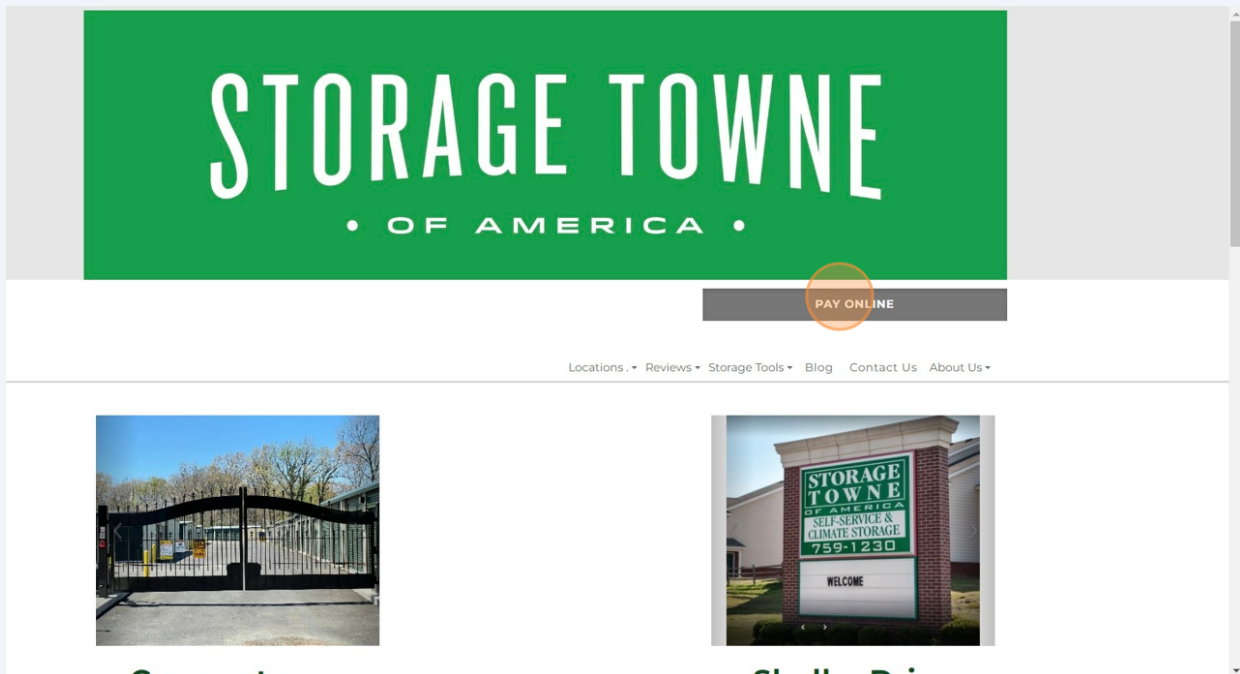


Online - Updating Account Information



Setting up an online account is a simple process that allows current customers to access their account information and manage their services online. To begin, customers need to navigate to our website and locate the "Sign Up" or "Register" button. From there, they will be prompted to enter their account details, such as their account number, email address, and a password. Once the account is set up, customers can log in using their username and password.

1 Click "PAY ONLINE"



2 Click "PAY" beside the facility you currently store with.

Past Due Account Reminder
Any past due account paid after the office has closed will result in the overlook 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	PAY
Storage Towne of America - Shelby	7845 E Shelby Dr	Memphis	TN	(901) 759-1230	PAY

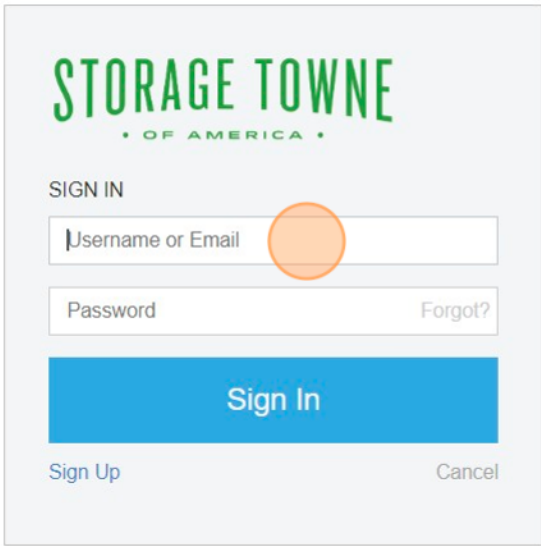
Online Account Info

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)

