

# Not Receiving StrataMax Portal Emails

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If you've requested a password reset, tried to create an account, or expect notifications from the StrataMax Portal but nothing arrives, the email is almost always being filtered before it reaches your inbox. This article explains how to fix it yourself.

## First, 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](mailto: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](mailto:no-reply@stratamax.com) to your safe senders

The reliable fix is to tell your email provider that [no-reply@stratamax.com](mailto: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](mailto:no-reply@stratamax.com).
- *Gmail:* Settings > Filters and Blocked Addresses > Create a new filter, enter [no-reply@stratamax.com](mailto:no-reply@stratamax.com), then tick Never send it to Spam.
- *Apple Mail / iCloud:* add [no-reply@stratamax.com](mailto: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](mailto: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](mailto: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](#).

## Frequently Asked Questions

### **I clicked Forgot Password but no email arrived.**

Check your junk/spam folder first, then add [no-reply@stratamax.com](mailto: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](mailto: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](mailto: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.