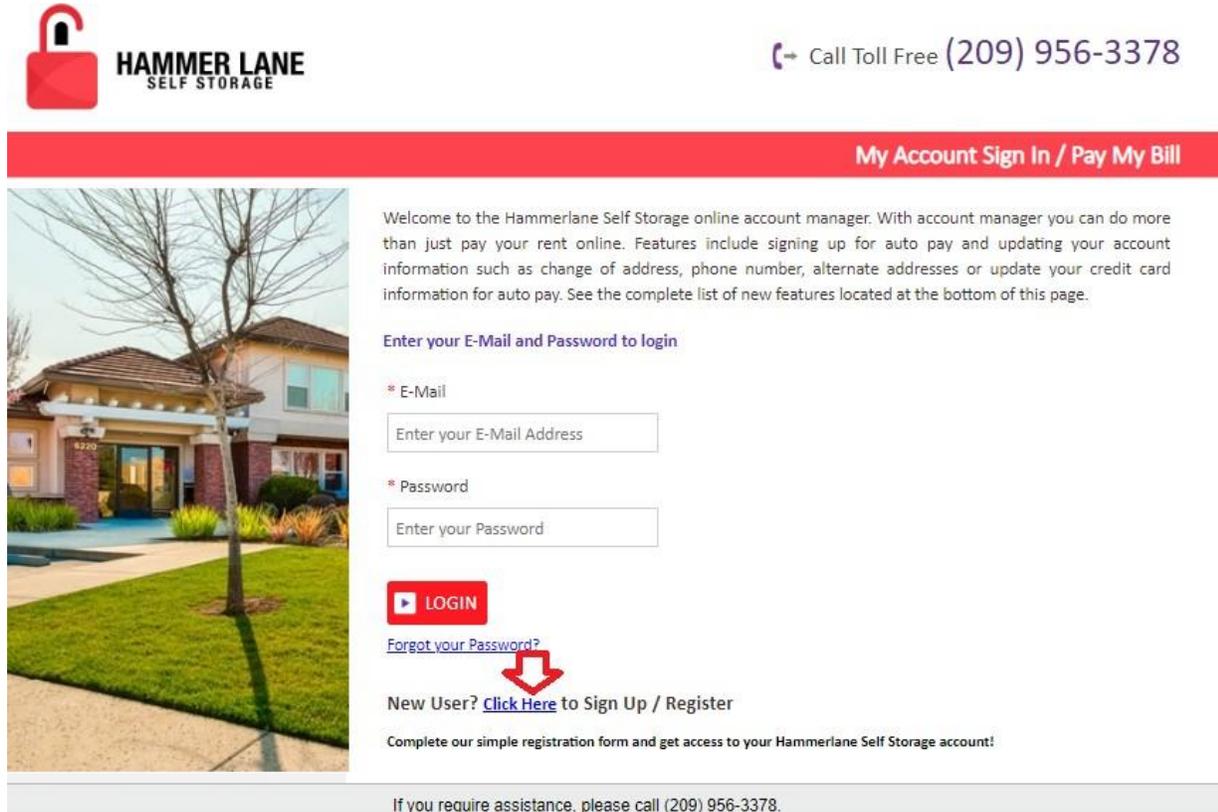


1. How a new tenant can register in Customer Portal?

- Click on the Customer Portal link

<https://portal.selfstoragemanager.com/hammerlaneselfstorage/account/login.aspx>

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



The screenshot shows the Hammer Lane Self Storage online account manager login page. At the top left is the Hammer Lane Self Storage logo, which consists of a red padlock icon and the text "HAMMER LANE SELF STORAGE". To the right of the logo is a phone icon and the text "Call Toll Free (209) 956-3378". Below the logo and phone number is a red banner with the text "My Account Sign In / Pay My Bill". The main content area features a photograph of a modern, two-story brick building with a large tree in the foreground. To the right of the photograph is a login form with the following elements: a welcome message, a heading "Enter your E-Mail and Password to login", two input fields labeled "* E-Mail" and "* Password", a red "LOGIN" button, a link for "Forgot your Password?" with a red arrow pointing down, and a link for "New User? Click Here to Sign Up / Register". Below the login form is a footer with the text "Complete our simple registration form and get access to your Hammerlane Self Storage account!" and "If you require assistance, please call (209) 956-3378."

Welcome to the Hammerlane 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 Hammerlane Self Storage account!

If you require assistance, please call (209) 956-3378.

- Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm Password (Note: The email should be the one registered at the storage facility)
- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on Submit button



New User Registration/Sign Up

* 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))



Act

- 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

The screenshot shows the Hammer Lane Self Storage website interface. At the top left is the logo, and at the top right is the phone number (707) 938-5783. Below the navigation bar, there is a 'My Units' section with a table. The table has columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'Hammer Lane Self Storage' as the location and '123' as the unit number. A dropdown menu is set to 'Select' and a 'GO' button is next to it. Below the table, a red button labeled 'ADD YOUR UNITS' is highlighted with a red arrow pointing upwards.

- Select the location from the dropdown, Enter the unit# and Gate Access Code
- Click on Submitbutton

This screenshot shows the 'Add Units' modal form overlaid on the website. The form has three input fields: 'Location' with a dropdown menu set to 'Hammer Lane Self Storage', 'Unit #' with the value '456', and 'Gate Access Code' with the value '123'. There are 'Submit' and 'Back' buttons at the bottom of the modal. The background shows the same 'My Units' table as in the previous screenshot.

3. How to make a payment?

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

The screenshot shows the Hammer Lane Self Storage website interface. At the top, there is a logo and a toll-free number: (707) 938-5783. Below the navigation bar, there is a 'Welcome' message and a table with columns for 'Location', 'Unit #', and 'Actions'. The table lists 'Hammer Lane Self Storage' with unit number '123'. A red 'GO' button is next to the unit number. A dropdown menu is open under the 'Actions' column, with 'One Time Payment' selected. A red arrow points to this option. Below the table, there is a red 'ADD YOUR UNITS' button.

- Enter Credit Card Details
- Click on Submit button

The screenshot shows the 'Account Review/Make Payment' page. It is divided into two main sections: 'Unit Details' and 'Pay My Bill'. The 'Unit Details' section shows tenant information, address, phone, and location. The 'Pay My Bill' section shows a table of payment details, a note about online payments, and a form to enter payment information. The form includes fields for amount, name on card, credit card number, expiration date, CSC, credit card type, card billing address, and card zip code. There are 'Submit' and 'Cancel' buttons at the bottom.

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

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?: 0 Calculate

Unit #	Unit Size	Lease #	Move In Date	Paid Thru Date	Balance
XXXX	XXX	XXX	XXXXXX	XXXX	XXXXX

