

MyCAO Account User Guide



Table of Contents

1. Managing your profile
2. Redeeming an invitation
3. Finding your corporation
4. Viewing your corporation
5. Filing a notice of change
6. Filing a return
7. Filing history
8. Viewing invoices
9. Paying invoices

Accessing your profile

Select **My Profile** in the top navigation, then select **My Personal Information**

Don't forget:

- Your director training can only be tied to one account - **Contact us** if you have completed your training using another email or account.
- **Contact us** to change your account's personal information.

Condo Calendar Condo Registry Tribunal CAO Website Log Out Français

CAO Services Guides and Resources My Profile Contact Us

My Personal Information Redeem Invitation My Director Training

My Personal Profile

View the information associated with your personal profile registered with the CAO.

▼

My Information

Please use the Contact Us page to submit your written request if you need to update the "First Name", "Last Name", or "Email" fields in your profile.

First Name * Joshua

Last Name * Law

Phone Number (Input only numbers) * 4165555555

Email * joshua.law@condoauthorityontario.ca

Please contact us to change this information to keep your account secure.

Date Training Completed

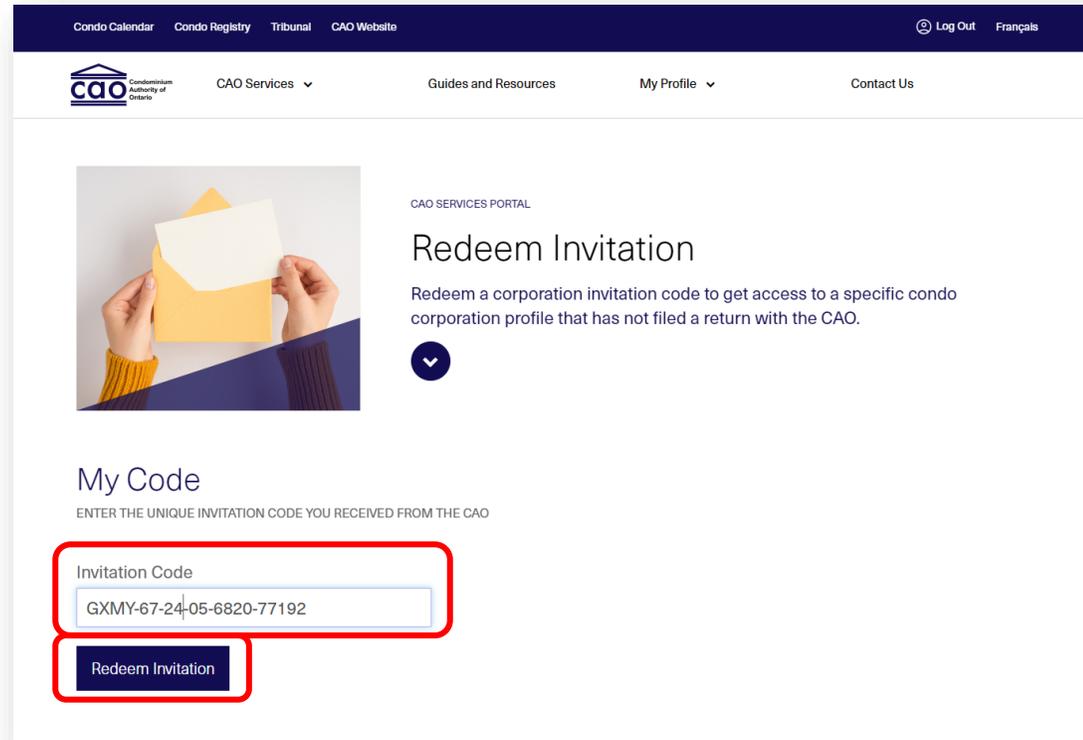
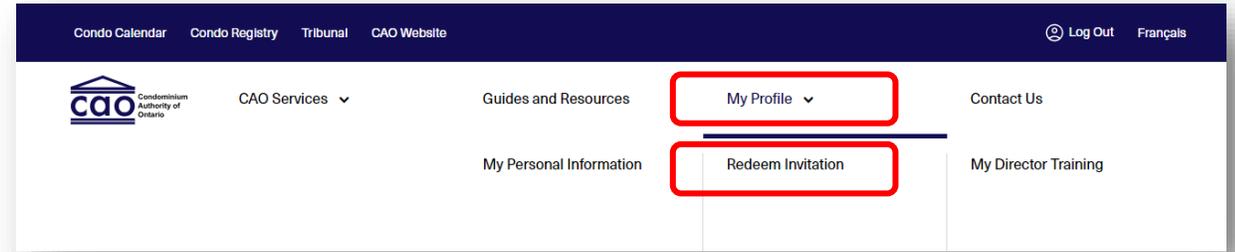
Preferred Language * English

The director training field updates within 1 hour of completion and the name that appears in your personal profile will be displayed on your director training certificate.

