

# Step-by-step instructions for users who previously registered with the CAO and must migrate their account to single sign-on

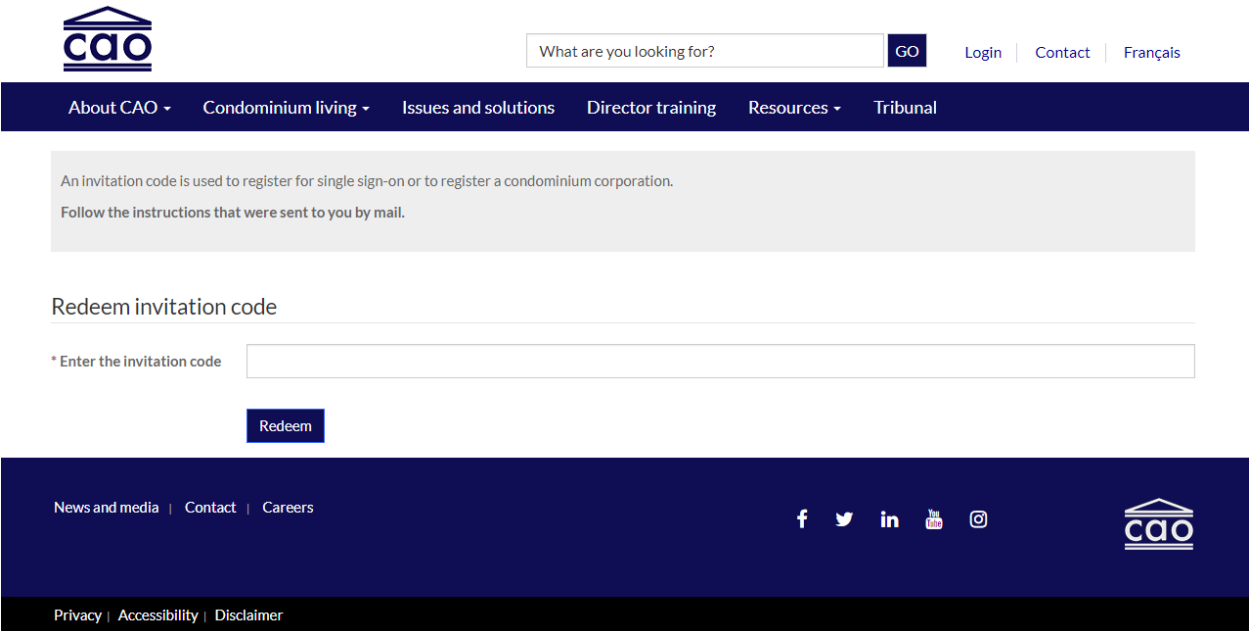
You must follow these step-by-step instructions below if you have previously registered with the CAO. You must do all the steps in one sitting to migrate your existing CAO account for Single Sign On. Your single account will allow you to access all available online services using the same account.

Stay in your active browser window, except when instructed to go to your email account and obtain a verification code. Do not refresh, close or select the “back” button on your browser.

Once you have completed this process, you will be able to access all online services and all your associated condo corporations.

**Step 1:** Go to this link: <https://www.condoauthorityontario.ca/en-US/register>

**Step 2: Enter the invitation code** provided in the “Update on New Single Sign-On Process” email. By using this invitation code, all your previously associated condominium corporations will be connected to your new account. Select the “**Redeem**” button.

