



STORAGE COMMANDER

ONE MANAGEMENT SOFTWARE FOR ANY STORAGE

How-To Guide: Online Payment Portal 2.0

OVERVIEW

This guide provides step-by-step actions for creating an account and making payments through the Storage Commander Online Payment Portal 2.0 including:

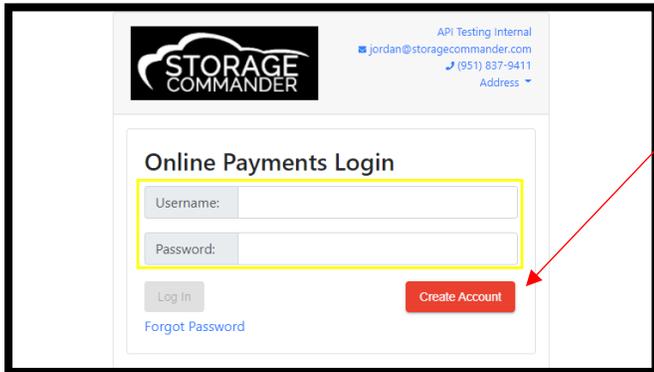
- Account Creation
- Enrolling into Autopay
- Making a payment
- Move-in

Note: If the tenant would like to make a payment online, they will need to create a username and password and have their gate code readily available for initial account creation. If you require additional help, or have questions please reach out to our technical support team at 951-301-1187 or support@storagecommander.com.

Account Creation- Online Payment Portal 2.0

Facilities can give their tenants the option to complete a move in, payment, and enroll into automatic payments online through the Storage Commander Online Payment Portal 2.0. When a tenant would like to make payments through the Online Payment Portal 2.0, they must create an account.

IMPORTANT NOTE: It is **REQUIRED** for tenants to create an account for customer to utilize the Online Payment Portal 2.0.



API Testing Internal
jordan@storagecommander.com
(951) 837-9411
Address ▾

Online Payments Login

Username:

Password:

Log In

[Forgot Password](#)

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

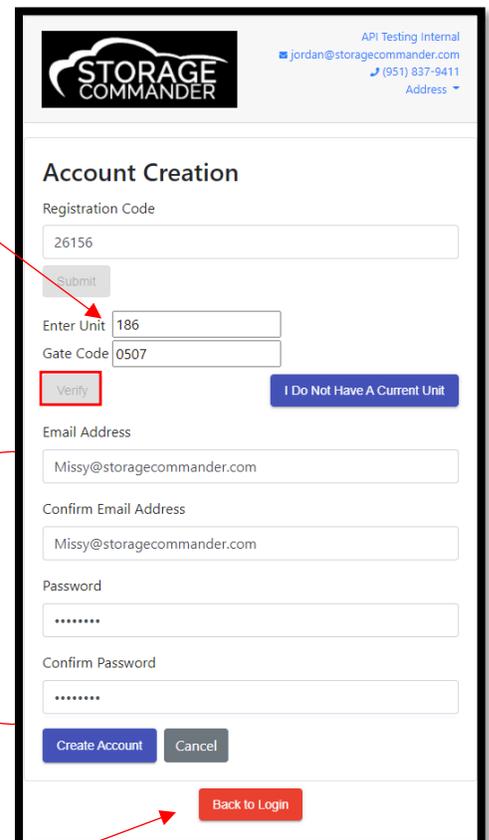
NOTE: If the tenant already has an account in the Online Payment Portal, they will log in with their Username and Password and jump to step 4.

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 the tenant has multiple units, they only need to enter one-unit number to update ALL units.

ADDITIONAL NOTE: If the tenant does not have a current unit with the facility, they are still required to create an account for a new move in or reservation.

3. The tenant will enter their **email address, password** and **confirm** their information and create their account with the Online Payment Portal 2.0. Click **Create Account**.



