

Customer Portal FAQ'S

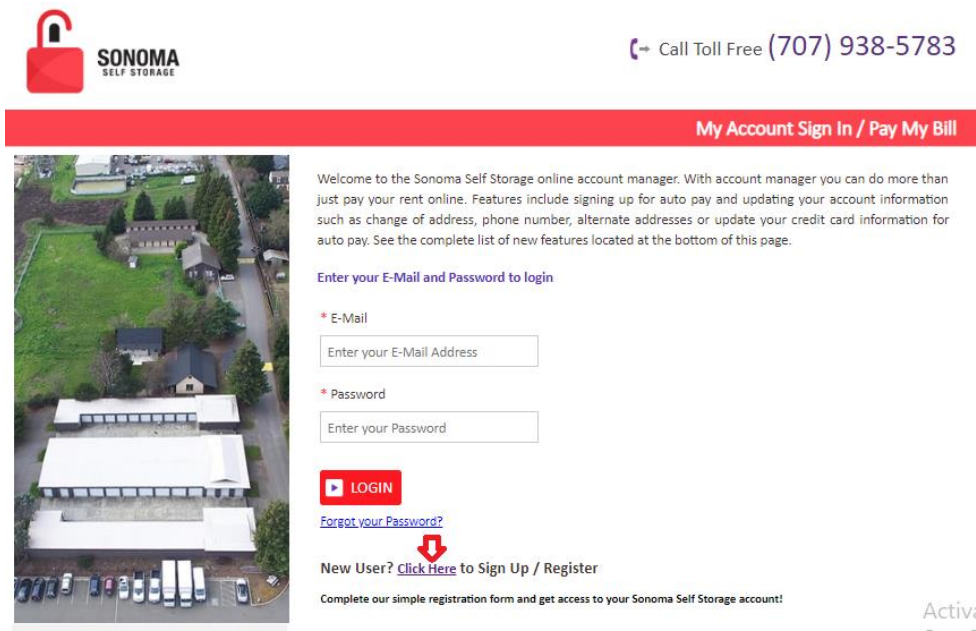
- ⇒ All the existing tenants who were previously making the payments online can directly login to their account by entering their registered email address and the password is their gate access code.
- ⇒ All the new tenants can register into the Customer Portal to pay the bills online by following the below instructions.

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

- Click on the Customer Portal link

<https://portal.selfstoragemanager.com/sonomaselfstorage/account/login.aspx>

- Click on the button which says 'Click Here' to Sign up/Register



SONOMA
SELF STORAGE

Call Toll Free (707) 938-5783

My Account Sign In / Pay My Bill

Welcome to the Sonoma 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. 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 Sonoma Self Storage account!

Active

- 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
-----Select 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 logging-in, click on **Add Your Units**

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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
Sonoma Self Storage	12	Select <input type="button" value="GO"/>

←

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

The screenshot shows the Sonoma Self Storage website interface. At the top left is the logo, and at the top right is the toll-free number (707) 938-5783. A red navigation bar contains 'My Units', 'My Account', and 'Logout' buttons. Below this is a 'Welcome' message. A table lists a unit at 'Sonoma Self Storage'. An 'Add Units' modal is open, containing fields for 'Location' (Sonoma Self Storage), 'Unit #' (123), and 'Gate Access Code' (456). 'Submit' and 'Back' buttons are at the bottom of the modal.

3. How to make a payment?

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

This screenshot shows the same website interface but with the 'ADD YOUR UNITS' button highlighted in red. A dropdown menu is open from the 'Actions' column of the unit table, with 'One Time Payment' selected. A red arrow points to the 'GO' button next to the dropdown.

- Enter Credit Card details

- Click on Submit button

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My Units My Units My Account Logout

Account Review/Make Payment

Unit Details

Tenant Name
XXX XXXXX

Address
XXXXXXXX XXXX XXXXXXXX
XXXXXXXX XXXX XXXXXXXX

Phone(Home/Office)
XXXXXXXX XXXX XXXXXXXX

Location
4-Sonoma Self Storage

Unit Details	
Unit #	XXX
Unit Size	XXX
Lease #	XXX
Move In Date	XXX
Paid Thru. Date	XXX
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$225.00
Insurance	\$0.00
Total Amount	\$225.00

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?:

Amount

* Name on Card

* Credit Card #

* Expiration Month/Year

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

PRE-PAYMENT DETAILS

Unit #	Rental Period	Rent	Fees	Insurance	Merch	Disc	Late Fees	Lien Charge	Tax	Total
xxx	09/01/2019 to 09/30/2019	\$225.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$225.00

4. How to set up auto pay?

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



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My Units My Units My Account Logout

Welcome
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Location	Unit #	Actions
Sonoma Self Storage	123	<div style="display: flex; align-items: center;"><div style="border: 1px solid black; padding: 5px;"><p>One Time Payment ▾</p><p>Select</p><p>One Time Payment</p><p>Auto Pay Setup</p><p>Payment History</p><p>Schedule MoveOut</p><p>Contact Info</p></div><div style="margin-left: 10px;">▶ GO</div></div> <div style="margin-top: 10px; text-align: center;">▶ ADD YOUR UNITS</div>

- 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 Salinas 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

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

▶ Submit ▶ Back

5. How to view the ledger?

- Click on the drop-down button
- Select Payment History

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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
Sonoma Self Storage	XXX	Auto Pay Setup Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS GO

- 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.

