

How Your Email Address Links Your Portal Account, Property and Notifications

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Your email address is the key that links your StrataMax Portal account to your property, your committee access, and the notifications you receive. This article explains where your email address is recorded, what each record controls, and what to update when your email address changes.

Where Your Email Address Is Recorded

Your email address can be recorded in up to three places, and each one controls something different:

- **Your StrataMax Portal account** — this is the email address you log in with. You control this yourself via [Change Email Address](#).
- **The Strata Roll** — this is the official record of owners, maintained by your strata manager. The email here determines which property links to your portal account, and where levy notices and correspondence are sent.
- **The committee (Office Bearer) record** — if you are a committee member, this record determines your access to committee reports, documents, and the Invoice Hub.

For everything to work smoothly, the email address in all of these places should be the same. Most portal access problems happen when they don't match.

Changing Your Email Address — the Complete Checklist

Updating your email address in one place does not update it anywhere else. When your email address changes, work through this checklist:

1. Update your portal login email via [Change Email Address](#) in your account settings.
2. Contact your strata manager and ask them to update your email address on the Strata Roll. This does not happen automatically.
3. If you are a committee member, ask your strata manager to also update your committee record, or use [Request Committee Access](#) after your portal email has changed.

After your strata manager updates your details, it can take up to 24 hours for the change to flow through to the portal. If your property or committee access hasn't appeared yet, check again the following day before raising an issue.

Common Problems Caused by Mismatched Email Addresses

My property doesn't appear in 'My Properties'.

Your portal account email doesn't match the email on the Strata Roll. Contact your strata manager to confirm what email address they have recorded, or link the property yourself using your StrataMax ID — see [Adding Properties](#). Your StrataMax ID appears on your levy notice payment slip; it is the first 8 digits of the StrataPay reference number.

Notifications still go to my old email address.

Levy notices and correspondence are sent to the email on the Strata Roll, not your portal login email. If they're arriving at an old address, your strata manager still has the old email on the Roll — contact them to update it.

I'm on the committee but can't see committee documents.

Your portal account email doesn't match the email on your committee record. See [Request Committee Access](#) for the three ways to fix this.

I changed my portal email and lost access to things.

Changing your portal login email breaks the match with the Roll and committee records until those are updated too. Follow the checklist above to bring everything back into line.

Frequently Asked Questions

I changed my email in the portal — why does my strata manager still have my old one?

Updating your portal account email does not notify your strata manager or update the Strata Roll. You need to contact your strata manager separately to update the Roll.

My manager updated my email — why can't I see my property yet?

Changes made by your strata manager can take up to 24 hours to appear on the portal. If it still hasn't appeared the next day, confirm the email they recorded exactly matches your portal login email.

I created an account but no properties show up.

Your portal account email must match the email recorded on the Strata Roll for the property to link automatically. Either ask your strata manager to record your email, or add the property using your StrataMax ID from your levy notice.

Where do I find my StrataMax ID?

On the payment slip of your levy notice — it is the first 8 digits of your StrataPay reference number. It is also issued in the Welcome Letter from your body corporate manager.

Can I use different email addresses for different properties?

You can, but each email address creates a separate portal account. To manage everything from one login, link all properties to a single account — see [Sharing a Property](#) for moving properties between accounts.