

VoteMax Troubleshooting

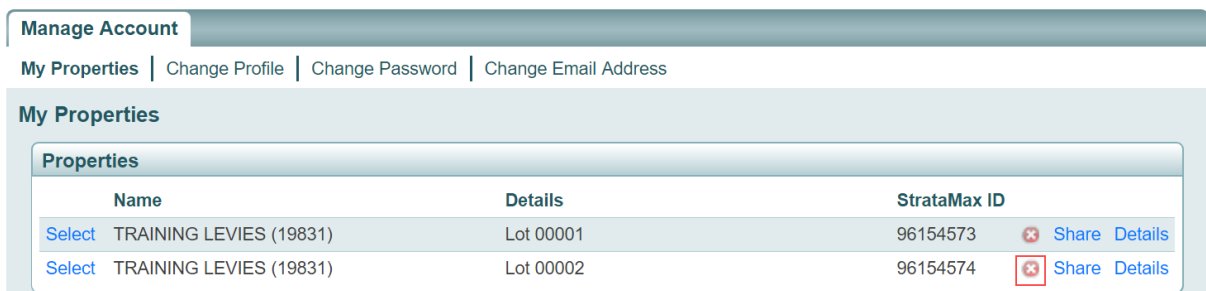
Last Modified on 19/06/2026 9:33 am AEST

If you cannot see VoteMax, cannot log in to vote, or you voted but it does not look like your vote was counted, work through the checks below. Most voting problems fall into one of these groups.

I can't see the VoteMax tab

The VoteMax tab only appears when there is an active meeting or ballot for your property and your access is set up correctly. Check the following.

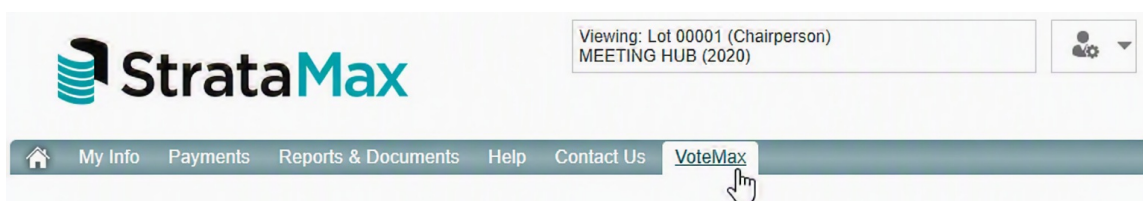
- **You are logged in to the right Portal account.** Use the email address your strata manager holds for you on the roll. If you have more than one property, the meeting may be under a different account or email.
- **Your property is linked to your account.** If you log in and see no properties, your email may not be linked yet. Ask your strata manager to add your email to your lot on the roll.



The screenshot shows the 'Manage Account' section of the StrataMax portal. It includes links for 'My Properties', 'Change Profile', 'Change Password', and 'Change Email Address'. Below this is a 'My Properties' section with a table of properties.

Properties		
Name	Details	StrataMax ID
Select TRAINING LEVIES (19831)	Lot 00001	96154573 Share Details
Select TRAINING LEVIES (19831)	Lot 00002	96154574 Share Details

- **The meeting is open for voting.** The tab appears once your manager sets the meeting to Active and the voting window is open. If voting has not opened yet, or has closed, the tab will not show.
- **You are set up to vote for the lot.** If you are a committee member or nominee but not the owner on the roll, your manager needs to set you up as a Non-Owner Office Bearer ('Nominated by Lot') before VoteMax appears. Ask your manager to check this.



The screenshot shows the StrataMax navigation bar. The 'VoteMax' tab is highlighted, and a mouse cursor is pointing at it. The navigation bar includes links for 'My Info', 'Payments', 'Reports & Documents', 'Help', 'Contact Us', and 'VoteMax'. The 'VoteMax' tab is highlighted in a dark blue color.

If all of these look right and you still cannot see VoteMax, contact your strata manager to confirm the meeting is active and your access is set up.

