Instructional Manual

Online Owners Portal

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StrataMax Online Portal

Introduction

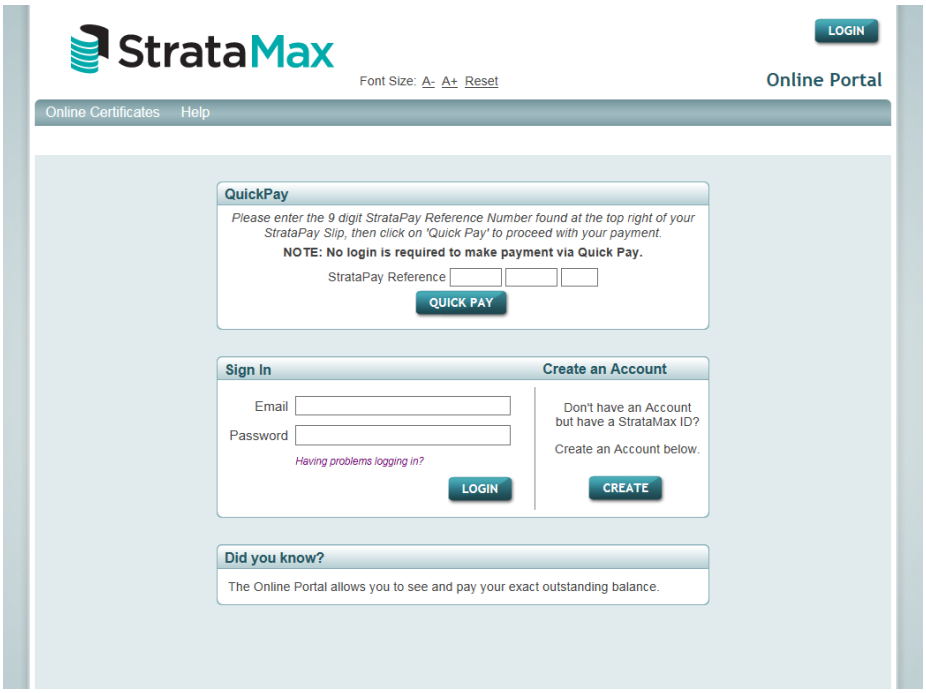
The StrataMax Online Portal is a valuable tool for Owners and Committee Members. The portal is designed to give you access to a number of useful documents, reports and other details relating to your building and lot, these may vary based on what is made available. The portal is customised by your Strata Manager so you may find some of the pages and colours slightly different to the examples below.

For lot owners that own multiple properties, User Accounts allows access to multiple properties via one log in (User Account)

Login to the Owners Portal

The login address: https://www.stratamax.com.au/Portal/login.aspx

Access to the Owners Portal is based on an account you setup which is called a 'User Account'. The account sign in name must be a unique email address and the password is setup during the creation of the User Account.

