

# VoteMax FAQ and Quick Answers

Last Modified on 19/06/2026 8:49 am AEST

Short answers to the questions owners ask most about online voting.

## I was sent a StrataVote link, or my manager mentioned StrataVote. Is that VoteMax?

No. StrataVote is a different online voting product that some managers use instead of StrataMax VoteMax. If your building uses StrataVote, you will not see a VoteMax tab in the StrataMax Portal. Use the voting link your manager sent, and contact your manager if it does not work.

## It says votes have already been declared for my lot by another authorised party.

This happens when another owner or representative of your lot has already voted, or when more than one party is authorised to vote for the lot. You can still vote on the motions, but you will be asked to confirm that you want to proceed and override the existing votes. If you believe this is wrong, contact your strata manager.

The screenshot shows the VoteMax web interface. At the top, there is a navigation bar with the VoteMax logo and a user profile for 'Rob Heeringa'. Below the navigation bar, there are two tabs: 'Meeting List' and 'Cast Pre-Meeting Votes'. The main content area is titled 'Annual General Meeting - TITIRANGI TOWERS - KEEP'. A red warning banner at the top of the main content area states: 'Votes have been declared for Lot 1, 11 and 12 by another authorised party.' Below the warning banner, there are two columns. The left column is titled 'Agenda Items & Motions' and contains four items, each with a 'Yes' button: 'Building Insurance Revaluation (Motion by Ordinary Resolution)', 'Audit of Statement of Accounts (Motion by Special Resolution)', 'Bank Accounts (Motion by Ordinary Resolution)', and 'Books and Records (Motion by Ordinary Resolution)'. The right column is titled 'Meeting Details' and contains the following information: 'tr', 'Thursday 23 January 2025 at 2:00 PM (AEST)', 'Pre-meeting online voting open until Thursday 23 January 2025 at 12:00 PM (AEST)', and 'Votes declared'. Below the 'Votes declared' section, there is a blue rectangular area.

## I thought I voted, but I am not sure it was submitted.

Selecting a meeting does not record a vote. You must click *Cast Votes*, vote on each motion, then tick the declaration and click *Declare Votes*. When your votes are declared, all owners of the lot get a confirmation email. See [VoteMax Troubleshooting](#).



no-reply@stratamax.com.au  
To ○ User Accounts Auto Emails

↩ Reply   ↩ Reply All   → Forward   ⋮

Fri 23/06/2023 9:02 AM



## Confirmation of votes submitted

Thank you for submitting your online votes for the following meeting.

### Annual General Meeting - SEAFORTH (99851A)

#### Meeting Details

30 Festival Place, Newstead QLD, Australia  
Conference Room 1  
Friday 30 June 2023 at 12:00 PM (AEST)

#### Name

Bradley Jones

#### Representing

Chairperson

#### Capacity

Owner

1. Confirmation of Minutes <i>Motion by Ordinary Resolution</i>	Yes
2. Adoption of Financial Statements <i>Motion by Ordinary Resolution</i>	No
3. Administrative Fund Levies <i>Motion by Ordinary Resolution</i>	Yes
4. Sinking Fund Levies <i>Motion by Ordinary Resolution</i>	Yes
5. Non Audit <i>Motion by Special Resolution</i>	By Secret Vote
6. Appointment of Auditor <i>Motion by Ordinary Resolution</i>	B
7. Building Insurance Revaluation	
7.a. Building Valuation - Accurate Valuations <i>Motion by Majority Resolution</i>	Yes
7.b. Building Valuation - Avalanche Valuers <i>Motion by Ordinary Resolution</i>	No
7.c. Building Valuation - Wests Engineering Solutions <i>Motion by Ordinary Resolution</i>	No
8. Front Door Replacement - Lot 5 <i>Motion by Ordinary Resolution</i>	Yes
9. Pontoon Installation <i>Motion by Resolution without Dissent</i>	Yes
10. Employment of Facility Manager / Body Corporate Committee Liaison Representative <i>Motion by Ordinary Resolution</i>	By Secret Vote
11. New Caretaking and Letting Agreements <i>Motion by Ordinary Resolution</i>	Yes
12. Election of Committee	By Secret Ballot

