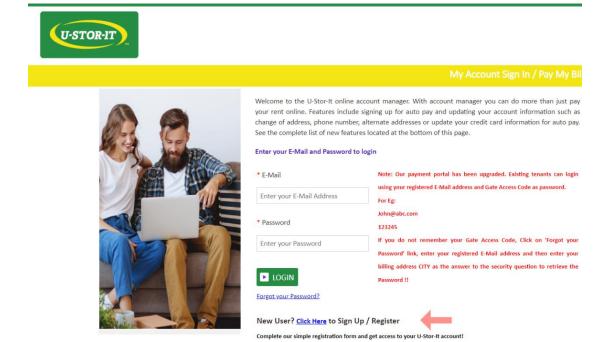
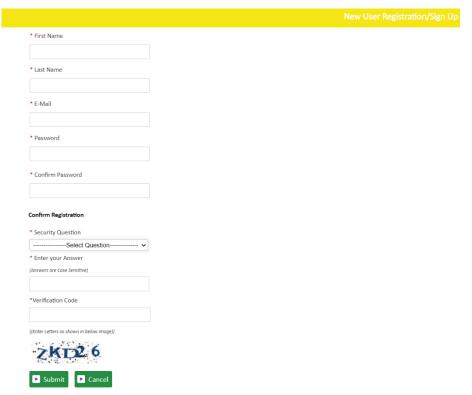
#### **Customer Portal FAQ'S**

## 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



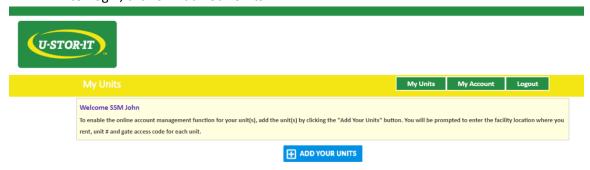
- Fill the form with First Name, Last Name, E-Mail, Confirm Email, Password, Confirm
  Password
- Confirm Registration by selecting the Security Question, Enter your answer
- Enter the Verification Code and Click on Submit button



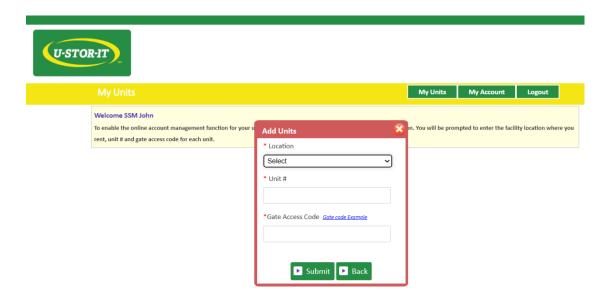
 Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

## 2. How to 'Add a Unit'?

After login, click on Add Your Units

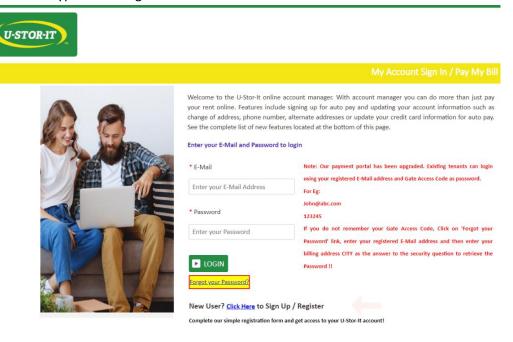


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button

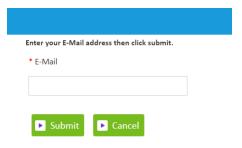


## 3. How to reset the password?

Click on the hyper link 'Forgot Password?'



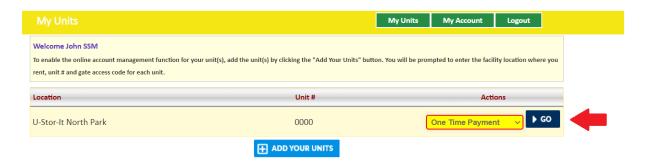
- Enter the Email ID
- Click on Submit button



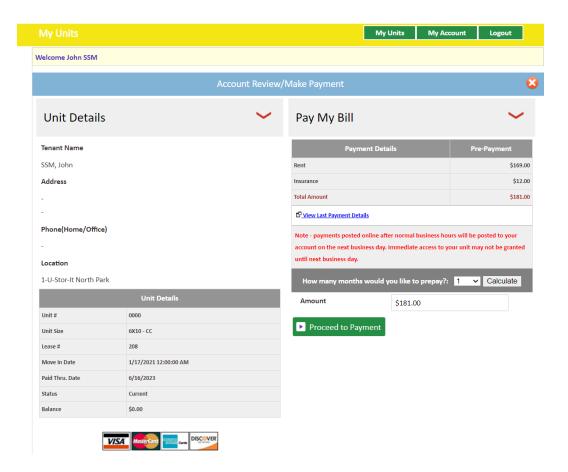
• The new password will be sent to the Email.

# 4. How to 'Make a Payment'?

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



- Enter Credit Card details
- Click on Submit button

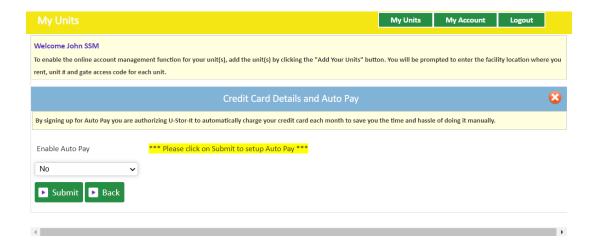


#### 5. How to set up auto pay?

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

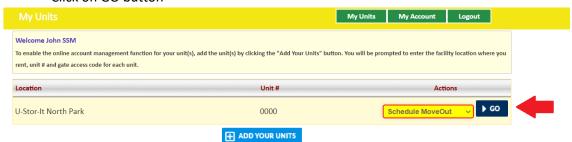


- Enable Auto Pay
- Enter Credit Card Details
- Click on Submit button



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

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



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

