



CityBox Storage Smartphone Access App

About the CityBox Storage App

- All CityBox Storage (Midtown) customers have access to the CityBox Storage App.
- All of our entry doors and your unit door are opened and closed through the App.
- The App uses Bluetooth encrypted technology so you have to be within range of the door to open it. You know you're within range when the rectangular "UNLOCK" button appears **BLUE** on the right side of your screen.

Setting Up the CityBox Storage App

- On the day you sign your Storage Services Agreement, complete the move-in process and payment online, you will receive a text message to your mobile phone telling you to download the App. Some mobile providers are known to block the text message, so if you did not receive a text message, please go to the App store and download the **CityBox Storage App**.
- **Our App icon should appear as a two-toned blue and green packing box with C and B on the front panels (much like the image at the top of this page).**
- You will need to know your Apple or Google password in order to download a new App from the Apple App Store or Google Play Store.
- To get a text message to download our App, we require a valid mobile phone number entered into your account. If you booked a unit online and didn't enter in your cell number, our system will not recognize it. In this case, you will need to call us during business hours at **403.252.2552**.

Tips for Using the App

- You must be within least two meters (6 feet) of the building or unit door you are trying to open.
- Ensure your Bluetooth is enabled.
- Ensure your location services are enabled.
- Ensure your mobile data is turned on.

What if the CityBox Storage App isn't Working

- Try closing out of the App and reopening it.
- Try re-installing the App.
- If you're talking on the phone in your car via Bluetooth, try hanging up.
- Check for an available update in the Apple App store or Google Play store.

Additional Benefits of the CityBox Storage App

- You can share a digital key with someone you trust by hitting the "share unit" in the upper right-hand corner of your cell phone screen.
- You can see all activity for your unit by selecting the "heartbeat" symbol in the bottom of the main menu.

If you have questions or are having any difficulty with the CityBox Storage App please call:

1.833.257.0240

For 24/7/365 Assistance