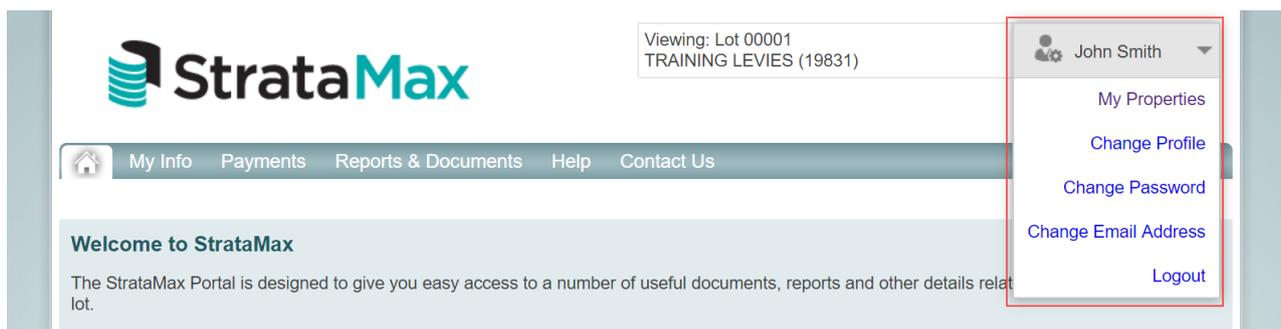


Managing your StrataMax Portal Account

Last Modified on 21/06/2019 3:53 pm AEST

Once a StrataMax Portal Account has been created, you can add additional properties or share properties, change your profile, your password or your email address.

To access these areas, click on your account settings 



My Properties

If you have multiple properties with strata managers that use StrataMax, you can have a single account to access all your properties. When creating a user account, all lots that have the same email address that is used to create your StrataMax Portal Account will be listed so it can be added to your account.

Adding Additional Properties

1. Log in to your StrataMax Portal Account.
2. Go to your account settings  and select My Properties. Any properties that have the same email address as your StrataMax Portal Account will be listed here. If a lot is not listed, contact your strata manager to confirm that the correct email address is recorded for that lot.
3. Tick each property to add, tick the declaration and click *Add Selected Properties*.

Manage Account

My Properties | Change Profile | Change Password | Change Email Address

My Properties

Properties

Name	Details	StrataMax ID
Select TRAINING LEVIES (19831)	Lot 00001	96154573  Share Details

Add Properties

Name	Details	StrataMax ID
<input checked="" type="checkbox"/> TRAINING LEVIES (19831)	Lot 00002	96154574

[Click here to add a property using your StrataMax ID and password](#)

Declaration

I warrant that I am the owner, co-owner or authorised representative of the owner of the properties indicated above and I am authorised to access and use the StrataMax Portal in accordance with the terms and conditions.

ADD SELECTED PROPERTIES

Adding Additional Properties with a StrataMax ID and Password

If your strata manager provided you with a one-off StrataMax ID and password, your property can be added by using the instructions below.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select My Properties. Click on add a property using your StrataMax ID and password.
3. Enter your StrataMax ID and password, then click Add.

Enter StrataMax ID and Password

StrataMax ID

Password

The StrataMax ID is an 8 or 9 digit number provided by your manager. If your manager has provided you with a StrataMax ID and password for your property you may enter it here. Alternatively, please ask your manager to add your email address of jsmith@19831.com to their records so that the property automatically appears in your list.

4. A confirmation screen will appear.

Property Located

The following property has been added to your list for review:

Building: **TRAINING LEVIES (19831)**
Details: **Lot 00002**
StrataMax ID: **96154574**

5. Tick each property to add, tick the declaration and click *Add Selected Properties*.

The screenshot shows the StrataMax portal interface. At the top, the StrataMax logo is on the left, and a viewing box on the right displays 'Viewing: Lot 00001 TRAINING LEVIES (19831)' with a 'RETURN' button. Below the logo is a 'Manage Account' header with links for 'My Properties', 'Change Profile', 'Change Password', and 'Change Email Address'. The main content area is titled 'My Properties' and contains two tables. The first table, 'Properties', has columns for Name, Details, and StrataMax ID, with one row for 'TRAINING LEVIES (19831)' (Lot 00001, ID 96154573) and a red 'X' icon. The second table, 'Add Properties', has the same columns and one row for 'TRAINING LEVIES (19831)' (Lot 00002, ID 96154574) with a checked checkbox. Below the tables is a 'Declaration' section with a checked checkbox and a text statement. At the bottom is a large 'ADD SELECTED PROPERTIES' button.

