

'New IP Address Detected' Security Alert Email

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If you have received an email titled 'StrataMax Account Security Alert — New IP Address detected', this article explains what the email means and what (if anything) you need to do.

What the Email Means

The alert is a security feature designed to notify you that your account was signed in to from a different IP address than usual. An IP address is like a unique postal address for internet connections.

The email does not necessarily mean your account has been compromised. It is sent immediately after a successful sign-in, so in most cases it is simply confirming a login that you made yourself.

Why You Might Receive It

Common, harmless reasons for the alert include:

- Logging in from a different network — for example from work instead of home.
- Logging in from your phone or another new device.
- Your internet provider assigning your connection a new IP address, which can happen from time to time without you doing anything. This is why you may occasionally receive the alert even when logging in from your usual device at home.

What You Should Do

- Compare the login time in the email with when you (or someone in your household who shares the account) logged in.
- If the times match, or you know you were logging in from a new device or location, the notification can be disregarded.
- If you are concerned the login was not you, reset your password from the [StrataMax Portal login page](#) using the [Forgot password](#) link.

Resetting your password immediately signs out anyone using your old credentials. If you continue to receive alerts you cannot explain, contact your strata manager.

Frequently Asked Questions

I received a 'New IP Address detected' email — has my account been hacked?

Most likely not. The alert is sent whenever a successful login comes from a new IP address, which happens routinely when you use a new device or network, or when your internet provider rotates your IP address. Check that the login time matches your own activity; if it does, no action is needed.

Why do I get a security alert every time I log in from my phone?

Mobile networks frequently change IP addresses, so logins from a phone often trigger the alert. As long as the login times match your own activity, the alerts can be disregarded.

Can I turn these alert emails off?

The alert is a standard security feature of the StrataMax Portal and cannot be disabled. It is there to make sure you always know when your account is accessed from somewhere new.

What should I do if the login time doesn't match anything I did?

Reset your password straight away using the *Forgot password* link on the login page. This signs out anyone using your old password. If alerts continue, contact your strata manager.
