

Customer Portal FAQ'S

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

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



☎ Call Toll Free (925) 439-8608

[My Account Sign In / Pay My Bill](#)



Welcome to the Pittsburg Mini 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 Pittsburg Mini Storage account!

[Click here](#) to View portal FAQ document

If you require assistance, please call (925) 439-8608.

- 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



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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))



Submit

Cancel

Act

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

How to 'Add a Unit'?

- After logging-in, click on Add Your Units

The screenshot shows the Pittsburg Mini Storage website interface. At the top left is the logo, and at the top right is the phone number (925) 439-8608. Below the navigation bar, there is a 'Welcome' message and a table with columns for 'Location', 'Unit #', and 'Actions'. The table contains one row for 'Pittsburg Mini Storage' with unit number '123'. 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 Submit button

This screenshot shows the 'Add Units' modal form overlaid on the website. The modal has a title bar with a close button (X). It contains three input fields: 'Location' with a dropdown menu set to 'Pittsburg Mini Storage', 'Unit #' with the value '123', and 'Gate Access Code' with the value '123'. A link for 'Gate code Example' is provided next to the Gate Access Code field. At the bottom of the modal are 'Submit' and 'Back' buttons. The background shows the same website interface as the previous screenshot, but with the modal open.

How to make a payment?

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

PITTSBURG
MINI STORAGE

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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
Pittsburg Mini Storage	123	<input type="text" value="Select"/> <input type="button" value="GO"/> 2

- Select
- Select
- One Time Payment** **1**
- Auto Pay Setup
- Payment History
- Schedule MoveOut
- Contact Info

- Enter Credit Card details
- Click on Submit button

My Units

My Units

My Account

Logout

Account Review/Make Payment

Unit Details

Tenant Name

XXXX XXXXXX

Address

XXXXXX XXXXX

XXXXX XXXXXXXX

Phone(Home/Office)

XXX XXX XXXX

Location

1-Hammer Lane Self Storage

Unit Details

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



Pay My Bill

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

Amount	<input type="text" value="\$0.00"/>
* Name on Card	<input type="text" value="Sharon Stone"/>
* Credit Card #	<input type="text" value="XXXX-XXXX-XXXX-XXXX"/>
* Expiration Month/Year	01 <input type="text"/> 2019 <input type="text"/>
* CSC what's that?	<input type="text" value="XXX"/>
* Credit Card Type	Select <input type="text"/>
* Card Billing Address	<input type="text" value="XXXX XXXXX XXXXX XXXXX XXX"/>
* Card Zip Code	<input type="text" value="XXXXX"/>

How to set up auto pay?

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

PITTSBURG
MINI STORAGE

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My Units **My Account** **Logout**

Welcome
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Location	Unit #	Actions
Pittsburg Mini Storage	123	<input type="button" value="GO"/> 2

- Select
- One Time Payment
- Auto Pay Setup** **1**
- Payment History
- Schedule MoveOut
- Contact Info

- 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

* Name on Credit Card

* Credit Card #

* Card Type

* Expiration Month/Year
 /

* Billing Address

* Zip Code

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
Pittsburg Mini Storage	123	<input type="button" value="GO"/> 2 Select Select One Time Payment Auto Pay Setup Payment History 1 Schedule MoveOut Contact Info

- Click on go button

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 XXXX660X
 XXXXXX Moved In : XXXX000X1200X8000X
 XXXXXX Paid Till : XXXX 2006XXX

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	XXX XXX	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$187.00)			

How to 'Schedule a Move Out'?

- Click on drop down button
- Select Schedule Move Out
- 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
Pittsburg Mini Storage	123	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info </div> <div style="margin-left: 10px;"> <input type="button" value="GO"/> </div> </div>

(Red arrows in the original image point to the dropdown menu (1) and the GO button (2).)

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

My Units My Units My Account Logout

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Schedule MoveOut

Please Enter your anticipated Move Out Date

• Move Out Date
7/31/2019

• Reason to Move Out
 Select
 Select
 No longer needs storage unit
 Transferred to another unit
 Rent Raise
 Not happy with customer service
 Test

Submit Back

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

How to Update Contact Info?

- Click on drop down button
- Select Contact Info



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My Units My Units My Account Logout

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Location	Unit #	Actions
Pittsburg Mini Storage	123	Select Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS GO

- Click on Go button

My Units My Units My Account Logout

Welcome
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Contact Info 

Contact Information

First Name	<input type="text" value="XXXX XXXXXXXX"/>
Middle Name	<input type="text" value="XXXX XXXXXXXX"/>
Last Name	<input type="text" value="XXXX XXXXXXXX"/>
*Address	<input type="text" value="XXXX XXXXXXXX"/>
*City / State	<input type="text" value="XXXX XXXXXXXX"/> <input type="text" value="CA - California"/>
*Zip / Country	<input type="text" value="XXXX XXXXXXXX"/> <input type="text" value="United States of A"/>
Home / Work Phone	<input type="text" value="XXXX XXXXXXXX"/>
Cell / Fax	<input type="text" value="XXXX XXXXXXXX"/>
*E-Mail	<input type="text" value="XXXX XXXXXXXX"/>

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

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 Pittsburg Mini Storage account!

- Enter the Email ID
- Click on Submit button



Call Toll Free (925) 439-8608

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.