Amount: \$0.00

Name on Card: Sharon Stone

Credit Card #: XXXX-XXXX-XXXX-XXXX

Expiration Month/Year: 01 / 2019

CSC: XXX

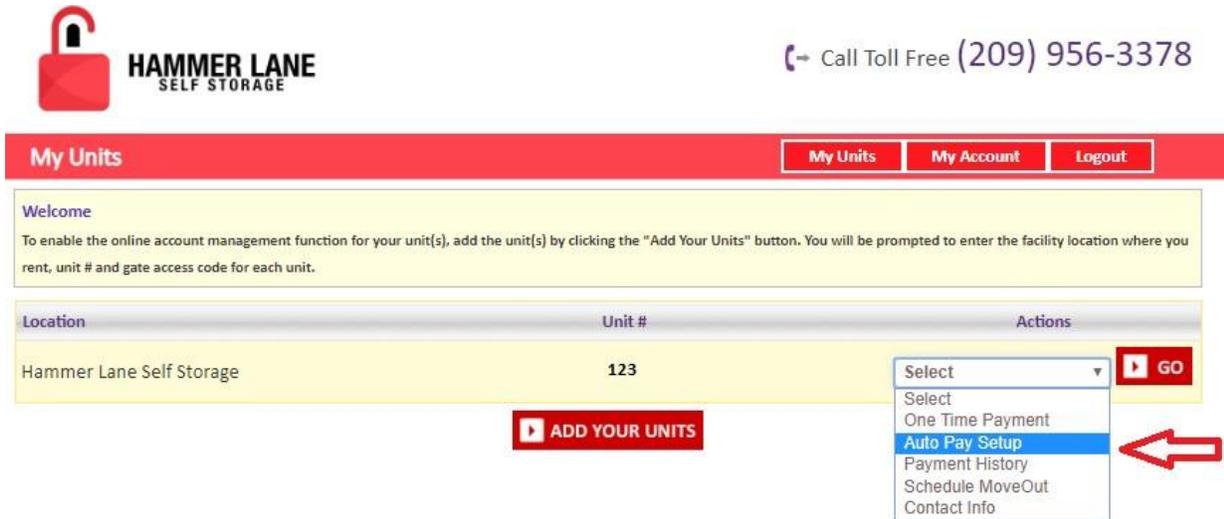
Credit Card Type: Select

Card Billing Address: XXXX XXXXX XXXXX XXXXX XXX

Card Zip Code: XXXXX

4. How to set up auto pay?

- Click on the drop-down button
- Select "Auto PaySetup"
- Click on GO button



HAMMER LANE SELF STORAGE Call Toll Free (209) 956-3378

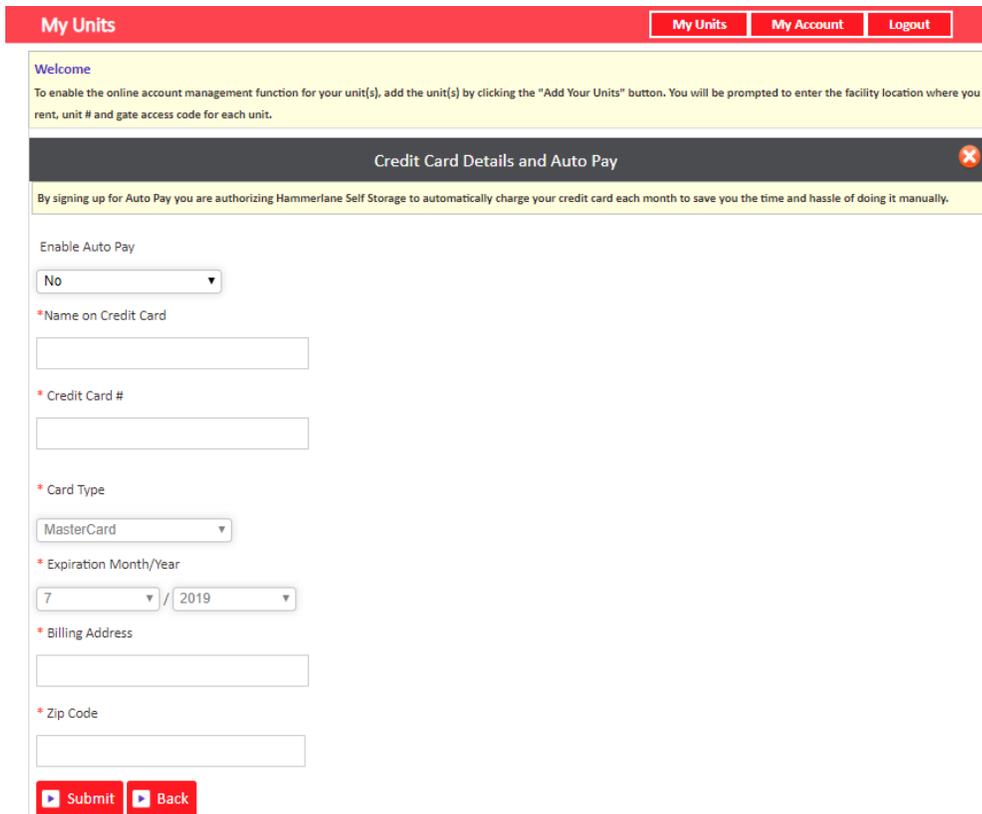
My Units My Units My Account Logout

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
Hammer Lane Self Storage	123	Select 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



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.

Credit Card Details and Auto Pay

By signing up for Auto Pay you are authorizing Hammerlane 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
MasterCard

* Expiration Month/Year
7 / 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

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
Hammer Lane Self Storage	123	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <input type="text" value="Select"/> </div> <div> <input type="button" value="GO"/> </div> </div>

Select

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



- Click on gobutton

My Units My Units My Account Logout

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 ✕

XXX XXXXX Unit #/Size : **XXXX XXXX000X**
XXXXXX Moved In : **XXXXXX000X000X000X**
XXXXXX Paid Till : **XXXXX XXXX000X**

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
9/10/2018 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		
12/31/2018 12:00:00 AM	Opening Balance	\$0.00	(\$187.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
6/27/2019 12:00:00 AM	Rent Charged	\$0.00	\$187.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$187.00	\$0.00		
6/27/2019 12:00:00 AM	Cash Payment	\$0.00	(\$187.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$187.00)	(\$187.00)	7/26/2019 12:00:00 AM	
7/22/2019 12:00:00 AM	Data Converted	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$187.00)	7/26/2019 12:00:00 AM	
7/25/2019 12:00:00 AM	Check Payment - 3920	\$0.00	(\$187.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$187.00)	(\$374.00)	8/26/2019 12:00:00 AM	RWW
	Total	\$0.00	XXXX XXXX	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$187.00)			

6. How to 'Schedule a Move Out'?

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

The screenshot shows the 'My Units' dashboard. At the top, there is a red navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a yellow 'Welcome' section with instructions. A table lists units with columns for 'Location', 'Unit #', and 'Actions'. The first row shows 'Hammer Lane Self Storage' with unit number '123'. A dropdown menu is open for the 'Actions' column, listing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A red arrow points to the 'Schedule MoveOut' option. A red 'GO' button is next to the dropdown. Below the table is a red 'ADD YOUR UNITS' button.

