

The Invoice Hub Won't Open on My Browser or Device

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If the Invoice Hub won't load, shows an error page, or invoices won't open, it's almost always a browser or device issue. Try these.

Use a supported, up-to-date browser

- The Invoice Hub works best in Google Chrome. If it won't load in Safari (especially on older iPads, iPhones or Macs), open it in Chrome instead.
- Make sure your browser is up to date: open the browser menu (three dots or lines) > Help / Settings > About, let it update, then relaunch.

'This connection is not private' / certificate errors

This usually means your device's operating system or browser is outdated and no longer recognises current security certificates. Update your browser (above) and your device's operating system, then try again.

On an iPad or iPhone

Update iPadOS / iOS and Safari to the latest version, or use Chrome. After a system upgrade, an out-of-date browser is the most common reason the hub stops loading.

Can't open or preview an invoice document

The Invoice Hub opens invoice documents in a new tab. If nothing happens, allow pop-ups for the Portal site (your browser may be blocking the new tab), or use the download option. See [Pop Up Help](#).

Mobile view looks different

On a phone, fewer columns are shown to fit the screen; you need to tap the down arrow on the far right of the row of the invoice to expand its full details.

Slow to load

Some users notice a short delay when the hub loads or refreshes. If it's persistently slow, work through the browser and device steps above, in particular, use Google Chrome and make sure your browser and your device's operating system are up to date. Clearing your browser's cache and cookies can also help; see [How to Clear Your Browser Cache and Cookies](#) If it continues, let StrataMax Support know. For more

device and display fixes, see [Invoice Hub Troubleshooting](#).