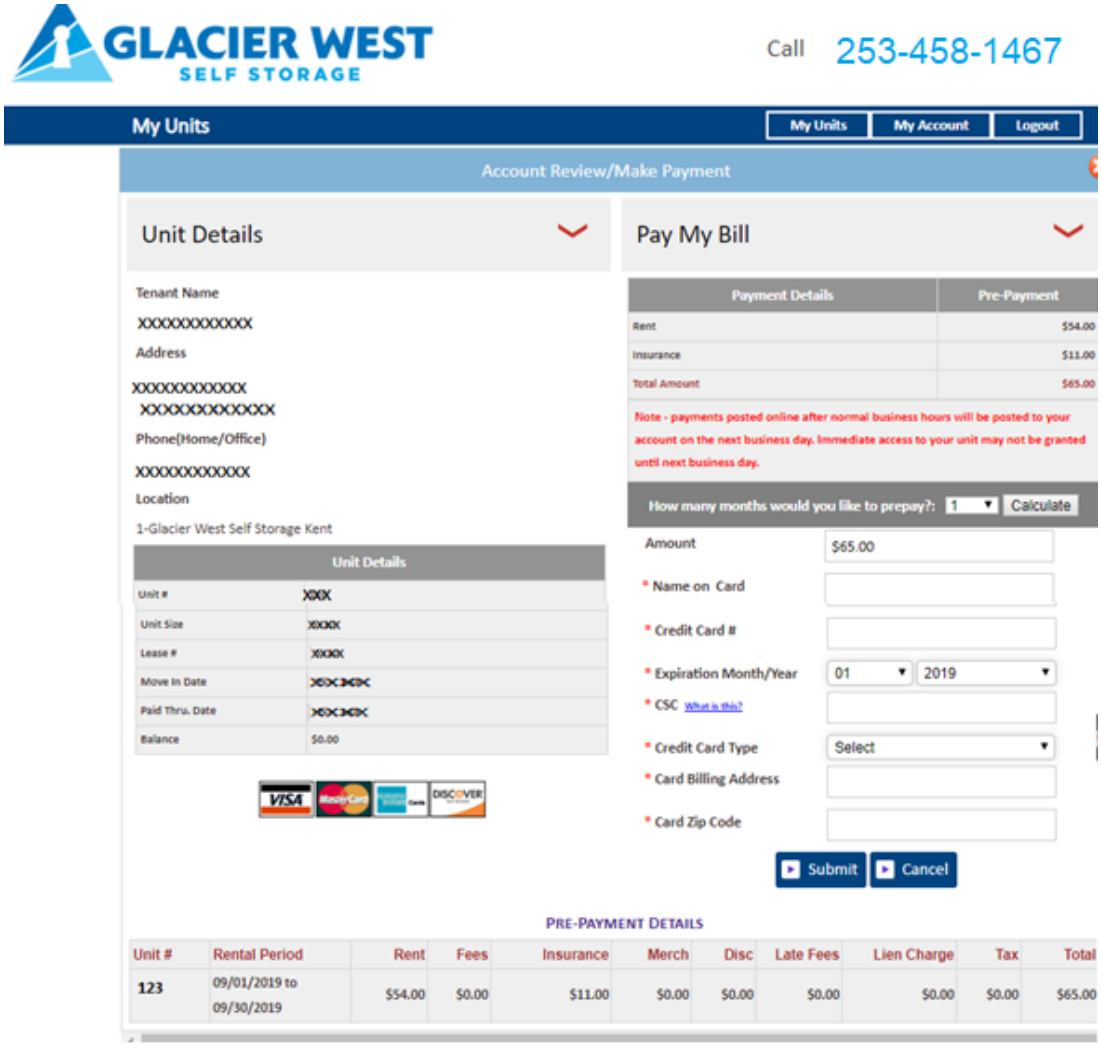


3. How to make a payment?

- Click on the drop-down button
- Select “One TimePayment”