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

The screenshot shows the 'Schedule MoveOut' form. At the top, there is a red navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a yellow 'Welcome' section. A dark grey header bar contains the title 'Schedule MoveOut' and a close button. The form asks for the 'Move Out Date' and 'Reason to Move Out'. The 'Move Out Date' field contains '7/31/2019'. The 'Reason to Move Out' dropdown menu is open, showing options: 'Select', 'No longer needs storage unit', 'Transferred to another unit', 'Rent Raise', 'Not happy with customer service', and 'Test'. Below the form are 'Submit' and 'Back' buttons. At the bottom, there is a footer with the text 'If you require assistance, please call (209) 956-3378.'

7. How to Update Contact Info?

- Click on drop down button
- Select Contact Info

The screenshot shows the 'My Units' dashboard. At the top, there is a red navigation bar with 'My Units', 'My Account', and 'Logout' buttons. Below this is a yellow 'Welcome' banner with instructions. A table lists units, with the first row showing 'Hammer Lane Self Storage' and unit number '123'. To the right of the table is a red 'GO' button. A dropdown menu is open, showing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut', and 'Contact Info'. A red arrow points to the 'Contact Info' option. Below the table is a red 'ADD YOUR UNITS' button.

Location	Unit #	Actions
Hammer Lane Self Storage	123	Contact Info Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Click on Go button

The screenshot shows the 'Contact Info' form. The form is titled 'Contact Information' and has a close button in the top right corner. It contains several input fields for personal information, each with a placeholder 'XXXX XXXXXXXX'. The fields are: First Name, Middle Name, Last Name, Address, City / State (with a dropdown menu showing 'CA - California'), Zip / Country (with a dropdown menu showing 'United States of A'), Home / Work Phone, Cell / Fax, and E-Mail.

