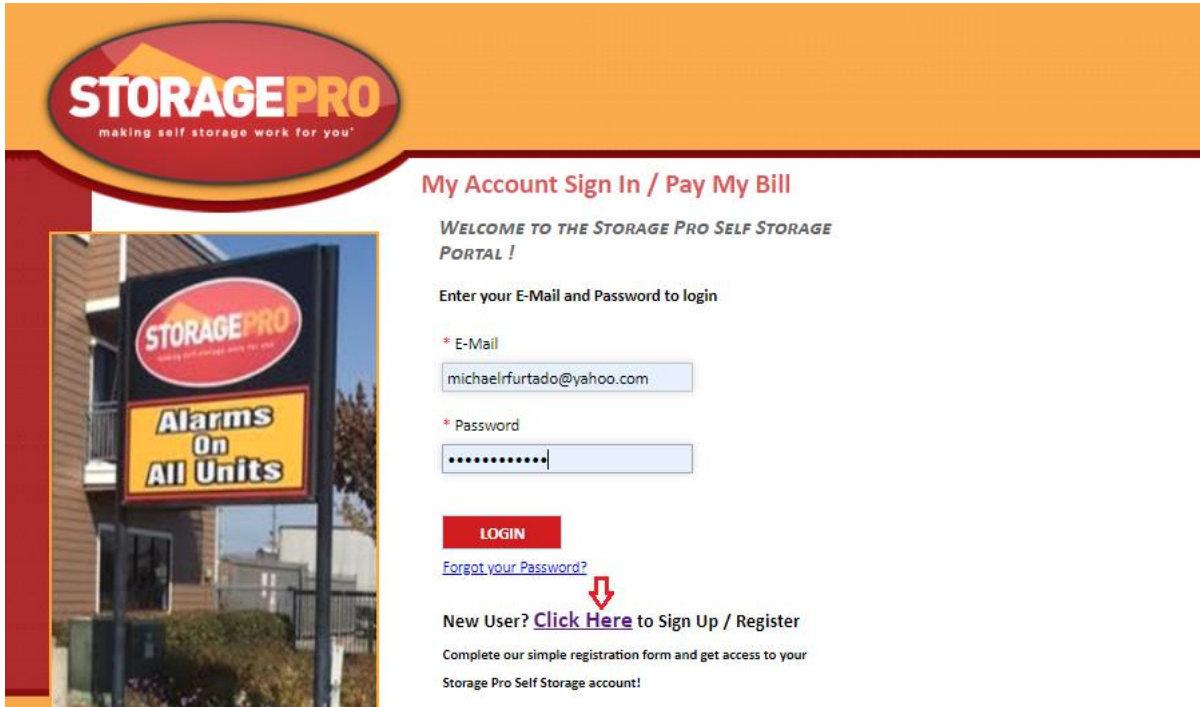


Customer Portal FAQ'S

1. How to register?

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



STORAGEPRO
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My Account Sign In / Pay My Bill

WELCOME TO THE STORAGE PRO SELF STORAGE PORTAL !

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 Storage Pro Self Storage account!

- 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

* Enter your Answer

(Answers are Case Sensitive)

* Verification Code

((Enter Letters as shown in below image))



