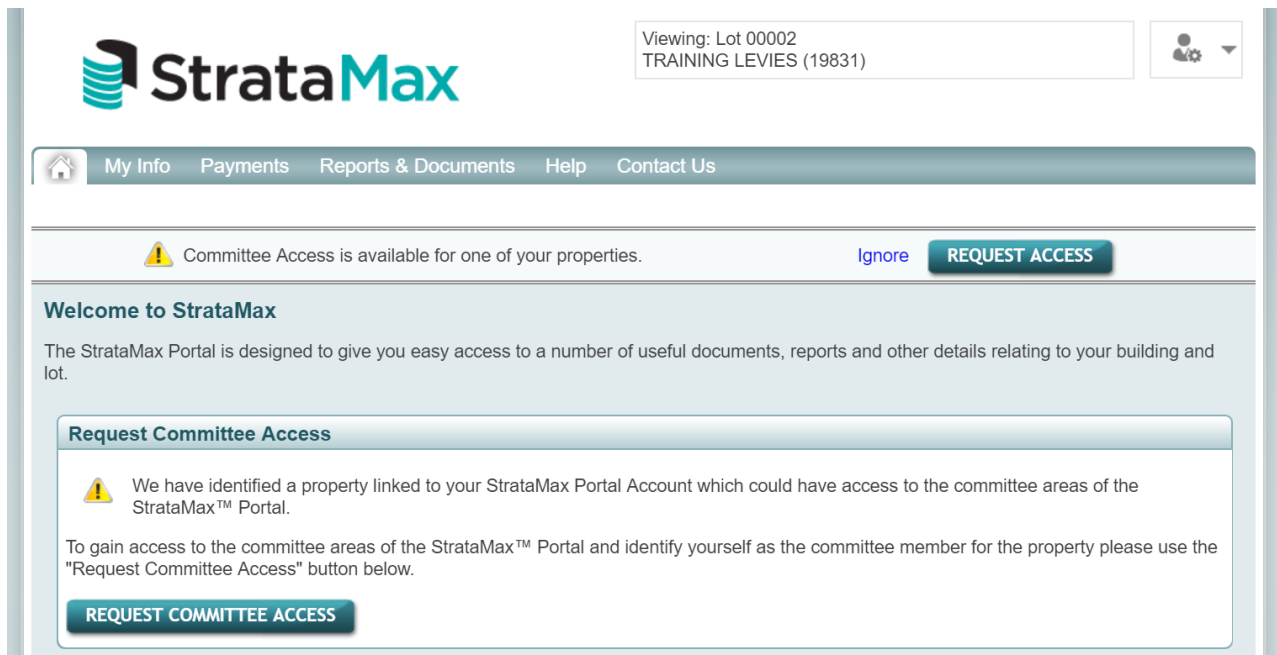


Request Committee Access

Last Modified on 24/05/2022 9:50 am AEST

If you are a committee member for a property, you can request access to committee reports and documents. This is called "Committee Access" and is automatically granted as long as your StrataMax Portal Account email address matches the email address recorded in the system maintained by your Strata Manager.

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



The screenshot shows the StrataMax Portal interface. At the top left is the StrataMax logo. To the right, a box displays "Viewing: Lot 00002 TRAINING LEVIES (19831)". Below the logo is a navigation bar with links: Home, My Info, Payments, Reports & Documents, Help, and Contact Us. A notification banner at the top of the main content area reads: "Committee Access is available for one of your properties." with an "Ignore" link and a "REQUEST ACCESS" button. Below this is a "Welcome to StrataMax" section with a brief description of the portal. A "Request Committee Access" section follows, containing a warning icon and text: "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." A "REQUEST COMMITTEE ACCESS" button is located at the bottom of this section.

There are three methods by which Committee Access can be granted:

1. Contact your Strata Manager to update the strata committee records (if there is no email address or mobile number on the strata committee records).
2. Send an email link (if the email address is different to the strata committee records).
3. Send an SMS verification code (if there is no email address on the strata committee records but there is a mobile number).

Request Strata 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 via phone or email to ask 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*.

Request Committee Access

An access link can be sent to the email addresses currently recorded by the strata manager for the committee record.

Use the button "Send Link to Email Address" below to send the link and check your emails. If you have access to this email address, you can click the link in the email to grant committee access.

Please note that this may not be the email address of your user account.

SEND LINK TO EMAIL ADDRESS

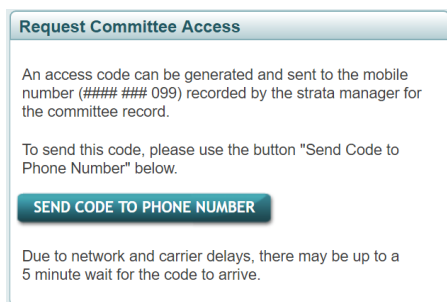
Due to privacy issues, we cannot disclose the email addresses that the link will be sent to. Please contact your strata manager if you do not receive the email link to your expected email address.

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*.
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