Save

Redeem an Invitation

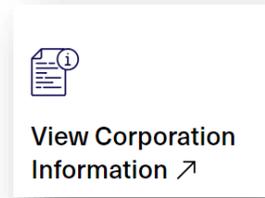
1. Select **My Profile** in the top navigation
2. Select **Redeem Invitation**
3. Enter your Invitation Code
4. Click **Redeem Invitation**
5. Confirm your information.



Find your condo corps

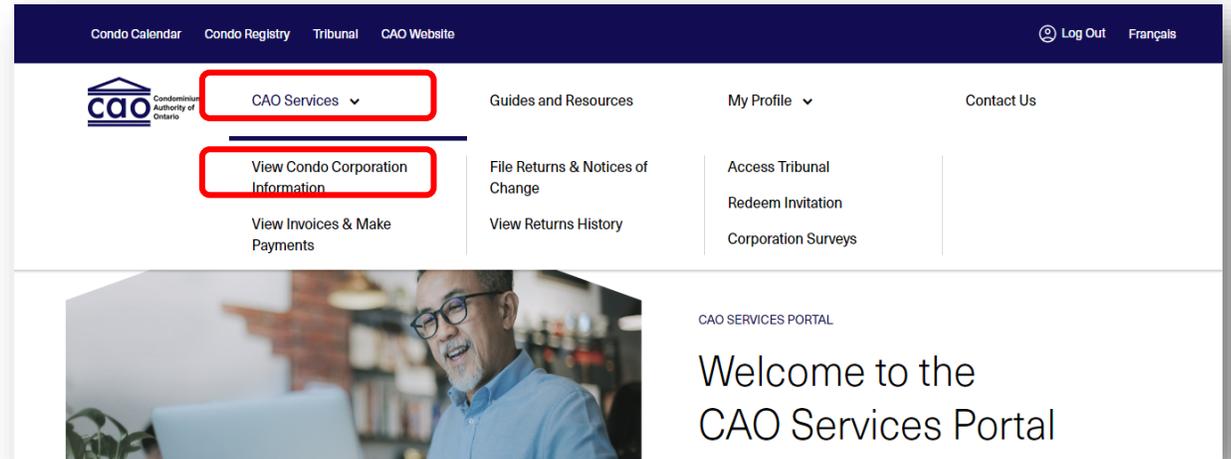
Select **View Corporation Information** to access the corporations you are associated with

Look for this →



OR

Select **CAO Services** then **View condo corporation information**:



Search for your corp.

Use the new search bar and apply filters to look for your corporation – try different search terms!

Permissions:

- Full Access = view, file, pay
- Read Only = view, pay
- Permissions can only be changed by filing notices of change

NEW Filters. Click “**Apply Filter**” for results

Click on the column name to sort by information type.

CAO SERVICES PORTAL

Corporation Contacts & Information

Review the contacts and information of a condo corporation to which you have been added.

NEW Search bar for condo corporations

Search My Condo Corporation

ENTER THE LEGAL NAME OF A CORPORATION OR CHOOSE FROM THE LIST

Search [Search]

Primary Role: [Dropdown]
Permissions: Read Only, Full Access
Returns: Filed, Outstanding
Invoices: Paid, Unpaid

[Apply Filter]

| Condo Corporation ↑ | Returns | Invoices | Primary Role | Permissions |
|--|---------------|----------|--------------|-------------|
| FRONTENAC STANDARD CONDOMINIUM CORPORATION | × Outstanding | × Unpaid | Other | Full Access |

“Permission” has replaced “Act of Behalf” status

View Condo Info

Click on the corporation's name to see:

- Corporation Contacts
 - Names
 - Roles
 - Permissions
 - Email Addresses
- Director Training
 - Deadlines
 - Status
 - Completion Dates

Indicates if there are outstanding condo returns.