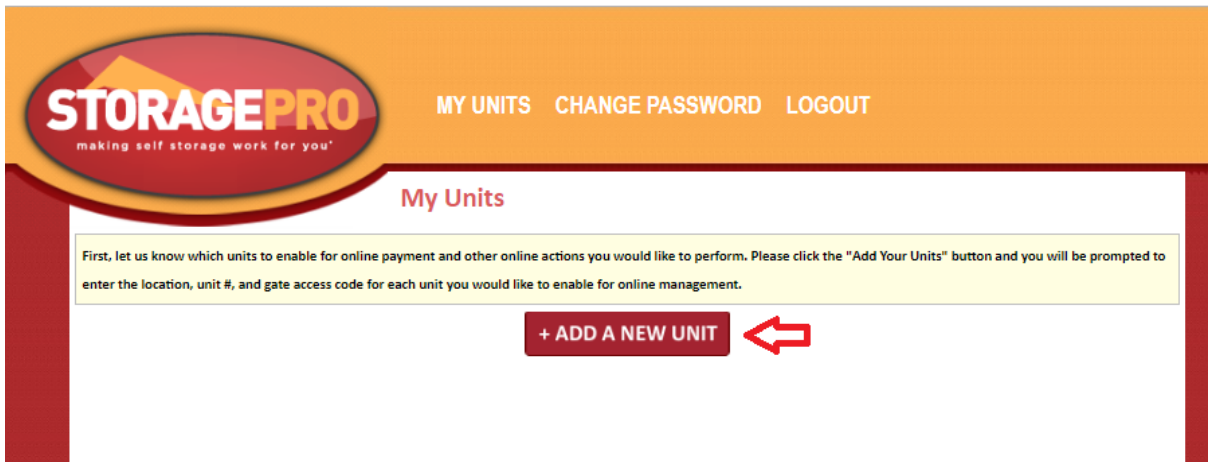
Submit

Cancel

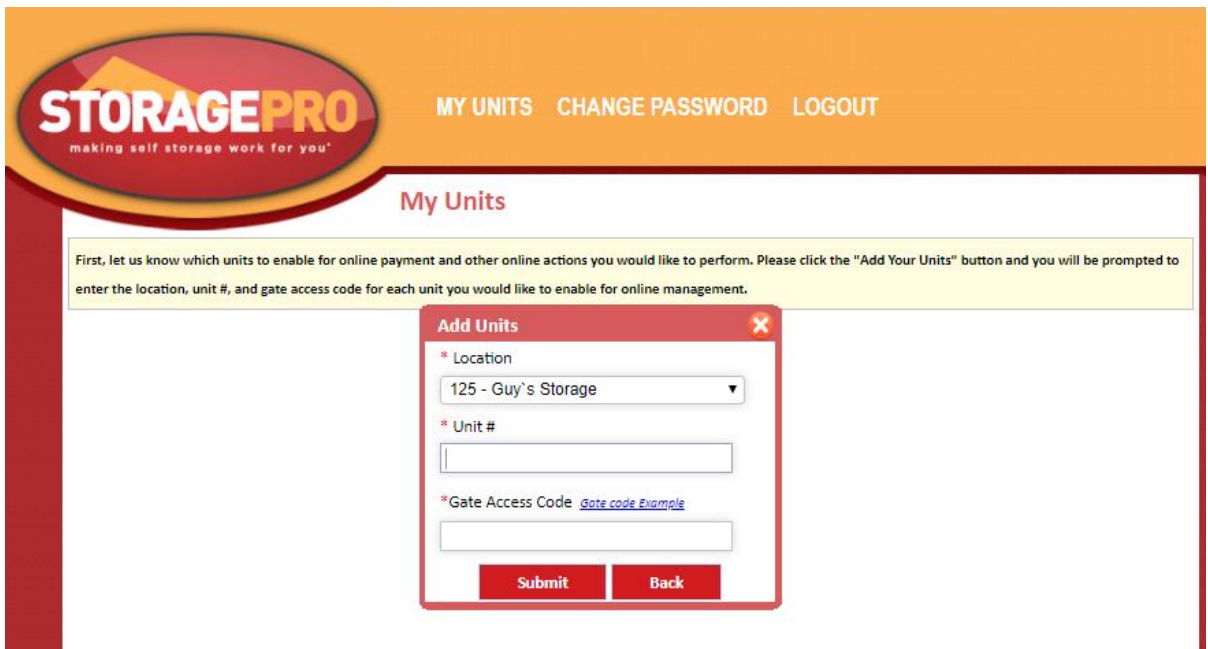
- Once the registration is successful the customer can login to the account and then add their unit which is a one-time process.

