

QUICK START GUIDE

Storage Genie Tenant Mobile App

For facilities using INSOMNIAC® CIA access keypads only.

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

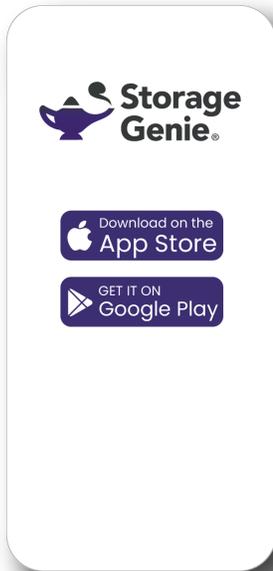
- The best time to encourage customers to sign up for the Storage Genie app is during your lease presentation. Walk them through how to download the app from the Apple App or Google Play Store. Once they open the app, step-by-step instructions to set up their account and the app for use will appear on the first page. Please see page 3 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.

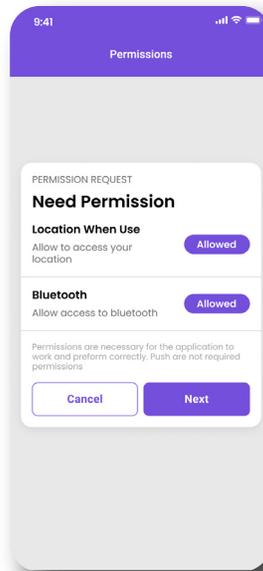
STEP 1

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



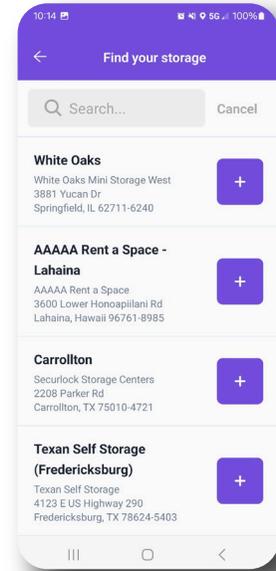
STEP 2

Ensure Location Permissions and Bluetooth access are set to Allowed. Click the Next button to continue.



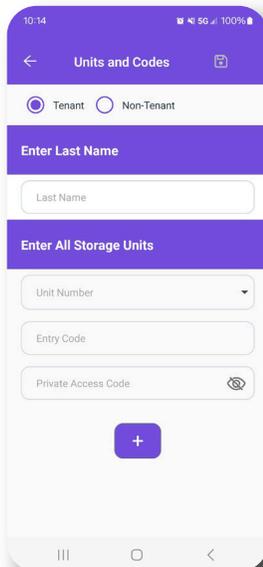
STEP 3

Search for your self storage facility by name and tap the purple + button.



STEP 4

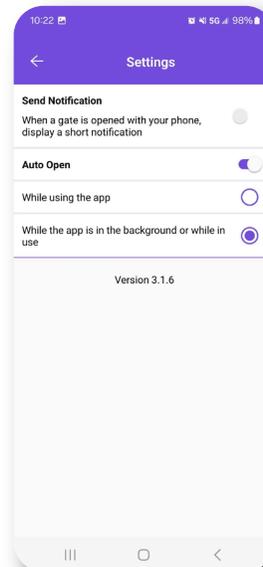
Enter the account owner's last name, the unit and entry code. Hit the save icon. To add multiple units, tap the purple + button.



*For facilities without SmartLocks, the Private Access Code field will be visible but will not allow data entry.

STEP 5

To ensure hands-free access, navigate to settings from the Keypads screen & set auto-open to always allow. Ensure location permissions allow background app use and Bluetooth is enabled.



*Screen will display 'Automatically Open Gates' on iOS devices.

CONTACT US



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HOURS OF OPERATION

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M-F; 24 Hours

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*Global support hours and contact information varies by region. Please visit our [Support page](#) for full details and toll-free phone numbers.