

# Portal Emails and Notifications Explained

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This article explains which emails the StrataMax Portal sends, where they are sent, and what to check if you stop receiving them.

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## Emails Sent by the StrataMax Portal

The portal itself sends emails to your portal account email address (the one you log in with):

- Account creation and confirmation emails.
- Password reset emails (the link expires after 60 minutes).
- 'New IP Address detected' security alerts — see ['New IP Address Detected' Security Alert Email](#) for details.
- Committee access confirmation links.
- Invoice Hub notifications and activation emails, if you are an approver.

## Emails Sent by Your Strata Manager

Levy notices, meeting notices, minutes, and general correspondence are sent by your strata manager to the email address recorded on the Strata Roll — which is not automatically the same as your portal login email.

If you changed your email address in the portal, your strata manager still has your old address until you tell them. See [Change Email Address](#) — and contact your strata manager to update the Roll. For how your email links everything together, see [How Your Email Address Links Your Portal Account](#)

## I've Stopped Receiving Emails — What to Check

- Check your spam or junk folder, and add the sender to your safe senders list — see [Not Receiving StrataMax Portal Emails](#).
- Confirm which email address the message should go to: portal emails go to your login email; levy notices and correspondence go to the email on the Strata Roll.
- If you recently changed your email address anywhere, work through the checklist in [How Your Email Address Links Your Portal Account](#) to make sure all records match.
- Confirm with your strata manager how your correspondence preferences are set — some notices may be sent by post or to another contact (for example an agent) depending on what is recorded.

## Committee Members

Committee notifications, including Invoice Hub emails, go to the email address on your committee (Office Bearer) record. After a committee changeover or an email change, ask your strata manager to confirm the committee record holds your current address — until then, notifications continue to go to the old one.

## Frequently Asked Questions

### **Why did my portal emails stop arriving?**

Usually a changed email address or a spam filter. Check spam first, then confirm your portal login email and the email on the Strata Roll are both current.

### **Why are my levy notices going to my old email address?**

Levy notices are sent to the email on the Strata Roll. Changing your portal login email does not update the Roll — contact your strata manager.

### **Why am I getting security alert emails?**

These are sent when your account is logged into from a new device or network. See ['New IP Address Detected' Security Alert Email](#) — in most cases no action is needed.

### **I'm on the committee and stopped receiving Invoice Hub emails.**

Your committee record may hold an old email address, or the record may have been changed during a committee update. Ask your strata manager to check the email on your Office Bearer record.

### **Can I choose which notifications I receive?**

Portal system emails (password resets, security alerts) cannot be turned off. Correspondence preferences for levy notices and other documents are managed by your strata manager, so contact them to discuss options.