

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



Call **253-458-1467**

My Account Sign In / Pay My Bill



Welcome to the Glacier West 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

Enter your E-Mail Address

* Password

Enter your Password

 LOGIN

[Forgot your Pas](#)



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

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

- 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

* 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}}



- 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”

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My Units My Account Logout

Welcome
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
Glacier West Self Storage Kent	123	Select <input type="button" value="GO"/>

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

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My Units My Account Logout

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

Location	Unit #	Actions
Glacier West Self Storage Kent	123	Select <input type="button" value="GO"/>

Add Units

* Location
Kent Self Storage

* Unit #
123

* Gate Access Code [gate_code #usmejr](#)
123

4. How to set up auto pay?

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

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My Units My Units My Account Logout

Welcome
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
Glacier West Self Storage Kent	123	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS GO

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

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My Units My Units My Account Logout

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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.

Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Glacier West 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
[Text Field]

* Credit Card #
[Text Field]

* Card Type
Select

* Expiration Month/Year
8 / 2019

* Billing Address
[Text Field]

* Zip Code
[Text Field]

Submit Back

5. How to view the ledger?

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



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My Units My Units My Account Logout

Welcome
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
Glacier West Self Storage Kent	123	Auto Pay Setup Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS **GO**

My Units My Units My Account Logout

Welcome
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

XXXXXXXXX Unit #/Size : XXXXXXXXX
 XXXXXXXXXX Moved In : XXXXXXXXX XXXXXXXXX
 XXXXXXXXXX XXXXXXXXXX Paid Till : XXXXXXXXX

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



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The screenshot shows the 'My Units' page. At the top, there are navigation buttons for 'My Units', 'My Account', and 'Logout'. Below this is a 'Welcome' message. A table lists units with columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'Glacier West Self Storage Kent' with unit number '123'. In the 'Actions' column, a dropdown menu is open, showing options: 'Payment History', 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. The 'Schedule MoveOut' option is highlighted in blue. A red arrow points to this option. Below the table is an 'ADD YOUR UNITS' button and a 'GO' button.

- Select Move outdate
- Click on drop down button
- Select Reason to Move Out
- Click on "Submit" Button



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The screenshot shows the 'Schedule MoveOut' form. At the top, there are navigation buttons for 'My Units', 'My Account', and 'Logout'. Below this is a 'Welcome' message. The form title is 'Schedule MoveOut'. The first field is 'Please Enter your anticipated Move Out Date', with a date picker set to '8/31/2019'. A red arrow with a '1' in a circle points to the date field. The second field is 'Reason to Move Out', with a dropdown menu open showing options: 'Select', 'Select', 'No Longer Storage Unit', 'Transferred to another Unit', 'Rent Raise', 'Not Happy Customer Service', and 'Get better deal at company site'. A red arrow with a '2' in a circle points to the dropdown menu. At the bottom of the form are 'Submit' and 'Back' buttons.

7. How to Update Contact Info?

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

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My Units My Account Logout

Welcome
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
Glacier West Self Storage Kent	123	Schedule MoveOut Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

GO

ADD YOUR UNITS

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

My Units My Account Logout

Welcome
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
XXXXXXXXXX

Middle Name

Last Name
XXXXXXXXXX

*Address
XXXXXXXXXX

*City / State
XXXXXXXXXX WA - Washingto

*Zip / Country
XXXXXXXXXX United States of A

Home / Work Phone
XXXXXXXXXX

Cell / Fax
XXXXXXXXXX

*E-Mail
XXXXXXXXXX XXXXXXXXXXXX

Acti


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

- Click on the hyper link 'Forgot Password?'



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My Account Sign In / Pay My Bill



Welcome to the Glacier West 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
Enter your E-Mail Address

* 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 Glacier West Self Storage account!

- Enter the EmailID
- Click on Submitbutton



Call 253-458-1467

Forgot your Password?

Enter your E-Mail address then click submit.

