Customer Portal FAQ'S

1. **How to register?**
   - Click on the Customer Portal link
     https://portal.selfstoragemanager.com/storageworld/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
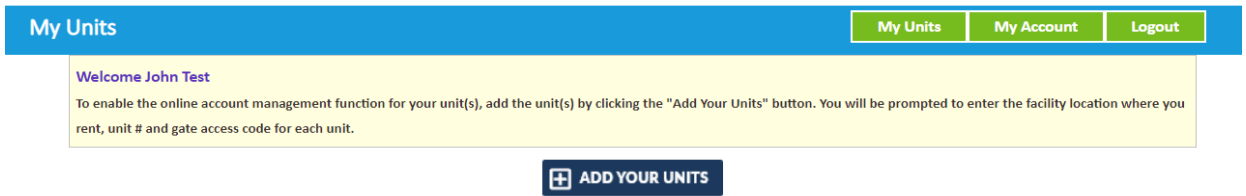
   - Select the location, Enter the unit# and Gate Access Code
   - Click on Submit button
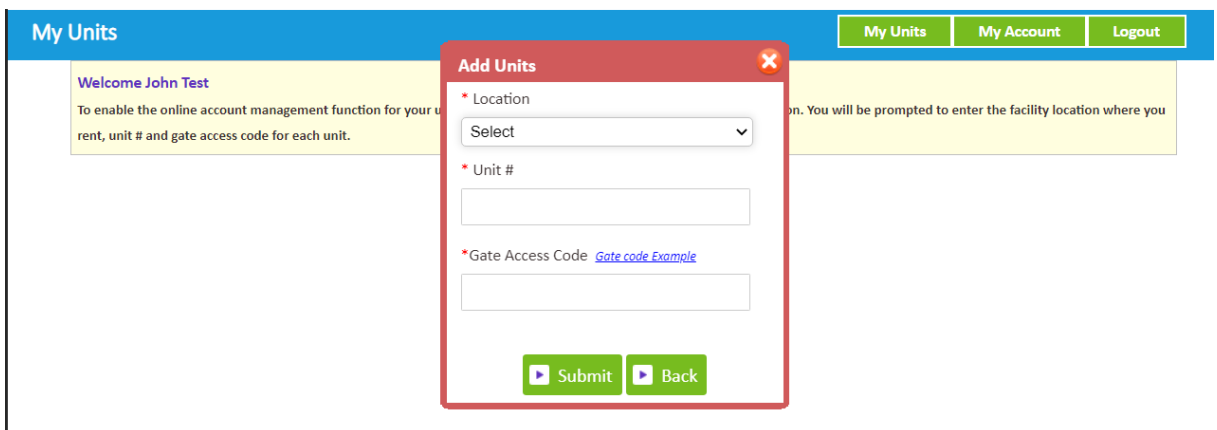
3. **How to reset the password?**
   - Click on the hyper link 'Forgot Password?'
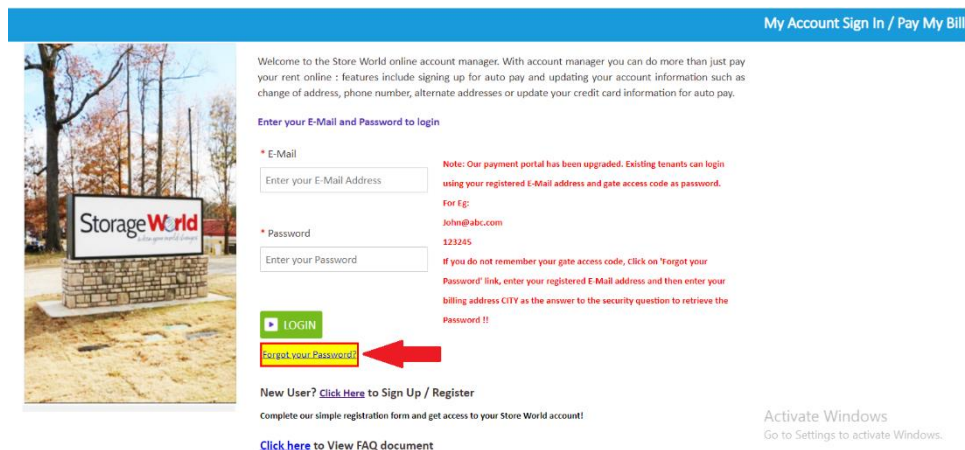
   - Enter the Email ID
   - Click on Submit button

Enter your E-Mail address then click submit.

* E-Mail

- 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 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
Storage World	S0001	One Time Payment ⌄ ▶ GO

⊞ ADD YOUR UNITS

  - Enter Credit Card details
  - Click on Submit button

Unit Details

Tenant Name

John Test

Address

-

-

Phone(Home/Office)

0

Location

1-Storage World

Unit Details	
Unit #	S0001
Unit Size	7.5X10 CC
Lease #	000
Move In Date	4/10/2020
Paid Thru. Date	3/5/2021
Balance	$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	$200.00
Protection Plan	$9.00
Total Amount	$209.00

⊡ 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	$118.00
* Name on Card	
* Credit Card #	
* Expiration Month/Year	01 ∨ 2021 ∨
* CSC What is this?	
* Credit Card Type	Select ∨
* Card Billing Address	
* Card Zip Code	

▶ Submit   ▶ Cancel

PRE-PAYMENT DETAILS

Unit #	Rental Period	Rent	Fees	Protection Plan	Merch	Disc	Late Fees	Lien Charge	Tax	Total
S0001	03/06/2021 to 04/05/2021	$200.00	$0.00	$9.00	$0.00	$0.00	$0.00	$0.00	$0.00	$209.00

5. How to set up auto pay?

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

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

By signing up for Auto Pay you are authorizing Store World to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay

Yes

*Name on Credit Card

John Test

* Credit Card #

************0000

* Card Type

Visa

* Expiration Month/Year

12 / 2023

* Billing Address

* Zip Code

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

▶ Submit   ▶ Back

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 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	
Storage World	S0001	Schedule MoveOut	▶ GO

⊞ ADD YOUR UNITS

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

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

▶ Submit   ▶ Back