



Customer Portal FAQ'S

1. How to register?

- Click on the Customer Portal link
<https://portal.selfstoragemanager.com/UstorIt/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 U-Stor-It 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

* Password

LOGIN

[Forgot your Password?](#)

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

Complete our simple registration form and get access to your U-Stor-It account!

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 !!

- 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

* 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 login, click on Add Your Units

The screenshot shows the U-STOR-IT user interface. At the top left is the U-STOR-IT logo. Below it is a navigation bar with 'My Units', 'My Account', and 'Logout' buttons. A welcome message reads: 'Welcome SSM 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.' Below the message is a blue button with a plus sign and the text 'ADD YOUR UNITS'.

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



My Units

My Units

My Account

Logout

Welcome SSM John

To enable the online account management function for your units, you will be prompted to enter the facility location where you rent, unit # and gate access code for each unit.

Add Units ✕

* Location

* Unit #

* Gate Access Code [Gate code Example](#)

You will be prompted to enter the facility location where you

3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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[Forgot your Password?](#)

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

Complete our simple registration form and get access to your U-Stor-It account!

- 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 SSM

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
U-Stor-It North Park	0000	One Time Payment <input type="button" value="GO"/>

- Enter Credit Card details
- Click on Submit button

My Units My Units My Account Logout

Welcome John SSM

Account Review/Make Payment

Unit Details

Tenant Name
SSM, John

Address
-

Phone(Home/Office)
-

Location
1-U-Stor-It North Park

Unit Details	
Unit #	0000
Unit Size	6X10 - CC
Lease #	208
Move In Date	1/17/2021 12:00:00 AM
Paid Thru. Date	6/16/2023
Status	Current
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$169.00
Insurance	\$12.00
Total Amount	\$181.00

[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

5. How to set up auto pay?

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

My Units My Units My Account Logout

Welcome John SSM

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Location	Unit #	Actions
U-Stor-It North Park	0000	<input type="button" value="Auto Pay Setup"/> <input type="button" value="GO"/>

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

My Units My Units My Account Logout

Welcome John SSM

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 U-Stor-It to automatically charge your credit card each month to save you the time and hassle of doing it manually.

Enable Auto Pay *** Please click on Submit to setup Auto Pay ***

No ▼

▶ 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 SSM

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
U-Stor-It North Park	0000	Schedule MoveOut ▼ ▶ GO

+ ADD YOUR UNITS



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

Welcome John SSM

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



* Reason to Move Out

Select

Submit Back

