How-To Guide:

Add a credit card to Automatic Payment Using the Online Payment Portal 2.0

OVERVIEW

This guide provides step-by-step actions for adding a credit card to autopay to one or multiple units using the Storage Commander Online Payment Portal 2.0 including:

- Account Creation
- Update Autopay

Note: If you require additional assistance, or do not wish to update your payment online, please contact the storage facility.

Adding a Credit Card to Automatic Payment- Online Payment Portal 2.0

Once the storage facility has provided you an online link to the Storage Commander Online Payment Portal 2.0, please follow the steps below to add a credit card to autopay. This process is completed in 6 easy steps.

IMPORTANT NOTE: If you want to update your autopay information online, it is **REQUIRED** to create an account in the Online Payment Portal 2.0.
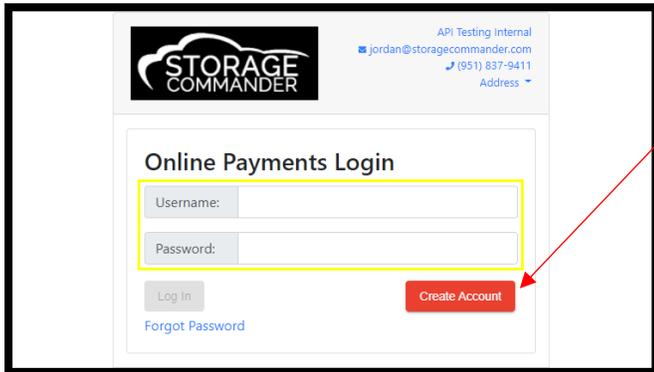

1. Create an account in the Online Payment Portal **IF** you haven't done so already.

   NOTE: If you already have an account in the Online Payment Portal, you will log in with your Username and Password and jump to step 4.

2. Enter one of your *unit numbers* in the "**Enter Unit**" field and your corresponding Gate Code in the "**Gate Code**" field and click **Verify.**

   NOTE: If you have multiple units, you only need to enter one-unit number to update ALL units.

3. You will enter their **email address, password** and *confirm* their information and create an account with the Online Payment Portal 2.0. Click **Create Account**.
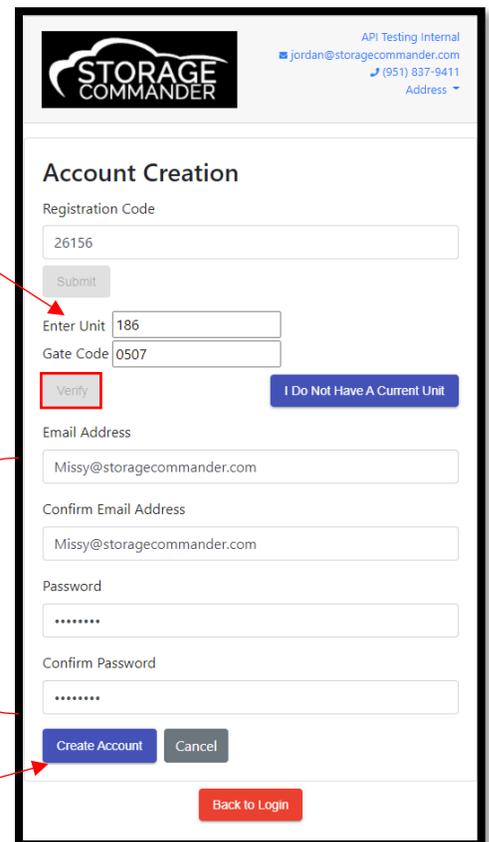
4. **Check the boxes** next to the unit(s) that you are wanting to change the automatic payment information on and select "**Update Autopay**"

5. The Credit Card information screen will pop up and you will enter the name on the account, address, billing zip code, card number, expiration and CVV.
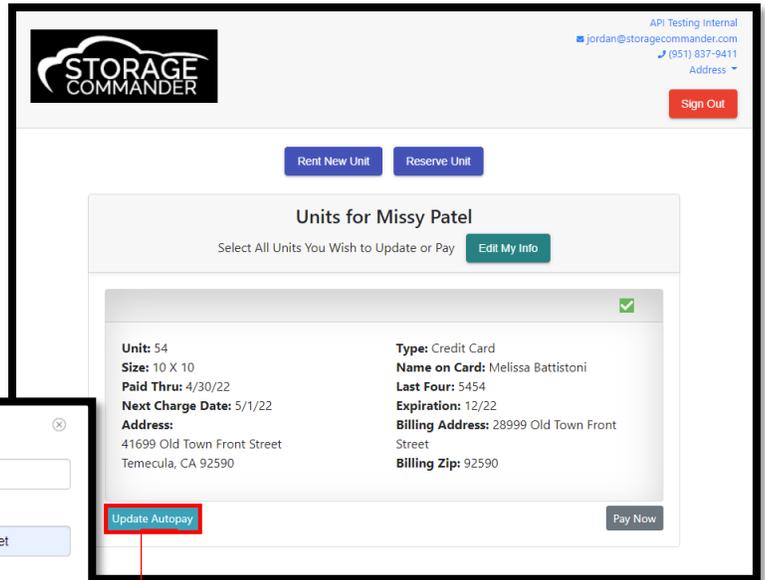
   NOTE: If the unit already has a credit card attached for automatic monthly payments, it is still **REQUIRED** to update the card with SC Pay. If there is NOT a card setup the message will say "There is currently no autopay on this unit" will be displayed.

6. Click the **"Update Card"** button when finished. If there are any issues adding the card to your account, there will be red text displayed below the Expiration and CVV boxes stating the reason(s).

<p style="text-align:center;color:red;">Your card will not be charged during this process – this will only update the card for your next billing cycle.</p>

NOTE: A small *green* notification will appear confirming the card was added to your selected unit(s) successfully. You will be redirected to the verification screen, and you should see the new card information to the right.