Name	Details	StrataMax ID
Select TRAINING LEVIES (19831)	Lot 00001	96154573 <input checked="" type="checkbox"/> Share Details

Name	Details	StrataMax ID
<input checked="" type="checkbox"/> TRAINING LEVIES (19831)	Lot 00002	96154574

[Click here to add a property using your StrataMax ID and password](#)

Declaration

I warrant that I am the owner, co-owner or authorised representative of the owner of the properties indicated above and I am authorised to access and use the StrataMax Portal in accordance with the terms and conditions.

ADD SELECTED PROPERTIES

Removing a Property from your StrataMax Portal Account

If a property needs to be removed from your user account, this can be done by using the instructions below.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select My Properties.
3. Click on the red X.

This screenshot is similar to the previous one but shows two properties in the 'Properties' table. The second row, for 'TRAINING LEVIES (19831)' (Lot 00002, ID 96154574), has a red 'X' icon highlighted with a red box. The 'Add Properties' table and declaration section are not visible in this view.

Name	Details	StrataMax ID
Select TRAINING LEVIES (19831)	Lot 00001	96154573 <input checked="" type="checkbox"/> Share Details
Select TRAINING LEVIES (19831)	Lot 00002	96154574 <input checked="" type="checkbox"/> Share Details

4. A confirmation screen will appear and will require your password to remove the property.

Confirm Remove Property

Are you sure you want to remove the following property?

Building: **TRAINING LEVIES (19831)**
Details: **Lot 00002**
StrataMax ID: **96154574**

Note: By removing this property you will no longer have access to the property. You will be able to add the property again through the 'Add Properties' section.

Please enter **your** password to confirm the removal of this property.

Current Password

YES **NO**

5. Enter your password and click *Yes* to remove.

Sharing a Property

Properties can be shared with another StrataMax Portal Account and they can access information in relation to the shared property. If a committee member shares their property with another StrataMax Portal Account, only information pertaining to that property can be accessed. Functionality available to the committee member (e.g. committee reports and documents) will not be accessible by the other StrataMax Portal Account.

Once a property is shared, you cannot revoke it. Your Strata Manager will need to make a request to StrataMax Support to revoke it.

When a property is shared, all existing StrataMax Portal Accounts that is linked to that property, and any email addresses recorded on the strata roll, will receive an email notifying them that the property has been shared.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select My Properties.
3. Click on 'Share'.

Manage Account

[My Properties](#) | [Change Profile](#) | [Change Password](#) | [Change Email Address](#)

My Properties

Properties

Name	Details	StrataMax ID	
Select TRAINING LEVIES (19831)	Lot 00001	96154573	Share Details

4. Enter the email address for the shared user, and tick the Share Property Conditions of Use (it is important that you understand that you cannot revoke the share), then click *Share*.
5. Enter your password and click *Yes* to confirm you wish to share this property.
6. An email will be sent to the nominated email address. If the user does not already have a StrataMax Portal Account, they will be prompted to create one. If they already do, they will be invited to add that property to their account.

Change Profile

Your name and title can be updated in Change Profile.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select Change Profile.
3. Enter the updated information and click *Update*.

Change Password

Your password can be changed by using the instructions below.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select Change Password.
3. Enter your current password. Then enter your new password and confirm the new

password.

4. Click *Update*.

Change Email Address

Your email address can be changed by using the instructions below. This will send a confirmation email to the new email address.

Changing the email address for your StrataMax Portal Account does not change the email address with your Strata Manager. You will need to notify them directly.

1. Log in to your StrataMax Portal Account.
2. Go to your account settings and select Change Email Address
3. Enter your new email address and click *Update*.
4. The following message will appear to advise that the change will be made once the email confirmation has been received and confirmed.



5. Click on *Confirm Email Address*.



Confirm Change Email Address

A request has been made to change your email address to access the StrataMax Portal.

Please use the following link to complete the process of changing your email address.

[CONFIRM EMAIL ADDRESS](#)

If the link does not open it may have been blocked by your browser, please copy the link and paste it into the address bar of your browser.

