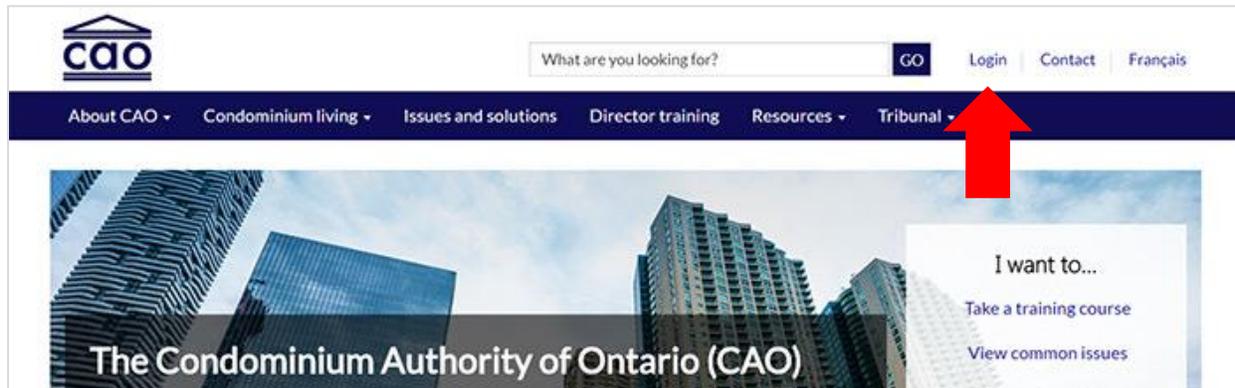# How to create an account with the CAO

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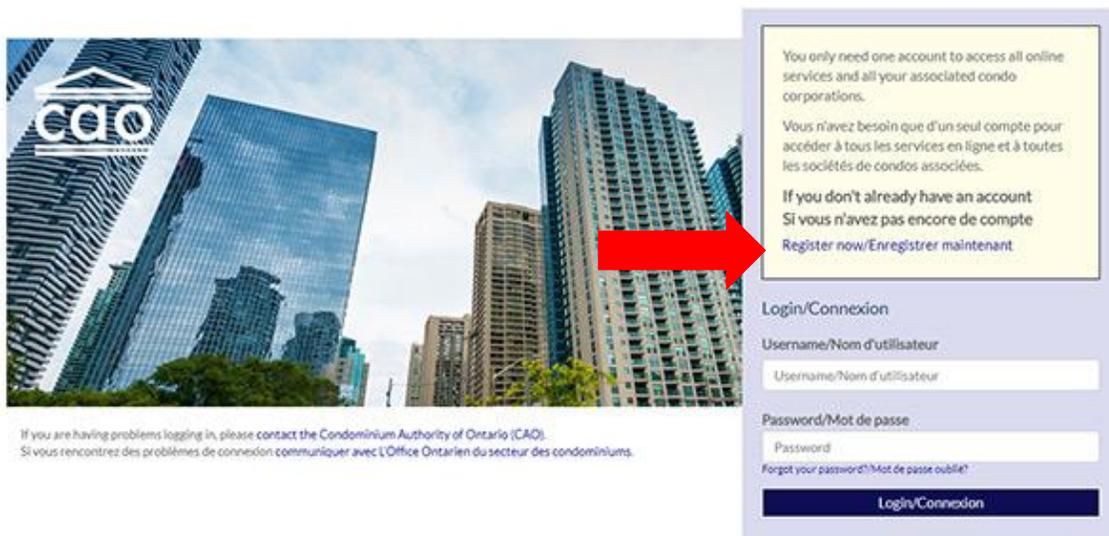
Once you will have completed this process, you will be able to access all online services and all your associated condo corporations.

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.

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

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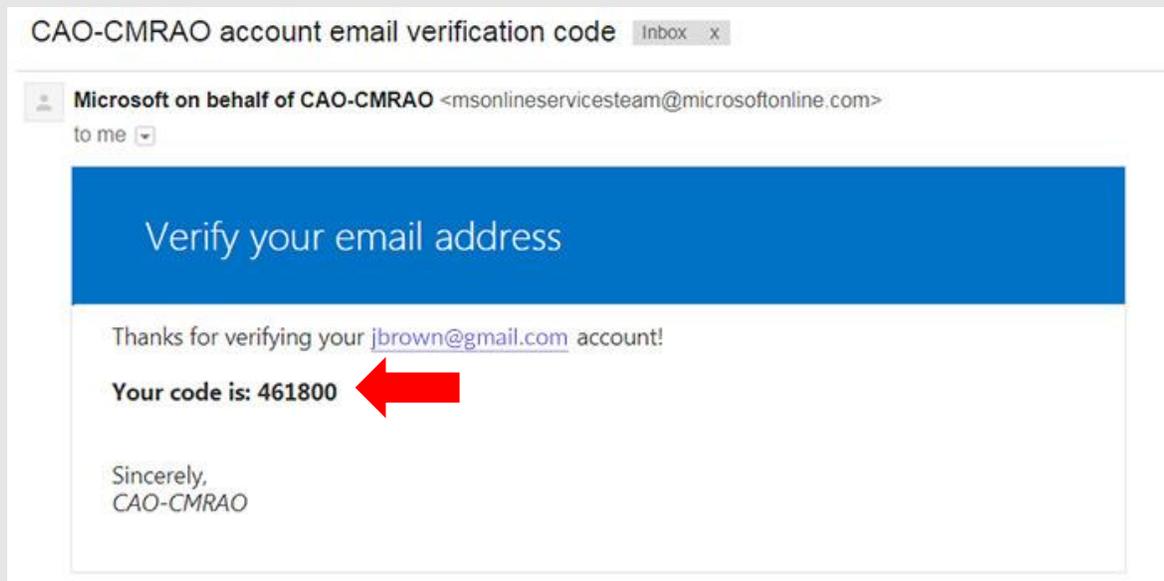
Step 5: Keep this register screen open. Open a separate window or tab to go to your email account. Look for an email with the subject line **"CAO-CMRAO account email verification code."**

