Customer Portal FAQ'S

1. **How to register?**
   - Click on the Customer Portal link
     https://portal.selfstoragemanager.com/selfstorageofwindsor/account/Login.aspx
   - Click on the button which says 'Click Here' to Sign up/Register

   - 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
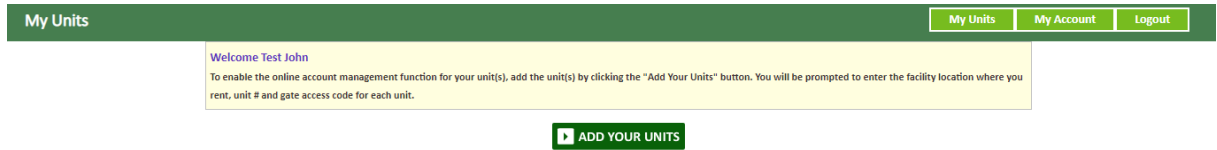
   - Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.
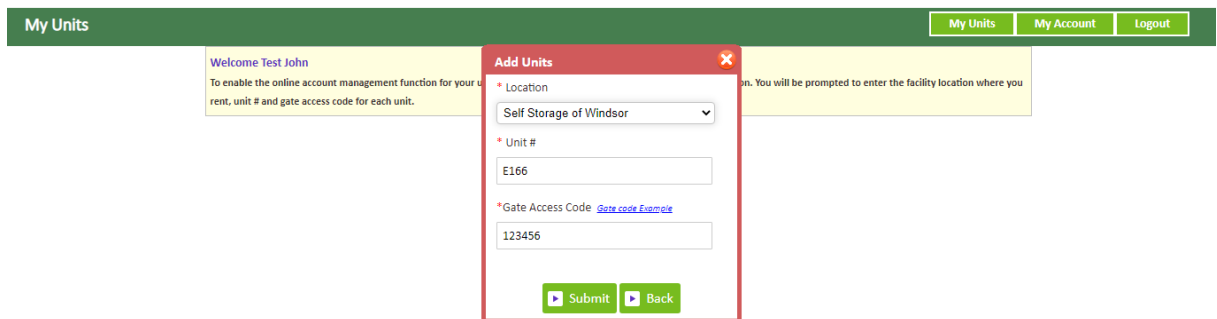
2. **How to 'Add a Unit'?**

- After login, click on Add Your Units
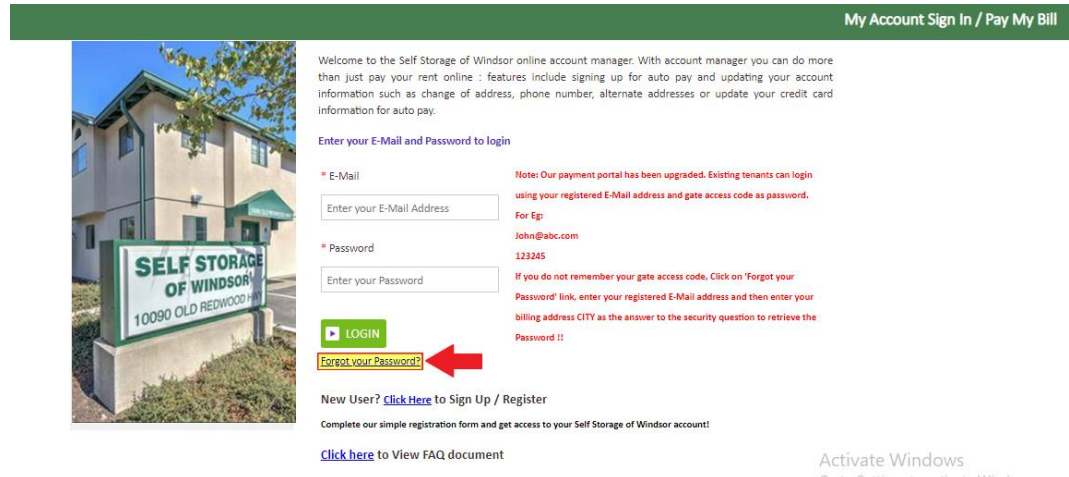
- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button

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 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.

Location	Unit #	Actions
Self Storage of Windsor	E166	One Time Payment ▾ ▶ GO

▶ ADD YOUR UNITS

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment

Unit Details

Tenant Name
Test, John

Address
,
,

Phone(Home/Office)

Location
73-Self Storage of Windsor

Unit Details	
Unit #	E166
Unit Size	5X5PHU
Lease #	636
Move In Date	12/14/2020
Paid Thru. Date	12/31/2020
Balance	$1.00

Pay My Bill

Payment Details	Amount Due	Pre-Payment
Rent	$0.00	$0.00
Insurance	$1.00	$0.00
Total Amount	$1.00	$0.00

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?: 1 ▾ Calculate

Amount	$1.00
* 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

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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 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.

Location	Unit #	Actions
Self Storage of Windsor	E166	Auto Pay Setup ▾ ▶ GO

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

No

*Name on Credit Card

* Credit Card #

* Card Type

Select

* Expiration Month/Year

12 / 2020

* Billing Address

* Zip Code

▶ Submit   ▶ Back

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 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.

Location	Unit #	Actions
Self Storage of Windsor	E166	Schedule MoveOut ▶ GO

▶ ADD YOUR UNITS

- 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

12/11/2020

* Reason to Move Out

Select

▶ Submit   ▶ Back