Contact Information

First Name: XXXX XXXXXXXX

Middle Name: XXXX XXXXXXXX

Last Name: XXXX XXXXXXXX

*Address: XXXX XXXXXXXX

*City / State: XXXX XXXXXXXX CA - California

*Zip / Country: XXXX XXXXXXXX United States of A

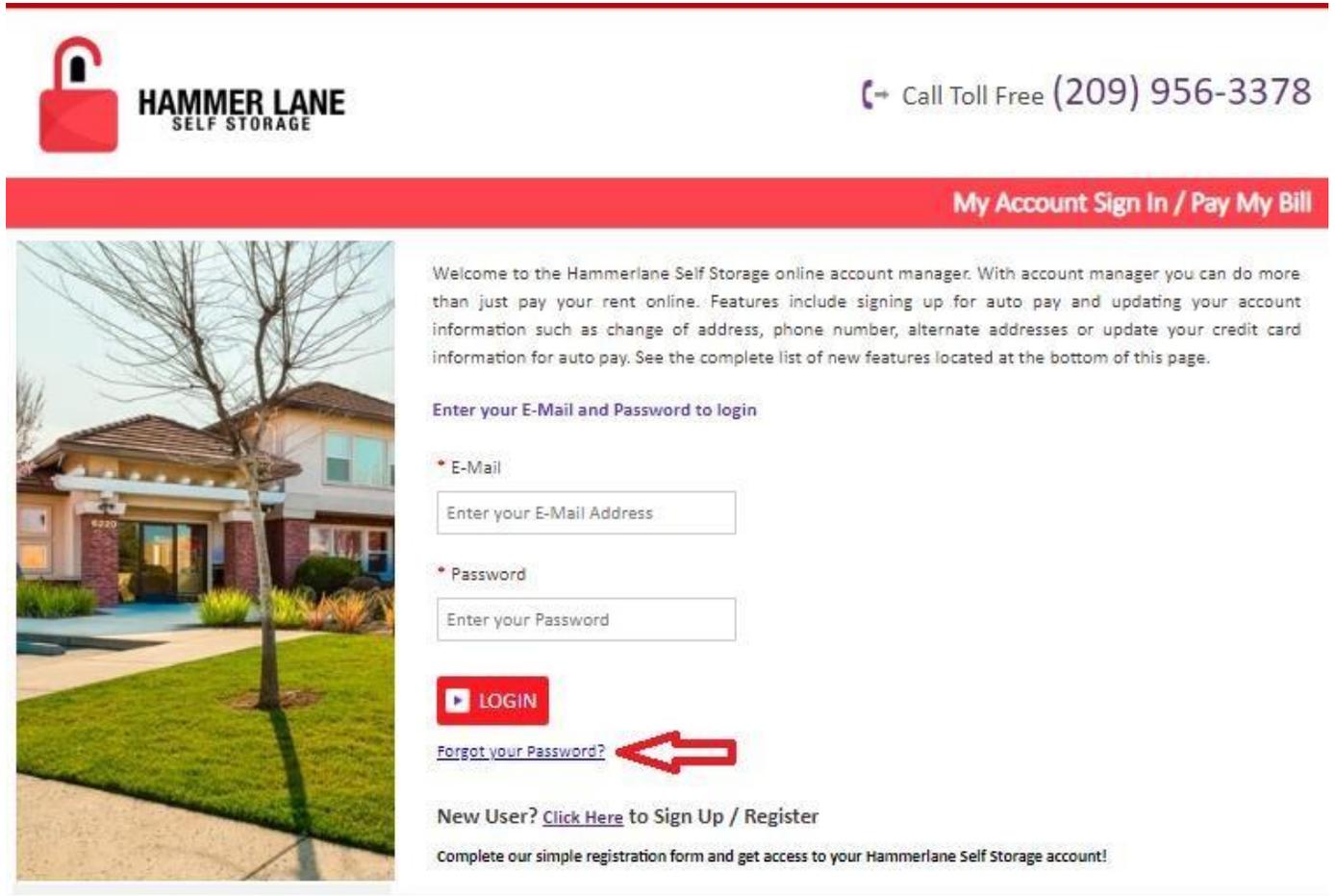
Home / Work Phone: XXXX XXXXXXXX

Cell / Fax: XXXX XXXXXXXX

*E-Mail: XXXX XXXXXXXX

8. How to reset the password?

- Click on the hyper link 'Forgot Password?'



HAMMER LANE
SELF STORAGE

Call Toll Free (209) 956-3378

My Account Sign In / Pay My Bill

Welcome to the Hammerlane 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

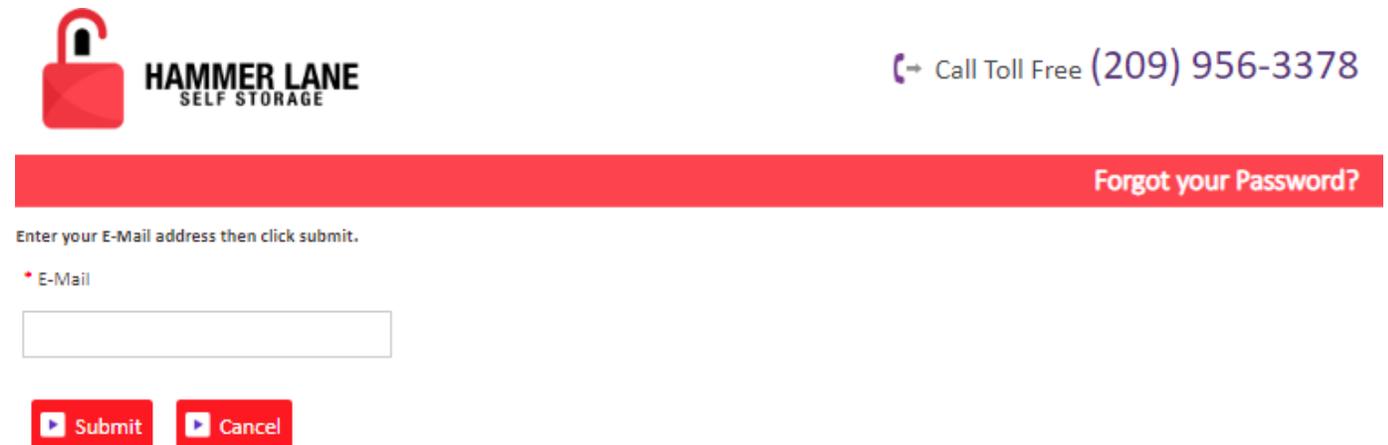
LOGIN

[Forgot your Password?](#) 

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

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

- Enter the EmailID
- Click on Submitbutton and new password will be sent to the registered email address.



HAMMER LANE
SELF STORAGE

Call Toll Free (209) 956-3378

Forgot your Password?

Enter your E-Mail address then click submit.

* E-Mail

Submit **Cancel**