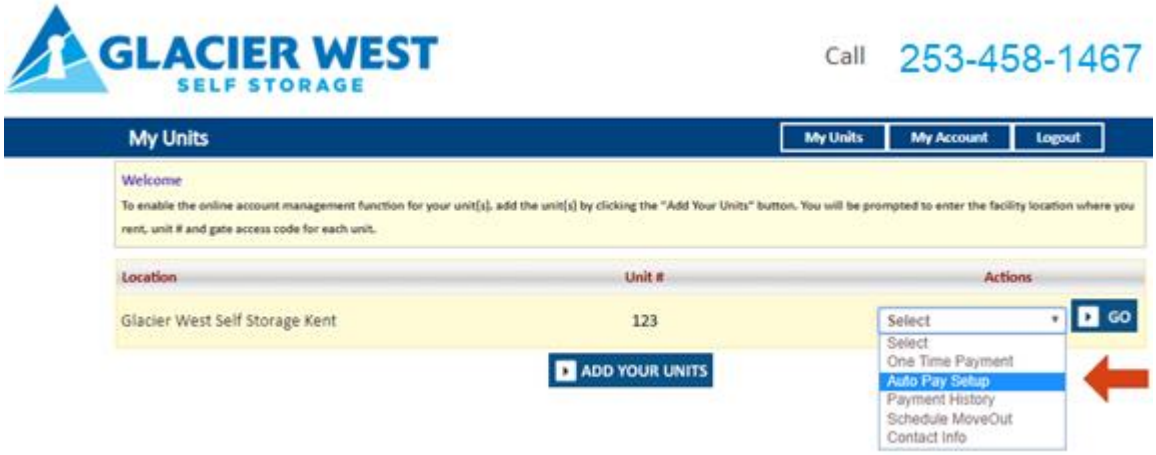


- Click on GO button
- Enter Credit Card Details
- Click on “**Submit”** button

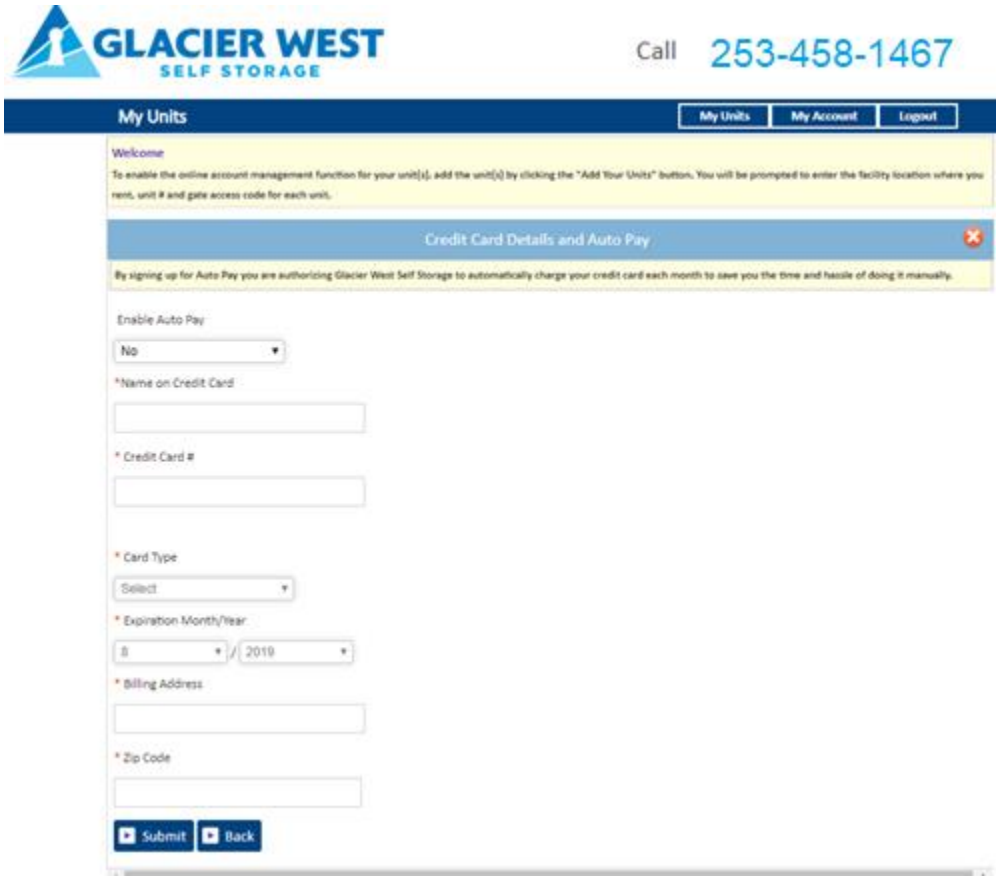


4. **How to set up auto pay?**

- Click on the drop-down button