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Account Creation

Registration Code

Enter Unit

Gate Code

Email Address

Confirm Email Address

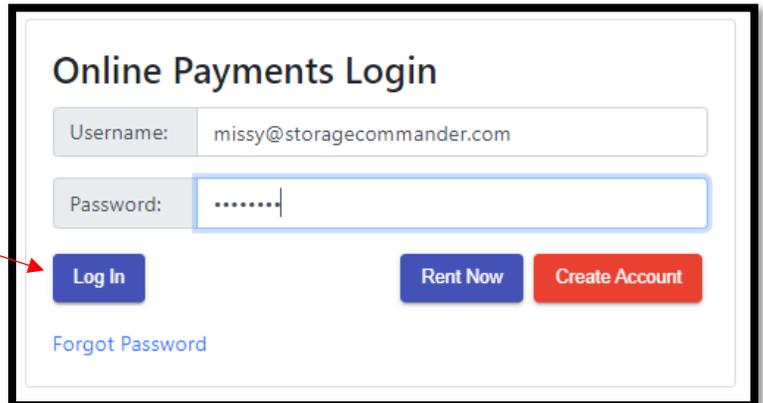
Password

Confirm Password

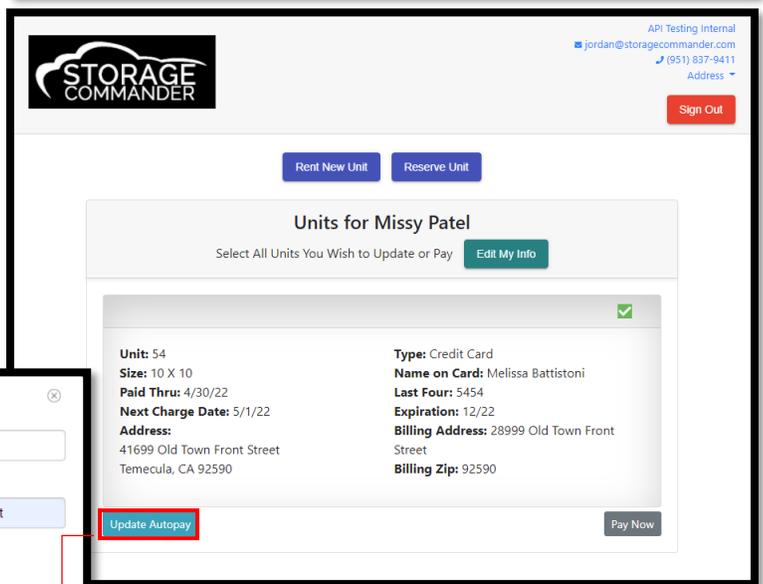
Enrolling Into Autopay

Tenants can update their credit card information online through the Storage Commander Online Payment Portal 2.0. This process is completed in couple easy steps. Below is the tenant view for updating their credit card online.

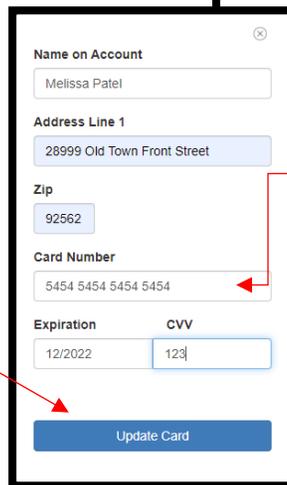
1. Enter username and password and click “Log In”.



2. Once logged in, **Check the box** next to the unit(s) that you are wanting to change the automatic payment information on and select “**Update Autopay**”



3. 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.

4. 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).

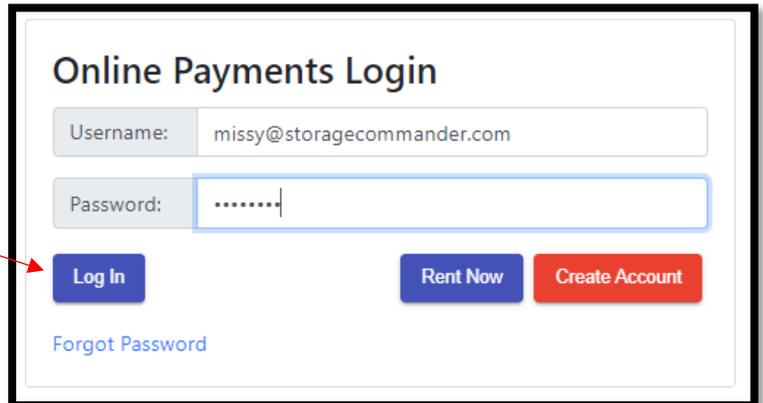
Your card will not be charged during this process – this will only update the card for your next billing cycle.

