

Creating Email Addresses: Helpful Information for Condo Managers and Directors

Why Do I Need an Email Address?

- Providing a unique email address that is only associated with you to the Condominium Authority of Ontario (CAO) will allow you to create a CAO account and receive important updates from the CAO.
- Through your CAO account, you can access all CAO services such as director training, condo returns and notices of change, and the Condominium Authority Tribunal's on-line dispute resolution service.
- If you do not have an email address, you can quickly and easily sign up for one for free.

Where and How Do I Create an Email Address?

- Begin the email address creation process by first deciding what email provider is right for you. [Outlook](#) or [Gmail](#) are popular options, but it is important to note that any email provider can be used for the purposes of creating a CAO account and/or to receive important updates from the CAO.
- As you will be using this email address to create a CAO account and/or to communicate with the CAO, we recommend that your username/email address be made up of your initials, as well as an acronym of your condo corporation's legal name.
- For example, if your name is John/Jane Smith, and your condo corporation's legal name is Toronto Standard Condominium Corporation NO. 3, then your unique username/email address could be "js_tscno3@gmail.com".
- Remember that specific email providers will have certain stipulations when it comes to creating a username/email address. Gmail, for example, limits your email address to be between 6 and 30 characters long.
- When it comes to choosing a password, you will need to find a balance between security and ease of memorability. It is not recommended to use your name or birthday as a password as these options are often easily compromised.
- Email providers will also have certain stipulations when it comes to creating a password. Frequently, passwords will need to be 8 characters or longer and consist of some mix of uppercase and lowercase letters, numbers, and symbols.

What Do I Need to Create an Email Address?

- Although different email providers will require you to provide different information as a prerequisite for signing up for their service, the information that will generally be required includes your name, country/region, and date of birth.