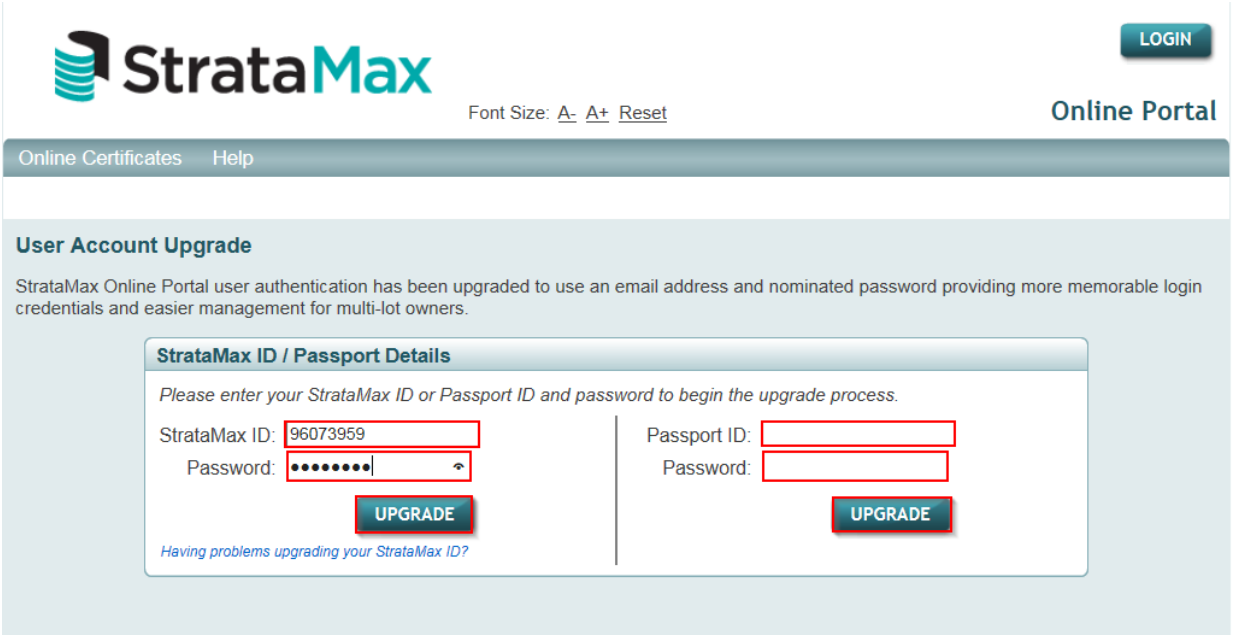


Manage Account

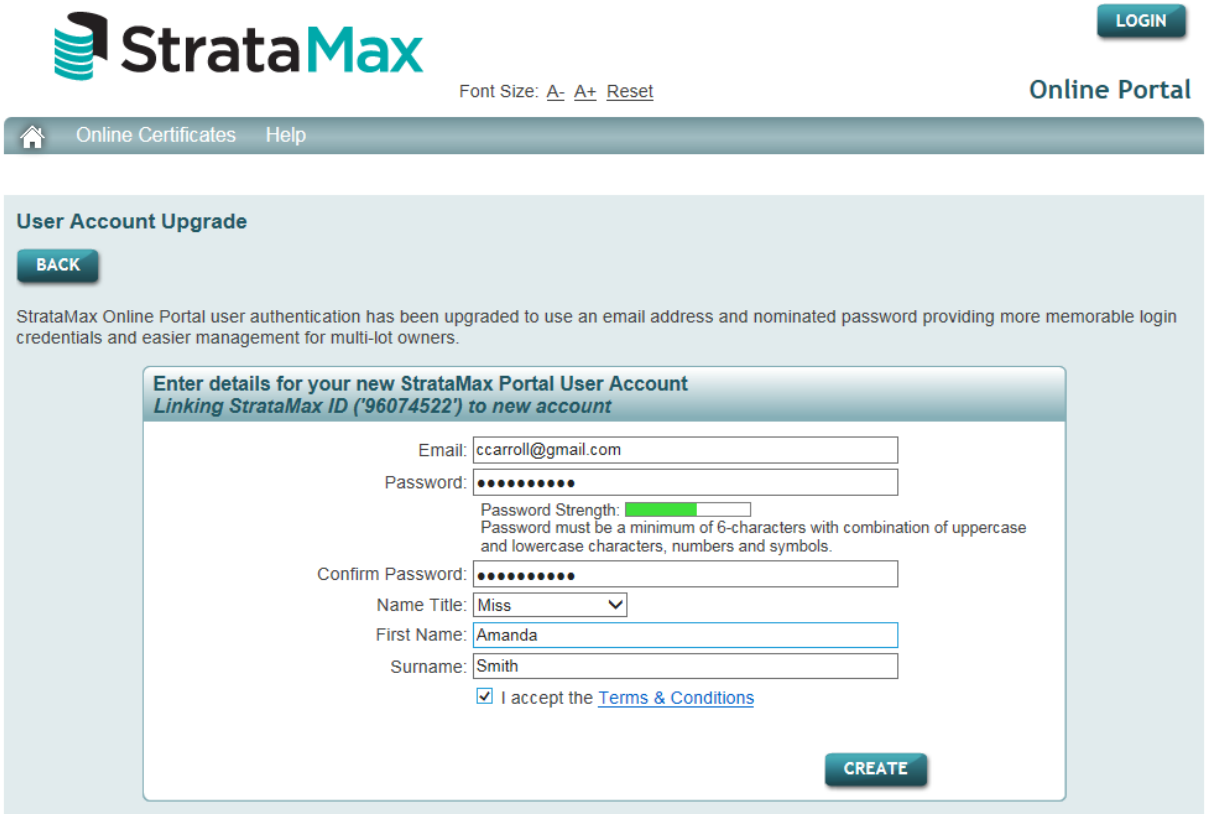
Creating a User Account

As an owner of a lot your Strata Manager will issue a Welcome Letter that will contain a StrataMax User ID and Password for your property; the ID can only be added to one User Account. This is required to add a property to your User Account; follow the below steps to create a User Account.

1. Go to https://www.stratamax.com.au/Portal/login.aspx
2. Click on 'Create'
3. Enter 'StrataMax ID' and 'Password' that was provided by your Strata Manager or;
4. Enter 'Passport ID' and 'Password' with the existing credentials
5. Click on 'Upgrade'

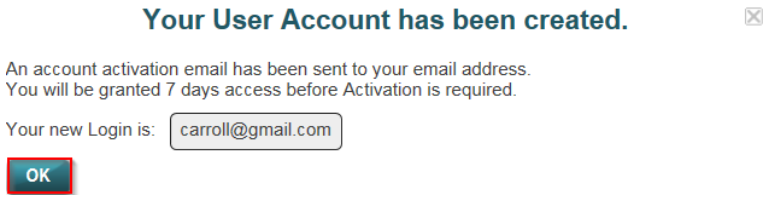


6. Enter your email into the 'Email Address' field and create a password of your choice, then confirm the same password
7. Select a 'Name Title' and enter 'First Name' and 'Surname' details
8. Tick 'I accept the Terms & Conditions' (click on link to view Terms & Conditions)
9. Click on 'Create'

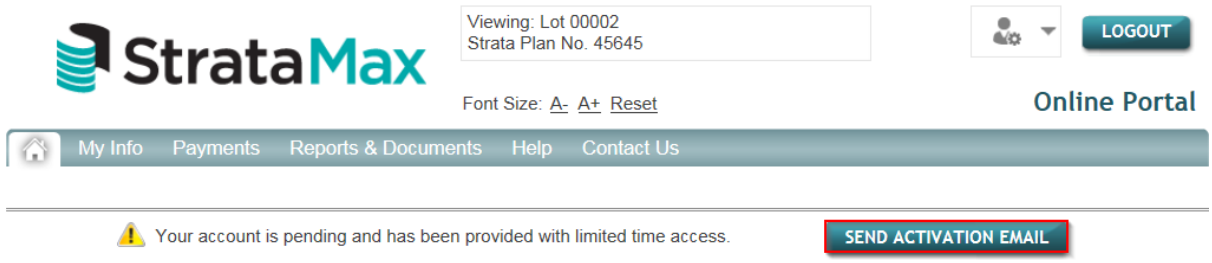


When a new User Account is created, an activation email will be sent to your email address; this email must be used to activate your User Account within 7 days before the User Account is suspended.