- Select “Auto PaySetup”
- Click on GObutton

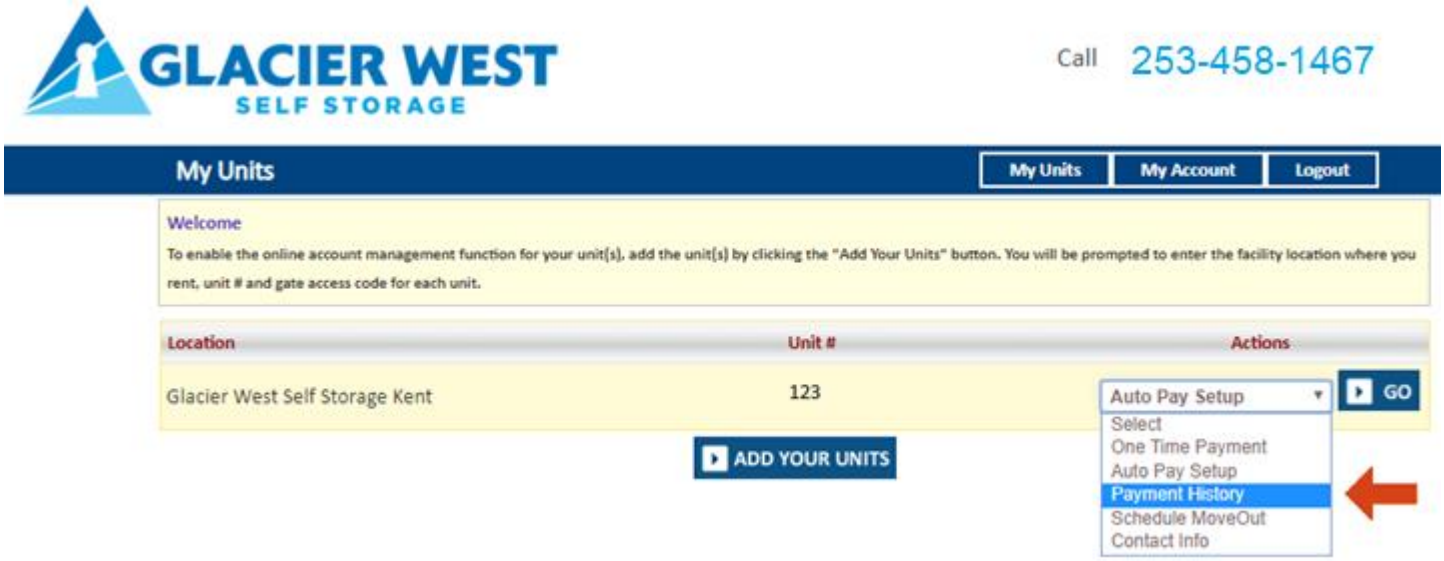


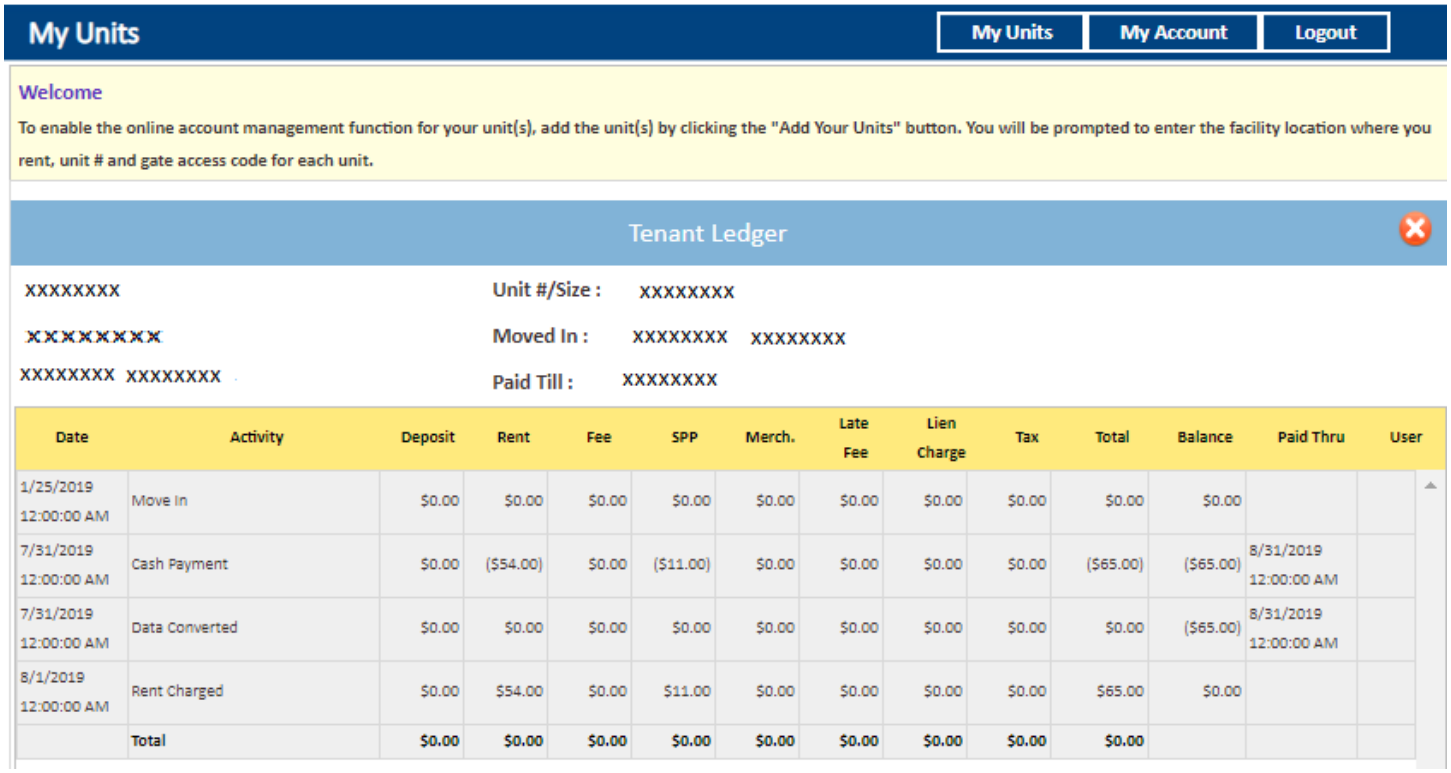
- Enable Auto Pay “Yes”
- Enter Credit Card Details, Billing Address and Zip Code
- Click on “**Submit”** button



