

QUICK START GUIDE

Storage Genie Tenant Mobile App

INTRODUCTION

Thank you for being a valued INSOMNIAC® CIA customer. Please refer to the tips and resources below to ensure the best promotion of the Storage Genie mobile app to your customers.

RESOURCES

- Counter sign (letter sized 8.5 x 11) – placed on rental counter

- Storage Genie customer training video

<http://bit.ly/Storage-Genie-Video-1>

- Storage Genie promotional video

<http://bit.ly/Storage-Genie-Video-2>

STORAGE GENIE BEST PRACTICES

TIP 1

- Place your counter sign in a visible, heavily-trafficked place in the front office.

TIP 2

- Mention Storage Genie during your facility tour or presentation as an added feature your facility offers. Hands-free access is a desirable feature that can set you apart from the competition.

TIP 3

- Use the Storage Genie promotional video on your website to advertise to prospective tenants, email the training video to new customers and place the video on a loop on digital signage at your property.

TIP 4

- The best time to encourage customers to sign up for the Storage Genie app is during your lease presentation. Walk them through how to download the app from the Apple App or Google Play Store. Once they open the app, step-by-step instructions to set up their account and the app for use will appear on the first page. Please see page 2 of this guide for additional visual guidance.

STEPS FOR SETTING UP STORAGE GENIE

Refer to the steps below to assist your tenants in setting up Storage Genie on their phones

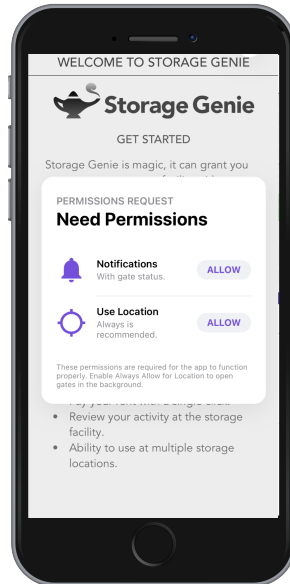
STEP 1

Download the app*;
Available on the Google Play Store and Apple App Store



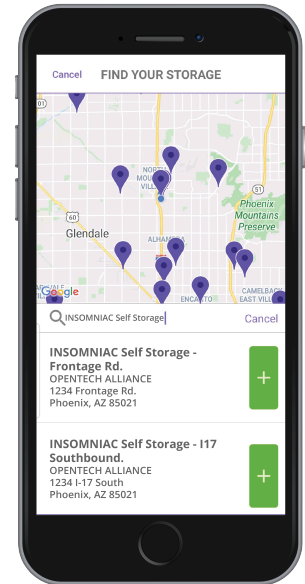
STEP 2

Ensure Permission Requests are set to 'Use location' or 'Allow location', click the 'Get started' button



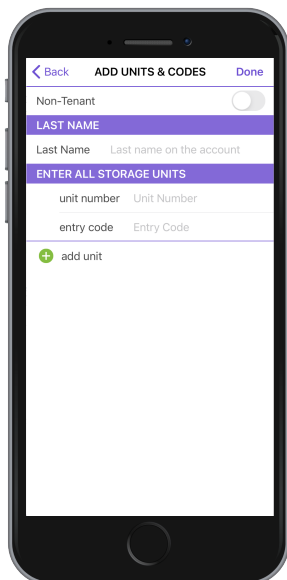
STEP 3

Locate your self storage facility and select the green + button



STEP 4

Enter the account owner's last name, and the unit and code



MOBILE REMINDERS

To ensure hands-free access, ensure your location services are set to allow/enable and your bluetooth is turned on.



*Visit the Google Play Store or Apple App Store for current Android and iOS compatibility. Bluetooth communication is dependent on many factors, including mobile device and user settings, and may not be compatible with all phones.

CONTACT US



CONTACT INFORMATION

Technical Support

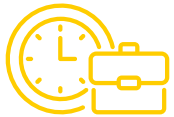
(602) 773-1700

support@opentechalliance.com

Fax
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(602) 324-8658

(602) 749-9370



HOURS OF OPERATION

Business Office
Technical Support

M-F; 8:00 AM to 5:00 PM MST

M-F; 5:00 AM to 5:00 PM MST

Sat; 7:00 AM to 2:00 PM MST