

Can't Log In to Approve Invoices?

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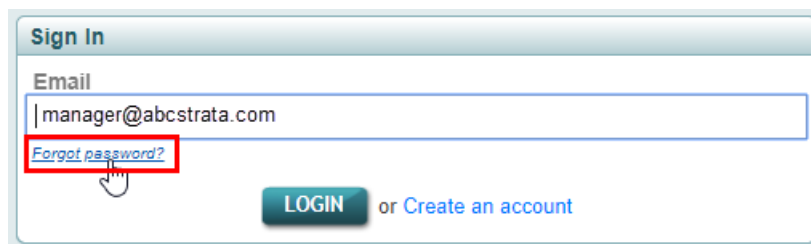
You've received an invoice approval email but can't get into the Portal to approve. Work through these steps.

Use the link, then log in

The approval email contains a Login link. It takes you to the Portal sign-in. You still log in with your StrataMax Portal email and password. The link doesn't log you in automatically.

Forgot your password, or it isn't accepted

1. On the *StrataMax Portal login page*, click *Forgot password*.
2. Enter the email your account uses and follow the prompts.
3. Set a new password and log in.



Sign In

Email

manager@abcstrata.com

[Forgot password?](#)

LOGIN or [Create an account](#)

Password Reset Requested

We have received a request to change the password for your StrataMax Portal Account. To reset your password, please follow the link below;

RESET PASSWORD

If you did not make this request, or do not wish to reset your password, please ignore this email.

If the link does not open it may have been blocked by your browser, please copy the link and paste it into the address bar of your browser.

For security purposes, the above link will expire in 1 hour.

This is a system generated email. Please do not reply directly to this email as it may not be delivered. If you have any questions relating to this email, please contact StrataMax Support at support@stratamax.com.au

Locked out

For security, your account is temporarily blocked after 5 failed login attempts. If you've had several failed tries, reset your password (above), wait a few minutes, then try again with the new password.

Use the right email

Your approver access is tied to the exact email address your strata manager holds for you. If you log in with a different email, you won't see the invoices or the hub. If you're unsure which email is on file, ask your strata manager.

'New IP Address Detected' security alerts

Getting this alert when you log in is normal, as your connection's IP address can change regularly, and it doesn't affect approving invoices. See *'New IP Address Detected' Security Alert Email*

Still stuck?

- See *StrataMax Portal Login Troubleshooting*.
- If you can't reset because you've lost access to your email address, contact StrataMax Support — they can help, and in some cases your manager can arrange a temporary email for approval.
- If the hub still doesn't appear once you're logged in, see *Why Can't I See the Invoice Hub?*