5. How to view the ledger?

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

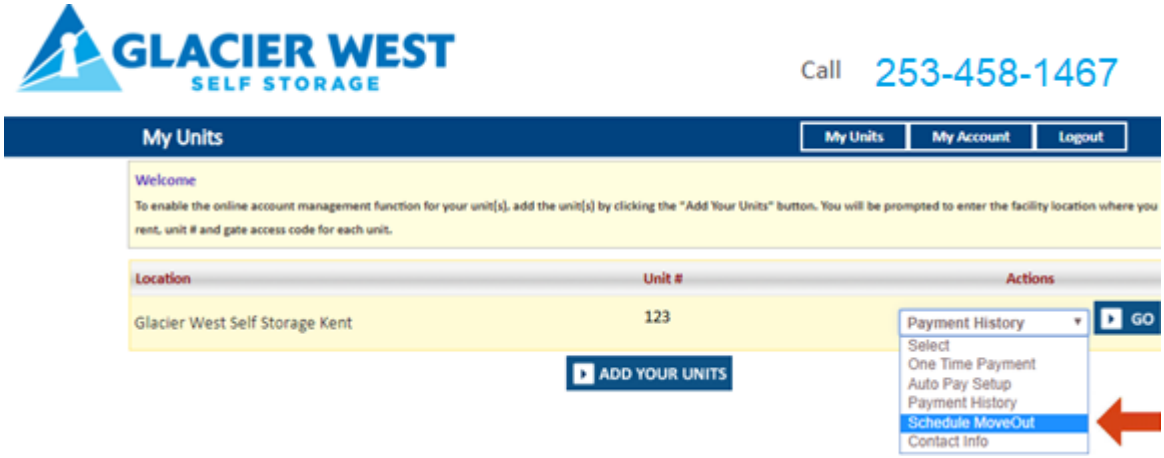




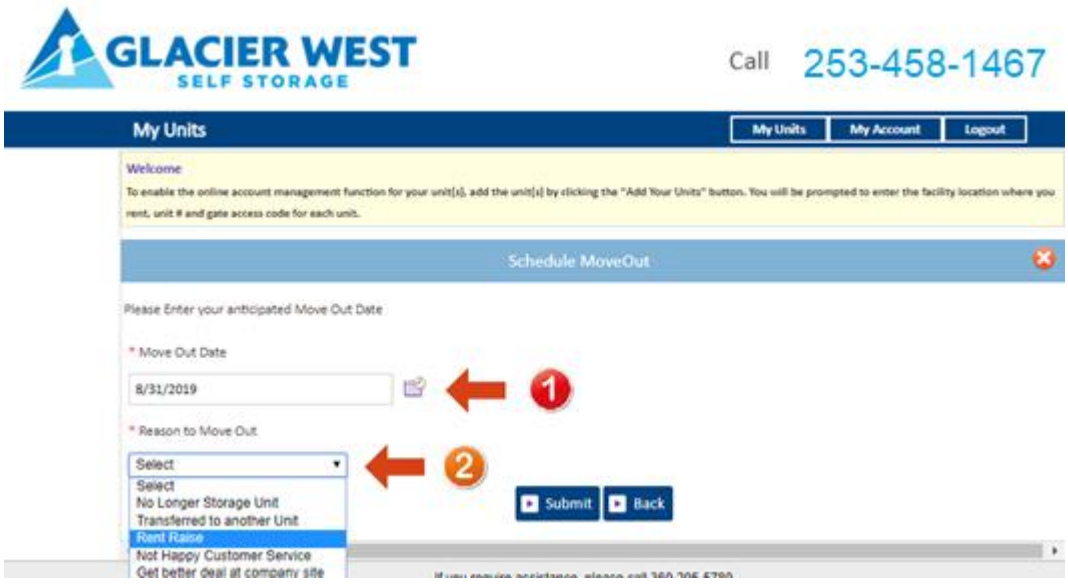
Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
1/25/2019 12:00:00 AM	Move In	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		
7/31/2019 12:00:00 AM	Cash Payment	$0.00	($54.00)	$0.00	($11.00)	$0.00	$0.00	$0.00	$0.00	($65.00)	($65.00)	8/31/2019 12:00:00 AM	
7/31/2019 12:00:00 AM	Data Converted	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($65.00)	8/31/2019 12:00:00 AM	
8/1/2019 12:00:00 AM	Rent Charged	$0.00	$54.00	$0.00	$11.00	$0.00	$0.00	$0.00	$0.00	$65.00	$0.00		
	Total	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**			

