Deleting Your Portal Account or Unlinking a Property

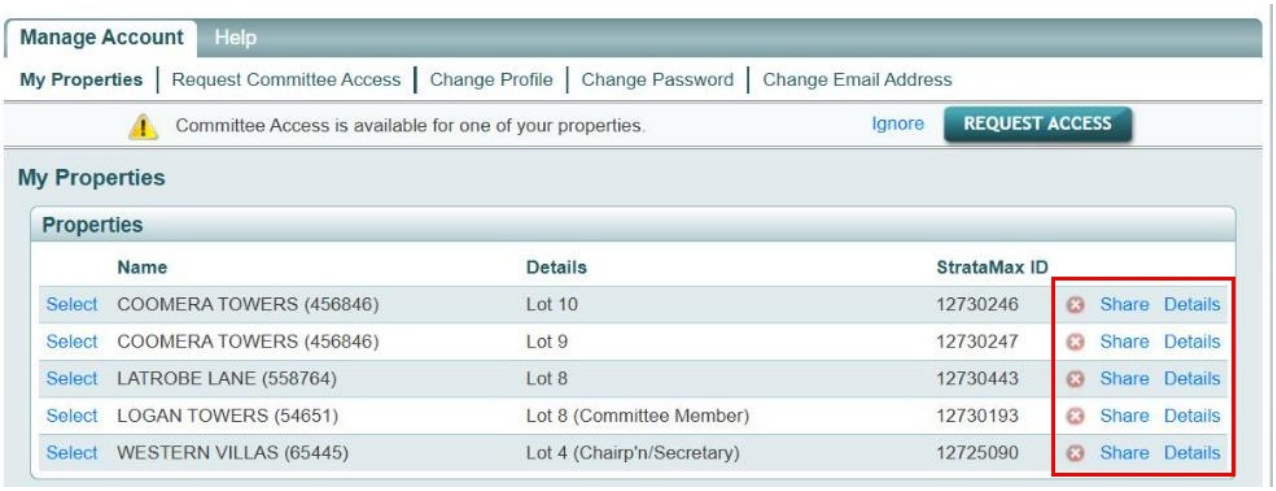
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This article explains the difference between removing a property from your StrataMax Portal account and deleting your account entirely, and how to do each.

Removing a Property from Your Account

If you no longer want a property to appear in 'My Properties' — for example after selling — you can remove it yourself. See *Removing a Property* for the steps. A property will automatically be removed once a change of ownership has been completed by your Strata Manager.

To remove a property, hover over the account icon at the top right of the page and select *My Properties* from the drop-down menu. Each property linked to your account has *Select*, *Share*, *Details* and a red X (*Remove Property*). Click the red X beside the property you want to remove.



Removing a property only unlinks it from your portal account. It does not change the ownership records held by the strata manager.

Deleting Your Portal Account

If you want your StrataMax Portal account deleted entirely — for example, you have sold your only property and no longer need access — the account must be removed by the StrataMax Support.

1. First remove any linked properties from 'My Properties'.
2. Contact your strata manager (or the Contact Us option on this site) and request that your portal account be deleted, quoting the email address the account is registered under.
3. You will no longer be able to log in once the account has been removed. You can create a new

account at any time in the future if needed.

Deleting your portal account does not remove your details from the Strata Roll — ownership records are required to be maintained by the body corporate. If your contact details need to change on the Roll, ask your strata manager.

Removing a Co-Owner or Shared Access

If you previously shared your property with a co-owner and need that access removed — for example you are now the sole owner — contact your strata manager. They will request the removal through StrataMax Support, and you may need to provide confirmation of the change of ownership.

If a property you removed still appears in 'My Properties' as a property available to add, this also requires your strata manager to request removal of the co-owner link through Support.

Frequently Asked Questions

How do I delete my portal account?
Account deletion is done by StrataMax Support. Remove your linked properties first, then ask your strata manager to arrange the deletion, or use the Contact Us option, quoting your account email address.

How do I remove a property I no longer own?
You can do this yourself — see*Removing a Property*.

I removed a property but it still shows as available to add. How do I get rid of it?
This happens when you were linked as a co-owner. Your strata manager needs to request removal of the co-owner link through StrataMax Support.

If I delete my account, is my information removed from the body corporate's records?
No. The Strata Roll is a legal record maintained by the body corporate and is separate from your portal account. Contact your strata manager about changes to the Roll.

Can I get my account back after it's deleted?
A deleted account cannot be restored, but you can create a new account with the same email address at any time — see *Creating a StrataMax Portal Account*.