

Restoring Invoice Hub Access After an Email or Committee Change

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Lost access to the Invoice Hub after changing your email address, or after a change to your committee or office-bearer role? This is expected due to our security controls. Here's why, and how to get it back.

Why it happens

For security, an Invoice Hub approver account is locked to the email address it was set up with. Your manager can't simply change the email on your record and keep your approver access as the link is deliberately fixed for extra protection on invoice approval.

What needs to happen

Because the access is locked to the old email, your strata manager needs to:

1. Resign your existing Office Bearer/approver record;
2. Create a new Office Bearer record with your new email address, and
3. Retract and resubmit any in-progress invoices so they re-issue to your new approver record.

This is a strata-manager action — it can't be done from your Portal account.

What you should do

- Log in to the Portal with your new email and confirm your property is linked. Please see [Change Email Address](#) and [Updating Your Details](#).

The screenshot shows the StrataMax portal interface. At the top left is the StrataMax logo. To the right, there is a link: "Click here to return to Lot 1 (Chairperson) Craig Keep (354235)". Below this is a user profile dropdown menu for "Bob Bob" with options: "My Properties", "Change Profile", "Change Password", "Change Email Address" (highlighted with a mouse cursor), and "Logout". The main navigation bar includes "Manage Account" and "Help". Below this is a sub-menu with "My Properties", "Change Profile", "Change Password", and "Change Email Address". The main content area is titled "Change Email Address" and contains the following text: "Use the below form to change your email address used to login to the StrataMax Portal. Please note that this does not update your email address with your owners corporation manager." Below the text is a form with a "Change Email Address" header, a "New Email Address" input field, and an "UPDATE" button.

- Contact your strata manager. Tell them your email or role changed and ask them to resign your old approver record, recreate it under your new email, and resubmit any pending invoices.
- Once that's done, the Invoice Hub will reappear the next time an invoice is awaiting you.

New committee members

If you've just joined the committee, the same applies and your manager must add you as an approver under your current email before the hub appears.

BMC (Building Management Committee) buildings

In a BMC, owner records work differently, and approver changes may need StrataMax Support. Your manager can arrange this.

If the hub still doesn't appear after your records are updated, see [Why Can't I See the Invoice Hub?](#) or [Who Do I Contact?](#)