10. Your User Account will be created and your property will be linked to your User Account



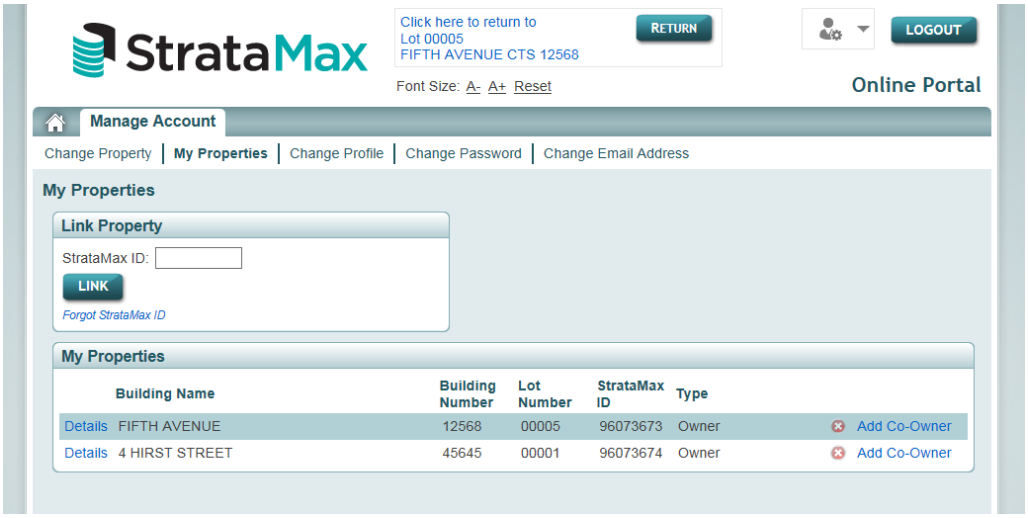
If you cannot locate the activation email, check that you have entered your Email Address correctly and re-send the activation by clicking the message 'Send Activation Email'.



Adding Your Properties to a User Account

If you own multiple lots, the properties can be added to your User Account thus enabling access to all of your properties details via one User Account. Follow the below steps to add additional properties to your User Account:

1. Go to https://www.stratamax.com.au/Portal/login.aspx
2. Log in using your User Account log in credentials
3. Click on your Profile icon and select My Properties
4. Enter the StrataMax ID and click on Link
5. Enter Password that was provided by your Strata Manager if prompted



Committee Access

Committee access to reports and documents will automatically be granted if the email address of your User Account matches the email address recorded in the Committee Records of the Roll.

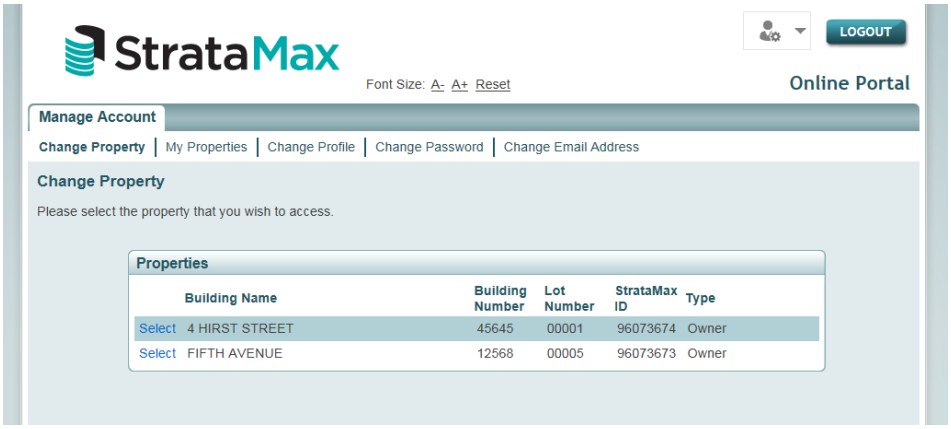
If the email address does not match a committee member can request Committee Access to allow additional Reports & Documents. If there is no email address recorded in the Committee records however a mobile phone number is a SMS verification may be used

Note: Committee Access can only be granted to one User Account for a lot. Once Committee Access has been requested no additional user accounts will be prompted to request access.

Changing Property

If you have multiple properties/lots linked to your user account you can access the Home Page for the property by following either of the below steps:

1. Click on your ‘Profile’ icon and select ‘Change Property’
2. Select the ‘Change’ button at the top of screen



Shared Access (Co-Owners)

Your User Account ID and Password should remain confidential; for lots that have a dual ownership you are able to share access to a property.