2. How to 'Add a Unit'?

- After login, click on Add Your Units

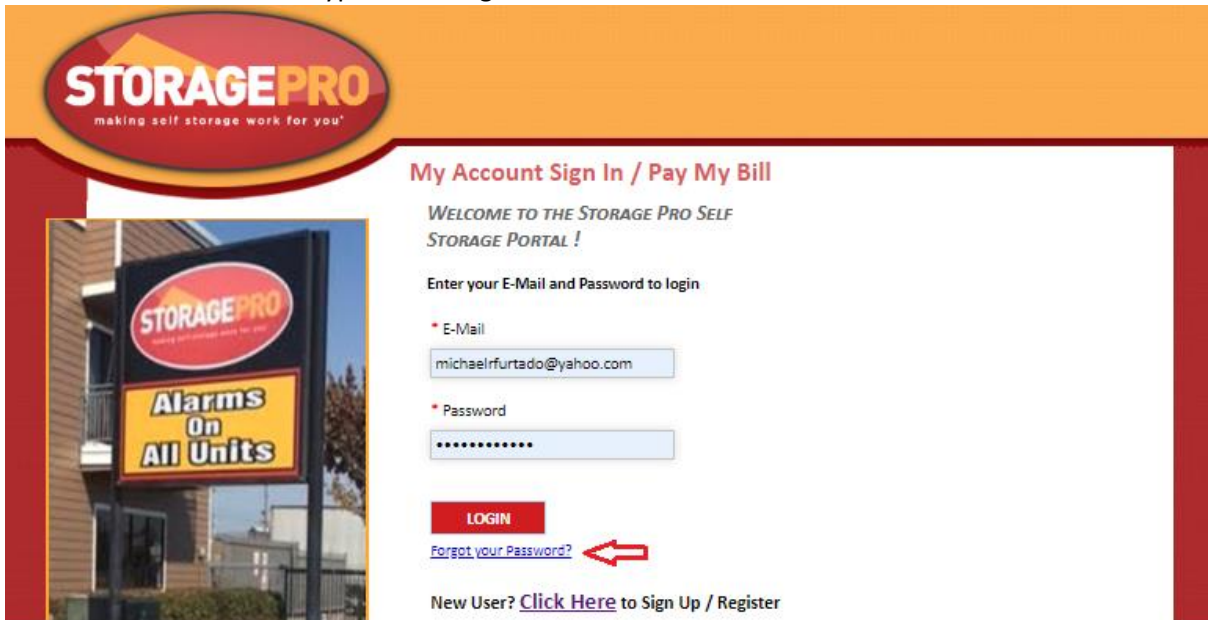


- Select the location, Enter the unit# and Gate Access Code
- Click on Submit button



3. How to reset the password?

- Click on the hyper link 'Forgot Password?'



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My Account Sign In / Pay My Bill

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Enter your E-Mail and Password to login

* E-Mail

* Password

LOGIN

[Forgot your Password?](#) ←

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

- Enter the Email ID
- Click on Submit button



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Forgot your Password?

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

STORAGEPRO making self storage work for you[®] MY UNITS CHANGE PASSWORD LOGOUT

My Units

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

Location	Unit #	Actions
SP026 - Storage PRO of Lathrop, LLC	7135	Select <input type="button" value="GO"/>
SP026 - Storage PRO of Lathrop, LLC	7138	Select One Time Payment <input type="button" value="GO"/> Auto Pay Setup Payment History Schedule MoveOut Contact Info

- Enter Credit Card details
- Click on Submit button

STORAGEPRO making self storage work for you[®] MY UNITS CHANGE PASSWORD LOGOUT

My Units

Account Review/Make Payment

Unit Details

Tenant Name
FURTADO, MICHAEL RAY

Address
10940 Trinity PKWY Suite# C109,
Stockton, CA 95219

Phone(Home/Office)
(209) 417-9896

Location
8-SP026 - Storage PRO of Lathrop, LLC

Unit Details	
Unit #	7135
Unit Size	5X10GH
Lease #	2593
Move In Date	3/19/2017 12:00:00 AM
Paid Thru. Date	8/31/2019
Status	Current
Balance	\$0.00

