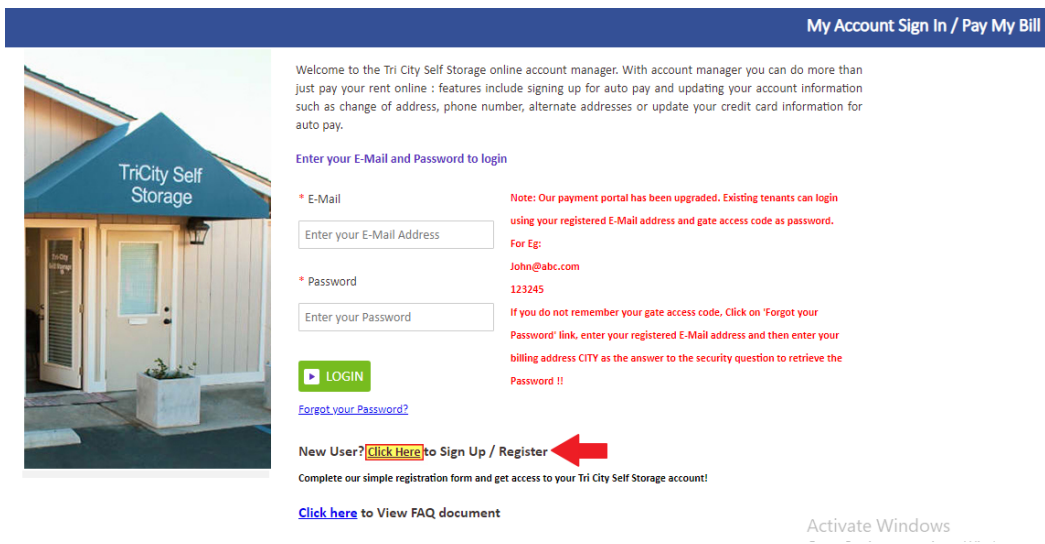


Customer Portal FAQ'S

1. How to register?

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



Welcome to the Tri City 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.

Enter your E-Mail and Password to login

* E-Mail 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

* Password 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 !!

[Forgot your Password?](#)

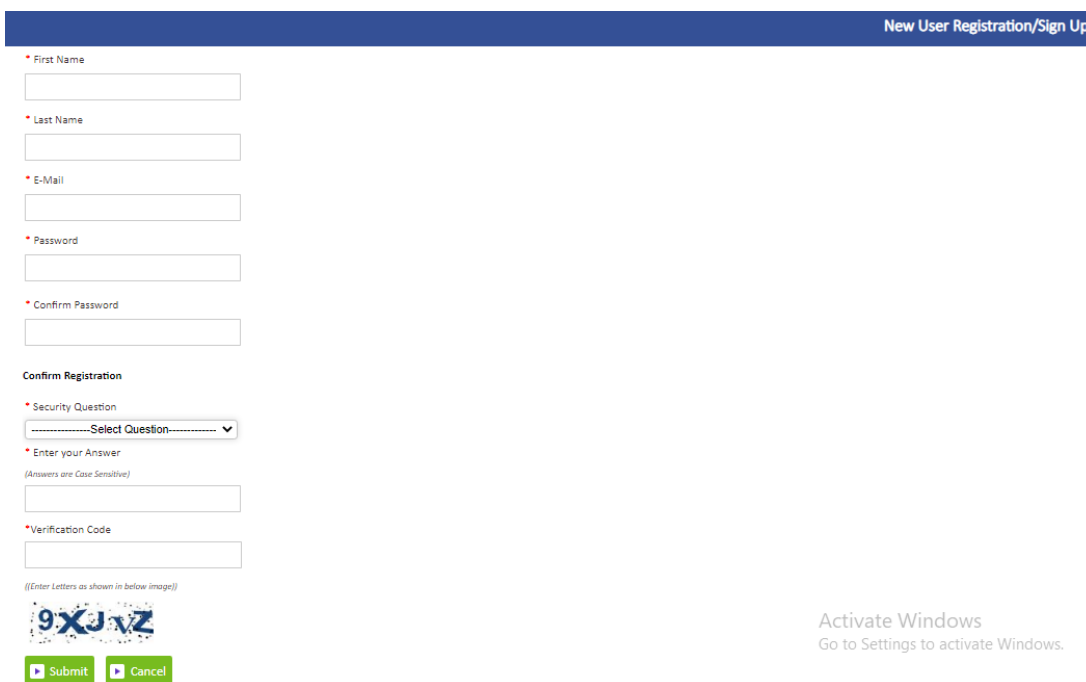
[New User? **Click Here** to Sign Up / Register](#)

Complete our simple registration form and get access to your Tri City Self Storage account!

