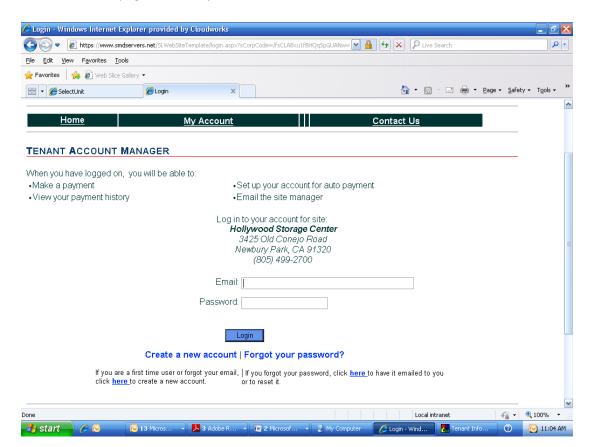


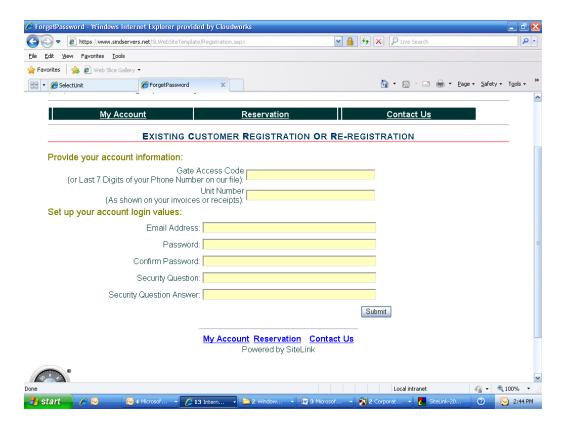
CUSTOMER ON-LINE ACCESS INSTRUCTIONS www.hollywoodstoragecenter.com

STEP 1:

- From our home page, click **My Account** at the top right side of the screen.
- You will be prompted to enter your e-mail and password to access the payment screens.
- If this is the first time you are logging into **My Account**, click on **Create a new account** (at the bottom of the page) and complete the next form. (See below.)

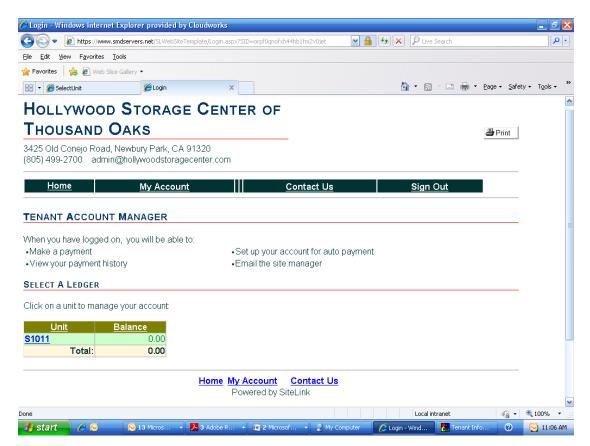


Here is a view of the form you will access to create your account. Make sure to have your gate code or the last seven digits of your primary telephone number that we have on file.



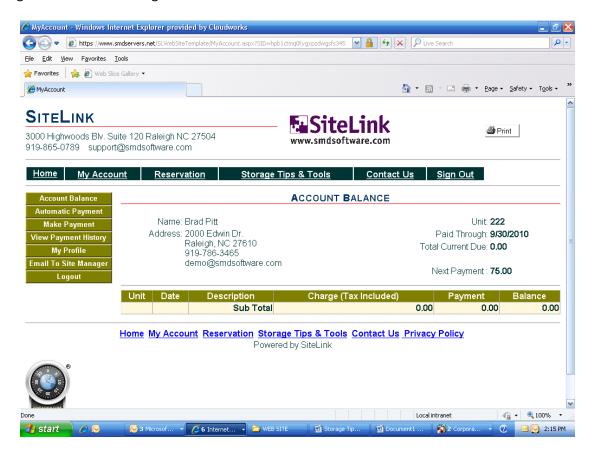
STEP 2:

When you login, the screen shows your unit number(s) and current balances on your account. To proceed, click on the unit number you wish to work with.



STEP 3:

Select what you want to do from the list in the green bar to the left of your name and address. Please note that the screen below is for demonstration only. The actual interface will display the Hollywood Storage Center name and logo.