[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" ::

CAO-CMRAO account email verification code   Inbox   x

Microsoft on behalf of CAO-CMRAO <msonlineservicesteam@microsoftonline.com>
to me

Verify your email address

Thanks for verifying your jbrown@gmail.com account!

Your code is: 461800

Sincerely,
CAO-CMRAO

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
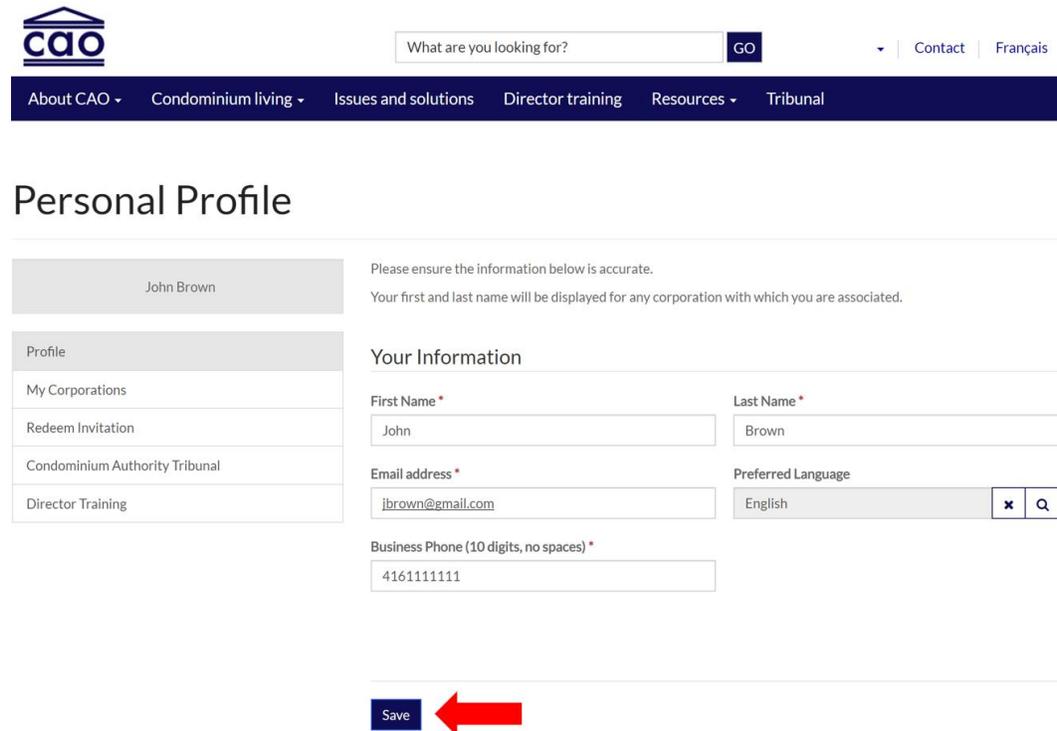
Select the "Verification code" button

Step 7: At the bottom of the page (you may need to scroll down), select the "**Register**" button to submit your registration.
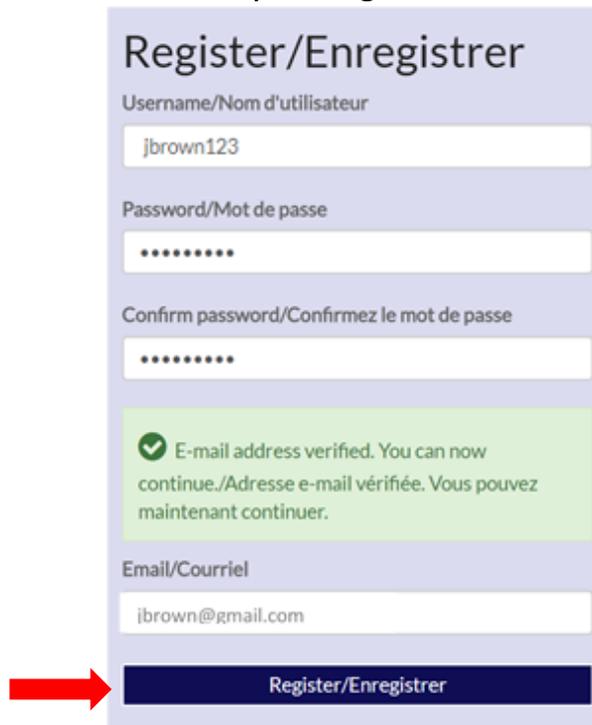
Step 8: You will be taken to your **Personal Profile**. This is your own personal profile. You will need to enter your first name, last name, and phone number to complete your registration process. Select "**Save**" at the bottom of the screen.

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

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.

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.