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

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

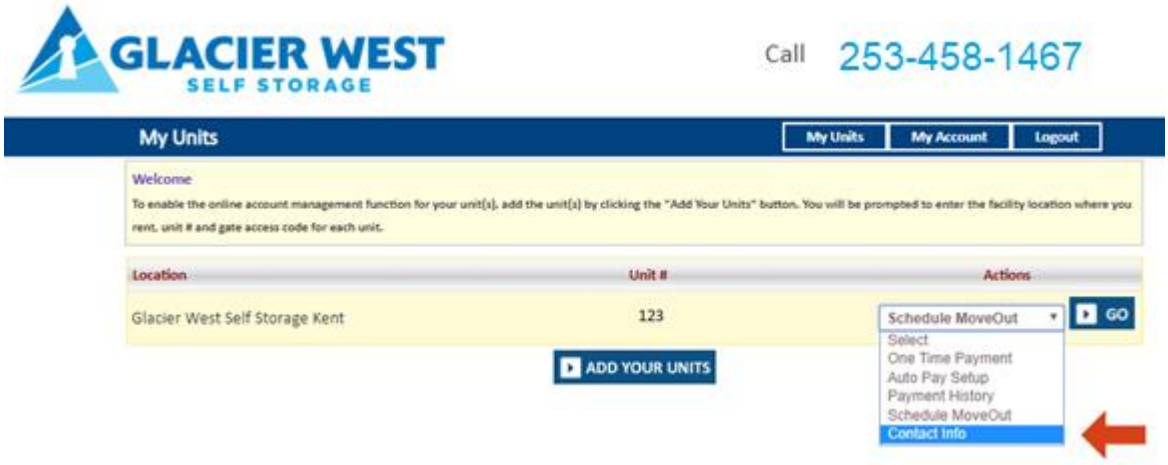


- Select Move out date
- Click on drop down button
- Select Reason to Move Out
- Click on "**Submit"** Button