Pay My Bill

Payment Details	Pre-Payment
Rent	\$100.00
Insurance	\$9.50
Total Amount	\$109.50

[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

Amount

* Credit Card Type

* Name on Card

* Credit Card #

* Expiration Month/Year

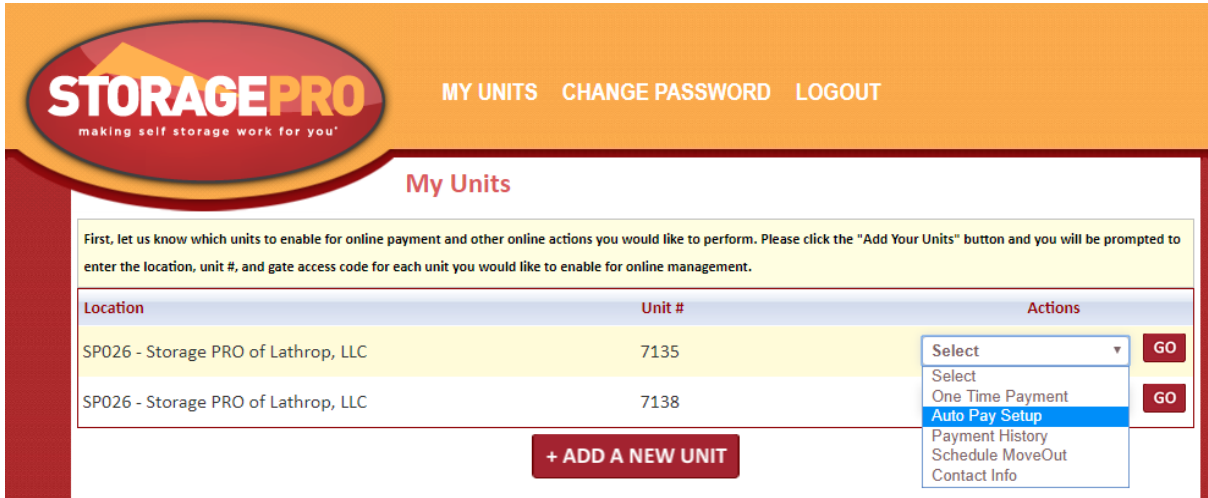
* CSC [What is this?](#)

