

# Committee Members: Getting and Keeping Portal Access

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This article explains how committee members get access to committee reports, documents and the Invoice Hub on the StrataMax Portal — including what to do when you join the committee, when a committee changes over, and when you are a committee member who doesn't own a lot.

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## How Committee Access Works

Committee access is granted automatically when the email address on your StrataMax Portal account matches the email address on the committee (Office Bearer) record maintained by your strata manager. If the two don't match, you will be able to see your owner information but not committee reports or documents.

Committee access can take up to 24 hours to be enabled after records are updated.

## I've Just Joined the Committee — What Do I Do?

1. If you don't already have one, create a StrataMax Portal account — see [Creating a StrataMax Portal Account](#).
2. Confirm with your strata manager that your email address is recorded on the committee record, and that it is the same email you use to log in to the portal.
3. If you log in and see a 'Request Committee Access' message, use one of the three methods described in [Request Committee Access](#)— ask your manager to update your details, send a confirmation link to the recorded email, or verify with an SMS code.

## I'm a Committee Member but Don't Own a Lot

Committee members who are not owners (for example a nominee acting for a company owner) can still be given portal and Invoice Hub access. This must be set up by your strata manager as a non-owner office bearer.

- Ask your strata manager to set you up as a non-owner office bearer with your email address.
- If you are an Invoice Hub approver, you will receive an activation email the first time invoices are uploaded for your approval. You must click the activation link in this email before you can log in.
- If you can't find the activation email, check your spam folder, or ask your strata manager to resend it.

If you try to log in to approve invoices and see 'Your account is pending'. Please activate account before

attempting to reset password. Locate the activation email and click the link — resetting your password will not work until you do.

## Our Committee Has Changed Over

When a committee member is replaced, the strata manager must update the committee records before the new member's access will work. If you are the incoming member:

1. Confirm with your strata manager that the outgoing member's record has been ended and your record has been created with your email address.
2. Create a portal account with that same email address if you don't have one, then follow [Request Committee Access](#) if prompted.
3. Allow up to 24 hours after the records are updated for access to appear.

If the outgoing member is still receiving committee notifications, or your access hasn't appeared after 24 hours, ask your strata manager to check the committee record — in particular that the old record has been properly ended and the dates on the records do not overlap.

## Why Can't I See Committee Reports or Documents?

- Your portal email may not match the email on the committee record — see [Request Committee Access](#).
- The committee records may not have been updated yet after an AGM or changeover — confirm with your strata manager.
- Records updated within the last 24 hours may not have synced yet.
- What's available on the portal is controlled by your strata manager — if a specific report or document is missing, contact them directly.

## Frequently Asked Questions

### **I'm on the committee — why can't I see any committee documents?**

Your portal account email must match the email on the committee record held by your strata manager. If it doesn't, use [Request Committee Access](#) or ask your manager to update the record, then allow up to 24 hours.

### **I'm a committee member but not an owner — can I still get access?**

Yes. Ask your strata manager to set you up as a non-owner office bearer. If you approve invoices, look out for an activation email that must be actioned before your first login.

### **It says my account is 'pending — please activate account before attempting to reset password'.**

You are a non-owner Invoice Hub approver whose account hasn't been activated. Find the activation email (check spam) and click the link. If you can't locate it, ask your strata manager to resend it — resetting the password won't help until the account is activated.

### **We replaced a committee member — why is the old member still getting everything?**

The committee record needs to be updated by your strata manager, and the old member's record properly ended. Until that happens, notifications continue to go to the email on the old record.

**How long does committee access take to appear?**

Up to 24 hours after your strata manager updates the records or you complete a Request Committee Access verification.

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