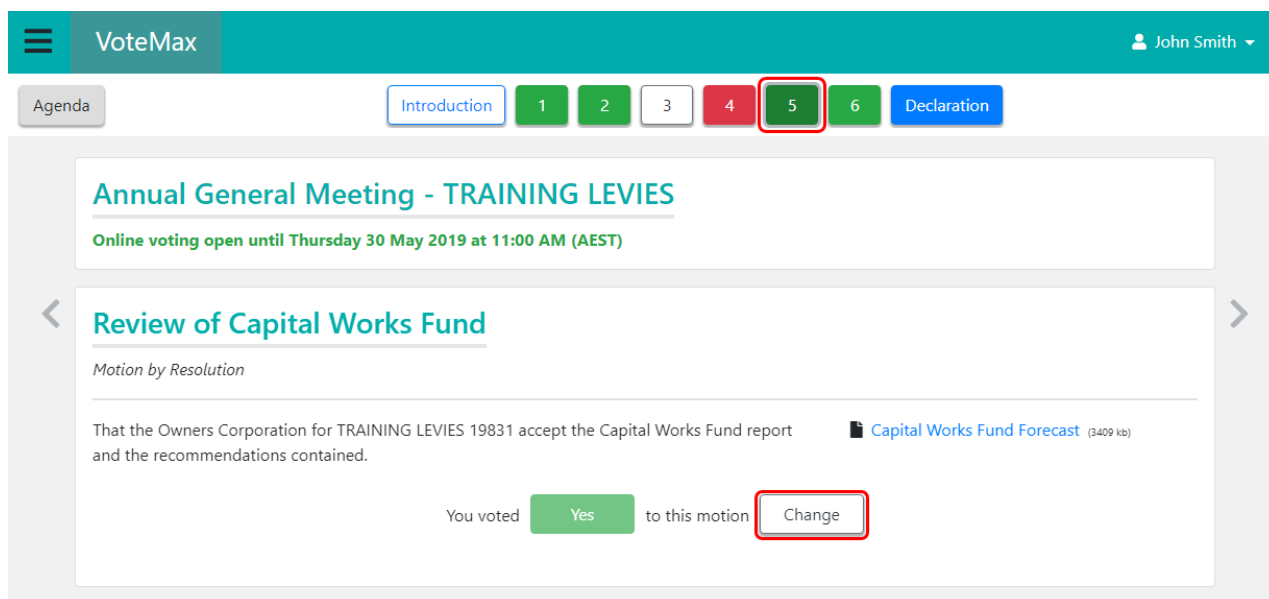
Return to [VoteMax](#) to view details of this meeting and to review or change your votes.

Changes can be made anytime prior to the close of online voting on 30 June 2023 at 10:00 AM (AEST) or by attending the meeting in person.

This is a system generated email. Please do not reply directly to this email as it may not be delivered.

### Can I change my vote after I have declared?

Yes, any time before the voting window closes. Open the meeting, click *Cast Votes*, select the motion, click *Change*, update your vote, then declare again.



The screenshot shows the VoteMax web interface. At the top, there is a teal header with the 'VoteMax' logo on the left and a user profile 'John Smith' on the right. Below the header is a navigation bar with an 'Agenda' button on the left and a series of numbered buttons (1-6) in the center. Button '5' is highlighted with a red box. To the right of these buttons is a 'Declaration' button. The main content area displays the meeting title 'Annual General Meeting - TRAINING LEVIES' and the voting deadline 'Online voting open until Thursday 30 May 2019 at 11:00 AM (AEST)'. Below this is a section for a motion titled 'Review of Capital Works Fund'. The motion text reads: 'That the Owners Corporation for TRAINING LEVIES 19831 accept the Capital Works Fund report and the recommendations contained.' To the right of the text is a document icon and the title 'Capital Works Fund Forecast (3409 kb)'. At the bottom of the motion section, it says 'You voted Yes to this motion' with a green 'Yes' button. A 'Change' button is also present and highlighted with a red box.

### Can I lodge or submit a motion in VoteMax?

No. VoteMax is for voting on motions your manager has already set up. To submit a motion for a meeting, contact your strata manager or committee about your scheme's process.

### I own more than one lot. Do I vote for each one?

If all your lots are linked to your Portal account, you vote once and your vote applies to all of them. They are listed under *Representing* on the voting screen.

### Who receives the confirmation of my vote?

All owners recorded on the lot receive an email confirming the votes submitted.

### Who do I contact?

Contact StrataMax Support for Portal login issues (via the *Contact Us* link at the top right of this page) and account problems. Contact your strata manager for the meeting setup, whether voting is open, your access, and StrataVote or other voting links. See [Who Do I Contact?](#)