Indicates if there are outstanding invoices.

| Condo Corporation ↑ | Returns | Invoices | Primary Role | Permissions |
|--|---------------|----------|--------------|-------------|
| FRONTENAC STANDARD CONDOMINIUM CORPORATION NO. 7 | × Outstanding | × Unpaid | Other | Full Access |
| FRONTENAC STANDARD CONDOMINIUM CORPORATION NO. 8 | × Outstanding | × Unpaid | Other | Full Access |
| PEEL STANDARD CONDOMINIUM CORPORATION NO. 563 | × Outstanding | × Unpaid | Other | Read Only |
| PEEL STANDARD CONDOMINIUM CORPORATION NO. 564 | × Outstanding | × Unpaid | Other | Read Only |

*Note: There are two types of permissions to access information

1. Read Only – User can view a condo corporation's information and contacts, returns history, invoices, survey history and pay invoices
2. Full Access – User has all the 'read only' permissions and can make changes to a change.

Indicates your primary role in the corp.

Filter contacts by role.

View more info for the corp.

Expand Condo Corporation Information

View Another Condo Corporation

| First Name ↑ | Last Name ↑ | Primary Role | Permissions | Training Deadline | Date Training Completed | Email |
|--------------|-----------------|--------------|-------------|-------------------|----------------------------|--|
| Bruna | Goncalves Braga | Other | Full Access | Not Applicable | Not Completed | bruna.braga@condoauthorityontario.ca |
| Jack | Jones | Director | Full Access | August 3, 2021 | × Potentially disqualified | thomasmillar07@hotmail.com |
| Jane | Doe | Director | Full Access | August 3, 2021 | × Potentially disqualified | thomasmillar07@gmail.com |
| Joshua | Law | Other | Full Access | Not Applicable | Not Completed | joshua.law@condoauthorityontario.ca |
| Raymond | Test | Director | Read Only | March 9, 2022 | × Potentially disqualified | cao-test@mallinator.com |
| Thomas | Millar | Other | Read Only | Not Applicable | Not Completed | thomas.millar@condoauthorityontario.ca |

× Director may be disqualified: Based on the email address filed by the condo corporation, this director may not have completed the mandatory director training within the six-month period following their term start date. If this individual completed director training under a different email address, please Contact Us.

Additional Info

Expand Condo Corporation Information to view:

- Registration Date at LRO
- Condo Type & No. of units
- Municipal & service address
- Fiscal year & AGM dates
- Management Provider

File a notice of change to update any of this info.

Contacts
☰ Active Contact Corporations - CAO Portal -

| First Name ↑ | Last Name ↑ | Primary Role | Permissions | Training Deadline | Date Training Completed | Email |
|--------------|-----------------|--------------|-------------|-------------------|----------------------------|--|
| Bruna | Goncalves Braga | Other | Full Access | Not Applicable | Not Completed | bruna.braga@condoauthorityontario.ca |
| Jack | Jones | Director | Full Access | August 3, 2021 | × Potentially disqualified | thomasmillar07@hotmail.com |
| Jane | Doe | Director | Full Access | August 3, 2021 | × Potentially disqualified | thomasmillar07@gmail.com |
| Joshua | Law | Other | Full Access | Not Applicable | Not Completed | joshua.law@condoauthorityontario.ca |
| Raymond | Test | Director | Read Only | March 9, 2022 | × Potentially disqualified | cao-test@mailinator.com |
| Thomas | Millar | Other | Read Only | Not Applicable | Not Completed | thomas.millar@condoauthorityontario.ca |

× **Director may be disqualified:** Based on the email address filed by the condo corporation, this director may not have completed the mandatory director training within the six-month period following their term start date. If this individual completed director training under a different email address, please Contact Us.

[Expand Condo Corporation Information](#) [View Another Condo Corporation](#)

View more info for the corp.

