



<https://www.BastropGuardian.com/>
storage@bastropguardian.com

Online Portal Instructions

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Dear Valued Tenant,

Bastrop Guardian Management has worked Diligently to Provide you with a Very Secure Online Payment/Information Portal which we Hope you will find Simple and Easy to Navigate and Use.

If this is your 1st Time Logging In – and are having Difficulty, then we also Hope you will find these Instructions Helpful getting Logged Into your Account. We Truly Believe that once you get past this Hurdle, you will find “Paying Your Bill”, “Setting up AutoPay” (if Desired), “Changing your Online Password” (when Necessary) and Updating your Account Personal Information (if Applicable) will be “Smooth Sailing”.

I have to “Assume” you are here because you are having Difficulty Logging In to your Account Portal. So let me see if I can make things “Relatively” Simple for you...

First... You “DO NOT” have to Setup an Online Account. Your Online Account was “Automatically Set Up” at your Time of Rental. All you have to do now is Simply... Login.

Next... You Initially need Two (2) Pieces of Information. 01) Your Account Number and 02) Your Unit Number.

Account Number:

At the Online Login Screen, the “Unit Number” Prompt is where you will Actually put in your Account Number. If you don’t Know/Remember your Account Number, it is on any Invoice and Payment Receipt you have Received from us – Including the one at the Time of Rental. You will find it under the “Detail Section” about 1/3 Down the Page, near the Left Hand Side. It will also be Listed under the Header of... “Unit”.

Unit Number:

This (of course) is “Self Explanatory”, but just in case... It will be the “Numeric” Number(s) on the Door(s) of your Unit(s). If you don’t Remember what it/they is/are... There are Advantages of Visiting your Unit(s) Regularly – like Checking your Rodent Packet(s) and letting me know if it/they has/have been “Chewed On” and/or is/are “Missing”, Right? I can’t help you, if you don’t help yourself as I’m unable to Access your Unit without you to Check on Things. ☺

Tahitian Site Unit Number:

This is your Account Number – without the “T”. (Example: T01 = Tahitian Unit Number 1)

Parking Space Number:

This is your Account Number – without the “P”. (Example: P01 = Parking Space Number 1)

Main Site “Unit” Number:

This can be found on your Signed Lease Agreement (if you still have it) as it was Explained in Detail the Advantages and Security Benefits of having the Account Number different from the Unit Number on all your Documentation.

Logging In:

Unit Number:

Where the System Prompts you for your “Unit Number”, you will use your “Account Number”. (Example: Tahitian Space “1” would be “T01” [As shows up on your Invoices and Payment Receipts])

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Password:

First... All “Initial” Passwords are “Numeric Only” and Four (4) Digits Long. (Example: 0001)

Next... Just Find your Scenario and Follow the Color Code “Road” to Figure Out your Password(s). <thumbs up>

Password Prefix Chart:

- A) All “Initial” [Main Site “Unit”] Passwords will start with the Number Zero (0). (Example: 0001)
- B) All “Initial” [Parking Space] Passwords will start with the Number One (1). (Example: 1001)
- C) All “Initial” [Tahitian Unit] Passwords will start with the Number Two (2). (Example: 2001)

So now you can “Quickly Identify” (and Remember) which refers to your Rental via the Color Code.

If your Unit/Space(s) Number(s) is/are 1 thru 9:

Your Password (for Each Applicable Unit/Space) will be:

- A) Your Initial Password Prefix Number (0, 1 or 2 Respectively – using the Password Prefix Chart [Above])
- B) Plus Two Zeros (00)
- C) Plus Your Unit/Space Number (1 – 9)
- D) Examples: [0005 = a Main Site “Unit”], [1005 = a Parking Space] or [2005 = a Tahitian Unit]
- E) Note: “5” is only used as an Example Unit/Space Number and may not be yours. If not, Replace with yours.

If your Unit/Space(s) Number(s) is/are 10 thru 99:

Your Password (for Each Applicable Unit/Space) will be:

- A) Your Initial Password Prefix Number (0, 1 or 2 Respectively – using the Password Prefix Chart [Above])
- B) Plus One Zero (0)
- C) Plus Your Unit/Space Number (10 – 99)
- D) Examples: [0068 = a Main Site “Unit”], [1068 = a Parking Space] or [2068 = a Tahitian Unit]
- E) Note: “68” is only used as an Example Unit/Space Number and may not be yours. If not, Replace with yours.

Main Site “Units” Only – If your Unit Number(s) is/are 100 thru 999:

Your Password (for Each Applicable Unit) will be:

- A) One Zero (0) [Your Initial Password Prefix Number]
- B) Plus Your Unit Number (100 – 999)
- C) Example: [0332]
- D) Note: “332” is only used as an Example Main Site “Unit” Number and may not be yours. If not, Replace with yours.

Whew... OK... Now that you’ve Figured Out your “Initial” Password, Write it Down and Login to your Account with:

Unit = Your Account Number (as Shown on any of your Invoices and Payment Receipts in the Detail Section)

Password = Your Specific Password as Covered in the Password Section [Above]

Bing, Bang, Boom... You’re In! The “Potentially” Difficult part is now done.

As I bring this to a Close... I Recommend you change your Password to something you can Remember in the Future – First Thing – and then put it away in a Safe Place (like your Spare Disc Lock Key) in case you forget it later.

Finally... If you have Multiple Units, you will have to Login to each of them - to pay each of them. Unfortunately, you cannot Login to One Unit to Pay a Different Unit(s)’s Bill. I wish you could, but the System just won’t allow it.

As Always - Thank you for your Trust in Bastrop Guardian Self Storage – the Safest, Most Secure.. and Peaceful (5 MPH Helps Dramatically) Facility in the Bastrop and Surrounding Areas – to Look After your Belongings in your Absence.

Sincerely,
Michael, Tabitha and Samantha
Bastrop Guardian Self Storage
Management Team