

How to create an account with the CAO

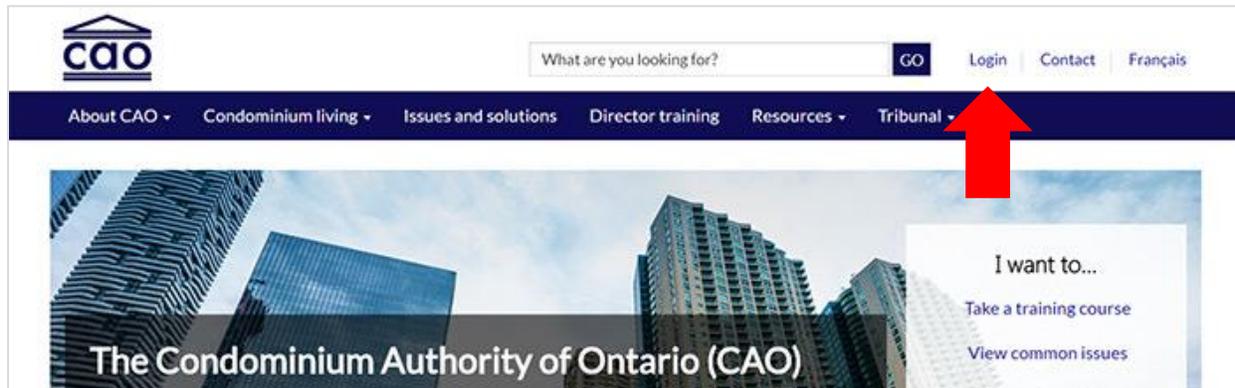
You must follow the step-by-step instructions below to create a new account with the CAO for Single Sign On. Your account will allow you to access all available online services using the same account.

Stay in your active browser window during completion of all the steps, 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.

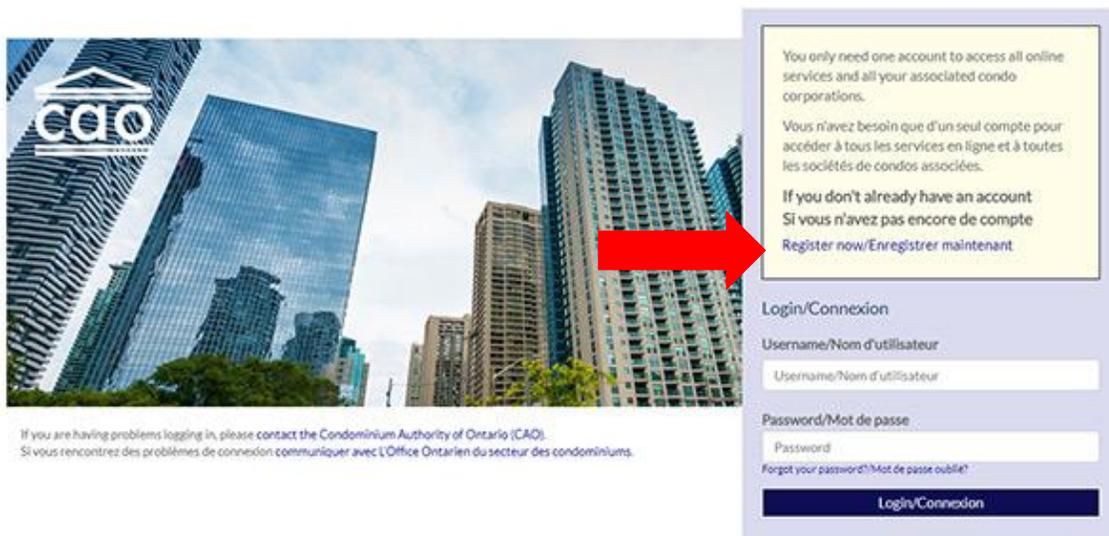
Once you will have completed this process, you will be able to access all online services and all your associated condo corporations.

Step 1: Go to this link: <https://www.condoauthorityontario.ca>

Step 2: Select the “Login” link on the top right of the screen. You will be presented with the Login screen.



Step 3: On the Login screen, select the “Register now” link in the box located in the upper right of the screen.



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Step 4: On the Register screen, **enter a username, password, and valid email address.**

You only need one account to access all online services and all your associated condo corporations.
If you already have an account, login now.