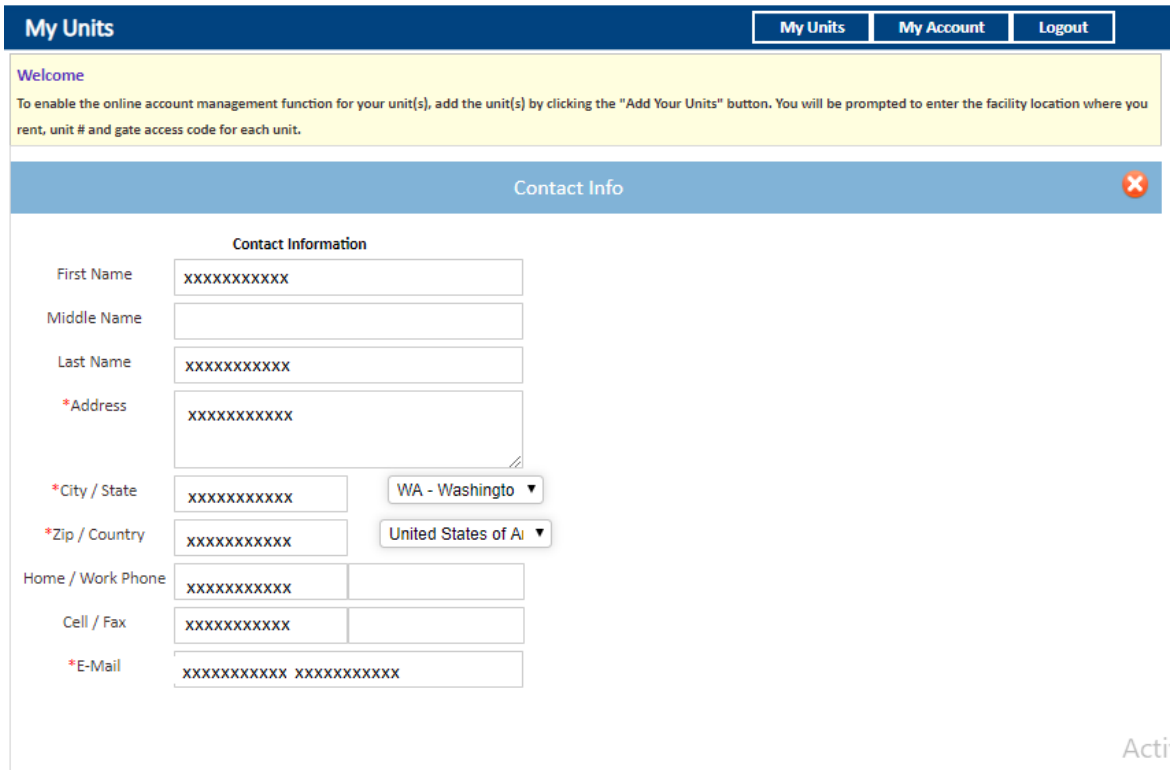


7. How to Update Contact Info?

- Click on drop down button
- Select Contact Info
- Click on Go button

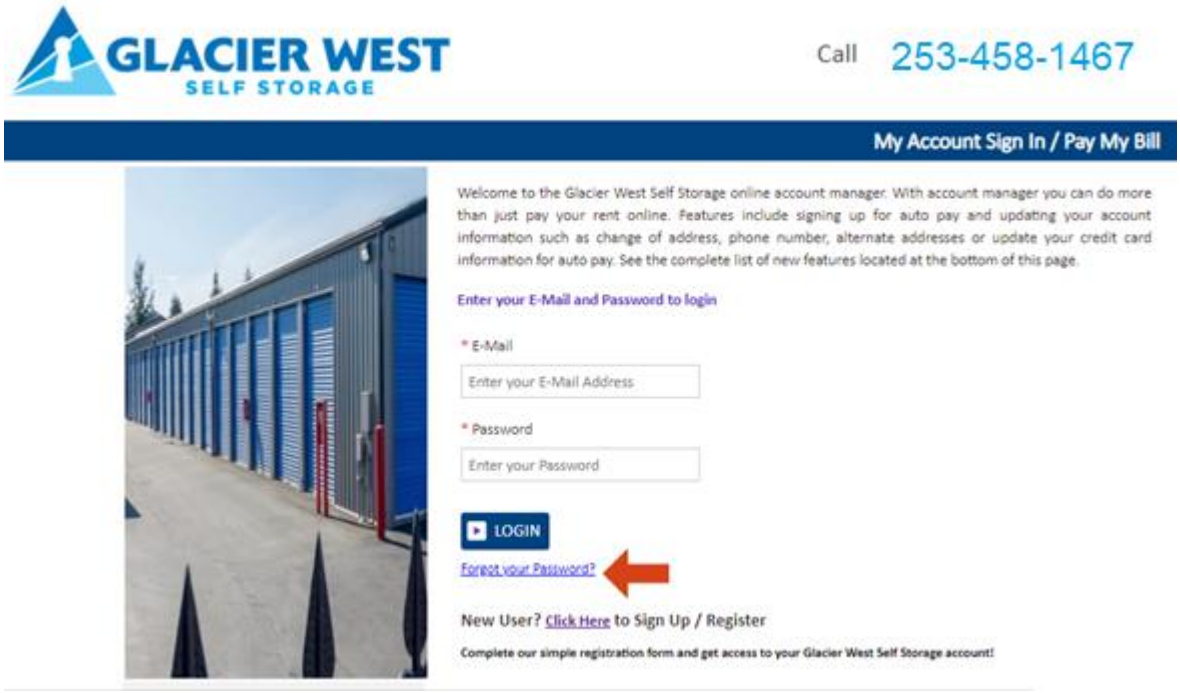


- On the following screen you can update the contact info.



8. **How to reset the password if you have forgotten it?**

- Click on the hyper link 'Forgot Password?'

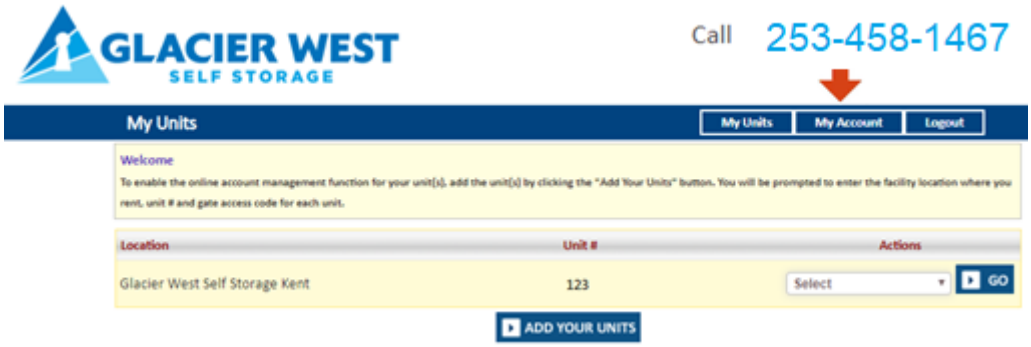


- Enter the EmailID
- Click on Submitbutton

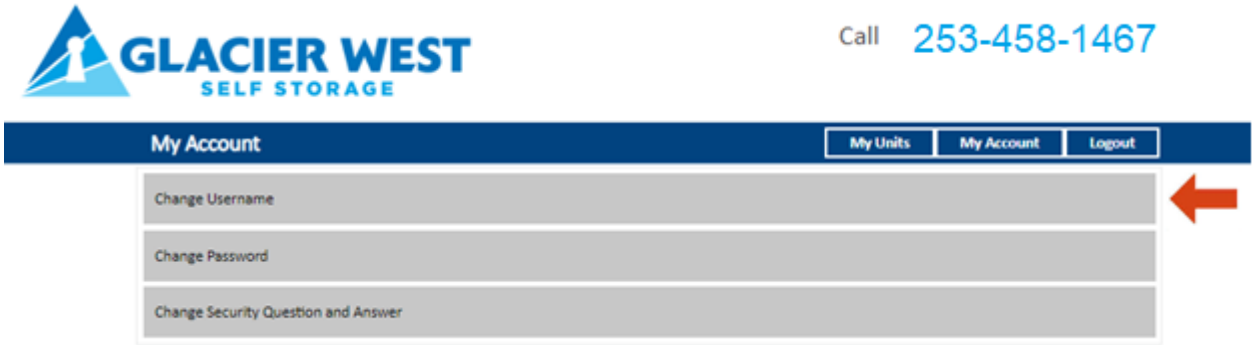
- The new password will be sent to the registered email address.