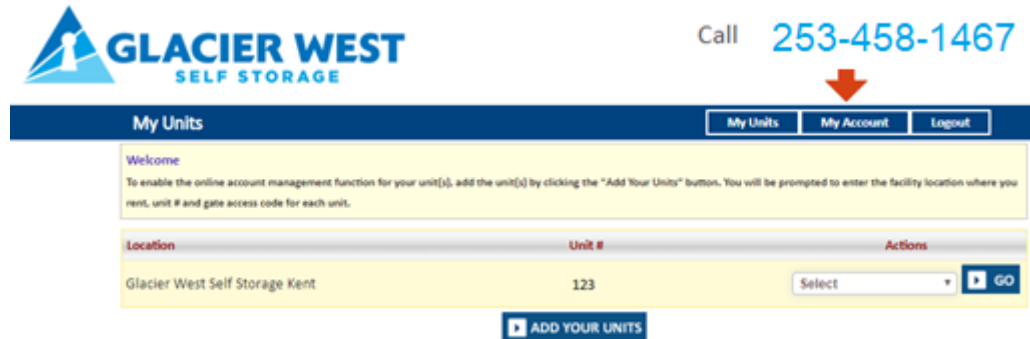
* E-Mail

Submit **Cancel**

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

9. How to change the username?

- Click on “My Account” button



GLACIER WEST SELF STORAGE

Call 253-458-1467

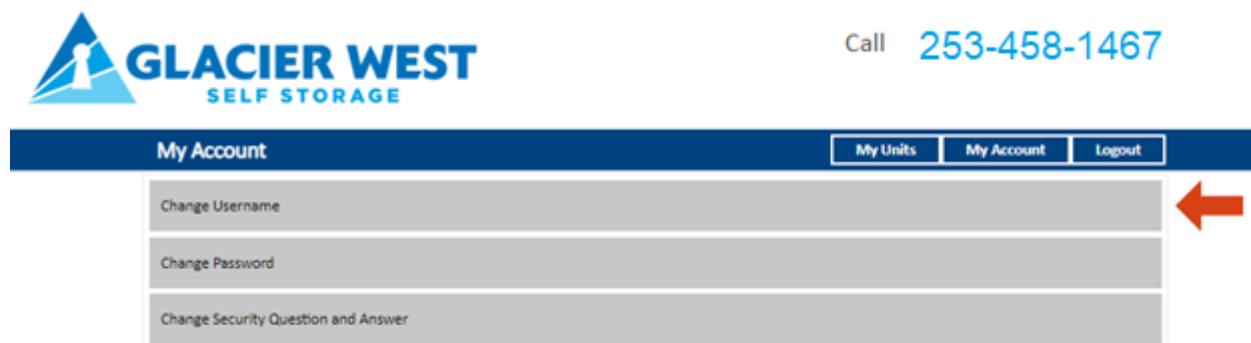
My Units My Account Logout

Welcome

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
Glacier West Self Storage Kent	123	Select <input type="button" value="GO"/>