To share access follow the below steps:

1. Log into your User Account
2. Click on your ‘Profile icon’ and select ‘Manage Account’
3. From your Link Properties select ‘Add Co-Owner’ on the appropriate property
4. Enter Co-Owners Email Address
5. Enter your User Account Password
6. Click on ‘Grant’ to accept conditions of use

If the email address for the shared account is in use for another account, it will be automatically added. If the email address provided does not belong to any other account, the email will be sent a link with instructions for the Co-Owner to 'Create an Account' and accept the Terms and Conditions.

When access to a property is shared an automatic email is sent to all User Accounts linked to the lot as well as any unique email addresses recorded on the Roll (regardless of whether the email address has a User Account or not) informing them that access has been shared.

Shared access will grant owner access only; access to Committee Member Reports & Invoice Hub Approvals cannot be shared.

If for any reason a shared access requires removal, email your Strata Manager for the specific building and provide instructions.

Property Details

To view property details follow the below steps:

1. Log into your User Account
2. Click on your Profile icon and select My Properties
3. Click on Details for the specific Property

Change Profile

To change your User Accounts Profile follow the below steps; please note no changes will be sent to your Strata Manager.

1. Log into your User Account
2. Click on your Profile icon and select Change Profile
3. Edit fields as required
4. Click Update

Change Email Address or Password

You can change your Username Email & or Password following the below steps.

Changing Email Address (Updating your email address will **not** notify your Manager of any changes)

1. Log into your User Account
2. Click on your 'Profile icon' and select 'Change Email Address'
3. Enter your new Email Address and your User Account Password
4. Select 'Update'

An activation email will be sent to your new email address; this email must be used to activate your User Account within 7 days before the User Account is suspended.

Changing Password

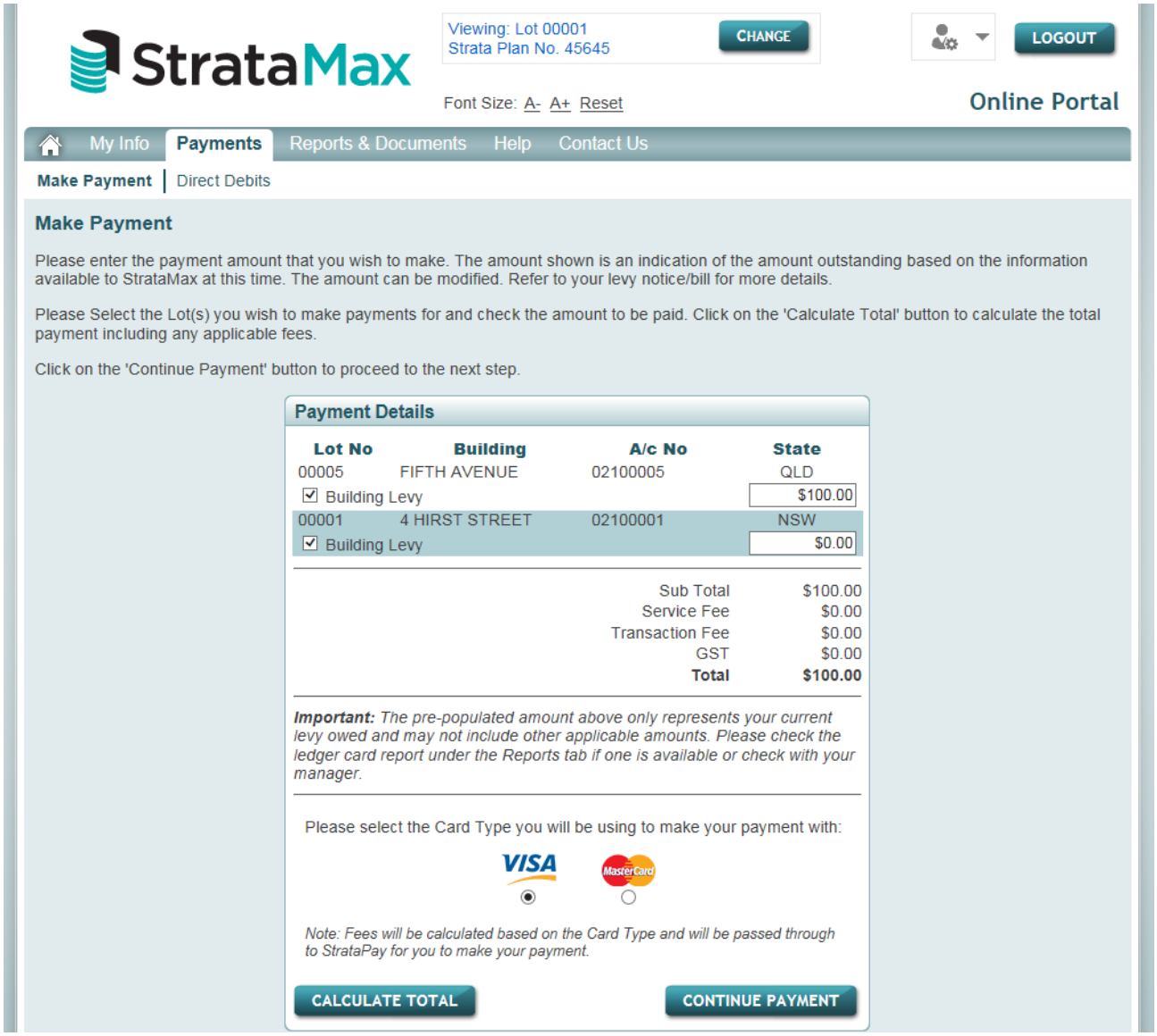
1. Log into your User Account
2. Click on your 'Profile icon' and select 'Change Password'
3. Enter details
4. Select 'Update'

My Info

Click on ‘My Info’ tab, ‘My Details’ to check your current details. To submit any changes complete the fields of information and click on ‘Submit’. Changes will either be submitted electronically or you will be prompted to print and post the changes form.

