



How-To Guide:

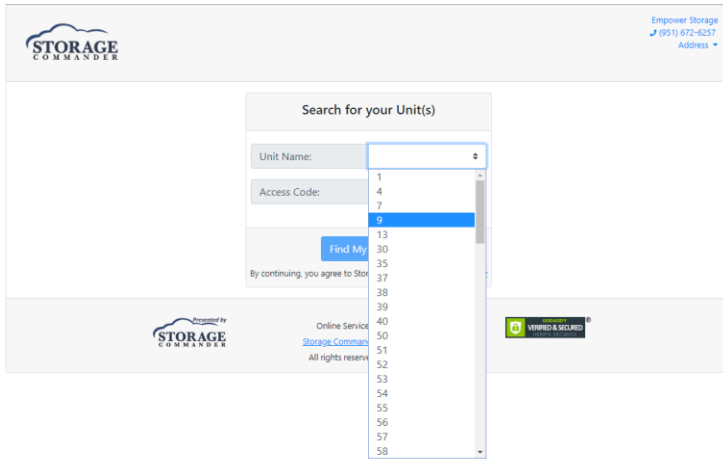
Add a credit card to Automatic Payment Using the Online Payment Portal

OVERVIEW

This guide provides step-by-step actions for adding a credit card to autopay to one or multiple units.

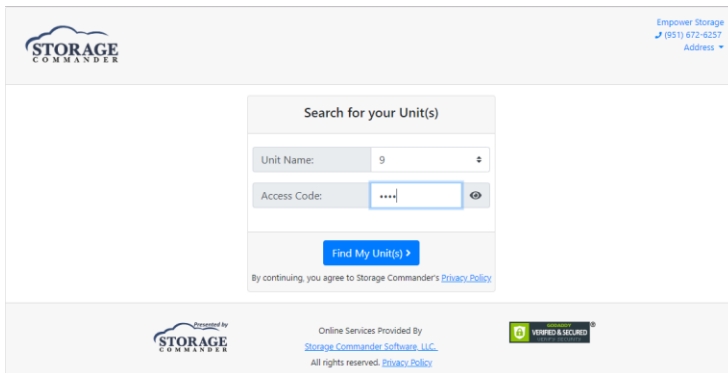
Once the storage facility has provided you an online link to the Storage Commander Online Payment Portal, please follow the steps below to add a credit card to autopay.

1. Select one of your **units** from the **Unit Name dropdown**.



The screenshot shows the 'Search for your Unit(s)' form. The 'Unit Name' dropdown menu is open, displaying a list of unit numbers from 1 to 58. The number '9' is highlighted in blue. The 'Access Code' field is empty. A blue button labeled 'Find My Unit(s)' is visible below the dropdown. The page header includes the 'STORAGE COMMANDER' logo and contact information for Empower Storage.

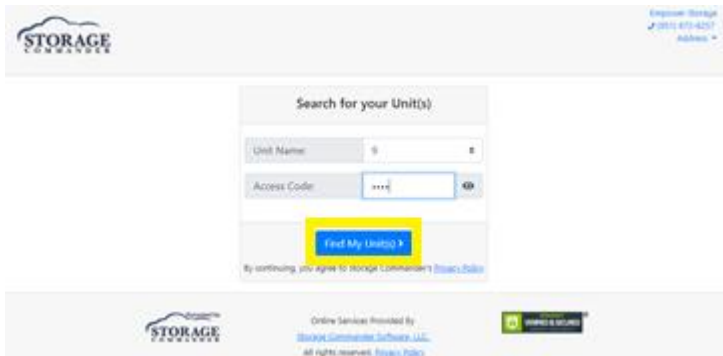
2. Enter the **gate access code** for that unit.



The screenshot shows the 'Search for your Unit(s)' form. The 'Unit Name' dropdown is now set to '9'. The 'Access Code' field contains four asterisks (****). A blue button labeled 'Find My Unit(s)' is visible below the form. The page header includes the 'STORAGE COMMANDER' logo and contact information for Empower Storage.

Note: If you don't know your gate access code, please contact your storage facility to provide that information.

3. Select **Find My Unit(s)**



The screenshot shows the 'Search for your Unit(s)' form. The 'Unit Name' dropdown is set to '9' and the 'Access Code' field contains four asterisks (****). The blue button labeled 'Find My Unit(s)' is highlighted with a yellow border. The page header includes the 'STORAGE COMMANDER' logo and contact information for Empower Storage.

4. The next screen will show all of the **units** that you are currently renting from the facility.

Empower Storage
851 672-6257
Address

Please Review your Auto-Pay Information
Select All Units You Wish to Update

Unit: 9
Size: 5 X 5
Paid Thru: 10/14/18
Next Charge Date: 01/01/01
Address:
4929 Grant Street
1000 Palms, CA 92276

There is currently no autopay on this unit

Update

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COMMANDER

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VERIFIED & SECURED

5. You can use the information in the left side of the panel to **verify** that the information is correct. If the unit already has a credit card attached for automatic monthly payments it will show in the right-hand column otherwise “There is currently no autopay on this unit” will be displayed.
6. Click on the **unit panel(s)** you wish to update and click **Update** when ready to proceed. A popup will appear where your credit card information can be entered.

Empower Storage
851 672-6257
Address

Please Review your Auto-Pay Information
Select All Units You Wish to Update

Unit: 9
Size: 5 X 5
Paid Thru: 10/14/18
Next Charge Date: 01/01/01
Address:
4929 Grant Street
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There is currently no autopay on this unit

Update

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Name on Account

Address Line 1

Zip

Card Number

Expiration CVV
MM/YY

Get Token

7. Click the **“Get Token”** 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). **Your card will not be charged during this process – this will only update the card for your next billing cycle.**
8. A small green notification will let you know that 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.

Please Review your Auto-Pay Information
Select All Units You Wish to Update

Unit: 9
Size: 5 X 5
Paid Thru: 10/14/18
Next Charge Date: 01/01/01
Address:
4929 Grant Street
1000 Palms, CA 92276

Type: Credit Card
Name on Card: John Doe
Last Four: 5454
Expiration: 02/23
Billing Address: 41695 Date St
Billing Zip: 92562

Update

General Support Information

We're available to help you with any questions that you might have with using Storage Commander. Our software comes with technical support that is available from 7:00am to 5:00pm Monday through Friday **PST**, and Saturdays from 7:00am to 3:30pm **PST**.

Technical Support for Storage Commander:

Technical Support: 951-301-1187

Fax: 877-600-8412

Digital Fax: 951-813-2548

Email: support@storagecommander.com

Website: www.storagecommander.com/support

Sales for Storage Commander:

Front Office: 951-672-6257

Toll Free: 877-672-6257

Fax: 951-600-8412

Digital Fax: 951-813-2548

Email: sales@storagecommander.com

Website: www.storagecommander.com

For additional information and resources please visit our website at: www.storagecommander.com/support