Click on Change Username



GLACIER WEST SELF STORAGE

Call 253-458-1467

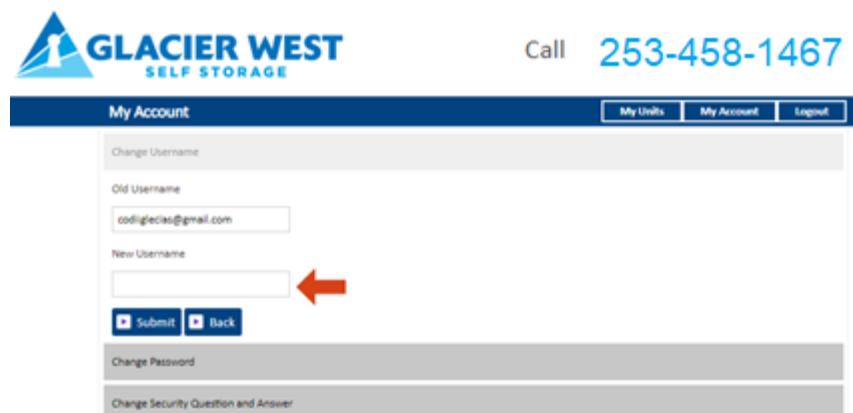
My Units My Account Logout

Change Username

Change Password

Change Security Question and Answer

Enter the new Username and click “Submit” button



GLACIER WEST SELF STORAGE

Call 253-458-1467

My Units My Account Logout

Change Username

Old Username

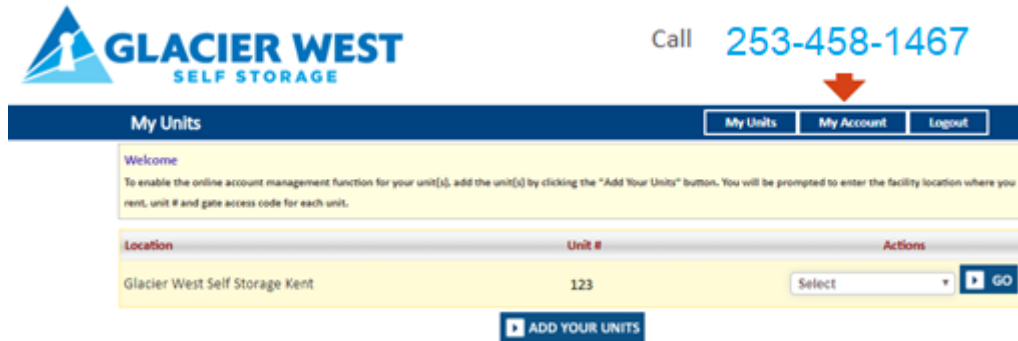
New Username

Change Password

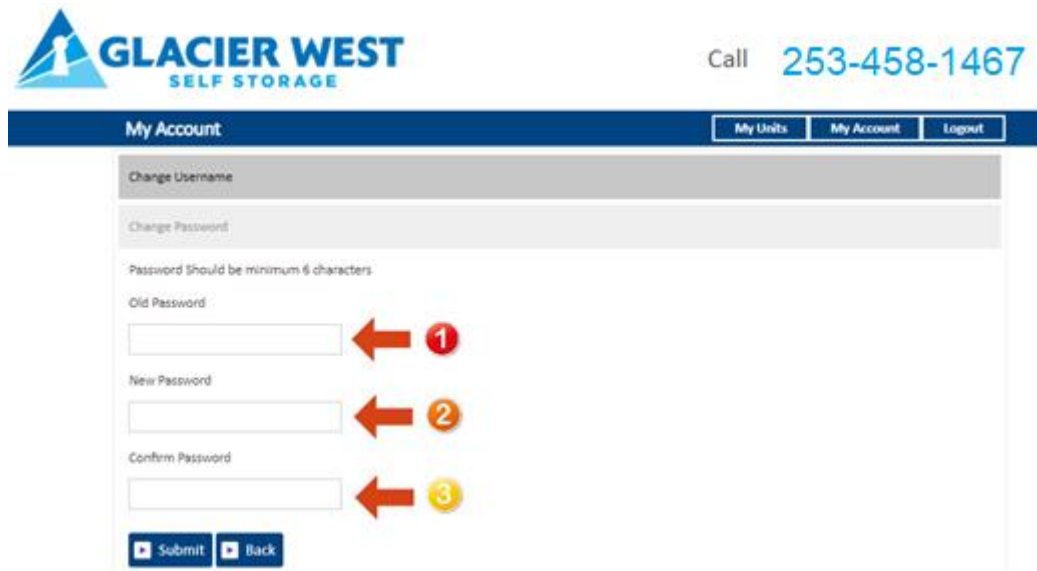
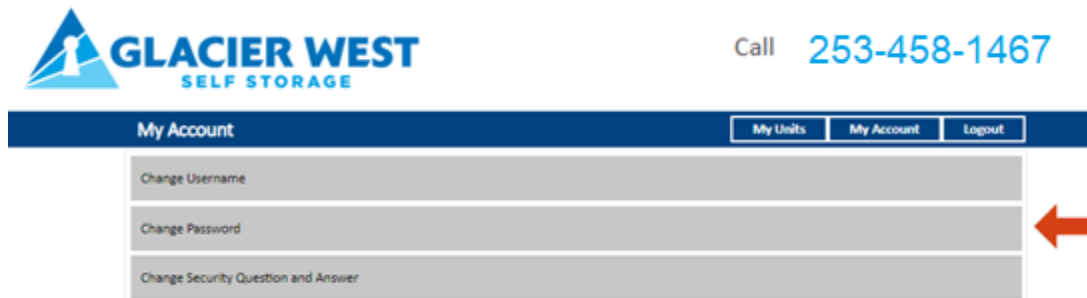
Change Security Question and Answer

