

# A Great Storage Place App

## Hints and Tips:

### **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](mailto:storage@agreatstorageplace.com) stating your move-out date (not from the app)

### **When you transfer units:**

When you transfer to a new unit, you will need to update to the new unit in the app. The keypad will still work.

### **Solution:**

To remove the old unit from the list, make sure the old unit # is listed at the top of the home screen, then go to "Move Out Notice" on the main screen and select the day that you moved the unit out.

Then Go to "Profile" in the upper right corner in the app. If your new unit # is not listed, select " My Storage Units" and then select "Add unit". Enter your new unit number (it must be 3 digits ex: 036, 455 or C15) and the gate code.

## Android Hints and Tips:

### **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 ensured 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.
- D. Reboot your phone by powering it off and turning it back on.

# A Great Storage Place App

## **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.

## **iOS - Apple Hints and Tips:**

### **Notification “Out of range of gate”**

#### **Solution:**

- A. Go to “Settings” and select “Privacy” to ensure location is turned on.
- B. Go to “Settings and select “Great Storage” to ensured location says “Always”.
- 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.
- D. Reboot your phone by powering it off and turning it back on.

## **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.