


Customer Portal FAQ'S


1. How to register?

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



Call (808) 891-8400

My Account Sign In / Pay My Bill



Welcome to the Kihei Maui 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.

Enter your E-Mail and Password to login

* E-Mail Note: Our payment portal has been upgraded. Existing tenants can login using your registered E-Mail address and gate access code as password.

For Eg:
John@abc.com

* Password 123245

If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

[Forgot your Password?](#)

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

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

- 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))



- 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

KIHEI MAUI
SELF STORAGE

Call (808) 891-8400

My Units My Account Logout

Welcome Test 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.

ADD YOUR UNITS

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

Welcome Test John

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

Add Units ✕

* Location

* Unit #

* Gate Access Code [Gate code Example](#)

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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Enter your E-Mail and Password to login

* E-Mail

* Password

[Forgot your Password?](#)

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If you do not remember your gate access code, Click on 'Forgot your Password' link, enter your registered E-Mail address and then enter your billing address CITY as the answer to the security question to retrieve the Password !!

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

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

- 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 One Time Payment
- Click on GO button

My Units My Units My Account Logout

Welcome JOHN SSM
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
Kihei Maui Self Storage	000	One Time Payment  





- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Welcome JOHN SSM

Account Review/Make Payment

Unit Details

Tenant Name
SSM, John

Address
-
-

Phone(Home/Office)
-

Location
3-Kihei Maui Self Storage

Unit Details	
Unit #	000
Unit Size	5X10X9X1
Lease #	96
Move In Date	8/10/2011 12:00:00 AM
Paid Thru. Date	5/31/2023
Status	Current
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$190.33
Insurance	\$0.00
Tax	\$7.93
Total Amount	\$198.26

[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

5. How to set up auto pay?

- Click on the drop down button
- Select Auto Pay Setup
- Click on GO button

My Units My Units My Account Logout

Welcome JOHN SSM

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
Kihe Maui Self Storage	000	<input type="button" value="Auto Pay Setup"/> <input type="button" value="GO"/>

- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button

My Units My Units My Account Logout

Welcome JOHN SSM

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 Kihei Maui Self Storage to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay *** Please click on Submit to setup Auto Pay ***

Yes ▼

I authorize future payments to automatically be processed on the card above.*

Initiate Auto Pay for all of 'My Units'

▶ Submit ▶ Back

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

- Click on drop down button
- Select Schedule a move out
- Click on GO button


My Units My Units My Account Logout

Welcome JOHN SSM

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
Kihei Maui Self Storage	000	Schedule MoveOut ▼ ▶ GO


▶ ADD YOUR UNITS



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

Welcome JOHN SSM

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