

Logging a Support Case

Last Modified on 31/03/2026 10:50 am AEST

This page provides guidance to help clients log support cases with complete and accurate information, enabling the StrataMax Support Team to resolve issues as quickly and efficiently as possible.

Prior to logging a Support Case, we recommend the following steps are taken:

- Confirm internally with relevant team members or your system administrator, particularly if you are unfamiliar with a feature or process.
- Review the StrataMax Online Help for applicable guidance or instructions.
- Use the Online Chatbot or Live Chat Service for assistance in locating relevant help materials.
- If the issue remains unresolved, compile the required information (outlined below) and email support@stratamax.com to submit a support case.

Who should log a case

In some offices, internal processes may require you to first discuss the issue with your system administrator. Larger offices may also have an internal IT team or engage an external support provider who uses their own case logging system. In these situations, you may need to report the issue to them first, and they may lodge the case on your behalf.

Regardless of who logs the case, it is essential that you provide as much detail as possible upfront. This ensures the case can be correctly assigned, reviewed, and resolved as efficiently as possible.

Case

If you have tried all available self-service options and are still unable to resolve your query, please ensure you have the appropriate internal authority to contact our Support Team directly.

Once confirmed, email the Support Team at support@stratamax.com and include all required information outlined below to help us manage your request efficiently.

All support cases must include:

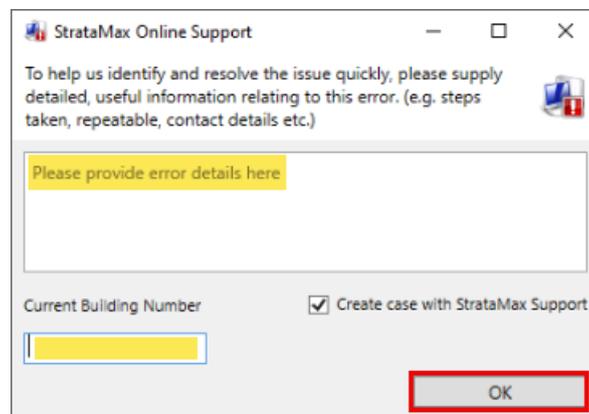
- Client name (especially if multiple drives are in use).
- Subject Line - Building name and building number and brief description.
- Relevant section where process are being performed.
- What steps have been taken and what is the required outcome.
- Clear and legible screenshots and/or supporting attachments showing relevant information.

Providing complete and accurate details upfront helps ensure your case is reviewed and resolved as quickly as possible.

Error Case

If you are completing a process in StrataMax and receive the StrataMax Online Support error window, like below, if you wish to log a case, complete the specific details as noted in the error window and click OK.

1. Complete the steps taken and precisely what occurred.
2. Complete the Building Number if applicable.
3. Select OK.



This sends the information directly to the Support Team and automatically logs a case. A separate email is only required if you have additional information to provide. If there are additional supporting details, please email and advise that error details have already been sent and provide the additional information.

Do not send a screenshot of the error window, important diagnostic information is **only** included when the error is completed and is critical to assist with the resolution.

How to reply to a case

- Always use 'reply all' to ensure that all relevant people are included.
- Ensure that the subject contains all the details from the received email (use reply all) - i.e. case number / building name & number / subject / etc. with the same original formatting.

Tips

- **Before logging a new case**
 - Is there a process open / operating in the background preventing an action? i.e. report / spreadsheet / word (merge letter) to be closed.
 - Has the user tried logging off and on again? If Remote Desktop is being used, the user **MUST** log off, not just disconnect.
 - Does the error or issue occur for other users? (Carry out the same process on another PC with a different user name).
 - Check if a previously logged and resolved case provides a solution. If a new case is still required, log it as a new request and include or attach the previous case details, especially the case number.
- Ensure all required information is included in the initial case. Missing details will delay resolution as the Support Consultant will need to request further information.
- When logging a case, please assist the Support Team by locking the building to prevent further changes while the issue is being investigated.
- Include clear and legible screenshots and/or attach any relevant supporting files.