Vous n'avez besoin que d'un seul compte pour accéder aux services en ligne et aux associations condominiales.
Si vous avez déjà un compte, connectez-vous maintenant.

Register/Enregistrer

Username/Nom d'utilisateur
Username/Nom d'utilisateur

Password/Mot de passe
Password/Mot de passe

Confirm password/Confirmez le mot de passe
Confirm password/Confirmez le mot de passe

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

Email/Courriel
Email/Courriel

Verify email / Vérifiez le courriel

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
jbrown123

Password/Mot de passe
.....

Confirm password/Confirmez le mot de passe
.....

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

Email/Courriel
Email/Courriel

Verify email / Vérifiez le courriel

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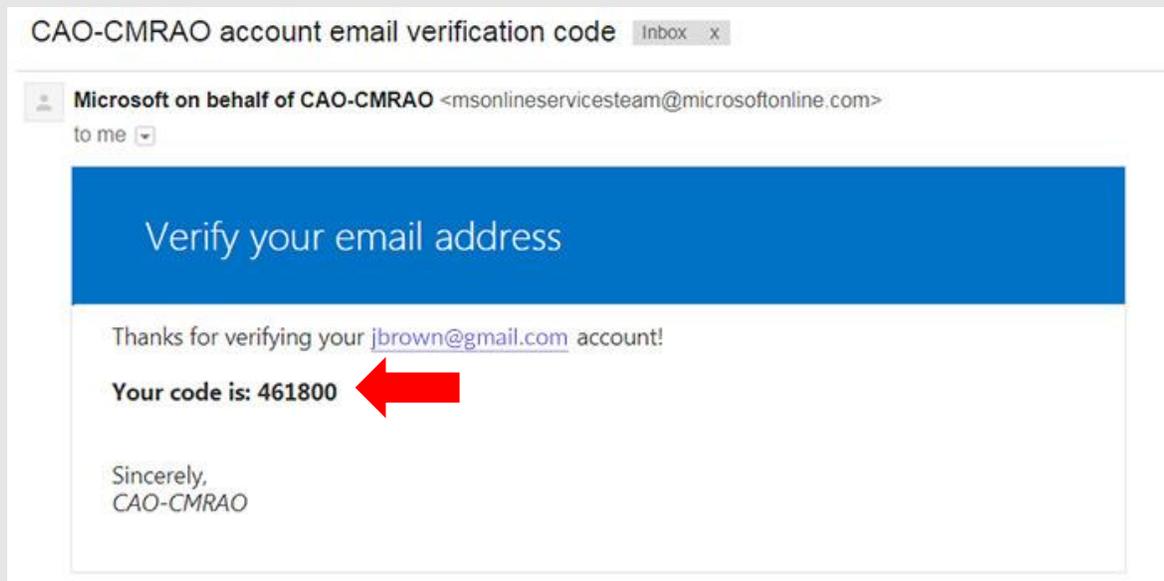
Step 5: Keep this register screen open. Open a separate window or tab to go to your email account. Look for an email with the subject line **“CAO-CMRAO account email verification code.”**

[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.]

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

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



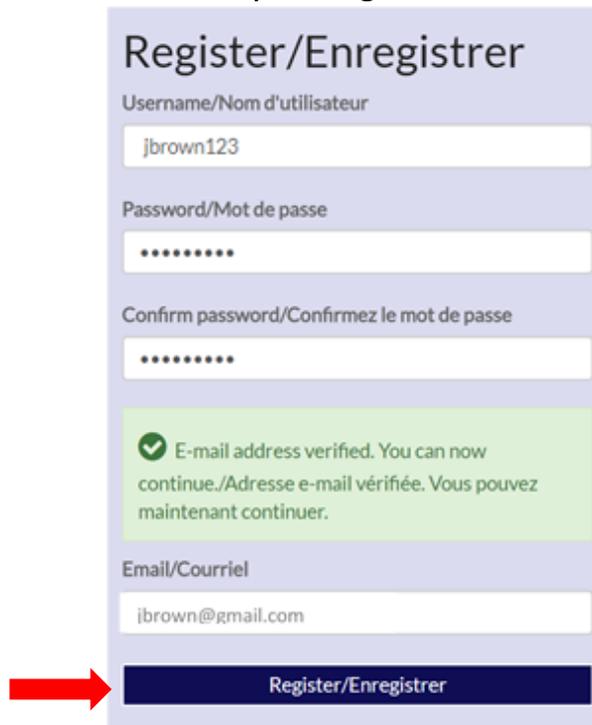
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Step 6: Go back to the Register screen. Paste the code into the field called “Verification code” and select the “**Verify code**” button. A success message will appear with a check mark. This message will tell you that your e-mail address is verified.