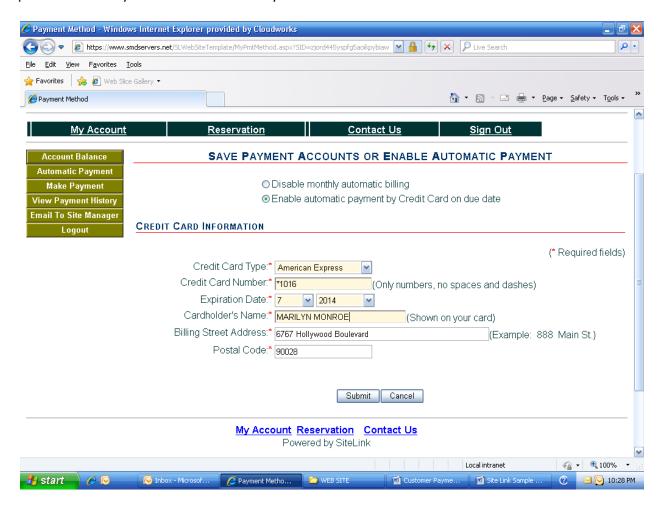


CONTINUE TO NEXT PAGE TO SEE SCREENS FOR EACH ITEM ASK ON THE GREEN TASK BAR

SAMPLE SCREENS FOR EACH TASK ON GREEN BAR

Automatic Payment

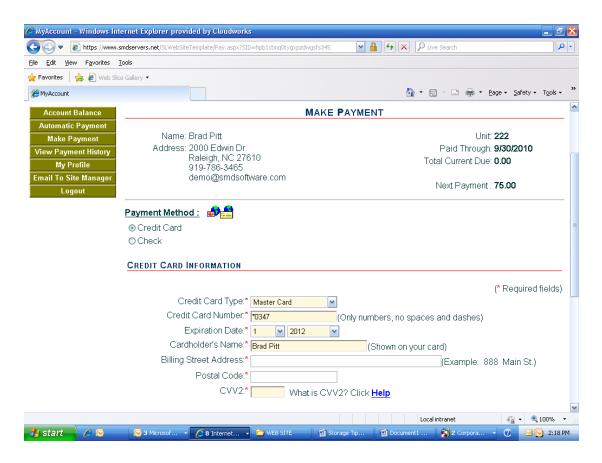
Allows you to provide a credit card number and have your rent automatically paid on its due date each month. Setting your account up for automatic payment is a great way to assure that your rent is always paid on time and you'll never have to worry about late fees!



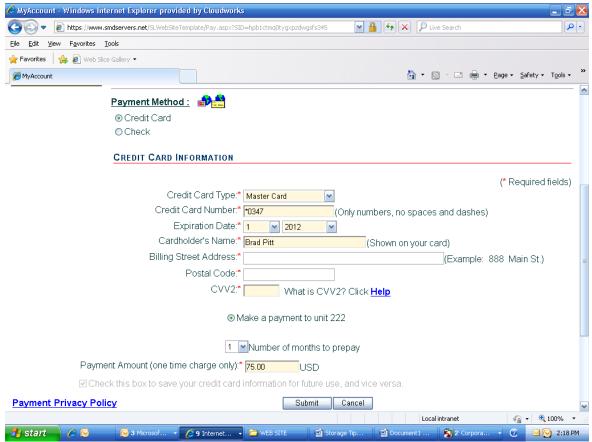
CONTINUE TO NEXT PAGE TO SEE MORE

Make a Payment

From this screen, you can make a one-time payment on-line.

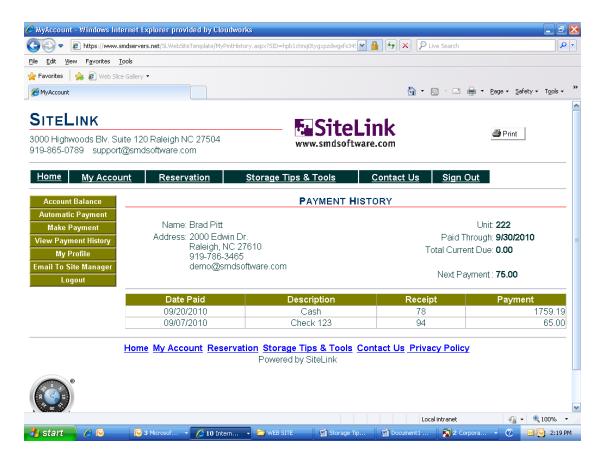


At the bottom of this screen, you can choose to pre-pay for any number of months.



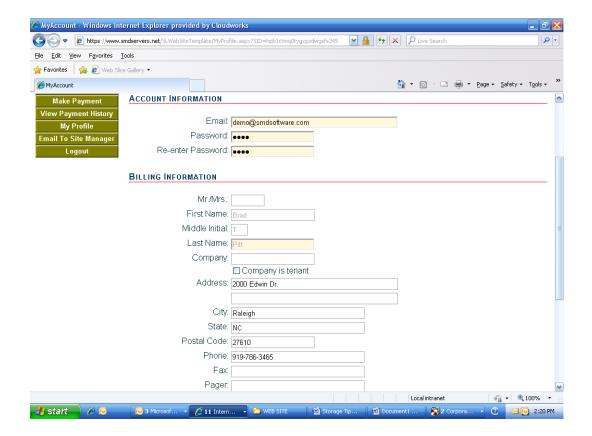
Payment History

Here, you can view your payment history over the last year.



My Profile

In this screen, you can easily change your user name, password, and billing information.



Email to Site Manager

You can contact us directly from this screen. Your name and account information will automatically be provided to our staff with your e-mail.

