

Customer Portal FAQ'S

1. How to register?

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

Welcome to the Glacier West Garage Plus 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 Glacier West Garage Plus Storage account!

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

- 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))

A37K2

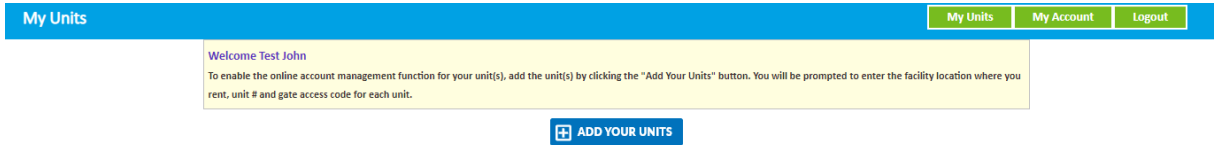
 Submit

 Cancel

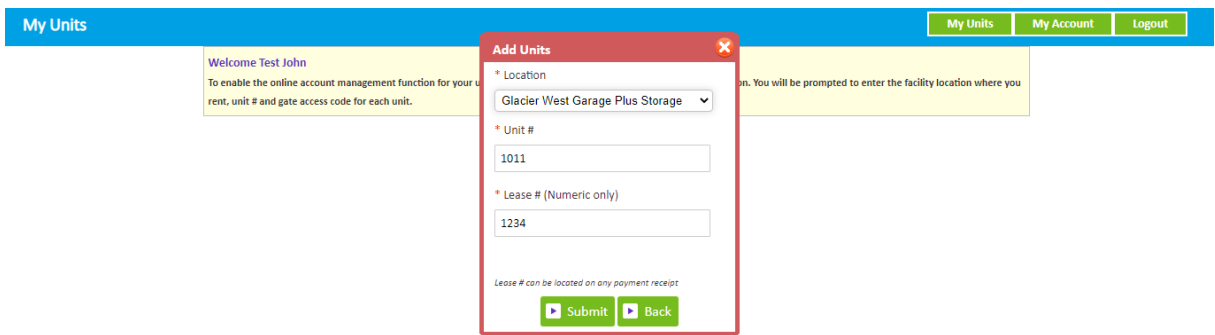
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

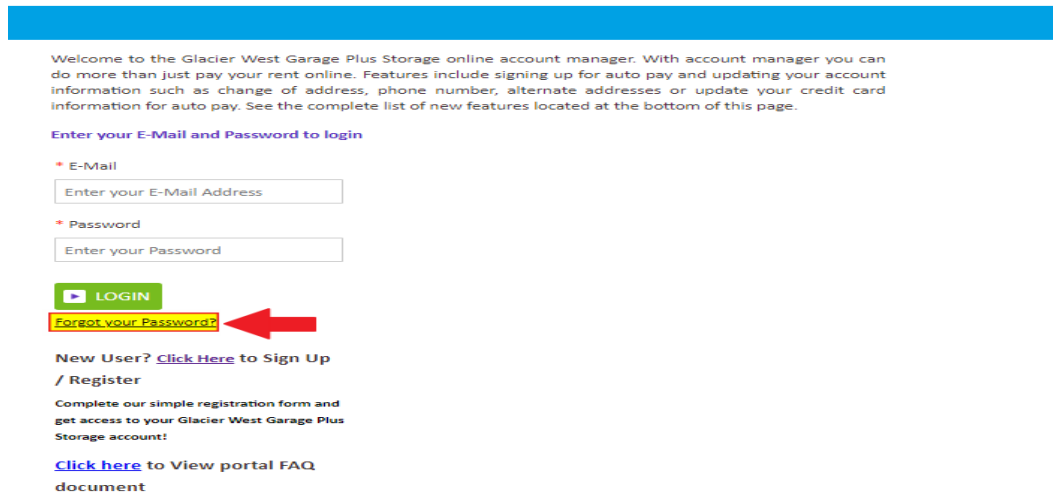


- Select the location, Enter the unit# and Lease number.
- Click on Submit button



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

- 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

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
Glacier West Garage Plus Storage	P0072	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

Account Review/Make Payment ✕

Unit Details

Tenant Name
SSM, John

Address
Test Move In,
CA, CA

Phone(Home/Office)

Location
Glacier West Garage Plus Storage

Unit Details	
Unit #	
Unit Size	
Lease #	127
Move In Date	
Paid Thru. Date	
Balance	\$0.00

Pay My Bill

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

* Name on Card

* Credit Card #

* Expiration Month/Year 01 2020

* CSC [What is this?](#)

* Credit Card Type

* Card Billing Address

* Card Zip Code

▶ Submit
▶ Cancel

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
Glacier West Garage Plus Storage	P0072	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 Glacier West Garage Plus 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

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
Glacier West Garage Plus Storage	P0072	<input type="button" 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