Payments

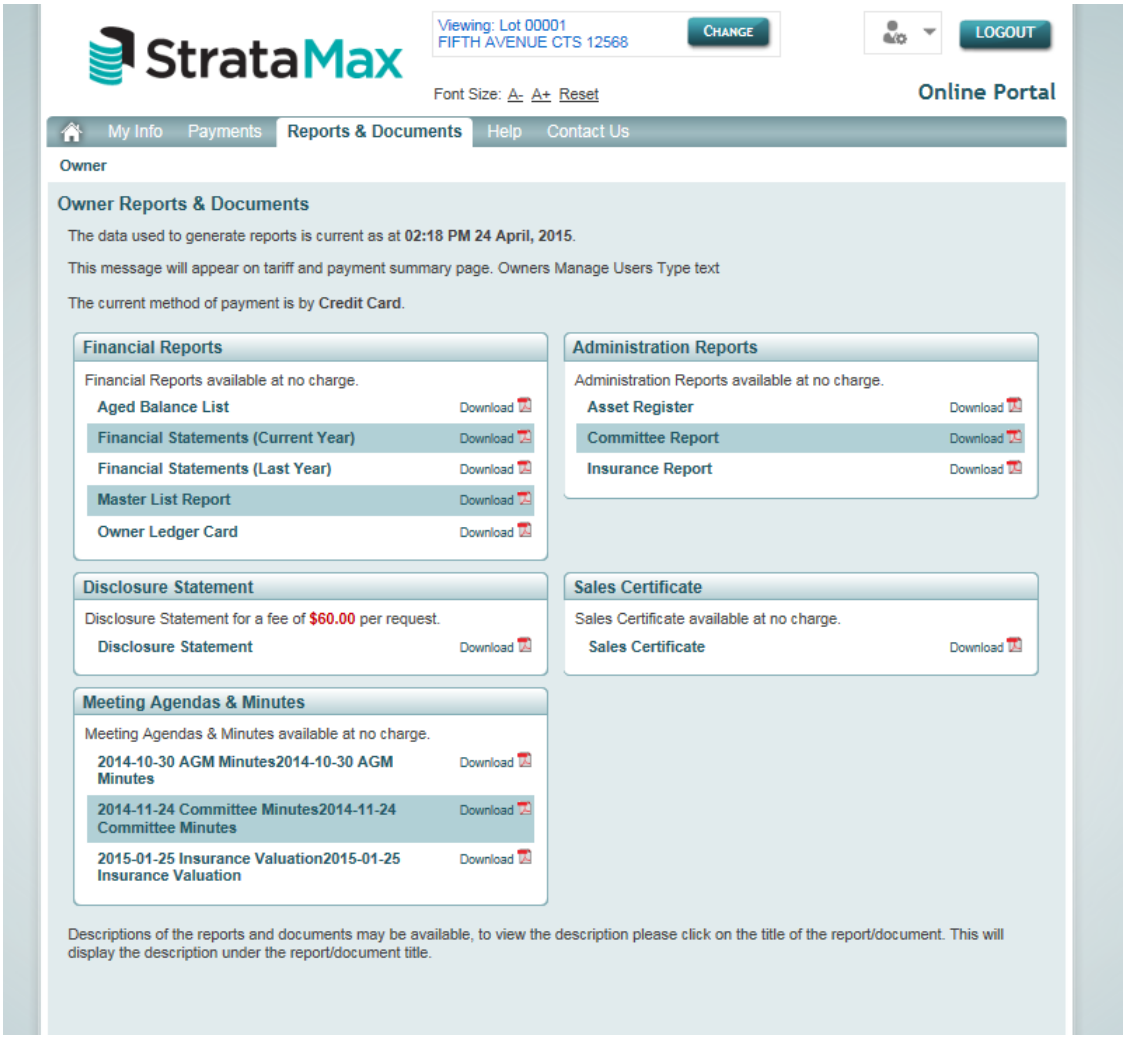
On the Payments tab you can make a payment or download a Direct Debit form.



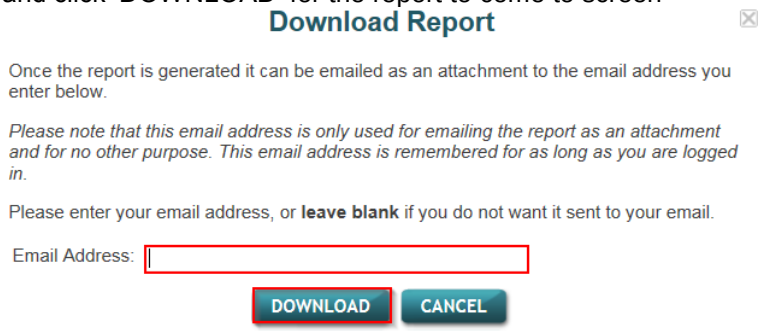
Reports & Documents

Reports & Documents available to owners and committee members are setup by your Strata Manager and may vary to the screen shot below.

