

# Online Password - Reset by Contacting Staff



This method involves reaching out to the Storage Towne staff members for assistance.

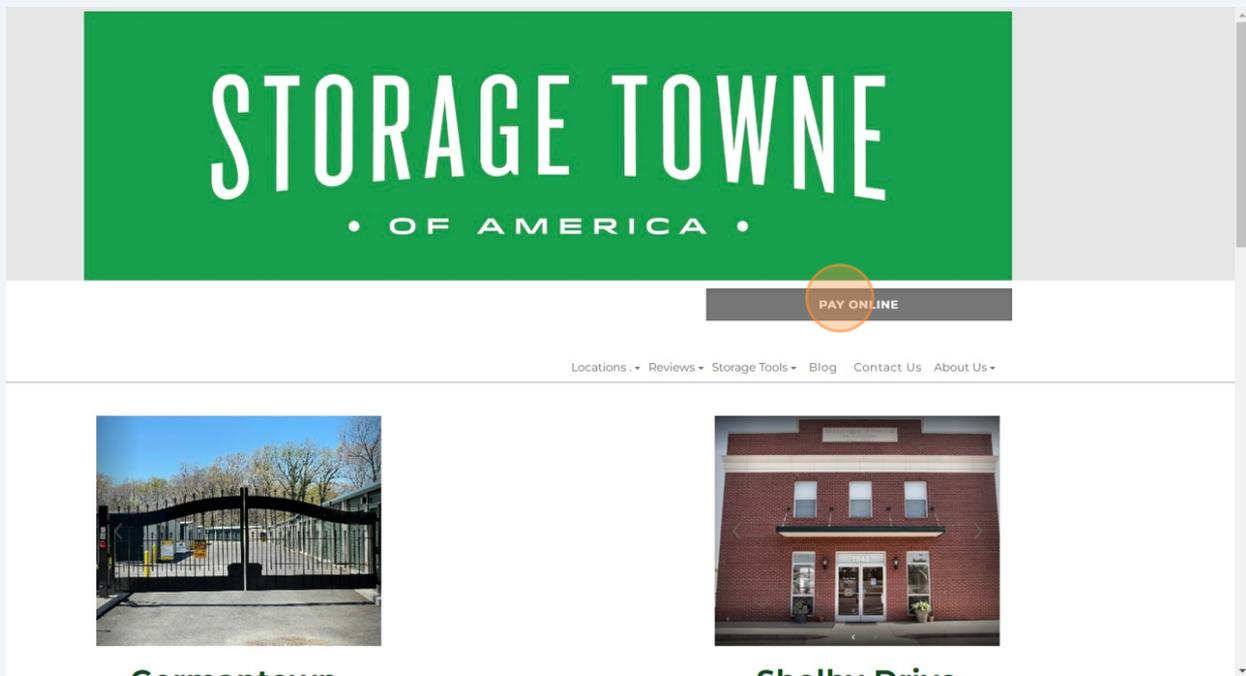
You will need to provide any requested information to help verify your identity. This may include your name, unit number, address, or any other account-related details.

The password you will be given is case sensitive and needs to be written down due to needing for signing in, then again to change the password.

Keep in mind that contacting staff to reset passwords may take longer than using the online self-reset option due to office hours. This method is often used as a last resort when all other options have been exhausted.

1

Click "PAY ONLINE"



2 Click "PAY" beside the location you are currently storing with

**Fast Due Account Reminder**  
Any past due account paid after the office has closed will result in the overlock not being removed until the next business day.  
If you need access it is your responsibility to make sure the bill is paid on time.