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.

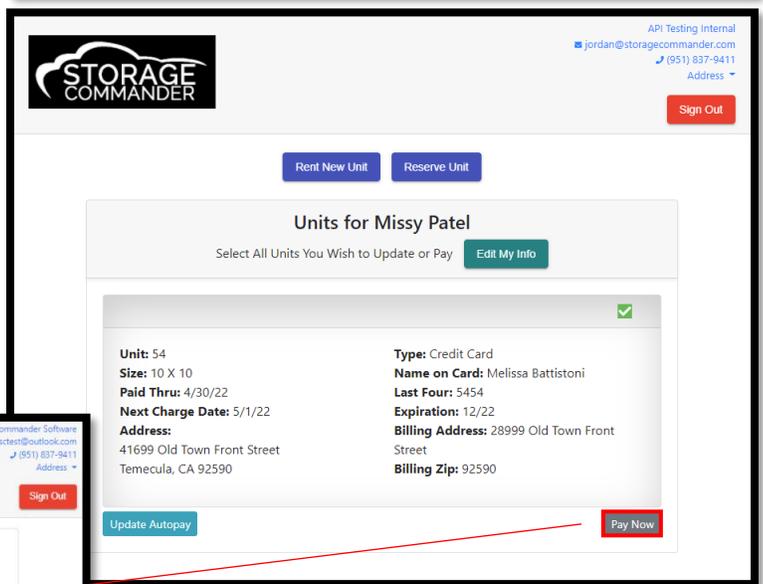
Making a Payment

Tenants can update their credit card information online through the Storage Commander Online Payment Portal 2.0. This process is completed in couple easy steps. Below is the tenant view for updating their credit card online.

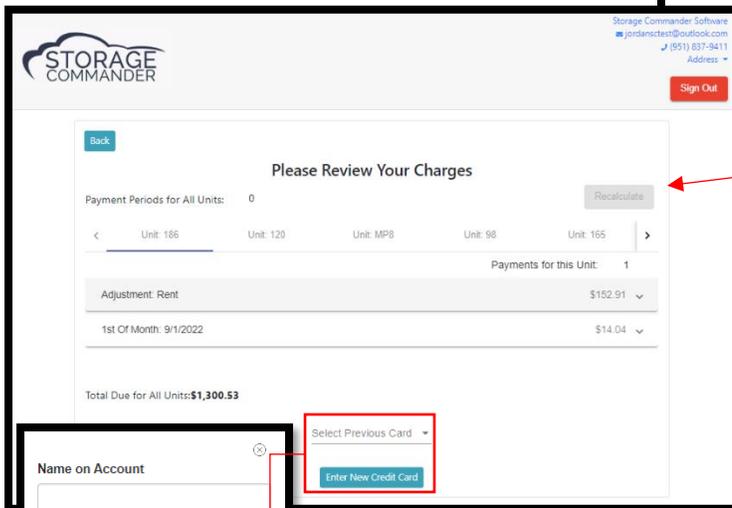
5. Enter username and password and click “Log In”.



6. Once logged in, **Check the box** next to the unit(s) that you are wanting to make a payment on and select “Pay Now”

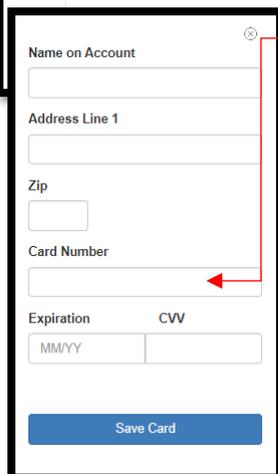


7. The “Review Your Changes” window will pop up. This will allow you to view all transaction information.



NOTE: The Select Prior card drop down allows you to charge a card that has already been used and is on file.

