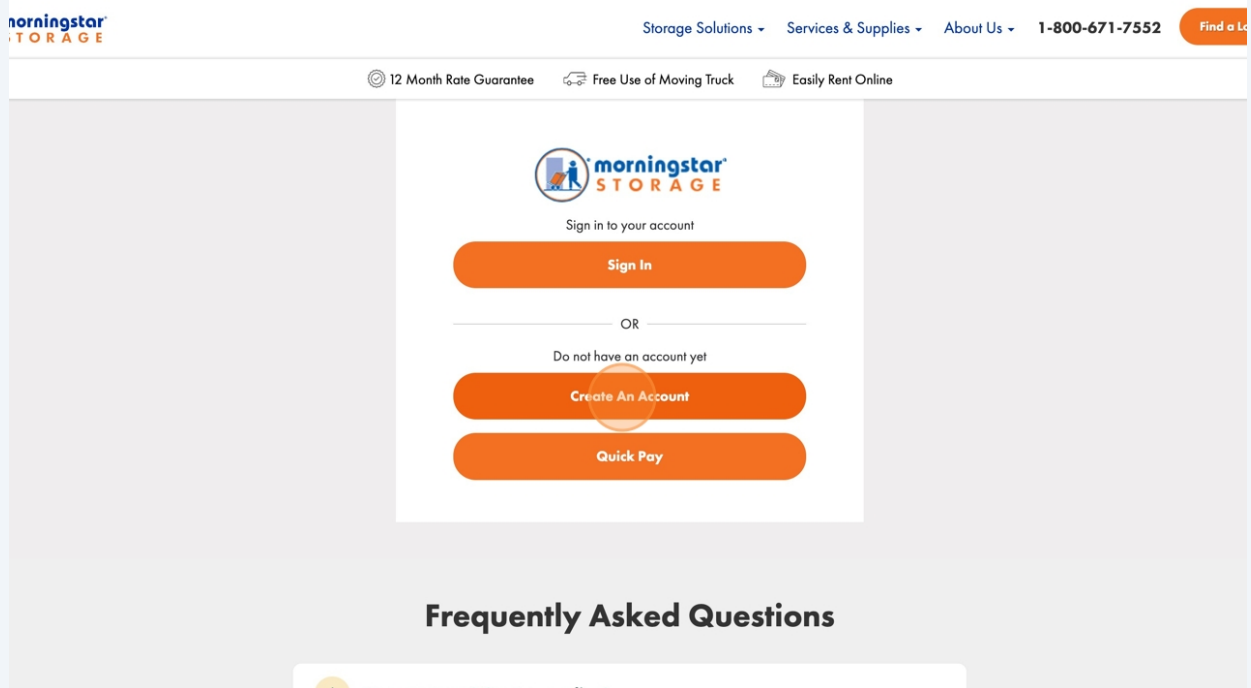


Creating an Account and Making a Payment Online

1 Navigate to morningstarstorage.com/pay-bill/

2 Click "Create an account"



3 Type your Email Address and Create a Password

The screenshot shows the 'Create Your Account' form on the Morningstar Storage website. The form is centered on a light gray background. At the top, the Morningstar Storage logo is on the left, and navigation links for 'Storage Solutions', 'Services & Supplies', 'About Us', and the phone number '1-800-671-7552' are on the right. Below the navigation bar, three service icons are displayed: '12 Month Rate Guarantee', 'Free Use of Moving Truck', and 'Easily Rent Online'. The form itself has a white background and is titled 'Create Your Account'. It contains two input fields: 'Email *' and 'Create A Password *'. The 'Email' field has an orange circle highlighting the input area. The 'Create A Password' field has a blue background and a series of dots for the password. Below these fields is an orange 'Register' button. Underneath the button is an 'OR' separator. Below the separator is a 'Create with Google' button with the Google logo. At the bottom of the form, there is a link 'Already have an existing online account?' and an orange 'Sign In Here' button.