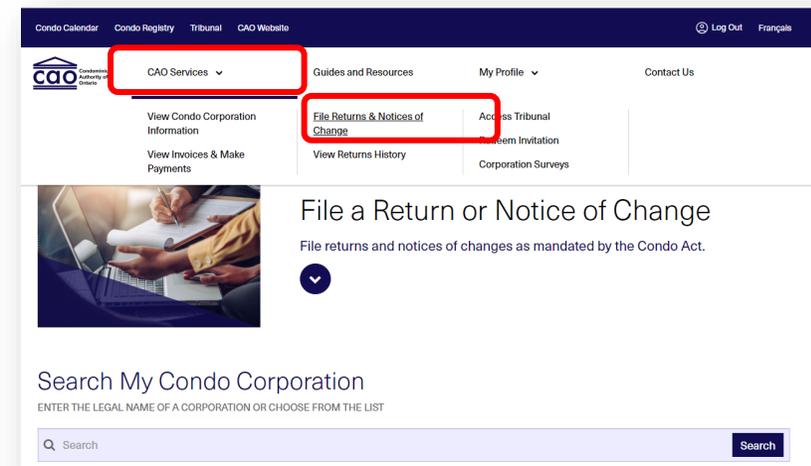
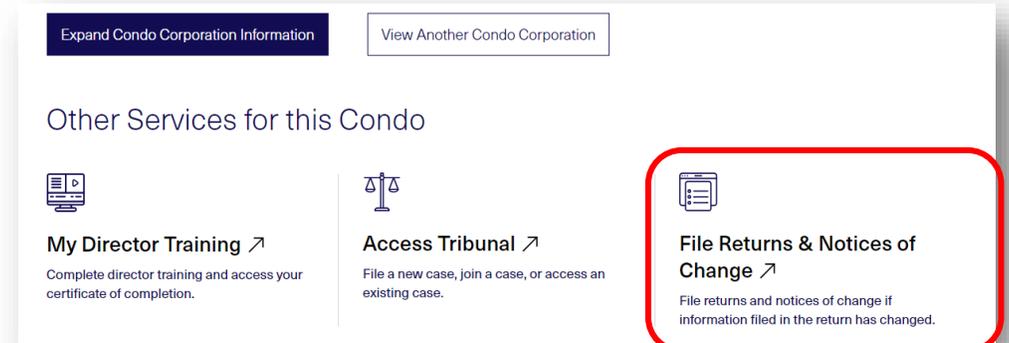
Filing a Notice of Change

On the **Corp. Information** page, select:

1. **File Returns & Notices of Change**
2. **File a Notice of Change**

From the **CAO Services** tab at the top of the page, select:

1. **File Returns & Notices of Change**
2. Search for your condo then select **File a notice of change**



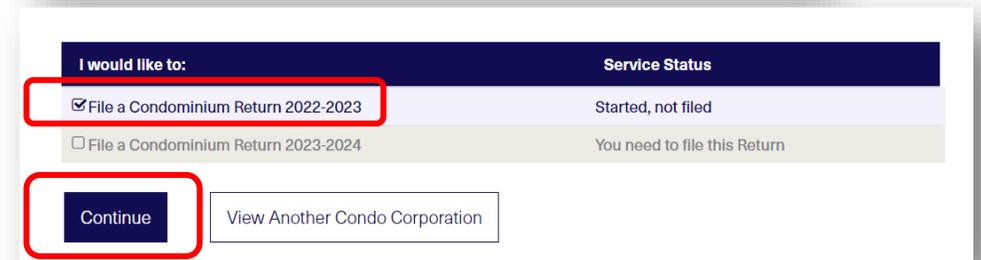
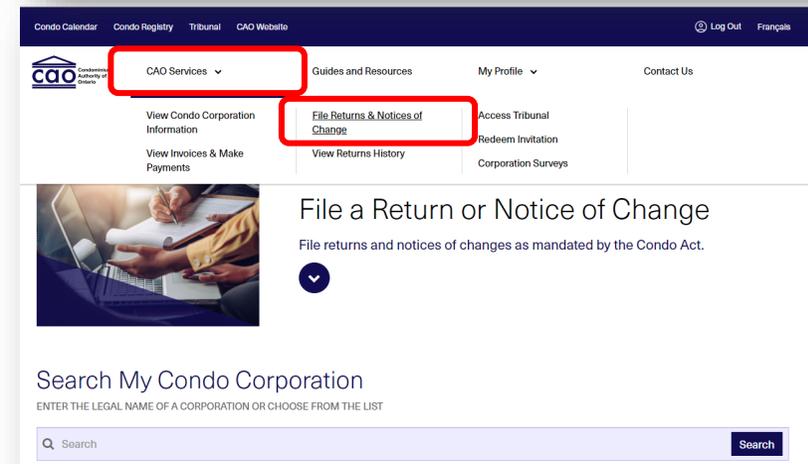
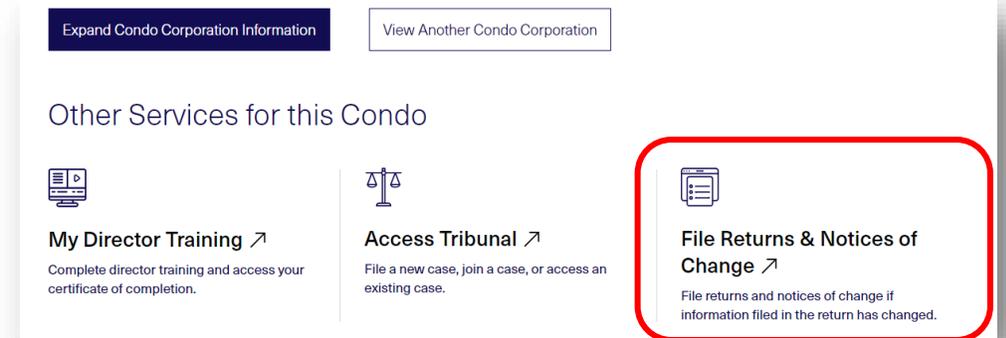
Filing a Return