8. 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. Then click “Save Card”.



NOTE: If you need additional help or have questions, please reach out to the facility to help walk you through the process.

Move-In

Tenants can move into a unit online through the Storage Commander Online Payment Portal 2.0. This process is completed in a couple easy steps. Below is the tenant view for updating their credit card online.

1. Enter username and password and click “Log In”.
2. Once logged in, Select **Move-in** or **Reserve unit**.
3. Select the unit size that you are wanting to rent and enter your tenant information by following along the pages.
 - a. Contact Information
 - b. Alternate Contact Information
 - c. Take a picture of a photo ID utilizing a phone, tablet, or computer camera.
 - d. Select Insurance option (if applicable)
 - e. Purchase Merchandise (if applicable)

Proceed to “Go to Payment” page.

Online Payments Login

Username: missy@storagecommander.com

Password:

Log In Rent Now Create Account

Forgot Password

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(951) 837-9411
Address

Sign Out

Rent New Unit Reserve Unit

Units for Missy Patel

Select All Units You Wish to Update or Pay Edit My Info

Unit: 54 Type: Credit Card
Size: 10 X 10 Name on Card: Melissa Battistoni
Paid Thru: 4/30/22 Last Four: 5454
Next Charge Date: 5/1/22 Expiration: 12/22
Address: 41699 Old Town Front Street Billing Address: 28999 Old Town Front Street
Temecula, CA 92590 Billing Zip: 92590

Update Autopay Pay Now

4. View the Move-in Summary for transaction information.

5. Select **Enter Credit Card**.

6. 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. Then click “**Validate Card**”.

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Sign Out

Back

Move-In Summary

Please review your move-in items

Unit: J23
Size: 8 X 12

1st Of Month: 9/19/2022	\$39.96
\$5,000 Coverage Limit / \$15.00 Monthly Premium: 9/19/2022	\$15.00
Burglary (\$1,000 @ 50%): 9/19/2022	\$6.95
Move-In Deposit	\$100.00
1st Of Month: 10/1/2022	\$60.04
\$5,000 Coverage Limit / \$15.00 Monthly Premium: 10/1/2022	\$15.00
Burglary (\$1,000 @ 50%): 10/1/2022	\$6.95

Total Due for All Units: **\$243.90**

Enter Credit Card

NOTE: You will be able to apply the card to Auto-pay by checking the box on the payment page.

Name on Account

Address Line 1

Zip

Card Number

Expiration CVV

MMYY

Validate Card

Reservation

Tenants can create a reservation online through the Storage Commander Online Payment Portal 2.0. This process is completed in a couple easy steps. Below is the tenant view for updating their credit card online.

1. Either log in with account information OR click “Rent Now” if you do not have an account.

Online Payments Login

Username: missy@storagecommander.com

Password:

[Log In](#) [Rent Now](#) [Create Account](#)

[Forgot Password](#)

2. Click “Reserve Now” next to the desired unit size.

Available Sizes

Unit Size	Features	Monthly Rate		
5 X 5	- Climate Controlled	\$26.25	Rent Unit	Reserve Now
5 X 10	- Portable Storage - Drive Up Access	\$123.21	Rent Unit	Reserve Now

Contact Information

[Change Unit Size](#)

First Name: Missy

Last Name: Patel

Business Account

Address Line 1: 28999 Old Town Front Street

Address Line 2: _____

City: Temecula

State: California

ZIP: 92590

Email: Missy@storagecommander.com

Phone: 9513011187

[Continue](#)

3. Once the unit size is selected, you will enter your contact information by following along the page.

- Name
- Address
- Phone Number

Reservation Summary

[Change Contact Info](#)

No Balance Due. Complete Reservation below.

[Login/Sign Up](#) [Reserve Now](#)

4. Select “Reserve Now” to complete the reservation OR login for completion.

Reservation Complete

Click continue to finish.

[Continue](#)

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