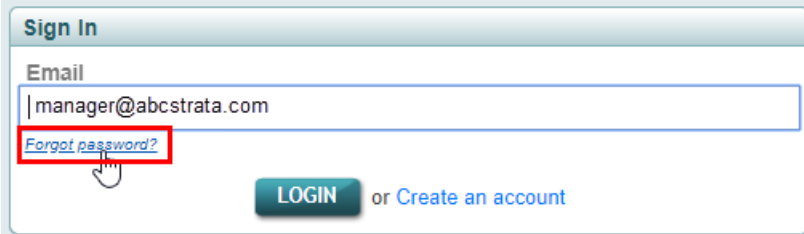
I was sent a different voting link

Some buildings use StrataVote, or another online voting product, instead of StrataMax VoteMax. If your manager sent you a voting link that is not the StrataMax Portal, you will not see a VoteMax tab. Use the link your manager provided, and contact your manager if it does not work. See [VoteMax FAQ and Quick Answers](#) for more on the difference.

I can't log in to vote

The meeting email takes you to the Portal sign-in. You still log in with your StrataMax Portal email and password.

1. **Forgot your password, or it is not accepted.** Click *Forgot Password* on the login screen, enter the email your account uses, and follow the prompts.



Sign In

Email

manager@abcstrata.com

[Forgot password?](#)

LOGIN or [Create an account](#)

2. **Locked out.** For security, your account is blocked for a short time after several failed attempts. Reset your password, wait a few minutes, then try again.

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

3. **Use the right email.** Log in with the email your manager holds for you. A different email will not show the meeting.

If voting closes soon, do the password reset straight away. If you still cannot get in before the window closes, contact your strata manager, who may be able to record your vote or advise on the window. See [StrataMax Portal Login Troubleshooting](#).

I voted, but it does not look like it was counted

This is usually one of two missed steps.

1. **Open the meeting and click *Cast Votes*.** Selecting a meeting on its own does not record a vote. You must click *Cast Votes* and then vote on each motion.

The screenshot shows the VoteMax web application interface. At the top, there is a teal header with the 'VoteMax' logo and a user profile icon labeled 'A Strata'. Below the header, there are two buttons: 'Meeting List' and 'Cast Votes', with 'Cast Votes' highlighted by a red box. The main content area is titled 'Annual General Meeting - MEETING HUB' and is divided into two columns. The left column, 'Agenda Items & Motions', lists several items: 'Registration of Attendance', 'Apologies', 'Motions', and 'General Business'. Under 'Motions', there are four numbered items: 1. STRATAPAY (Motion by Ordinary Resolution), 2. Painting of Complex (Motion by Ordinary Resolution), 3. Confirm the last General Meeting Minutes (Motion by Ordinary Resolution), and 4. Bob's Request (Motion by Ordinary Resolution). The right column, 'Meeting Details', shows the location '1/175 Varsity Parade Boardroom' and the date 'Sunday 17 November 2019 at 12:00 PM (AEST)'. It also states 'Online voting closed' and includes a map of the meeting location with a red pin and the text 'Meeting held'.

2. **Declare your votes.** After voting on all motions, tick the declaration box and click *Declare Votes*. Your vote is only submitted once you declare it.

General Ballot - MEETING HUB Online voting closing in 7 hours and 14 minutes

Declaration

Voting Declaration:
I declare that I am authorised to vote in the capacity stated below and that my votes will be recorded for the following lots. I acknowledge that my attendance will be noted as 'by electronic vote', and will contribute to the meeting quorum.

Name
A Strata

Representing
Lot 1

Capacity
Owner

Committee Election Motion
Chairperson: **ANDERSON, Alfred**
Secretary: **BROWN, Bert**
Treasurer: **BROWN, Bert**
Ordinary member: **CARTER, Colin**

Painting of Complex
Motion by Ordinary Resolution **No**

Vote on Options Only
Motion by Ordinary Resolution **A**

I warrant that the information I have provided is true and correct and accept the above voting declaration.

Declare Votes

3. **Check for the confirmation email.** When your votes are declared, all owners of the lot receive an email confirming the votes submitted. If you did not get one, your votes may not have been declared.

You can change your votes any time before the voting window closes, even after declaring them. Open the meeting, click *Cast Votes*, choose the motion, click *Change*, update your vote, then declare again.

I can't open or download a motion attachment

Attachments open or download in your browser. If nothing happens, allow pop-ups for the Portal site, or use the download link. See [Pop Up Help](#).

Still stuck?

Contact your strata manager to confirm the meeting setup and your access, or contact StrataMax Support for Portal login and account problems. See [Who Do I Contact?](#)