* Card Billing Address

* Card Zip Code

5. How to set up auto pay?

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



STORAGEPRO making self storage work for you®

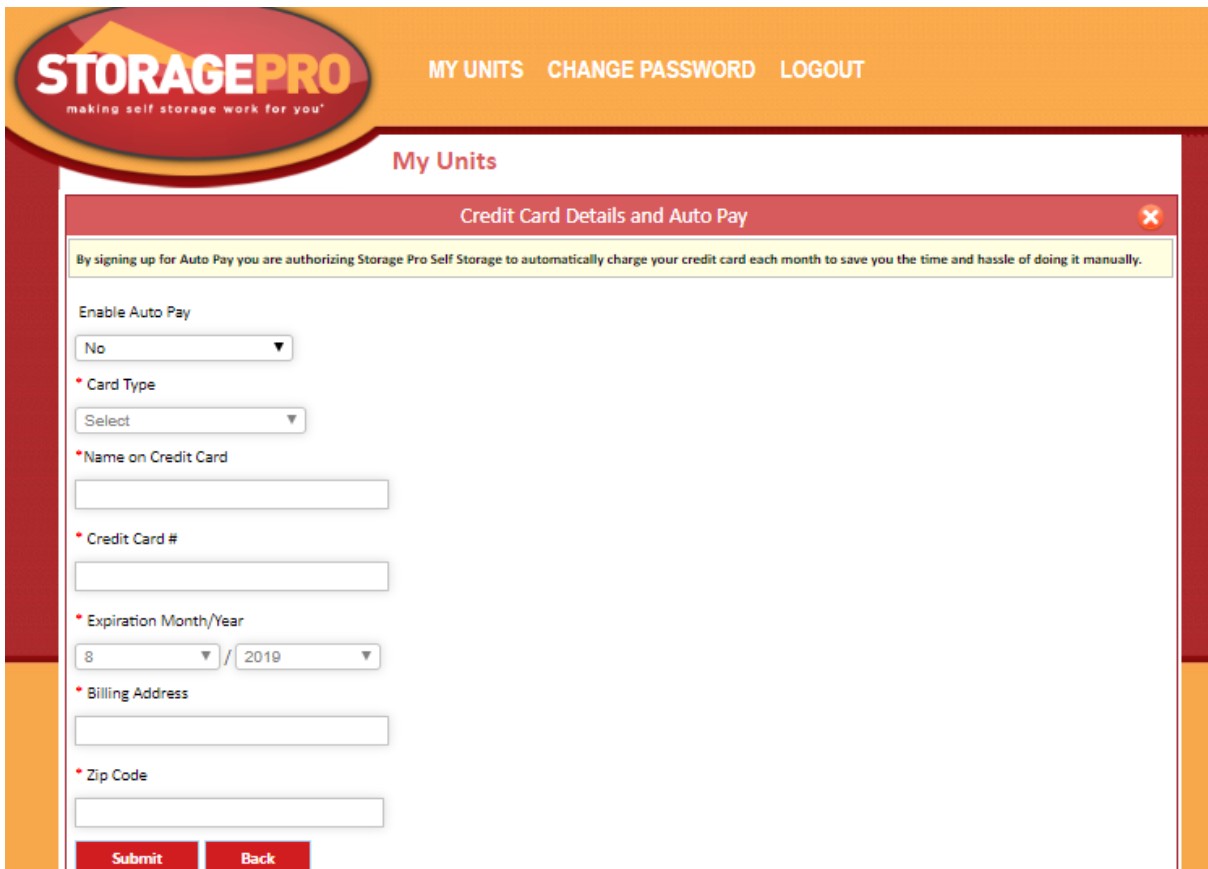
MY UNITS CHANGE PASSWORD LOGOUT

My Units

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

Location	Unit #	Actions
SP026 - Storage PRO of Lathrop, LLC	7135	Select <input type="button" value="GO"/>
SP026 - Storage PRO of Lathrop, LLC	7138	Select One Time Payment Auto Pay Setup <input type="button" value="GO"/> Payment History Schedule MoveOut Contact Info

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



STORAGEPRO making self storage work for you®

MY UNITS CHANGE PASSWORD LOGOUT

My Units

Credit Card Details and Auto Pay

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

Enable Auto Pay
No

* Card Type
Select

* Name on Credit Card

* Credit Card #

* Expiration Month/Year
8 / 2019

* Billing Address

* Zip Code

6. How to view the ledger?

- Click on the drop down button
- Select View Ledger

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MY UNITS CHANGE PASSWORD LOGOUT

My Units

First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.

Location	Unit #	Actions
SP026 - Storage PRO of Lathrop, LLC	7135	Select <input type="button" value="GO"/>
SP026 - Storage PRO of Lathrop, LLC	7138	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info <input type="button" value="GO"/>

+ ADD A NEW UNIT

- Click on go button

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MY UNITS CHANGE PASSWORD LOGOUT

My Units

Tenant Ledger

FURTADO, MICHAEL RAY
10940 Trinity PKWY Suite# C109,
Stockton, CA, 95219

Unit #/Size : 7135 (5X10GH)
Moved In : 3/19/2017 12:00:00 AM
Paid Till : 8/31/2019

Date	Activity	Deposit	Rent	Fee	SPP	Merch.	Late Fee	Lien Charge	Tax	Total	Balance	Paid Thru	User
03/19/2017	Move-in	\$0.00	\$36.06	\$20.00	\$3.35	\$0.00	\$0.00	\$0.00	\$0.00	\$59.41	\$59.41		CLL
03/19/2017	Merchandise Sales	\$0.00	\$0.00	\$0.00	\$0.00	\$11.99	\$0.00	\$0.00	\$1.08	\$13.07	\$72.48		CLL
03/19/2017	Cash Payment	\$0.00	(\$122.06)	(\$20.00)	(\$11.35)	(\$11.99)	\$0.00	\$0.00	(\$1.08)	(\$166.48)	(\$94.00)	04/30/2017	CLL
03/19/2017	Welcome Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$94.00)	04/30/2017	CLL
04/01/2017	Rent Charged	\$0.00	\$86.00	\$0.00	\$8.00	\$0.00	\$0.00	\$0.00	\$0.00	\$94.00	\$0.00	04/30/2017	ADM
04/27/2017	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	04/30/2017	ADM
05/01/2017	Rent Charged	\$0.00	\$86.00	\$0.00	\$8.00	\$0.00	\$0.00	\$0.00	\$0.00	\$94.00	\$94.00	04/30/2017	ADM
05/01/2017	Cash Payment	\$0.00	(\$86.00)	\$0.00	(\$8.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$94.00)	\$0.00	05/31/2017	CLL
05/26/2017	Card Payment - *9462	\$0.00	(\$86.00)	\$0.00	(\$8.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$94.00)	(\$94.00)	06/30/2017	LD
06/01/2017	Rent Charged	\$0.00	\$86.00	\$0.00	\$8.00	\$0.00	\$0.00	\$0.00	\$0.00	\$94.00	\$0.00	06/30/2017	ADM
06/27/2017	Invoice Letter	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	06/30/2017	ADM
06/27/2017	Card Payment - *9462	\$0.00	(\$86.00)	\$0.00	(\$8.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$94.00)	(\$94.00)	07/31/2017	KDR

If you require additional assistance, please call your storage location during normal business hours.