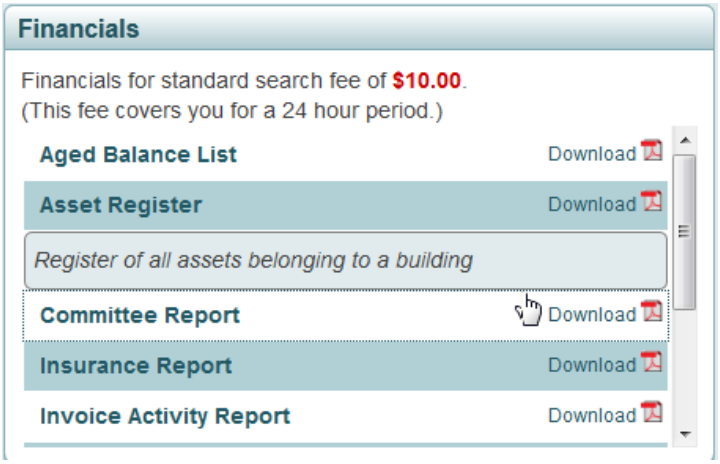
1. Highlight require Document/ Report
2. Click 'Download'



3. If a valid email address has been recorded for the User Account, this will populate in the 'Email Address' field and a copy will be sent to this email address or leave blank and click 'DOWNLOAD' for the report to come to screen



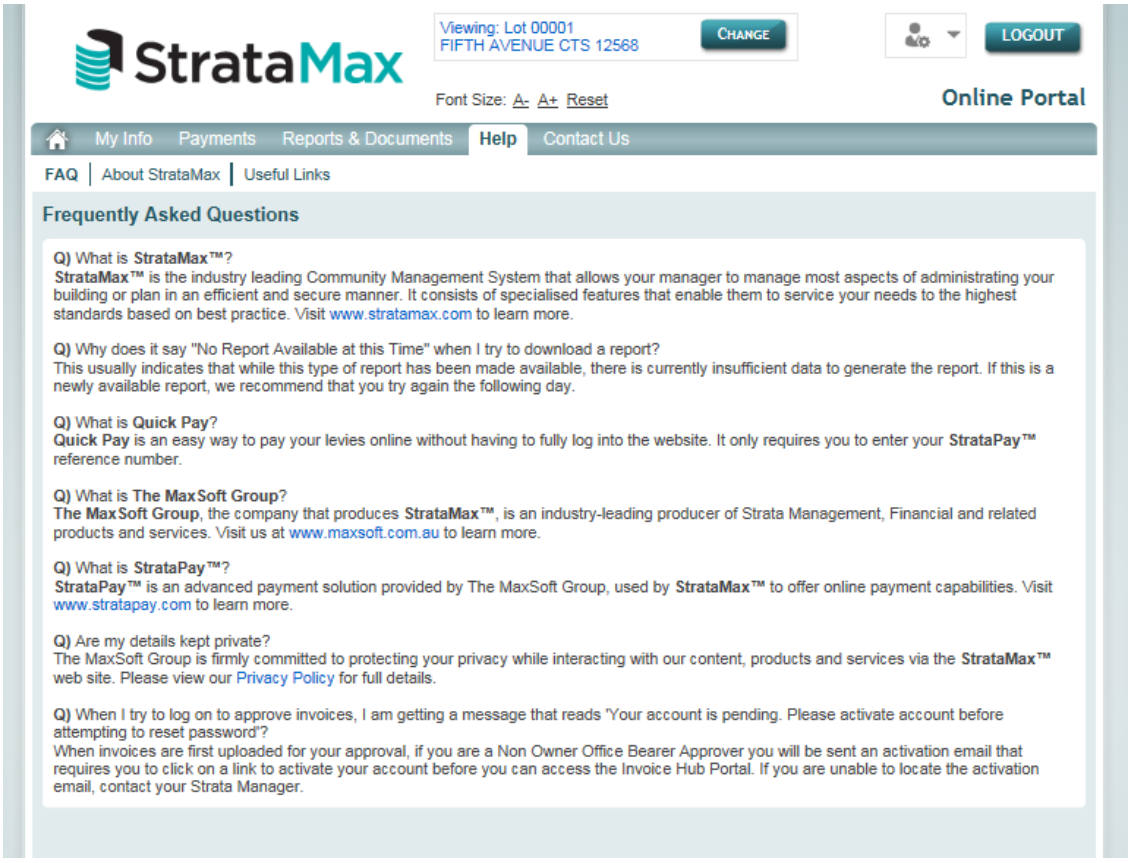
In some instances reports may incur a fee. You will be redirected to the StrataPay secure website, once payment has been approved the report will be emailed to you or come to screen.