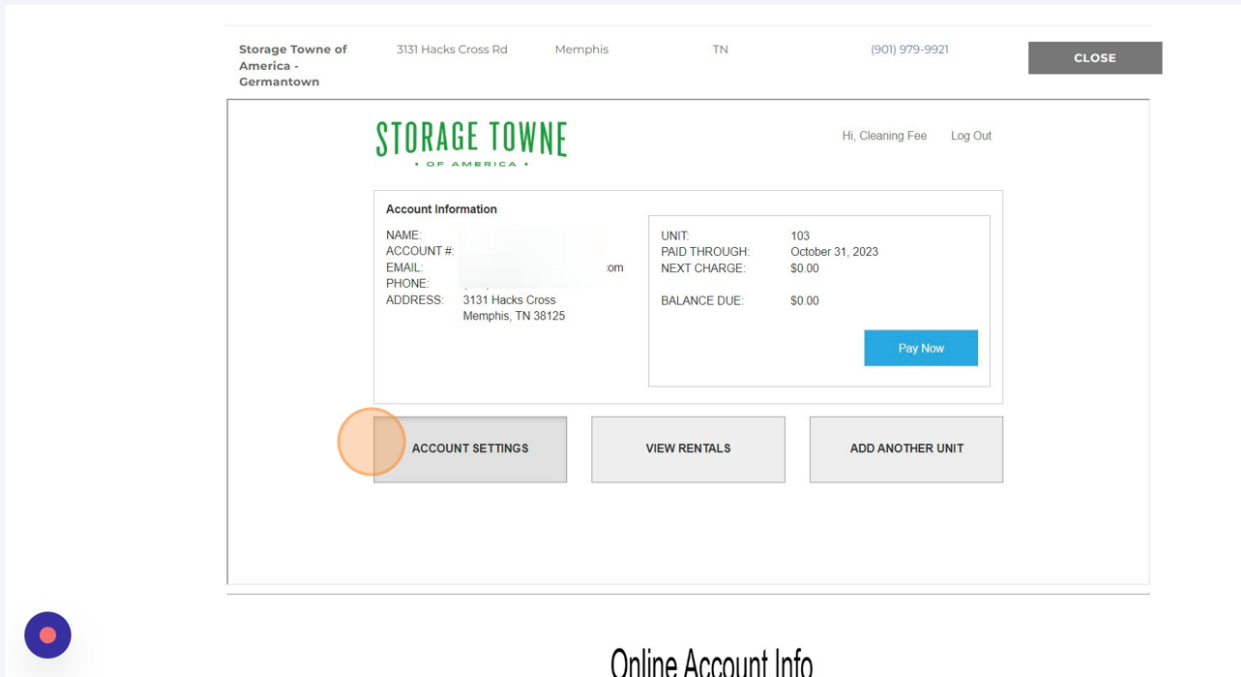
3 Fill in the "Username or Email" and "Password" field, Click "Sign In". If you do not have an online account yet Click "Sign Up"



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". The "Username or Email" field has an orange circle highlighting it. To the right of the "Password" field is a link that says "Forgot?". Below the input fields is a large blue button labeled "Sign In". At the bottom of the form are two links: "Sign Up" on the left and "Cancel" on the right.

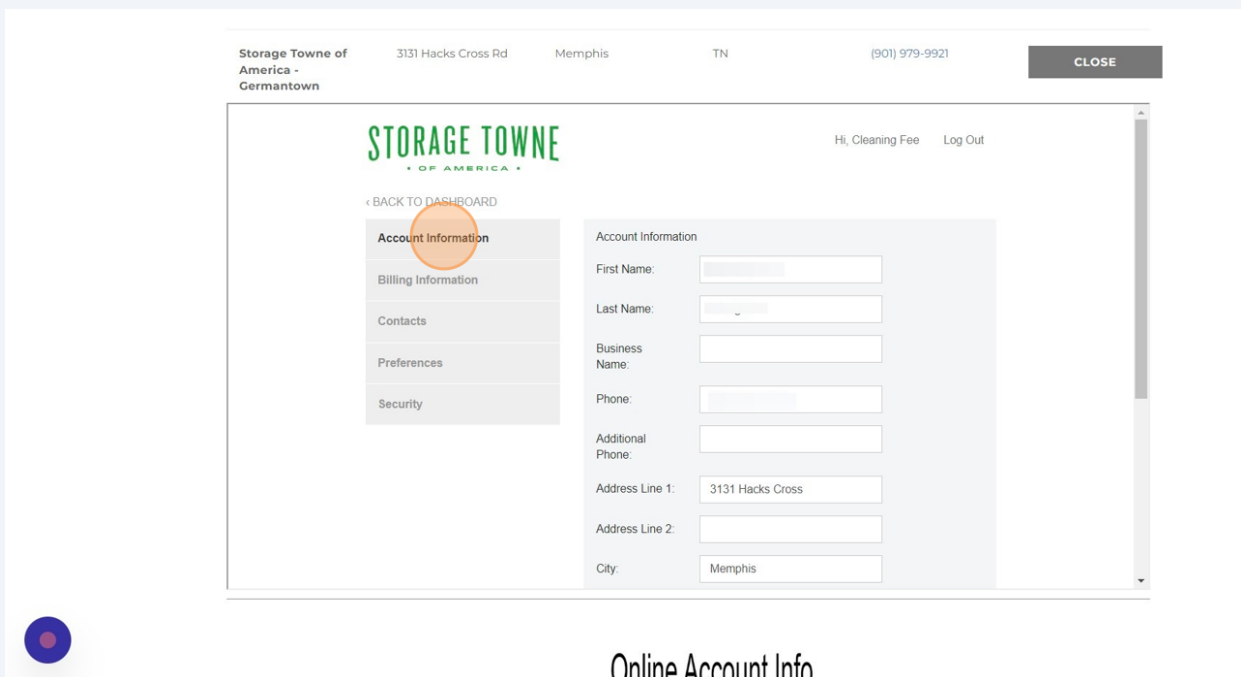
4 The Dashboard has your Account, Unit and Payment Information.