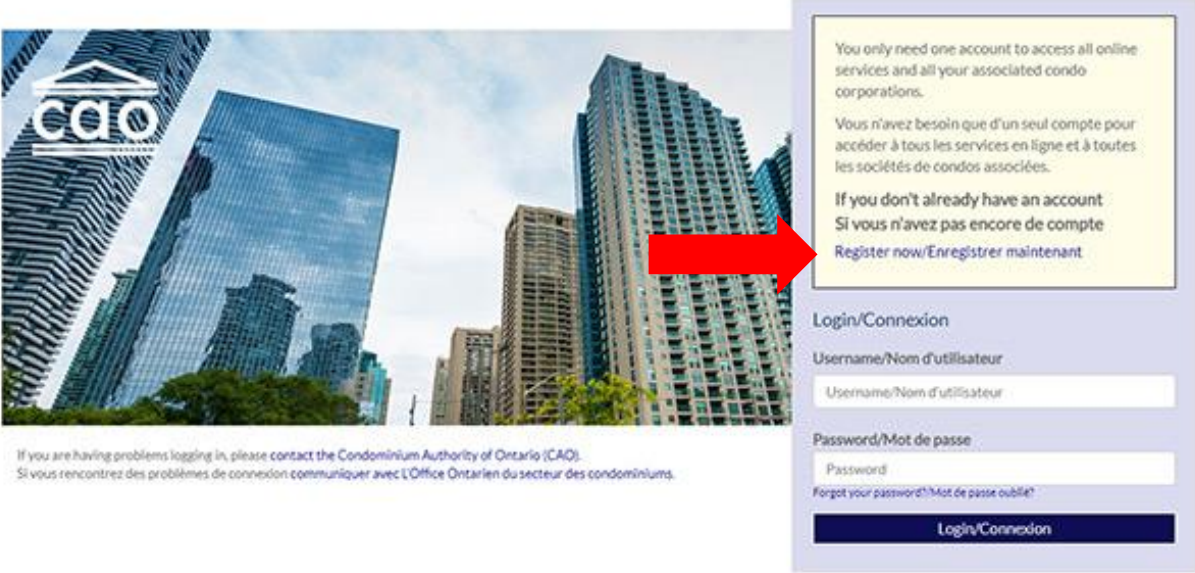


[Note: If you receive an “**Invalid invitation code**” message, make sure you are typing in the numbers and letters correctly. (i.e. the number “1” vs. the letter “l”, and the number “0” and the letter “O” look similar)

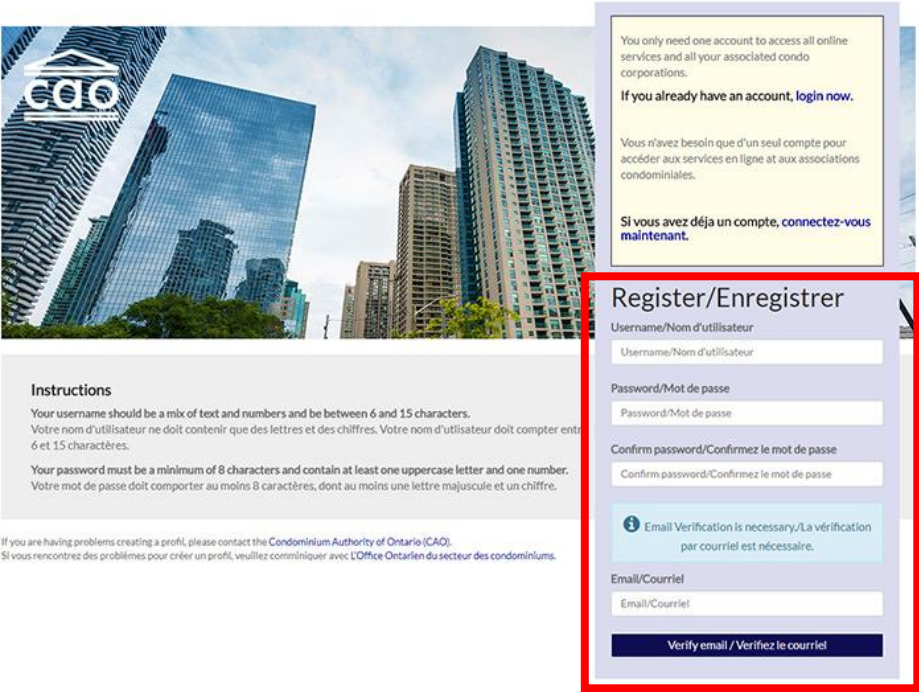
If the system indicates your invitation code is invalid after three attempts, please contact 416-901-9356/ TF: 1-800-854-9014].

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**Step 3:** After redeeming your invitation code, you will be presented with the Login screen. On the Login screen, select the **“Register now”** link in the box located in the upper right of the screen.



**Step 4:** On the Register screen, enter a username, password, and valid email address. You may choose to use your previous username, password, and email or create new ones.