[Click here](#) to View FAQ document

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)

9XJvZ

[Submit](#) [Cancel](#)

Activate Windows
Go to Settings to activate Windows.

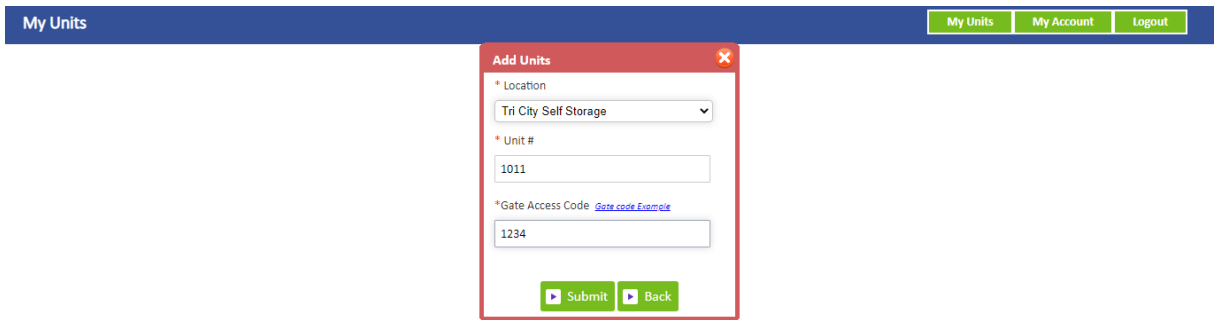
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

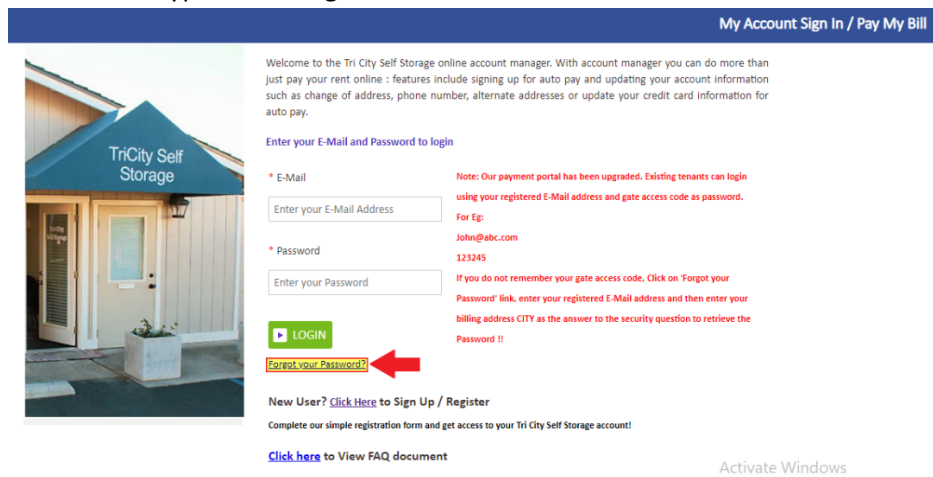


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



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

Location	Unit #	Actions
Tri City Self Storage	0172	One Time Payment

- 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
71-Tri City Self Storage

Unit Details	
Unit #	0172
Unit Size	10X20DU
Lease #	947
Move In Date	2/4/2020
Paid Thru. Date	12/31/2020
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$163.00
Insurance	\$15.00
Total Amount	\$178.00

[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 Select ▼

* 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

Location	Unit #	Actions
Tri City Self Storage	0172	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 Tri City 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

Act

6. How to submit 'Schedule a Move Out'?

- Click on drop down button
- Select Schedule a move out
- Click on GO button

Location	Unit #	Actions
Tri City Self Storage	0172	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Schedule MoveOut</div> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">▶ GO</div> </div>

- 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