

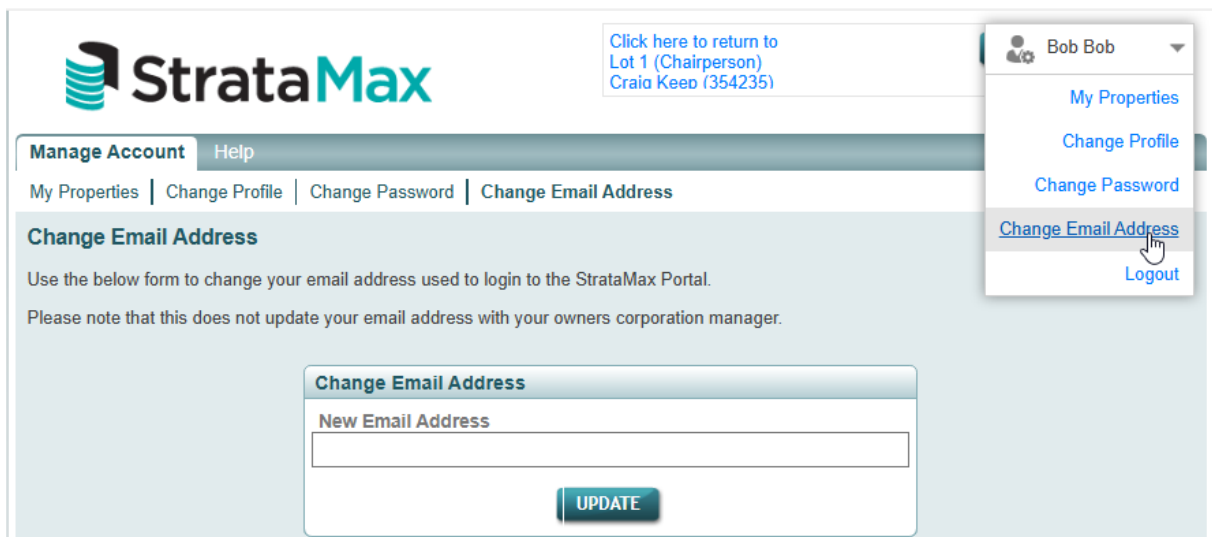
# Change Email Address

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You can change the email address you use to log in to the StrataMax Portal at any time from your account settings. Changing it here updates only your portal login, not the email your strata manager holds for you, so this article also covers what else to update so you don't lose access or miss notices.

## Change your portal login email

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 in the *New Email Address* field.
4. Click *Update*.



The screenshot shows the StrataMax portal interface. At the top left is the StrataMax logo. To the right, there is a link: "Click here to return to Lot 1 (Chairperson) Craia Keep (354235)". In the top right corner, a user profile dropdown menu is open for "Bob Bob", listing options: "My Properties", "Change Profile", "Change Password", "Change Email Address" (highlighted with a mouse cursor), and "Logout". Below the navigation bar, the "Change Email Address" section is active. It contains a form with a "New Email Address" input field and an "UPDATE" button. A note below the form states: "Use the below form to change your email address used to login to the StrataMax Portal. Please note that this does not update your email address with your owners corporation manager."

Changing your email here does not notify your strata manager or update the strata roll. You must also contact your strata manager so they can update your records. Otherwise levy notices and correspondence will keep going to your old address.

## What changing your email affects

Your email address can be recorded in up to three separate places: your portal login, the strata roll (held by your strata manager), and your committee record. Each controls something different. For everything

to keep working, the same email should be used in all the places that apply to you. See [How Your Email Address Links Your Portal Account](#) for the full explanation. After your strata manager updates your details, allow up to 24 hours for the change to appear on the portal.

## Checklist when your email changes

1. Update your portal login email using the steps above.
2. Contact your strata manager and ask them to update your email on the strata roll. This doesn't happen automatically.
3. If you're a committee member, also ask them to update your committee record, or use [Request Committee Access](#) once your portal email has changed.
4. Add no-reply@stratamax.com to your email safe senders at the new address, so portal emails aren't filtered as spam. See [Not Receiving StrataMax Portal Emails](#)

## What happens if a record is missed

- Roll not updated → levy notices and correspondence keep going to your old address, and your property may stop appearing in your new portal account.
- Committee record not updated → committee documents and Invoice Hub notifications keep going to your old address.
- Portal login not updated → you keep signing in with the old email, and committee access won't match your updated records.

## Frequently Asked Questions

### **I changed my email in the portal, why does my strata manager still have my old one?**

Updating your portal login doesn't notify your strata manager or update the roll. Contact them separately to update your details.

### **My manager updated my email, why can't I see my property yet?**

Changes made by your strata manager can take up to 24 hours to appear. If it still hasn't appeared the next day, confirm the email they recorded exactly matches your portal login email.

### **I changed my email and stopped receiving portal emails.**

Add no-reply@stratamax.com to your safe senders at the new address and check your junk/spam folder. See [Not Receiving StrataMax Portal Emails](#)

### **Can my strata manager or StrataMax change my portal login email for me?**

You change it yourself from your account settings while you can still sign in. If the reset email simply is not arriving, first work through [Not Receiving StrataMax Portal Emails](#) which covers checking your junk or spam folder, adding no-reply@stratamax.com as a safe sender, and what to do on a work email. If you have lost access to your old email altogether and cannot sign in to change it, contact StrataMax Portal Support using the Contact Us link at the top of this Help site, and we can change the account email for you. This is an internal change and usually takes 1 to 2 business days.