7. How to view the Contact Info?

- Click on drop down button
- Select Contact Info

The screenshot shows the StoragePro website's 'My Units' page. At the top, there is a navigation bar with the StoragePro logo and links for 'MY UNITS', 'CHANGE PASSWORD', and 'LOGOUT'. Below the navigation bar, the page title is 'My Units'. A message states: 'First, let us know which units to enable for online payment and other online actions you would like to perform. Please click the "Add Your Units" button and you will be prompted to enter the location, unit #, and gate access code for each unit you would like to enable for online management.'

Location	Unit #	Actions
SP026 - Storage PRO of Lathrop, LLC	7135	Select <input type="button" value="GO"/>
SP026 - Storage PRO of Lathrop, LLC	7138	Select One Time Payment Auto Pay Setup Payment History Schedule MoveOut Contact Info <input type="button" value="GO"/>

Below the table is a '+ ADD A NEW UNIT' button. The dropdown menu for the second unit is open, showing options: Select, One Time Payment, Auto Pay Setup, Payment History, Schedule MoveOut, and Contact Info (highlighted in blue).

- Click on Go button

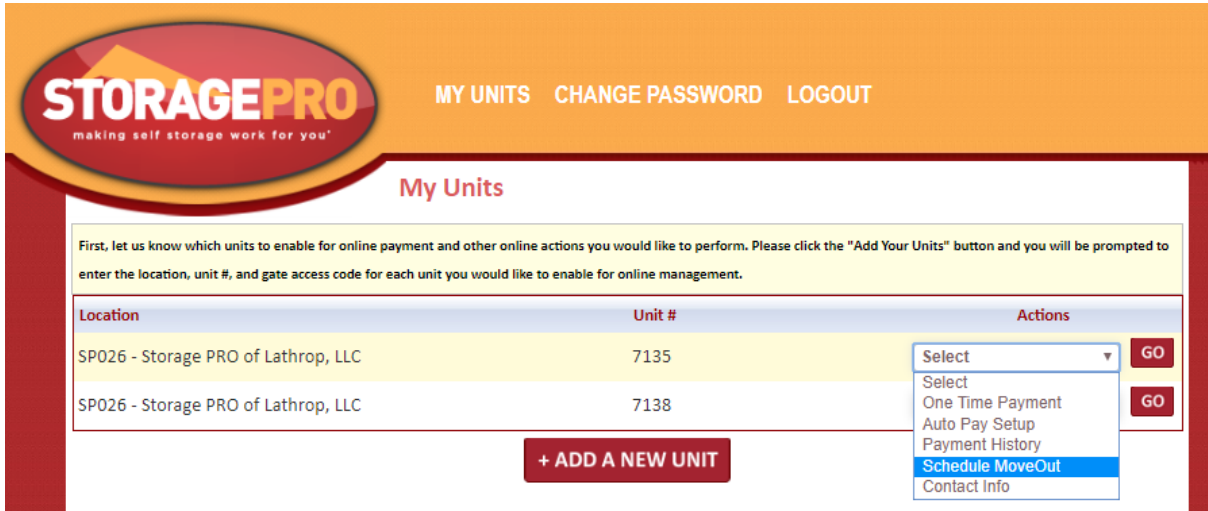
The screenshot shows the 'Contact Info' form in a modal window. The form is titled 'Contact Information' and contains the following fields:

- First Name: MICHAEL
- Middle Name: RAY
- Last Name: FURTADO
- *Address: 10940 Trinity PKWY Suite# C109
- *City / State: Stockton, CA - California
- *Zip / Country: 95219, United States of A
- Home / Work Phone: 2094179896
- Cell / Fax: 2094179896
- *E-Mail: michaelfurtado@yahoo.com

At the bottom of the form are 'Submit' and 'Close' buttons.