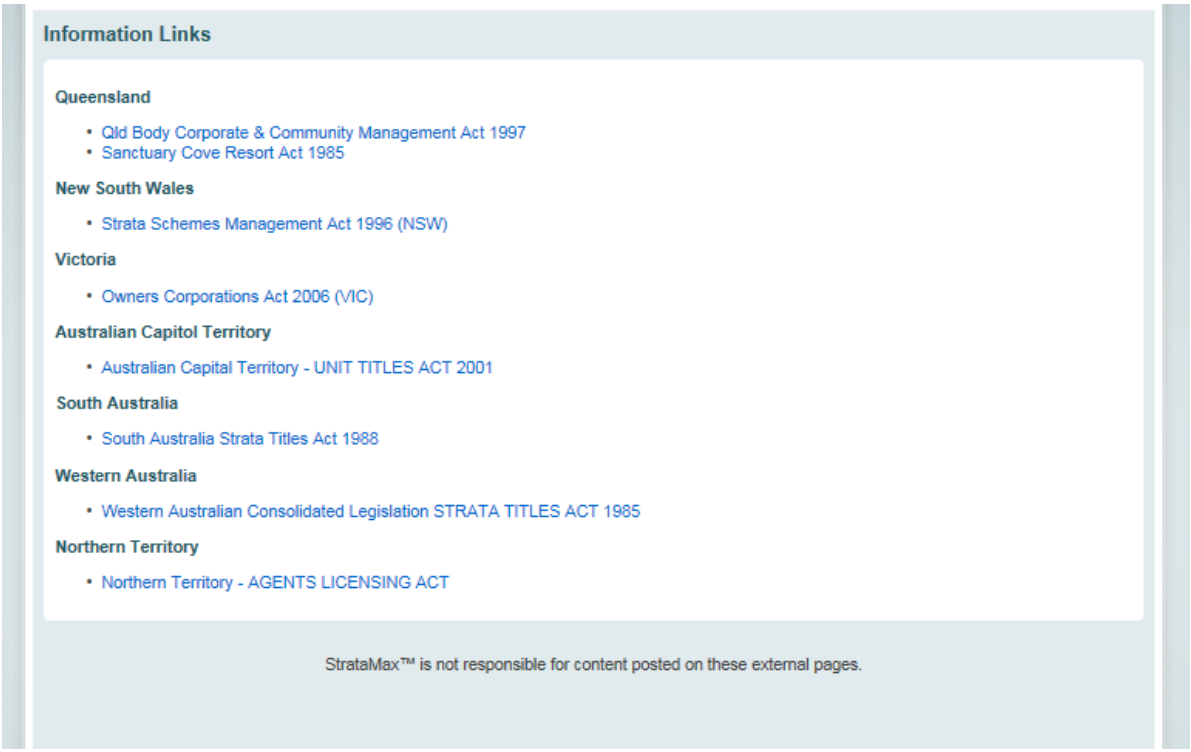
Descriptions of the 'Reports and Documents' may be available, to view the 'Description', click on the Title of the 'Report / Document'. This will display the 'Description' under the 'Report / Document' Title.

Help

On the 'Help' tab you will find several menus: 'FAQ' (frequently asked questions), 'About StrataMax', and 'Useful Links'.



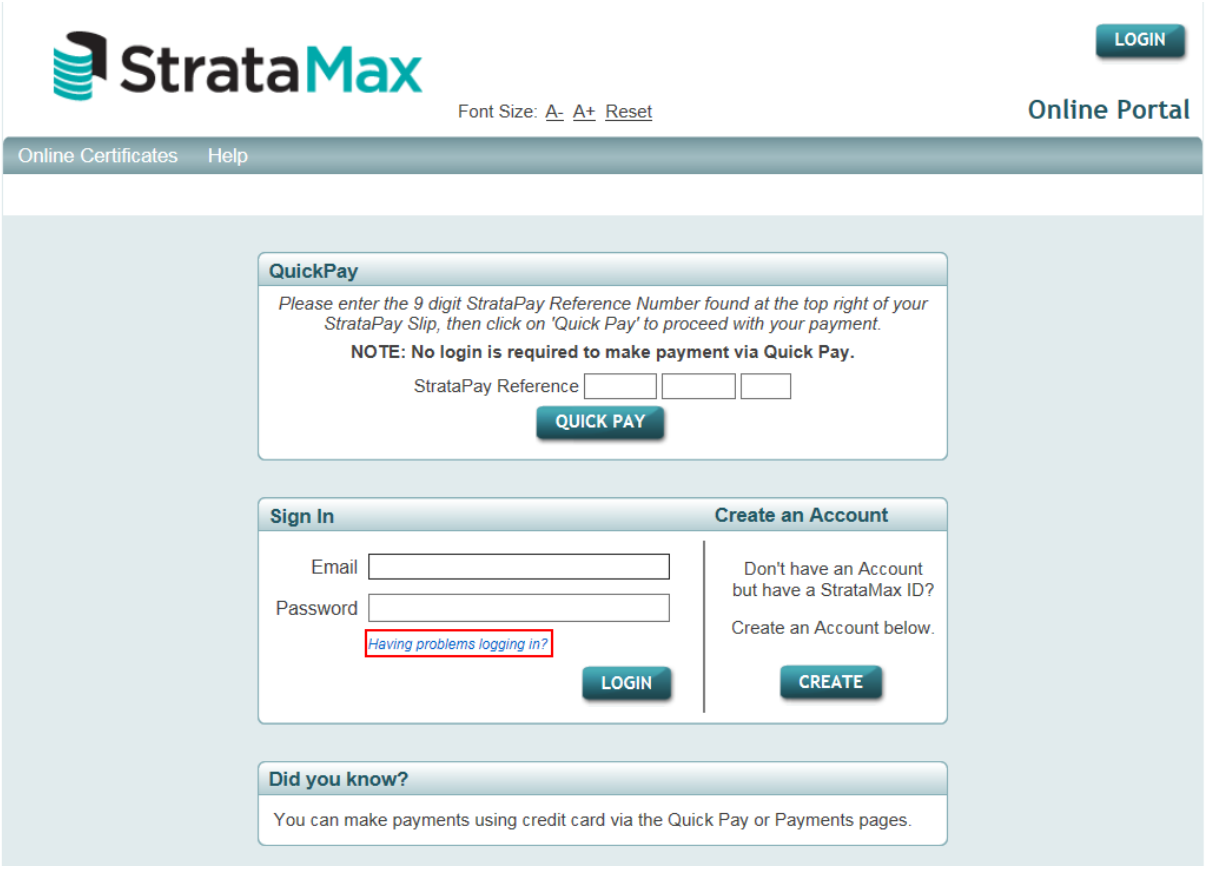
The Useful Links menu has links to the different State Act websites.