9. **How to change the username?**

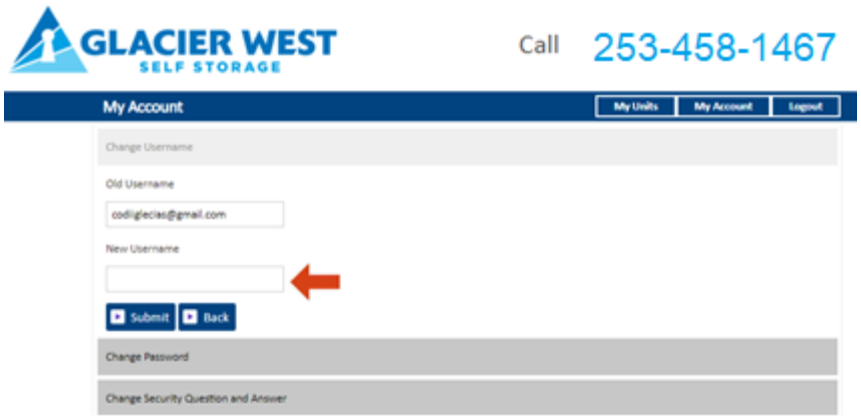
- Click on “**My Account”** button



Click on Change Username

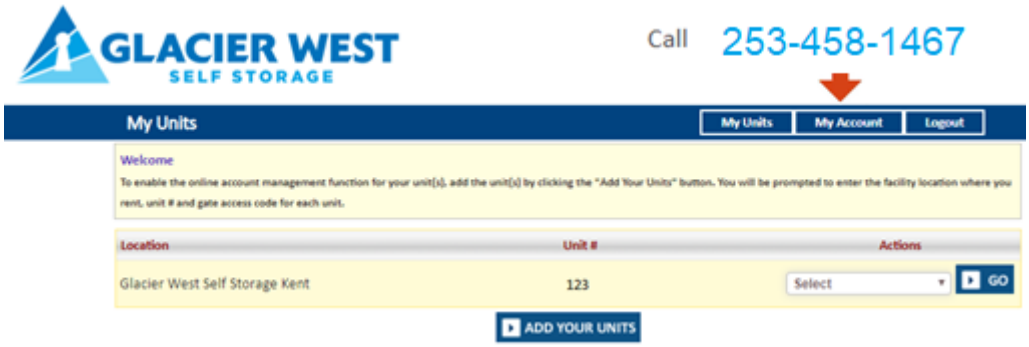


Enter the new Username and click “**Submit**” button

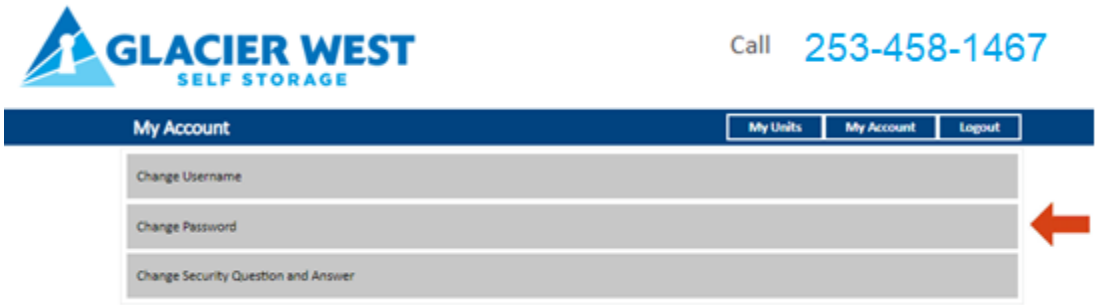


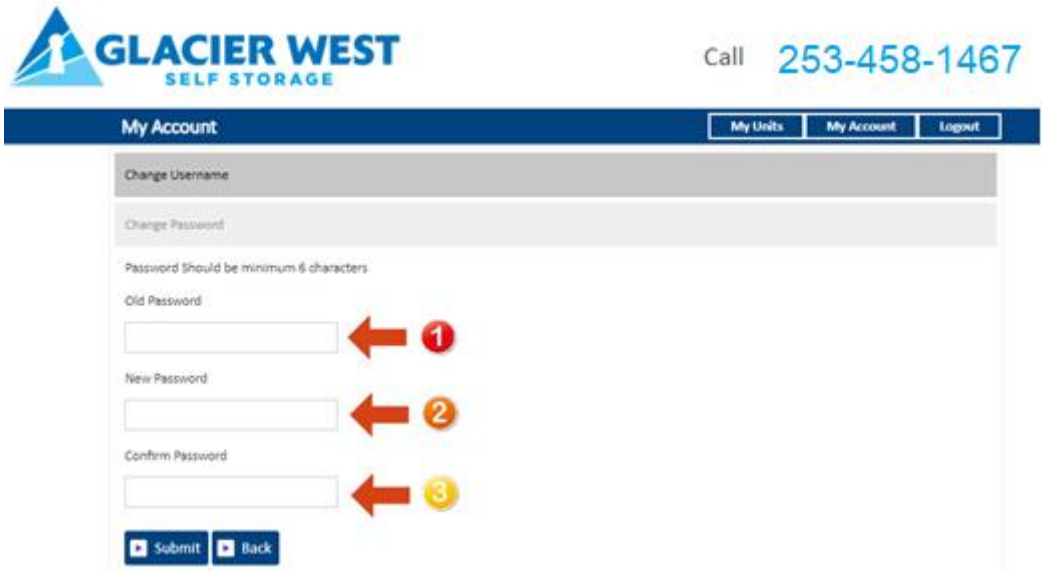
10. How to reset the password?