Click "ACCOUNT SETTINGS" to Update Account Information, Billing Information, Contacts, and Security Information.



Online Account Info

5 Account Information Tab - Update Phone #, Address, Email



Online Account Info

6

Billing Information - Edit or Remove a Credit Card/Bank Account, Add New Payment Method

Storage Towne of America - Germantown 3131 Hacks Cross Rd Memphis TN (901) 979-99

STORAGE TOWNE OF AMERICA Hi, Cleaning Fee

< BACK TO DASHBOARD

- Account Information
- Billing Information**
- Contacts
- Preferences
- Security

Billing Information

Remove Edit

+ Add Payment Method

7

Contact - Add, Edit or remove Contact

STORAGE TOWNE OF AMERICA

< BACK TO DASHBOARD

- Account Information
- Billing Information
- Contacts**
- Preferences
- Security

Contacts

First Name Last name - Who they are. ie mother, friend, co worker

3131 Hacks Cross Rd, Memphis, TN 38125

Remove Edit

+ Add Contact

8

Preferences - Billing Preference - It is set to Email by default. Please remember all noticed, invoice, updates go out by email first, so changing this can result in late fee's, missed notices, etc.

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

Preferences

Billing Preference: 

- Email**
- Print
- None

9

Security Tab - Update Password and Change Recovery Questions.

America - Germantown

STORAGE TOWNE
OF AMERICA

Hi, Cleaning Fee Log Out


← BACK TO DASHBOARD

- Account Information
- Billing Information
- Contacts
- Preferences
- Security**

Security

Change Password

Current Password:

New Password: 

Retype Password:

Password Recovery Questions
(e.g., "What is my favorite color?")

Question 1:

Answer:

10 Click "< BACK TO DASHBOARD"

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

Security

Change Password

Current Password:

New Password:

Retype Password:

Cancel Change Password

Password Recovery Questions
(e.g., "What is my favorite color?")

Question 1:

Answer:

Online Account Info

11 Click "VIEW RENTALS"

STORAGE TOWNE OF AMERICA

Hi, Cleaning Fee Log Out

Account Information

NAME:

ACCOUNT #:

EMAIL:

PHONE:

ADDRESS:

Memphis, TN 38125

UNIT: 103

PAID THROUGH: October 31, 2023

NEXT CHARGE: \$0.00

BALANCE DUE: \$0.00

Pay Now

ACCOUNT SETTINGS VIEW RENTALS ADD ANOTHER UNIT

Online Account Info

12

View Rentals - "Pay Now" for One Time Payment, Set Up Autopay (must be done for each unit), See Payment History

The screenshot displays the user dashboard for Storage Towne of America. At the top, the logo 'STORAGE TOWNE OF AMERICA' is visible on the left, and the user's name 'Hi, Cleaning Fee' and 'Log Out' link are on the right. A navigation link '< BACK TO DASHBOARD' is located below the logo. The main content area features a card for unit '103 - 10x10x10 - Self Storage Unit'. This card contains the following information:

- MOVE-IN DATE: 09/19/2023
- RATE: \$0.00/mo
- BILLING CYCLE: 1st of the Month
- INSURANCE: None
- SERVICES: None
- PROMOS: None
- AUTOPAY: ON OFF

To the right of this information, a box displays 'NEXT CHARGE: \$0.00' and 'NEXT CHARGE DATE: 11/01/2023'. Below this box are three buttons: 'PAY NOW', 'PAYMENT HISTORY', and 'DOCUMENTS'. A blue circular icon is visible in the bottom left corner of the dashboard area.