

## Customer Portal FAQ'S

### 1. How to register?

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

Welcome to the Reybold 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.

Enter your E-Mail Address

For Eg:  
John@abc.com  
123245

\* 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 Reybold Self Storage account!

[Click here](#) to View FAQ document

Activate Windows  
Go to Settings to activate Windows.

If you require assistance, please call (302) 832-5000.

- 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

Enter your First Name

\* Last Name

Enter your Last Name

\* E-Mail

Enter your E-Mail Address

\* Password

Enter your Password

\* Confirm Password

Enter your Confirm Password

**Confirm Registration**

\* Security Question

Select Question

\* Enter your Answer

(Answers are Case Sensitive)

Enter your Answer

\* Verification Code

Enter your Verification Code

(Enter Letters as shown in below images)

**7LSKT**

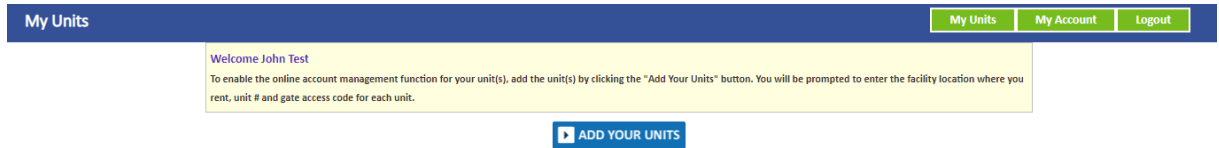
**Submit** **Cancel**

Activate Windows  
Go to Settings to activate Windows.

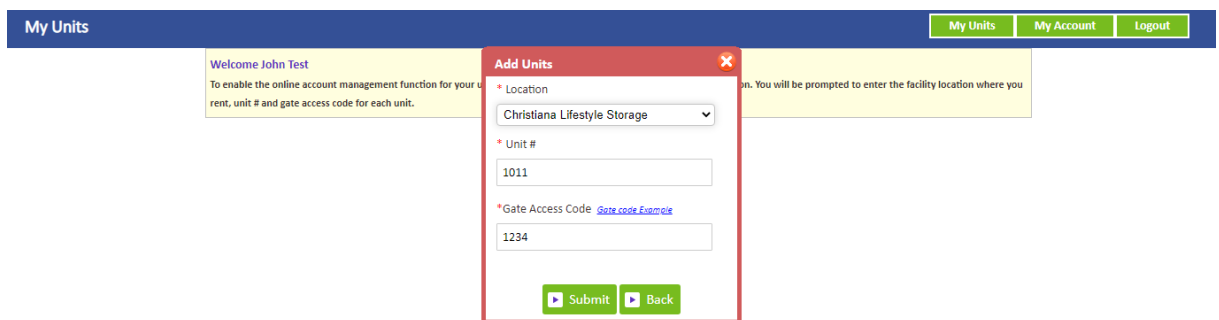
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

## 2. How to 'Add a Unit'?

- After login, click on Add Your Units

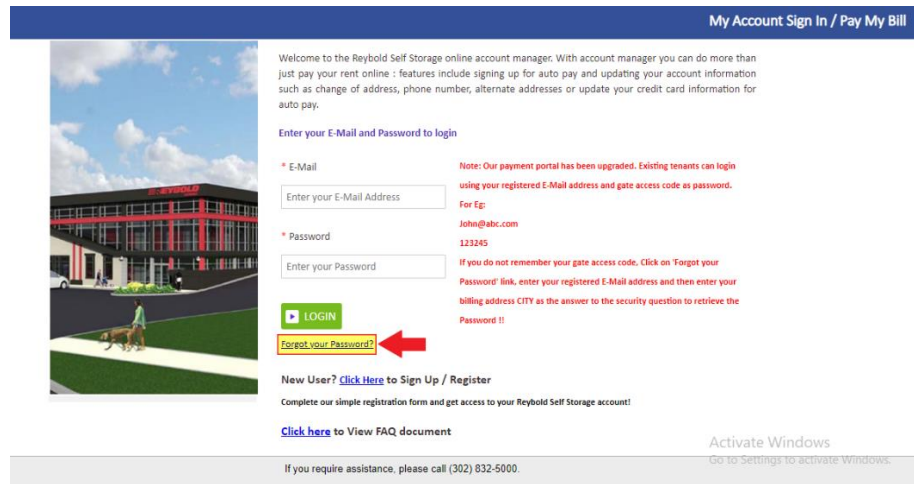


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



## 3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



- 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.

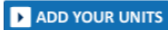
#### 4. How to 'Make a Payment'?


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

[My Units](#) [My Account](#) [Logout](#)

Welcome John Test  
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
Christiana Lifestyle Storage	1011	One Time Payment  





- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

### Unit Details

**Tenant Name**  
Test, John

**Address**  
,  
,

**Phone(Home/Office)**

**Location**  
1-Christiana Lifestyle Storage

Unit Details	
Unit #	1011
Unit Size	16X255
Lease #	123
Move In Date	6/28/2020
Paid Thru. Date	12/31/2020
Balance	(\$34.00)

### Pay My Bill

Payment Details	Pre-Payment
Rent	\$0.00
Insurance	\$0.00
<b>Total Amount</b>	<b>\$0.00</b>

[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?: 0 Calculate

**Amount** \$0.00

\* Name on Card

\* Credit Card #

\* Expiration Month/Year 01 ▼ 2020 ▼

\* CSC [What is this?](#)

\* Credit Card Type Select ▼

\* Card Billing Address

\* Card Zip Code

▶ Submit
▶ Cancel

Act  
Go t

## 5. How to set up auto pay?

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

My Units
My Account
Logout

Welcome John Test

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
Christiana Lifestyle Storage	1011	<span style="border: 1px solid #ccc; padding: 2px;">Auto Pay Setup <span style="font-size: small;">▼</span></span> <span style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 3px; margin-left: 5px;">▶ GO</span>

▶ ADD YOUR UNITS



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

**Credit Card Details and Auto Pay** ✕

By signing up for Auto Pay you are authorizing Self Storage of Windsor 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

Act  
Go t

## 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 Account
Logout


Welcome John Test

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
Christiana Lifestyle Storage	1011	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Schedule MoveOut</div> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">▶</div> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">GO</div> </div>




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

Schedule MoveOut 

Please Enter your anticipated Move Out Date

\* Move Out Date



\* Reason to Move Out