- Click on My Account button



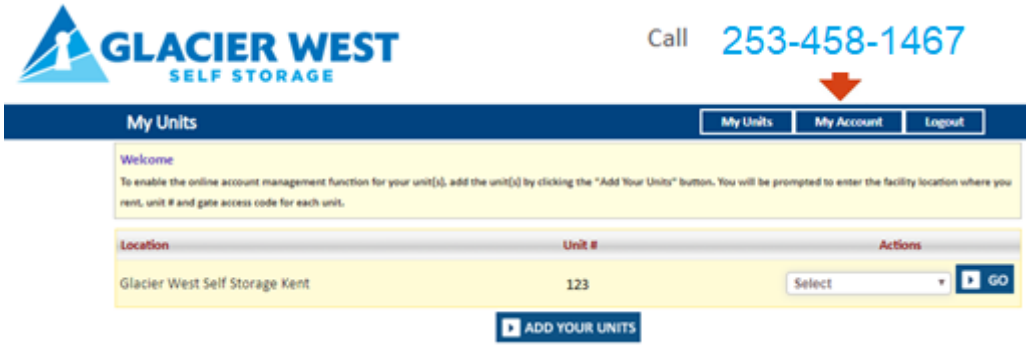
Click on Change Password



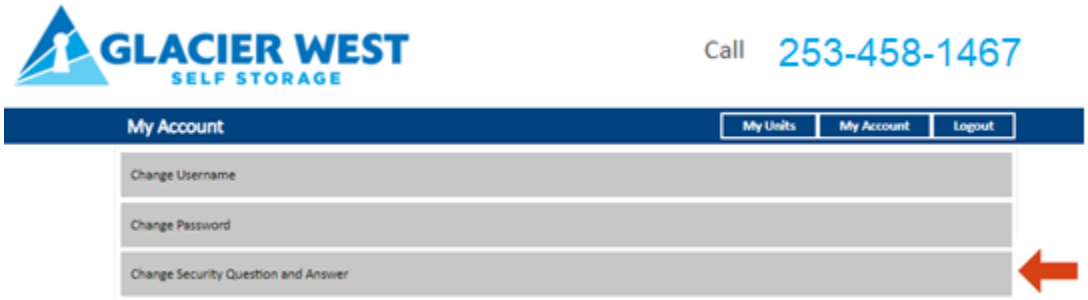


11. **How to reset the Security Question and Answer?**

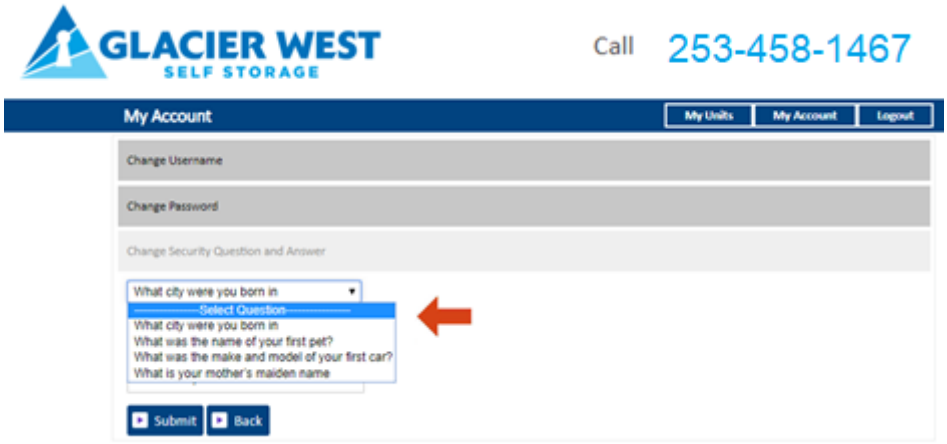
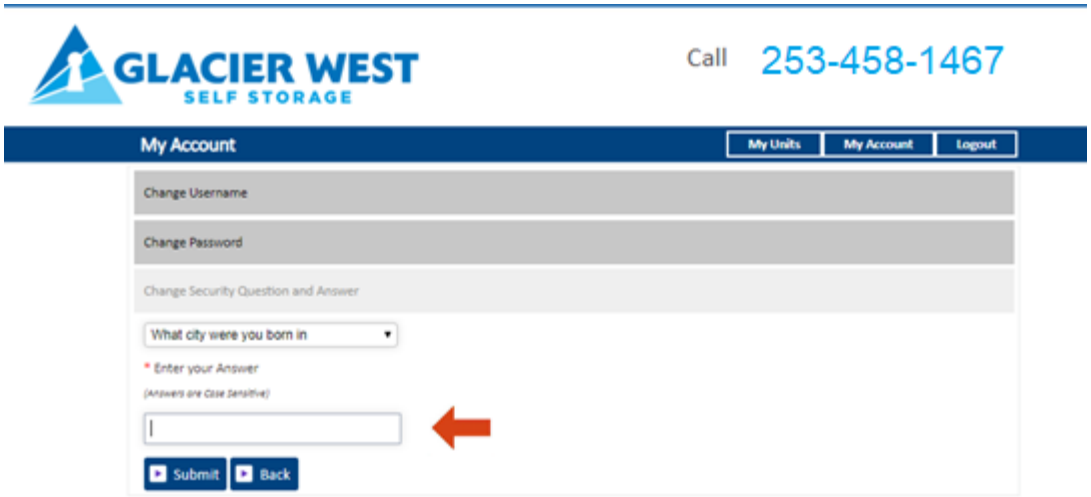
- Click on My Account button



Click on Change Security Question and Answers



Select Security Question



Enter the Answer and click the “**Submit**” button