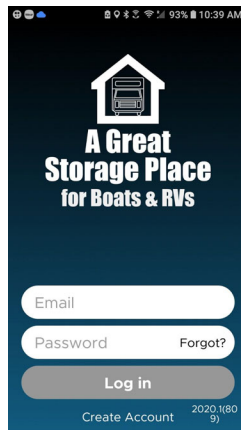


A Great Storage Place App

A Great Storage Place now has an app to open the gate, make payments, or report issues using your iPhone or Android phone.

Installing the app:

While on your phone, go to the Apple store or Google Play, type in the search field “ A Great Storage Place”. Install the app, then you will create an account by selecting “Create Account” (bottom of screen, you may have to scroll down if using a smaller phone), entering an email address and password of your choice, your unit number (3 digits ex: 036, 455 or C15) and your gate code that was given to you at the time of signup.



You have to be within approximately 200’ of the gate, so make sure that your location is turned on.

Tips:

- a. Make sure you select “always allow” on location (the app uses your location to know if you are in the vicinity of the gate).
- b. iPhones: after installation, close the app and reopen the app so it will know your location.
- c. You may have to tap on your unit number when opening the app to take you to the main screen.

A Great Storage Place App

Troubleshooting:

Scheduling a Move-out with the app:

When you use the app to schedule a move out (ex. 30 days in advance), it will remove your unit from the app. The keypad will still work.

Solution:

Go to “Profile” in upper right corner on the app, then select” My Storage Units” and select your unit and the app will continue to work until your move out date.

Please make sure to update us on your move out date if it changes. **OR** Send an email to storage@agreatstorageplace.com stating your move-out date (not from the app)

Android Troubleshooting:

Notification “Out of range of gate”

Solution:

- a. Go to “Settings” and select “Connections” to ensure location is turned on.
- b. Go to “Settings” then “Apps” and select “ A Great Storage Place” then “Permissions” to ensure location is turned on
- c. Turn off Wi-Fi, sometimes the phones will use the last Wi-Fi connection as the location which will cause it to think you are somewhere else than at A Great Storage Place.

App will not open gate after an update

Solution:

Sometimes after an update you will have to delete the app and reload the app. This is on a case by case basis depending on each type of phone.

A Great Storage Place App

iOS - Apple Troubleshooting:

Notification “Out of range of gate”

Solution:

- d. Go to “Settings” and select “Privacy” to ensure location is turned on.
- e. Go to “Settings and select “Great Storage” to ensured location says “Always”
- f. Turn off Wi-Fi, sometimes the phones will use the last Wi-Fi connection as the location which will cause it to think you are somewhere else than at A Great Storage Place.

App will not open gate after an update

Solution:

Sometimes after an update you will have to delete the app and reload the app. This is on a case by case basis depending on each type of phone.