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

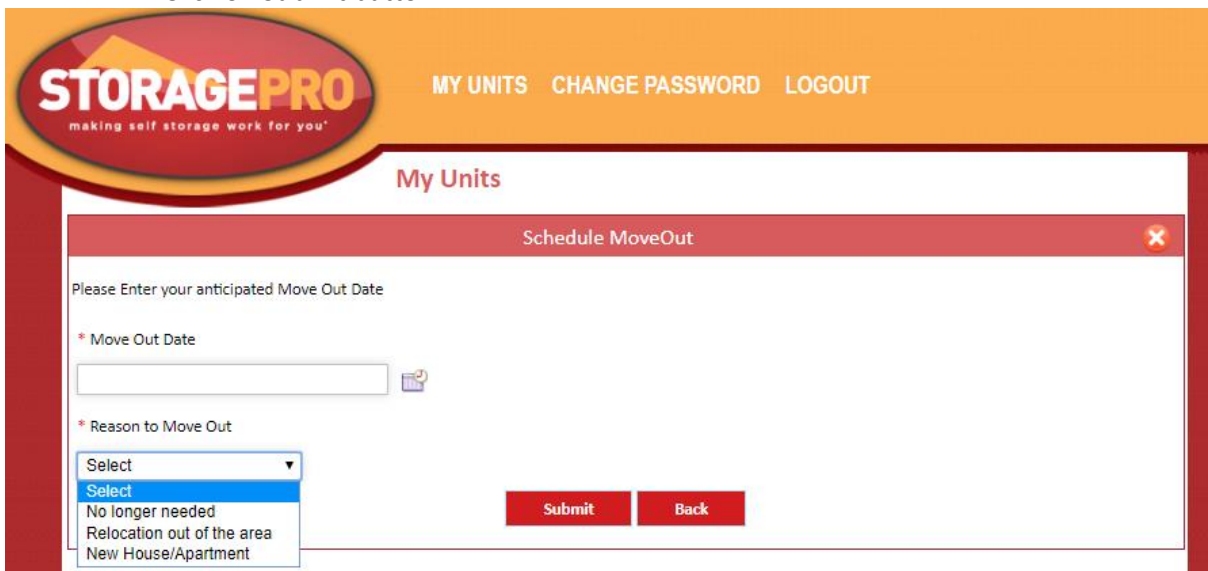
- Click on drop down button
- Select Schedule a move out
- Click on GO button



The screenshot shows the 'My Units' page on the StoragePro website. At the top, there is a navigation bar with the StoragePro logo and links for 'MY UNITS', 'CHANGE PASSWORD', and 'LOGOUT'. Below the navigation bar, the page title 'My Units' is displayed. A message instructs the user to click the 'Add Your Units' button to enable online management for specific units. A table lists two units, both at 'SP026 - Storage PRO of Lathrop, LLC'. The first unit has ID '7135' and the second has ID '7138'. For each unit, there is a dropdown menu under the 'Actions' column. The dropdown for unit 7138 is open, showing options: 'Select', 'One Time Payment', 'Auto Pay Setup', 'Payment History', 'Schedule MoveOut' (highlighted in blue), and 'Contact Info'. There are 'GO' buttons next to each unit row and a '+ ADD A NEW UNIT' button at the bottom center.

Location	Unit #	Actions
SP026 - Storage PRO of Lathrop, LLC	7135	Select <input type="button" value="GO"/>
SP026 - Storage PRO of Lathrop, LLC	7138	Select One Time Payment Auto Pay Setup Payment History 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



The screenshot shows the 'Schedule MoveOut' form on the StoragePro website. The page title is 'My Units' and the form title is 'Schedule MoveOut'. The form contains a text input field for 'Move Out Date' and a dropdown menu for 'Reason to Move Out'. The dropdown menu is open, showing options: 'Select', 'No longer needed', 'Relocation out of the area', and 'New House/Apartment'. There are 'Submit' and 'Back' buttons at the bottom of the form.

Please Enter your anticipated Move Out Date

* Move Out Date

* Reason to Move Out

Select
Select
No longer needed
Relocation out of the area
New House/Apartment