Tenant Ledger

XXX XXX XXX Unit #/Size: XXX XXX XXX
 XXX XXX XXX Moved In: XXX XXX XXX XXX XXX
 Sonoma, CA, 95476 Paid Till: XXX XXX XXX

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
3/31/1995 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		ADM
12/31/2018 12:00:00 AM	Opening Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
7/31/2019 12:00:00 AM	Cash Payment	\$0.00	(\$225.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$225.00)	(\$225.00)	8/31/2019 12:00:00 AM	ADM
8/1/2019 12:00:00 AM	Rent Charged	\$0.00	\$225.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$225.00	\$0.00		ADM
8/12/2019 12:00:00 AM	Data Converted	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8/31/2019 12:00:00 AM	ADM
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			

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
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Location	Unit #	Actions
Sonoma Self Storage	XXX XXXX	Schedule MoveOut Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info

ADD YOUR UNITS GO

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

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My Units My Units My Account Logout

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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
9/1/2019

* 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 (707) 938-5783.

How to Update Contact Info?

- Click on drop down button
- Select Contact Info



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My Units My Units My Account Logout

Welcome Larry Ginesi

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
Sonoma Self Storage	06	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> Contact Info ▼ 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>

- Click on Go 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.

Contact Info ✕

Contact Information

First Name

Middle Name

Last Name

*Address

*City / State CA - California ▼

*Zip / Country United States of A ▼

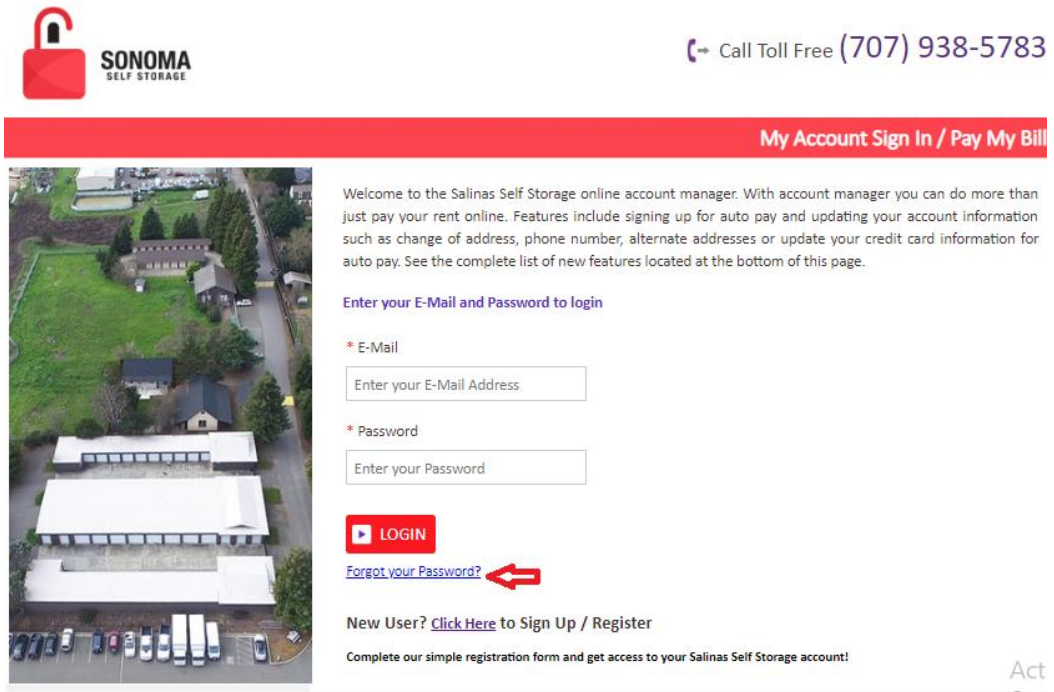
Home / Work Phone

Cell / Fax

*E-Mail

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 Salinas Self Storage account!

Act

- Enter the Email ID
- Click on Submit button



SONOMA
SELF STORAGE

Call Toll Free (707) 938-5783

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.