Not Receiving StrataMax Portal Emails

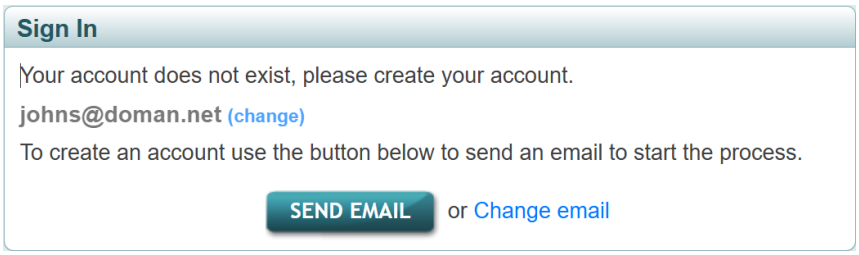
Last Modified on 02/11/2026 3:58 pm AEST

If you've requested a password reset, tried to create an account, or expect notifications from the StrataMax Portal but nothing arrives, there are two possible causes: the email address isn't linked to a Portal account, or the email is being filtered before it reaches your inbox. This article helps you tell which, and fix it yourself.

Step 1: Confirm your account exists before checking your inbox

If you have attempted to reset your password but nothing has arrived, the first thing to check is whether the Portal actually has an account for the email address you entered. A reset email is only created if that address is linked to a Portal account, so if it is mistyped or unrecognised, no email is ever sent, and checking your spam folder or safe-sender settings will not help. It only takes a few seconds to confirm.

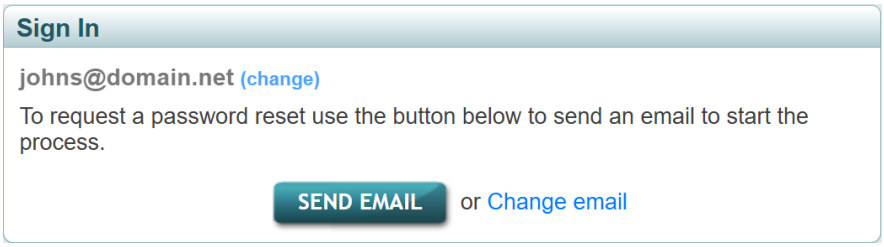
1. Go to the StrataMax Portal login page and enter your email address.
2. Click **Forgot password** and read the message on screen. It will be one of the following three results:



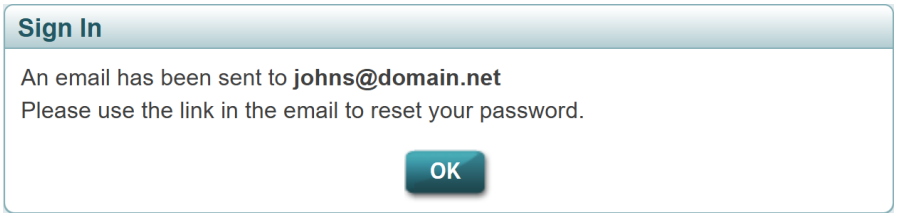
"Your account does not exist, please create your account" : there is no Portal account for that address. Check carefully for a typo (a common one is .coim or .con instead of .com), or your account may be under a different email address. Your strata manager can confirm the address on record. If you have never set up an account, see *Creating a StrataMax Portal Account*.

[Screenshot to be added: "To request a password reset" message]

"To request a password reset use the button below...": your account is valid. Click **Send Email** to send the reset link, then continue with the steps below if it doesn't arrive.



"An email has been sent to [your address]": the reset email has definitely been sent. If it still doesn't reach you, the cause is your inbox or mail filtering, so work through the steps below.



Next, check your junk or spam folder

Portal emails — password resets, account verification, and notifications — are sent immediately after you request them, from no-reply@stratamax.com. Because this is an automated "no-reply" address, some email providers treat it as spam. Check your Junk or Spam folder before doing anything else.

Add no-reply@stratamax.com to your safe senders

The reliable fix is to tell your email provider that no-reply@stratamax.com is a trusted sender — sometimes called a Safe Sender, Allow List, or Whitelist. This stops portal emails being caught by your spam filter.

- *Outlook / Outlook.com:* Settings > Junk email > Safe senders and domains > add no-reply@stratamax.com.
- *Gmail:* Settings > Filters and Blocked Addresses > Create a new filter, enter no-reply@stratamax.com, then tick Never send it to Spam.
- *Apple Mail / iCloud:* add no-reply@stratamax.com to your Contacts; or, if a message from it is in Junk, open it and choose Not Junk.
- *Another provider:* search your provider's help for "add safe sender" or "whitelist an address" and add no-reply@stratamax.com.

TIP! If you use a work or business email and nothing arrives even after adding the safe sender, your organisation's spam filter may be blocking the message before it reaches you. Ask your IT team to allow no-reply@stratamax.com, or use a personal email address for your portal account.

Confirm you're using the right email address

The email is only sent to the address your portal account was created with. If you have more than one

email address, make sure you're checking the right inbox, and that you entered the same address your account uses. If you're not sure which email your account uses, your strata manager can confirm the address they have on record.

Request the email again

- *Password reset:* go to the login page, enter your email, and click *Forgot password* > *Send Email*.
- *Account creation:* re-enter your email address on the login screen and click *Create an Account* again to resend the verification email.

Password reset links expire 60 minutes after they're sent. Once you can receive the email, open the link straight away — if it has expired, just request a new one. For more help signing in, see *StrataMax Portal Login Troubleshooting*.

Still cannot get in after trying these steps?

- **Work or business email being blocked (you can still open the mailbox):** ask your IT team to allow or release no-reply@stratamax.com. This is usually the quickest fix. Once it arrives, request a new reset and use the link within 60 minutes.
- **Personal email and still nothing arrives:** if you have checked your junk or spam, added no-reply@stratamax.com as a safe sender, and confirmed you are using the exact address your account was created with, but the email still does not come through, contact StrataMax Portal Support using the Contact Us link at the top of this Help site, so we can check whether the email is reaching you and confirm the address on your account.
- **You can no longer access the email on your account at all (for example you have left a workplace, or the account uses an old address):** you cannot change it yourself because you cannot sign in. Contact StrataMax Portal Support using the Contact Us link, and we can change the account email for you. This is an internal change and usually takes 1 to 2 business days.
- **Is your Mailbox Full?** In rare cases, you may not receive emails from StrataMax Portal, including password reset emails, if your email mailbox is full. If your mailbox has reached its storage limit, your email provider may be unable to accept new messages. If you are not receiving emails from StrataMax Portal:
    - Check whether your email account has available storage space.
    - Delete or archive unwanted emails to free up space if required.
    - Once space has been cleared, request a new password reset email or try the action again.

Frequently Asked Questions

I clicked Forgot Password but no email arrived.
Check your junk/spam folder first, then add no-reply@stratamax.com to your safe senders so it isn't filtered. Confirm you used the same email your account was created with, then request the reset again.

I'm setting up a new account but the verification email never comes.
Check your junk/spam, add no-reply@stratamax.com to your safe senders, and re-request the email

from the Create an Account link. On a work email, ask your IT team to allow the address.

I added the safe sender and still get nothing on my work email.
Your organisation's mail server may be blocking it before it reaches your inbox. Ask your IT team to allow no-reply@stratamax.com, or use a personal email address.

Can StrataMax or my strata manager resend it a different way?
The emails are automated and sent only to your account's email address. Support and your strata manager can't email your password to you, but they can confirm which email address your account uses so you know where to look.