


Customer Portal FAQ'S

1. How to register?

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

My Account Sign In / Pay My Bill



Welcome to the Self Storage of Windsor 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
Enter your E-Mail Address

* Password
Enter your Password

[Forgot your Password?](#)

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

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

[Click here](#) to View FAQ document

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
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 !!

Activate Windows
Go to Settings to activate Windows.

- 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

New User Registration/Sign Up

* First Name

* Last Name

* E-Mail

* Password

* Confirm Password


Confirm Registration

* Security Question
-----Select Question-----

* Enter your Answer
(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))

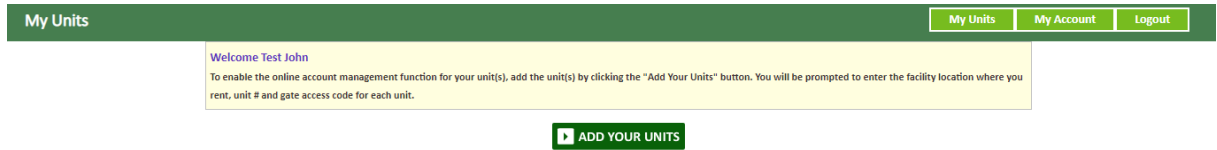


Activate Windows
Go to Settings to activate Windows.

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

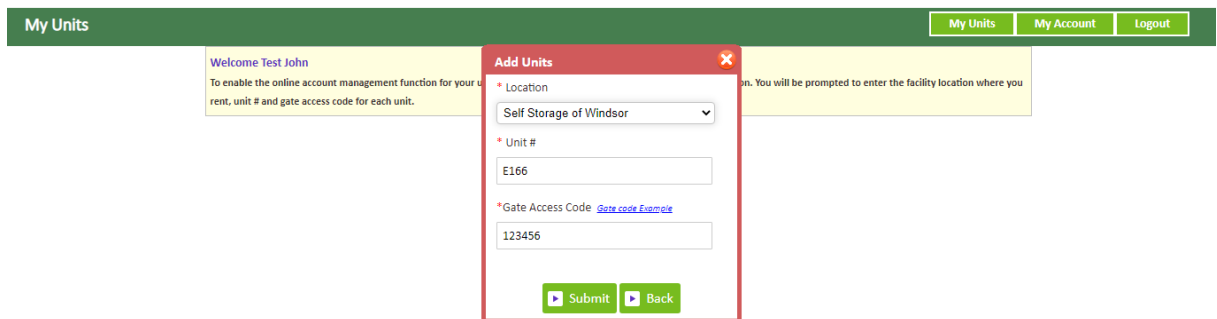
2. How to 'Add a Unit'?

- After login, click on Add Your Units



The screenshot shows the 'My Units' page header with navigation links for 'My Units', 'My Account', and 'Logout'. Below the header is a yellow welcome message for 'Test John' explaining the online account management function. A green button labeled 'ADD YOUR UNITS' is centered below the message.

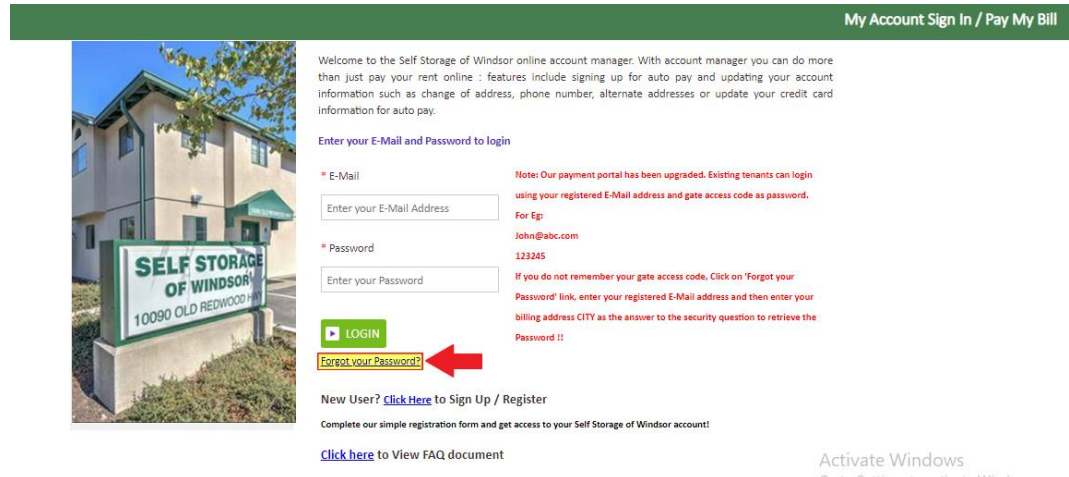
- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



The screenshot shows the 'Add Units' modal form. It contains the following fields: a dropdown menu for 'Location' (selected: 'Self Storage of Windsor'), a text input for 'Unit #' (value: 'E166'), and a text input for 'Gate Access Code' (value: '123456'). A blue link 'Gate code Example' is next to the Gate Access Code field. At the bottom are 'Submit' and 'Back' buttons.

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



The screenshot shows the login page for 'Self Storage of Windsor'. It features a header 'My Account Sign In / Pay My Bill' and a welcome message. The login form includes fields for 'E-Mail' and 'Password', a 'LOGIN' button, and a 'Forgot your Password?' link highlighted with a red arrow. A note about the payment portal upgrade is visible. At the bottom, there is a 'New User? Click Here to Sign Up / Register' link and a 'Click here to View FAQ document' link.

- 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

- 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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

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	<input style="width: 80px;" type="text" value="Auto Pay Setup"/> <input style="width: 30px;" type="button" value="GO"/>

- 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 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	<input type="text" value="Schedule MoveOut"/> <input type="button" value="▶ GO"/>

- 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