



# Guide to Creating Accounts and Managing Condominium Corporation Profiles in the CAO's Online System

## Contents

CAO Accounts .....	1
Creating a CAO Account.....	3
1. Filing Condominium Returns and Notices of Change.....	3
2. Accessing the CAO's mandatory Director Training .....	3
I. If you are a Director .....	3
II. If you are an owner, resident, or member of the public.....	4
3. Filing or joining a case with the Condominium Authority Tribunal .....	4
I. If you are a director, manager, or officer of the condominium corporation .....	4
II. If you are a legal representative .....	4
III. If you are an owner, purchaser, or mortgagee .....	4
Managing Corporate Profiles.....	4
I. The Two Contacts Approach.....	4
II. Change in Condominium Management.....	4
Adding Contacts.....	5

## CAO Accounts

While the CAO's website provides information and resources to everyone, users of the site will need a CAO account to access some of the CAO's services. For example, if you would like to file a return for a condominium corporation, access the CAO's mandatory training for directors, or if you want to file a case with the Condominium Authority Tribunal, you will need a CAO account.

Here are some important things to note about CAO accounts:

### **One Account per individual**

- Each account should be used by only one individual. For example, you should not create an account that will be used by both you and your spouse, friend, or colleague.

### **Only One Account Required**

- Each person only needs one account to access all of the CAO's services. Some individuals have The CAO is aware that some individuals have created several different accounts. If you have multiple accounts, the CAO can merge them together. If you would like to merge two or more accounts, please fill out the request form on our [Contact Us](#) page.

### **Condominium Corporations have Profiles, not Accounts**

- Each condominium corporation in the province already has a corporate profile in the CAO's database. A profile is different than an account - when you create an account, you are creating a personal account.
- A condo's corporate profile can be associated with a number of different accounts (for example, four directors and one manager). Likewise, your personal account can be associated with multiple corporate profiles, and you can access them all using a single username and password.

### **Act on Behalf**

- To file returns or notices of change with the CAO, or to file or join a dispute with the Condominium Authority Tribunal (CAT) on behalf of a condominium corporation, your account must have the ability to "Act on Behalf" of the corporation. A person who can Act on Behalf of the corporation can give others the permission to do so.

### **Email Address to Use**

- When you create an account, please use an email address to which you will always have access. For example, if you are a condominium manager, do not use the email address of the building you manage to set up your personal account. If you lose access to the email address associated with your account, you may be unable to log in in the future.

## Creating a CAO Account

There are a few different ways to create a CAO account, depending on what type of user you are and what services you would like to access.

### 1. Filing Condominium Returns and Notices of Change

To file a return for a condominium corporation with the CAO, you must have an account with the CAO. If the corporation was registered prior to February 28, 2018, the person who registered it was required to create an account. If that person now wants to file a return or notice of change, all they need to do is log into the CAO website and go to the corporation through their profile.

If you did not register the corporation but want to file a return or notice of change, you should contact the person who registered the corporation. They can add you to the corporation and give you the ability to file the returns. Please note that only those with the ability to Act on Behalf of the corporation may file a return or notice of change. For more information, see the **Adding Contacts** section below.

If the corporation has never been registered and / no return has ever been filed, you will need an invitation code to file returns. Once you provide the invitation code, you will be prompted to either log into an existing account, or to create a new account.

The CAO has sent invitation codes by mail to the address for service for the corporation on record with the Land Registry Office. If no one has registered or filed a return for the corporation and you need an invitation code, please contact the CAO by filling out a request form on the [Contact Us](#) page.

### 2. Accessing the CAO's mandatory Director Training

#### I. If you are a Director

If you are a director and you already have a CAO account, you will be able to access the Director Training once you have logged in.

If you are a director and you do not have a CAO account, you should contact the person who registered or filed a return for the corporation with the CAO. That person can send you an invitation to create an account by email. Once you receive that email, follow the instructions included therein to create your account.

If your corporation was not registered with the CAO before February 28, 2018, and no returns have been filed, you should contact the other members on your board and your manager or management service provider (if any) to coordinate as to who will file the returns for the corporation.

**Important Note:** If you are a director, you should only create an account once you have received an email invitation from the CAO, and by following the instructions included in that email. If you create an account any other way, the CAO may not accurately track your completion of the training and you may be required to take it again.

## II. If you are an owner, resident, or member of the public

The condominium director training is available free of charge to condo owners, residents and members of the public. If you do not already have an account with the CAO, then you will be asked to create one when you access the training.

### 3. Filing or joining a case with the Condominium Authority Tribunal

If you would like to file or join a case with the Condominium Authority Tribunal (CAT), you will need a CAO account.

- I. If you are a director, manager, or officer of the condominium corporation and you want to file or join a case on behalf of a condominium corporation, you will need to have an account that is affiliated with the condominium's corporate profile, and which has the ability to "Act on Behalf" of the corporation. For more information on filing and joining cases as a director, manager, or officer of the corporation, [please visit this page](#).
- II. If you are a legal representative, you must have a CAO account to file or join a case with the CAT. If you do not already have one, you will be prompted to create one when you click to file or join the case.
- III. If you are an owner, purchaser, or mortgagee, you must have a CAO account to file or join a case with the CAT. If you do not already have one, you will be prompted to create one when you click to file or join the case.

## Managing Corporate Profiles

### I. The Two Contacts Approach

The CAO strongly recommends that at least two contacts have the ability to Act on Behalf of the corporation at any time. This will help ensure continuity in the management of the corporate profile and ensure that at least one person can always log in and access it.

The CAO also strongly recommends that at least one of the directors of the corporation have the ability to Act on Behalf of the corporation.

### I. Change in Condominium Management

When a condominium corporation changes management, the outgoing condominium manager or management firm should ensure that at least one of the directors of the corporation has the ability to Act on Behalf of the corporation (if this was not done already). That way, the director can log in, remove the old manager, and add the new manager to the corporate profile. Alternatively, the outgoing manager can invite the new manager.

Note: Please note that the CAO cannot add a contact or provide access to a corporate profile. If you do not currently have anyone with the ability to Act on Behalf of the corporation, you may

need to contact your previous manager or the person who registered your corporation / filed your first return to ask them to provide you with the ability to Act on Behalf of the corporation.

## Adding Contacts

You can add director or condominium management contacts to your corporation's profile when you file a condo return or notice of change. When you file a return or notice of change, you are required to add all of the directors of the corporation, as well as the manager and / or management company as contacts of the corporation.

You are required to provide a valid email address for each contact you add. This is because each of those contacts will receive an email from the CAO once you have added them. When a contact is added, they will receive one of two emails:

1. **Invitation Email:** This email will tell the client that they have been added to a corporation and will invite them to create an account through the CAO's website. This email will include a unique invitation code that the contact must use to create their account, and a link to the CAO's website. Once the recipient of this email creates their account, they will be able to access the corporate profile.

This email will be sent if the recipient's does not already have a CAO account or if they have not yet received an invitation email from the CAO.

Once an invitation is sent, the only way for the recipient to create an account using that email address is to follow the instructions in the email and provide the invitation code. No account may be created using this email address after an invitation email has been sent.

**Please note: The invitation code that each contact receives is unique and should not be shared. The code is used to verify that contact's identity and to associate them with the corporation.**

2. **Notification Email:** This email will tell the client that they have been added to a corporation, and that they can log into their account to view the corporate profile. There is no invitation code in this email, and this email will only be sent if the contact already has a CAO account or has received a previous invitation email from the CAO.