<https://beta-www-stratamax-com-au/Portal/UserSecurity/ChangeEmailAddressComplete.aspx?Token=21981219-a63c-4656-bbb6-8b62945288dd>

For security purposes, the above link will expire in 7 days.

NOTE: the above link can only be used by johnsmith@19831.com

This is a system generated email. Please do not reply directly to this email as it may not be delivered.

6. Enter your password and click *Login* to complete the change.

Change Email Address

Old Email Address
jsmith@19831.com

New Email Address
johnsmith@19831.com

Password

[Forgot password?](#)

LOGIN

Request Committee Access

If you are a committee member for a property, you may have access to committee only documents. This access requires a higher level of access called Committee Access.

Committee Access is automatically enabled if the email address that you have used to create the StrataMax Portal Account matches the email address that is recorded in the committee strata records.

If the email doesn't match or does not exist, and you are entitled to Committee Access, when you log into the StrataMax Portal, you will be presented with the following message.

There are three methods in which Committee Access can be granted.

- Request your strata manager to update the strata committee records (if there is no email address or mobile number on the strata committee records).
- Send an email link (if the email address is different to the strata committee records).
- Send an SMS verification code (if there is no email address on the strata committee records but there is a mobile number).

 Committee Access is available for one of your properties.

[Ignore](#)

[REQUEST ACCESS](#)

Welcome to StrataMax

The StrataMax Portal is designed to give you easy access to a number of useful documents, reports and other details relating to your building and lot.

Request Committee Access



We have identified a property linked to your StrataMax Portal Account which could have access to the committee areas of the StrataMax™ Portal.

To gain access to the committee areas of the StrataMax™ Portal and identify yourself as the committee member for the property please use the "Request Committee Access" button below.

[REQUEST COMMITTEE ACCESS](#)

Request Manager to Update Details

This option is for when there is no email address or mobile number recorded on the strata committee records.

1. Log in to your StrataMax Portal Account.
2. Click on *Request Access* or *Request Committee Access*.
3. Click on *Ask Manager to Update Data*.

Ask Manager to Update Data

To notify your strata manager that you are requesting committee access and would like your information updated, please use the "Ask Manager to Update Data" button below.

[ASK MANAGER TO UPDATE DATA](#)

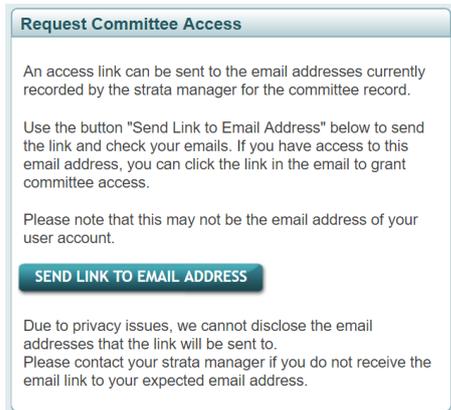
4. Enter your password and click *Yes* to submit. This will email your strata manager with the email address used for your StrataMax Portal Account and will instruct them on how to change the details.
5. Committee Access can take up to 24 hours to be enabled.

Alternatively, you can contact your strata manager directly for them to update the strata committee records.

Send an Email Link

This option is for when an email address is recorded on the strata committee record, but is different to the email address used to create the StrataMax Portal Account.

1. Log in to your StrataMax Portal Account.
2. Click on *Request Access* or *Request Committee Access*.
3. Click on *Send Link to Email Address*.

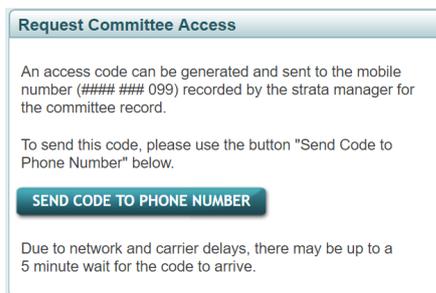


4. Enter your password and click *Yes* to submit. This will send a link to the email address recorded on the strata committee record.
5. Go to the email and click on *Confirm Committee Access*.

Send an SMS Verification Code

This option is for when an email address is not recorded on the strata committee records, but a mobile number is.

1. Log in to your StrataMax Portal Account.
2. Click on *Request Access* or *Request Committee Access*.
3. Click on *Send Code to Phone Number*.



4. Enter your password and click *Yes* to submit. A verification code will be sent to your mobile number.
5. Enter the verification code and click *Verify Code*.