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**Enter a username** that is a mix of letters and numbers and is between 6-15 characters.



**Enter a password** that is a minimum of 8 characters and contains at least one uppercase letter and one number. You will need to enter your password again in the field labelled “Confirm password”. Passwords are case sensitive so remember the format you enter.



**Enter your email address.**

Select the “**Verify email**” button and a verification code will be sent to you at the email address you indicated.




### Register/Enregistrer

Username/Nom d'utilisateur

Password/Mot de passe

Confirm password/Confirmez le mot de passe

 Email Verification is necessary./La vérification par courriel est nécessaire.

Email/Courriel

**Verify email / Vérifiez le courriel**

**Step 5:** Keep this register screen open. Open a separate window or tab to go to your email account. Look for an email with the subject line “**CAO-CMRAO account email verification code.**”

[If you do not receive the verification email, try the following suggestions:


- Check your junk mail or spam folder;
- Select the “Send new code” button which can be found below the “verify email” button, to send the code once again]

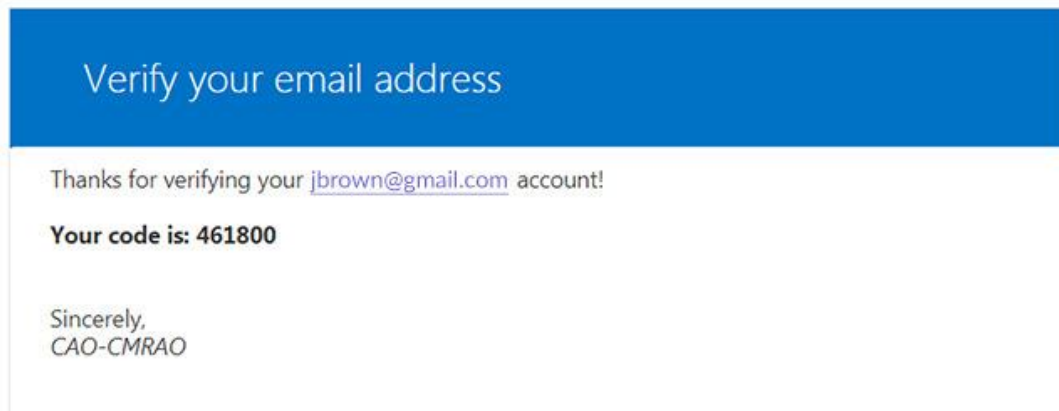
**Copy the 6-digit verification code** provided in the email for use in the next step.

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Look for an email from “Microsoft on behalf of CAO-CMRAO”:

CAO-CMRAO account email verification code Inbox x

 **Microsoft on behalf of CAO-CMRAO** <msonlineserviceteam@microsoftonline.com>  
to me ▾



**Step 6:** Go back to the Register screen. Paste the code into the field called “Verification code” and select the “**Verify code**” button. A success message will appear with a check mark to tell you that your e-mail address is verified.



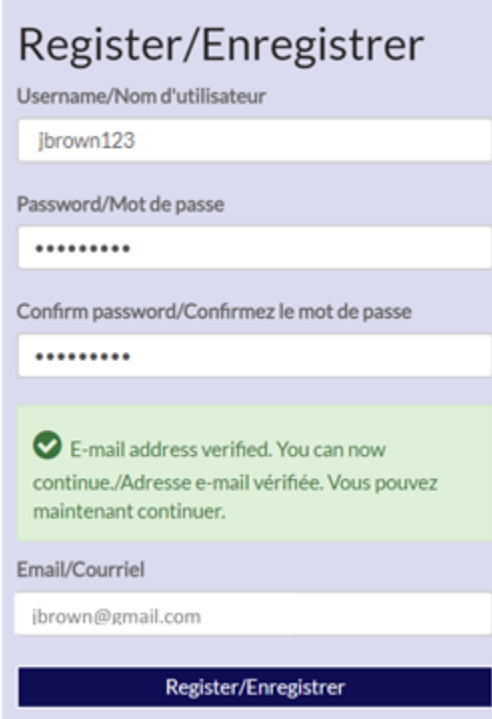
The screenshot shows a registration form titled "Register/Enregistrer". It has several input fields: "Username/Nom d'utilisateur" with the value "jbrown123", "Password/Mot de passe" and "Confirm password/Confirmez le mot de passe" both with masked characters "\*\*\*\*\*". Below these is a yellow message box with an envelope icon: "A verification code was sent to you by email./Nous vous avons envoyé un code de vérification par courriel." Below that is the "Email/Courriel" field with the value "jbrown@gmail.com". At the bottom, there is a "Verification code/Code de vérification" field with the placeholder text "Verification code/Code de vérification". Below this field are two buttons: "Verify code / Vérifier le code" and "Send new code/Envoyer le nouveau code".

