

Certificates

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This article covers how to request *Certificates* through the StrataMax Portal if the Strata Manager has enabled this service. Due to the nature of the certificate information, it may not be available.

How it Works

After the strata manager has issued the initial certificate, any subsequent certificates can be ordered online via the *StrataMax Portal* within 30 days of the original certificate date of issue. Payment via credit card may be required at the time of the request.

StrataMax manages the delivery of the certificate and handles any enquiries that relate to the non-delivery or unavailability of the certificate. For any other queries, please refer to your strata manager.

To use this service, an *Access ID* will be required. This *Access ID* should be in the cover letter, which was included with the initial certificate supplied by the strata manager.

Obtaining an Online Certificate

1. Open the *Online Certificates* page:

<https://www.stratamax.com.au/Portal/general/services/OnlineCertificates.aspx>

2. Enter the *Access ID* and the email address to which the certificate will be sent, then click the *Process Request* button.

3. Three (3) outcomes may occur at this point.

- The certificate has expired (please get in touch with the strata manager).
- There is a problem with the reference, document, or setup (please get in touch with the strata manager).
- The certificate service is correctly set up, the report is available, and the request is current.

The screenshot shows the 'Online Certificates' page in the StrataMax Portal. At the top, there is a navigation bar with a home icon, 'Online Certificates', and 'Help'. Below this, the main heading is 'Online Certificate Service'. The text explains the purpose of the service and mentions a charge. It then instructs users to enter the Access ID from the Certificate Cover Letter and provides a text input field. Below that, it asks for an email address for a copy of the report and provides another text input field. At the bottom, there is a blue button labeled 'PROCESS REQUEST'.

Online Certificates Help

Online Certificate Service

The purpose of this service is to provide convenient access to updated information relating to a previously supplied certificate. The charge for this service is detailed in the letter accompanying the original certificate.

Please note the Access ID is not your StrataMax number. If you are an owner seeking to access a certificate please [click here to login](#) to StrataMax.

Enter the Access ID from the Certificate Cover Letter:

When the report is displayed you will receive an email copy. Please supply an email address for the copy:

PROCESS REQUEST

4. On the next page, check to ensure all details are correct, scroll down the page and click *Accept Charges*.
5. Complete the payment on the next screen, then click *Submit*.
6. On the next screen, check the transaction details, and click *Make Payment Now*.
7. Click the *Return to StrataMax* option. An option to print a receipt will be visible, which will serve as a tax invoice.

Receipt

Document & Report Service
Strata Plan No. [REDACTED]
ABN [REDACTED]
 Level 5
 1777 Queensland Street
 [REDACTED]

ABN Number of the property is listed here.

Tax Invoice 27 February, 2015

Item	GST	Price (inc GST)
Documents and Reports for Sales Certificate. anonymous level access.	\$9.00	\$99.00
Tax Invoice Total		\$99.00

StrataPay Online Transaction and Service Fee
StrataPay Pty Ltd
 ABN 52 097 607 451
 PO Box 7110, Gold Coast Mail Centre,
 Bundall Qld. 9726, Australia

Tax Invoice 27 February, 2015

Item	GST	Price (inc GST)
Transaction Fee	\$0.00	\$0.00
Service Fee	\$0.15	\$1.63
Tax Invoice Total		\$1.63

Payment Summary

Payment Reference Number [REDACTED]
 StrataPay Payment Reference [REDACTED]
Total Payment Amount (AUD) \$100.63

Payment Status
APPROVED

8. Click the *View Receipt* link to view the receipt, and also click the *View Report* link for a copy of the requested certificate.