Request Password Reset

Forgot your password?

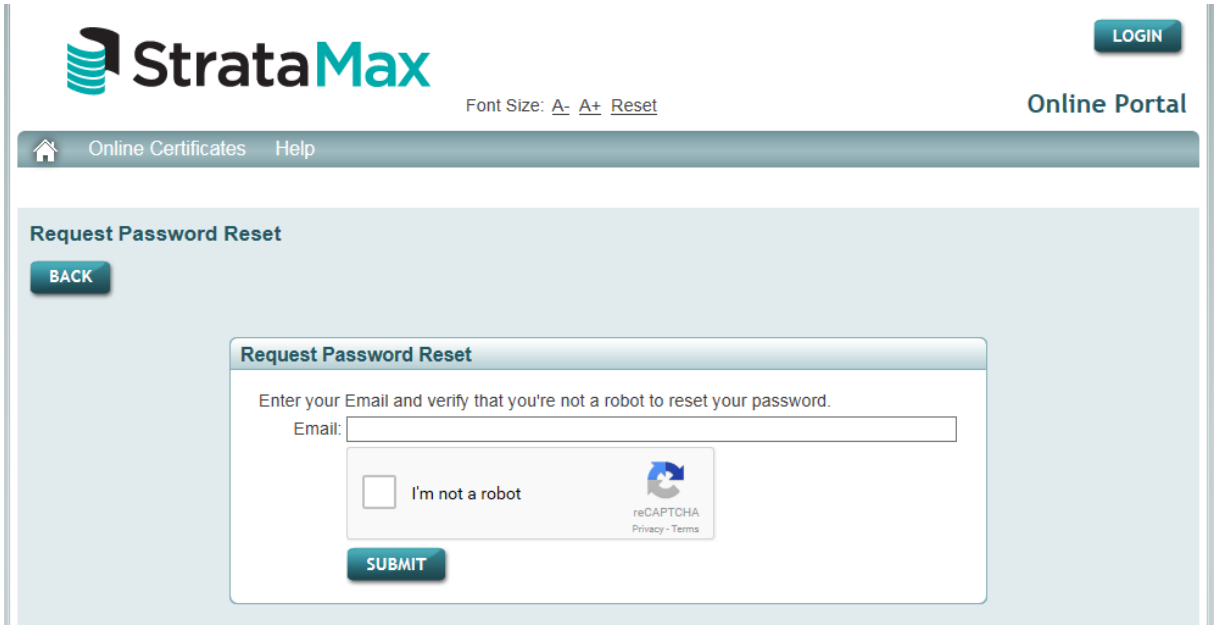
6. Click on the link ‘Having problems logging in’.



7. Enter your User Account Email Address
8. Tick to confirm ‘I’m not a robot’ or enter the verification number/words (these will be different each time).

9. Click ‘Submit’

An email will be sent to you with a link with to a token that you can use to reset the password.



Note: The above screenshot may vary depending on Internet Browser versions.

FAQ

1. **Who do I contact if I have forgotten my User Account Details?**
   Go to the website www.stratamax.com.au and click on ‘having problems logging in?’ which will step you through resetting your password. *Refer to ‘Request Password Reset’ above.*

2. **I did not activate my User Account in time, what do I do now?**
   When you attempt to log in click on the link to send a new activation email.

3. **Who do I contact if someone has shared access to my property however I want their access removed?**
   Any queries about shared accounts should be directed your Strata Manager who will then forward any requests to StrataMax for removal of shared access. Shared Access will only be removed based on requests from Strata Managers.

4. **I am a Committee Member, why do I not have access to Committee Reports?**
   Committee Access is automatically granted if the email address on the committee roll records matches the email address you use to log in. If your email address is different; when you log into your account you will be prompted to request committee access. *Refer to Committee Access above.*

5. **The report is not appearing when I click on the report name?**
   Refer to the below link for assistance with Popup Blockers. Please note the only browsers supported for the Invoice Hub or Owners Portal are Internet Explorer, Chrome, Firefox and Safari. http://www.stratamax.com/PopUpHelp.aspx

6. **I own additional lots and the manager may use StrataMax as their software provider; how do I find out what the StrataMax ID is?**
   Log onto your User Account and go to My Properties and click on ‘Forgot StrataMax ID’, enter your email address and click on submit. An email will be sent to you detailing StrataMax ID’s that are assigned to lots that have your email address recorded within the roll.