Paste the “verification code” here  
Select the “verification code” button



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**Step 7:** At the bottom of the page (you may need to scroll down), select the “**Register**” button to submit your registration.



The screenshot shows a registration form titled "Register/Enregistrer". It includes fields for "Username/Nom d'utilisateur" (containing "jbrown123"), "Password/Mot de passe", and "Confirm password/Confirmez le mot de passe" (both containing masked text). Below these fields is a green confirmation message: "E-mail address verified. You can now continue./Adresse e-mail vérifiée. Vous pouvez maintenant continuer." Below the message is an "Email/Courriel" field containing "jbrown@gmail.com". At the bottom is a dark blue button labeled "Register/Enregistrer".

### **Step 8:**

**Your account is now successfully registered for Single Sign On and you are currently logged in.**

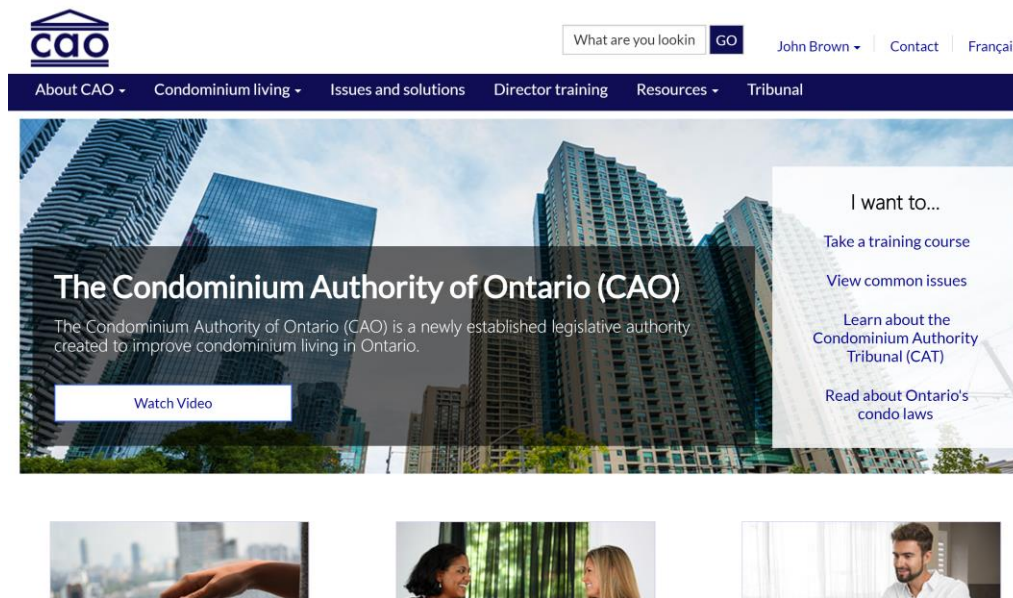
You are now logged in and will be presented with the CAO Home Page.

From there, you can access all available CAO services, including condo corporation registration, director training, the Condominium Authority Tribunal, and more.

To manage your personal profile name and contact details or view condo corporation(s) you are associated with, select the profile menu drop down, below your name on the top bar.

[Note: The name that appears in your personal profile will be displayed on your director training certificate.]

## Step-by-step instructions for users who previously registered with the CAO and must migrate their account to single sign-on



Next time you come back to the CAO website, select “**Login**” from the top menu, and enter your username and password to get immediate access to the available CAO online services.

**For additional help, please contact the Condominium Authority of Ontario.**

CAO Local number – 416-901-9356

CAO Toll Free number – 1-800-854-9014

**Monday to Friday:**

9:00 a.m. - 5:00 p.m.