

Creating an Account

Last Modified on 21/06/2019 3:47 pm AEST

I have entered my email address but I haven't received a confirmation email.

Check your spam or junk folder. Account creation emails are sent shortly after your email address has been submitted. You can also re-enter your email address on the StrataMax Portal Login screen and click on the Create an Account hyperlink to resend the account creation email.

I created a StrataMax Portal Account, but one (or more) of my properties are not listed to link them to my account.

Contact your strata manager to confirm that they have registered your email address in the strata roll records. Once your email address has been updated, this can take up to 24 hours to refresh.

Your property will appear in 'My Properties' once the link has been established.

I can't remember my StrataMax ID

Contact your strata manager, they can provide your StrataMax ID and password. If your contact email address has already been registered with your manager and matches the email address of your StrataMax Portal Account, you will be able to add your property without your StrataMax ID once you have logged in.

Your StrataMax ID also appears on the payment slip for your levies. It is the first 8 digits of the StrataPay reference number.

I can't remember the password for my StrataMax ID

Contact your strata manager. If your contact email address has already been registered with your manager and matches the email address of your StrataMax Portal Account, you will be able to add your property without your password once you have logged in.