**Select the Location below you are currently storing with.**

FACILITY	ADDRESS	CITY	STATE	PHONE	
Storage Towne of America - Germantown	3131 Hacks Cross Rd	Memphis	TN	(901) 979-9921	<b>PAY</b>
Storage Towne of America - Shelby	7845 E Shelby Dr	Memphis	TN	(901) 759-1230	<b>PAY</b>

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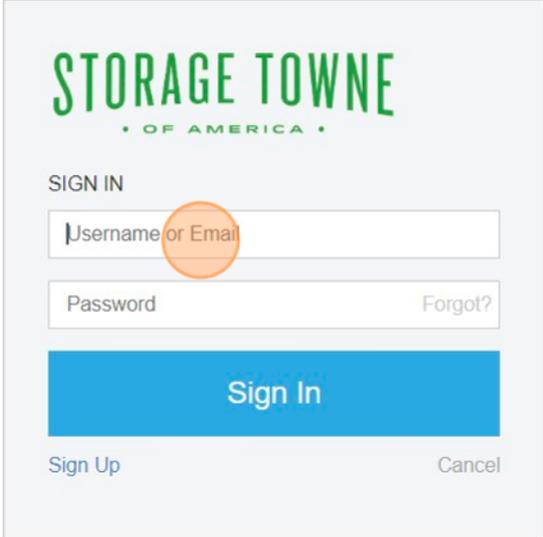
### Online Account Info

From the Dashboard you can do the following:  
View : Move-in Date, Gate Code, Monthly rate, Billing Cycle (due date), Set Up Autopay

**Account Setting**

- Account Information – Update address, phone number, email.
- Billing Information – Add/Update Payment Method
- Contacts – Add/Edit/Remove Contacts (these are the authorized users)

3 Enter your Username and the Temporary Password provided. {remember this password you will need it again to change the password to your chosen}



The image shows a sign-in form for Storage Towne of America. At the top is the logo "STORAGE TOWNE OF AMERICA". Below it is the text "SIGN IN". There are two input fields: "Username or Email" and "Password". A blue "Sign In" button is positioned below the fields. At the bottom left is a "Sign Up" link and at the bottom right is a "Forgot?" link. An orange circle highlights the "Username or Email" field.

4 Click "ACCOUNT SETTINGS"

Storage Towne of America - Germantown 3131 Hacks Cross Rd Memphis TN (901) 979-9921 CLOSE

STORAGE TOWNE OF AMERICA Hi, Cleaning Fee Log Out

**Account Information**

NAME:	Cleaning Fee Charges	UNIT:	103
ACCOUNT #:		PAID THROUGH:	September 30, 2023
EMAIL:	me.com	NEXT CHARGE:	\$0.00 - Autopay
PHONE:		BALANCE DUE:	\$0.00
ADDRESS:	3131 Hacks Cross Memphis, TN 38125		

Pay Now

ACCOUNT SETTINGS VIEW RENTALS ADD ANOTHER UNIT

Online Account Info

5 Click "Security"

Storage Towne of America - Germantown 3131 Hacks Cross Rd Memphis TN (901) 979-9921 CLOSE

STORAGE TOWNE OF AMERICA Hi, Cleaning Fee Log Out

← BACK TO DASHBOARD

**Account Information**

Billing Information

Contacts

Preferences

Security

Account Information

First Name:

Last Name:

Business Name:

Phone: (901) 979-9921

Additional Phone:

Address Line 1: 3131 Hacks Cross

Address Line 2:

City: Memphis

Online Account Info

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Type in the Temporary Password then the New Password of your chosen. Click "Change Password"

The screenshot shows a user dashboard for Storage Towne of America. The user is logged in as 'Hi, Cleaning Fee' and can click 'Log Out'. A navigation menu on the left includes 'Account Information', 'Billing Information', 'Contacts', 'Preferences', and 'Security'. The 'Security' section is active, displaying the 'Change Password' form. The form has three input fields: 'Current Password', 'New Password', and 'Retype Password'. An orange circle highlights the 'Current Password' field. Below the form are 'Cancel' and 'Change Password' buttons. At the bottom, there are 'Password Recovery Questions' with an example question: '(e.g., "What is my favorite color?")' and an empty input field.