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



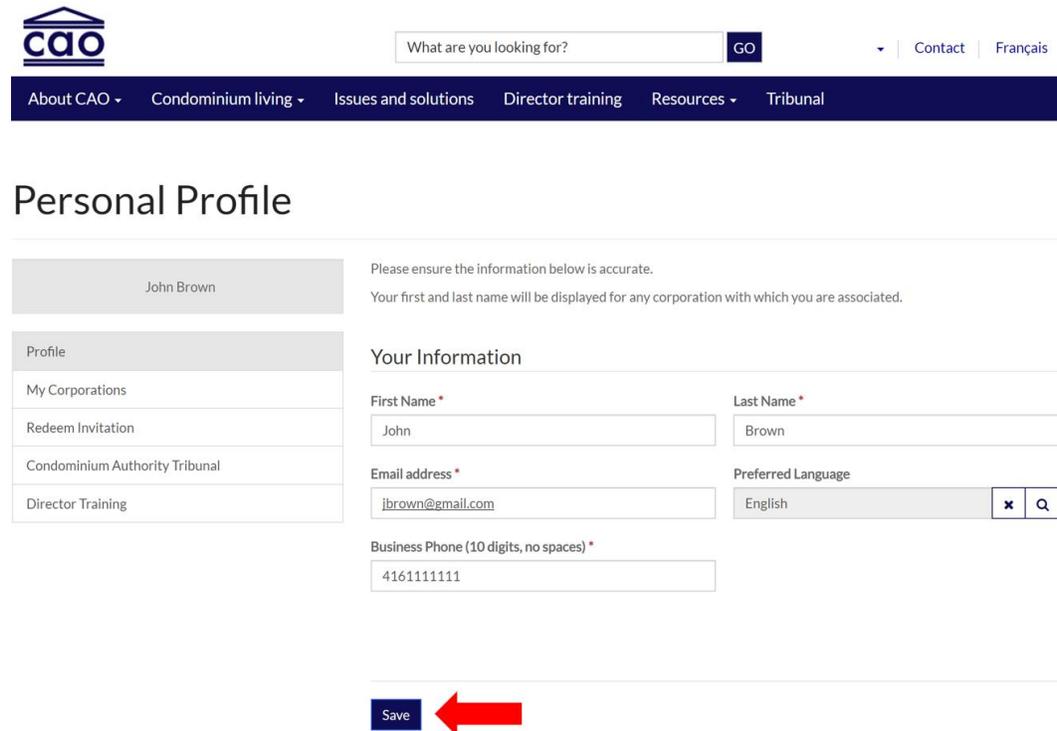
Step 7: At the bottom of the page (you may need to scroll down), select the “**Register**” button to submit your registration.



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Step 8: You will be taken to your **Personal Profile**. This is your own personal profile. You will need to enter your first name, last name, and phone number to complete your registration process. Select **“Save”** at the bottom of the screen.

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



The screenshot shows the CAO website's navigation bar with the logo and search bar. Below the navigation bar, the "Personal Profile" section is displayed. On the left, a sidebar menu includes "Profile" (selected), "My Corporations", "Redeem Invitation", "Condominium Authority Tribunal", and "Director Training". The main content area shows a header with the name "John Brown" and a note: "Please ensure the information below is accurate. Your first and last name will be displayed for any corporation with which you are associated." The "Your Information" form includes fields for "First Name" (John), "Last Name" (Brown), "Email address" (jbrown@gmail.com), "Preferred Language" (English), and "Business Phone (10 digits, no spaces)" (4161111111). A red arrow points to the "Save" button at the bottom of the form.

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

With Single Sign On, you can use all available services with the CAO, including condo corporation registration, director training, the Condominium Authority Tribunal, and more.

Next time you visit the website, select the **“Login”** link at the top right of any webpage (**See Step 2 above**), and use the same username and password to login again.

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.

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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.