4 Click "Add unit number" This number will be the same as your CoolBox unit number.

The screenshot shows the 'Find Unit/Reservation' modal on the Morningstar Storage website. The modal is a white box with a close button (X) in the top right corner. It is titled 'Find Unit/Reservation'. Inside the modal, there is a text prompt: 'Click here to add a Unit using the Unit Number if it is not showing up.' Below this prompt is an orange button labeled 'Add Unit Number'. Underneath the button is an 'or' separator. Below the separator is another text prompt: 'Click here to confirm your reservation with a confirmation number.' Below this prompt is an orange button labeled 'Confirm Reservation Number'. The background of the website is dark gray. On the left side, there is a sidebar with a list of links: 'Order History', 'Add Unit', 'Confirm Reservation', 'Pay Bill', 'Manage Units', 'Profile', and 'Sign Out'. On the right side, there are three expandable sections with plus signs and questions: 'How can I pay? Can I pay online?', 'Do you prorate in and out?', and 'Do I have to stay a certain amount of time?'.

5

Click the "Select your Location" field.
Select Caldwell Mill

The screenshot shows the Morningstar Storage website interface. A modal form titled "Do you currently have a unit number?" is displayed. The form has two input fields: "Select Facility *" and "Unit Number*". The "Select Facility *" field is highlighted with an orange circle, and the text "Select your Location" is visible inside it. Below the input fields are two orange buttons: "Cancel" and "Submit". The background of the website shows a navigation menu on the left with options like "Order History", "Add Unit", "Confirm Reservation", "Pay Bill", "Manage Units", "Profile", and "Sign Out". The top of the website features the Morningstar Storage logo, navigation links, and a phone number.

6

Click the "Unit Number*" field and retype your unit number.

The screenshot shows the Morningstar Storage website interface. A modal form titled "Do you currently have a unit number?" is displayed. The form has two input fields: "Select Facility *" and "Unit Number*". The "Select Facility *" field is filled with "Morningstar of Matthews". The "Unit Number*" field is highlighted with an orange circle. Below the input fields are two orange buttons: "Cancel" and "Submit". The background of the website shows a navigation menu on the left with options like "Order History", "Add Unit", "Confirm Reservation", "Pay Bill", "Manage Units", "Profile", and "Sign Out". The top of the website features the Morningstar Storage logo, navigation links, and a phone number.

7 Click "Submit"

The screenshot shows the Morningstar Storage website interface. A modal form titled "Do you currently have a unit number?" is displayed. The form includes a "Select Facility *" dropdown menu with "Morningstar of Matthews" selected, and a "Unit Number*" input field with "1019" entered. At the bottom of the modal are two orange buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a red circle. In the background, a sidebar on the left lists navigation options: Order History, Add Unit, Confirm Reservation, Pay Bill, Manage Units, Profile, and Sign Out. The top navigation bar includes links for Storage Solutions, Services & Supplies, About Us, a phone number (1-800-671-7552), and a Find a Location button. Below the navigation bar, there are icons for 12 Month Rate Guarantee, Free Use of Moving Truck, and Easily Rent Online. A chatbot bubble on the right says "Hello, can I help answer any questions?".

8 Click "My Payment Info"

The screenshot shows the Morningstar Storage website interface. The top navigation bar includes the Morningstar Storage logo, links for Storage Solutions, Services & Supplies, About Us, and a phone number (1-800-671-7552). Below the navigation bar, there are icons for 12 Month Rate Guarantee, Free Use of Moving Truck, and Easily Rent Online. A message states "your password. It will not affect your account." The main content area is titled "My accounts" and features a sidebar on the left with a user profile icon and the email address "mstadminstorage@gmail.com". The sidebar lists navigation options: Order History, Add Unit, Confirm Reservation, Pay Bill, Manage Units, Profile, and Sign Out. The main content area displays account information for Unit ID: 1019, Tenant ID: 641088, Paid Thru: 2/28/2025, Billing Frequency: Monthly, and Due Today: \$0.00. A "See account details" link is visible. At the bottom of the account information section are three orange buttons: "My Payment Info" (highlighted with a red circle), "Prepay Future Months", and "Payment History". The bottom of the page features a "Frequently Asked Questions" section.

9



10

[Update](#)
[Delete payment info](#)