10. How to reset the password?

- Click on My Account button

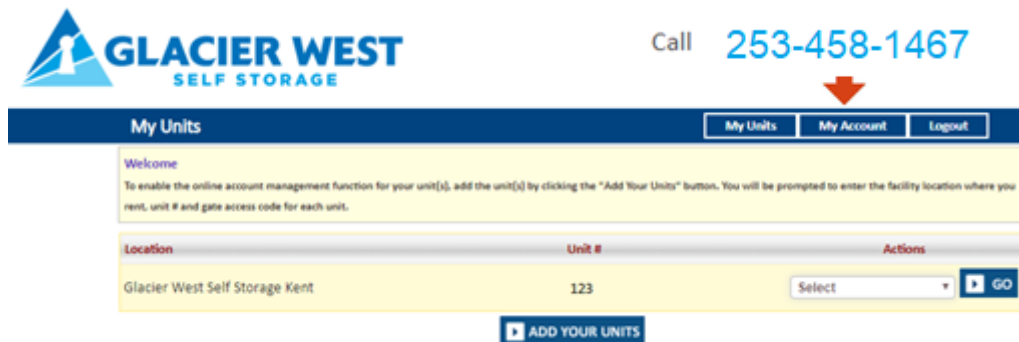


Click on Change Password



11. How to reset the Security Question and Answer?

- Click on My Account button



GLACIER WEST SELF STORAGE

Call 253-458-1467

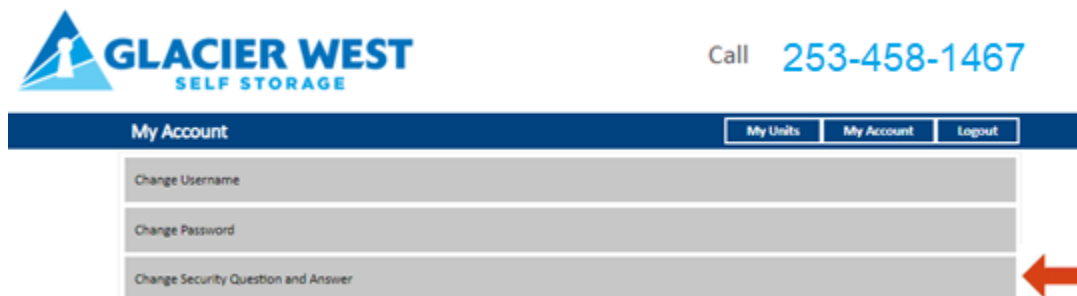
My Units My Account Logout

Welcome

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
Glacier West Self Storage Kent	123	Select <input type="button" value="GO"/>

Click on Change Security Question and Answers



GLACIER WEST SELF STORAGE

Call 253-458-1467

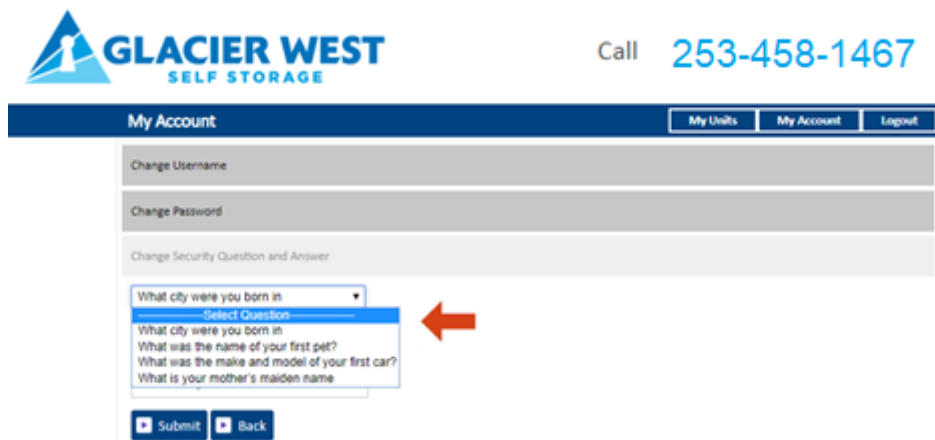
My Units My Account Logout

Change Username

Change Password

Change Security Question and Answer

Select Security Question



GLACIER WEST SELF STORAGE

Call 253-458-1467

My Units My Account Logout

Change Username

Change Password


Change Security Question and Answer

What city were you born in

Select Questions

- What city were you born in
- What was the name of your first pet?
- What was the make and model of your first car?
- What is your mother's maiden name

Enter the Answer and click the “Submit” button



Call **253-458-1467**

My Account My Units My Account Logout

Change Username

Change Password

Change Security Question and Answer

What city were you born in ▾

* Enter your Answer
(Answers are case sensitive)