On the **Corp. Information** page, select:

1. **File Returns & Notices of Change**
2. Then **File a Condominium Return**

On the **CAO Services** tab, select:

1. **File Returns & Notices of Change**
2. Search for your condo then select **File a condominium return**



Access Filing History

On the **Corp. Information** page:

- Select **View Returns History**

On the **CAO Services** tab:

1. Select **View Returns History**

2. Search for and select the condo corp.

My Director Training [↗](#)
Complete director training and access your certificate of completion.

Access Tribunal [↗](#)
File a new case, join a case, or access an existing case.

File Returns & Notices of Change [↗](#)
File returns and notices of change if information filed in the return has changed.

View Returns History [↗](#)
View previously filed condo returns and notices of change.

View Invoices & Make Payments [↗](#)
View invoices, make a payment, or review payment history.

Corporation Surveys [↗](#)
Complete surveys and review previous survey responses.

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CAO Services [v](#) Guides and Resources My Profile [v](#) Contact Us

View Condo Corporation Information File Returns & Notices of Change Access Tribunal Redeem Invitation Corporation Surveys

View Returns History

View list of returns and NOC's filed

Select to download the PDF

View list of returns and NOC's filed

You can find a summary of the condo corporation's previously filed returns and notices of change below.

| Fiscal Year | Return Type | Submitted On | Action |
|-------------|------------------|---------------------|------------------------------|
| 2021-2022 | Notice Of Change | 09/09/2021 12:54 PM | Download PDF |
| 2021-2022 | Annual | 30/04/2021 10:13 AM | Download PDF |
| 2020-2021 | Turnover | 30/04/2021 10:00 AM | Download PDF |
| 2020-2021 | Initial | 30/04/2021 10:00 AM | Download PDF |

[View Another Condo Corporation](#)

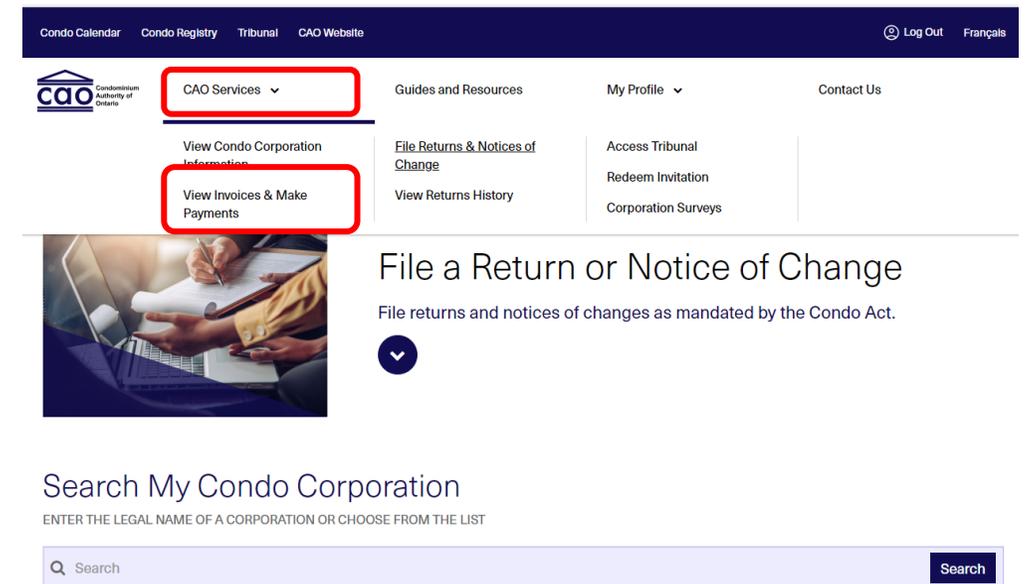
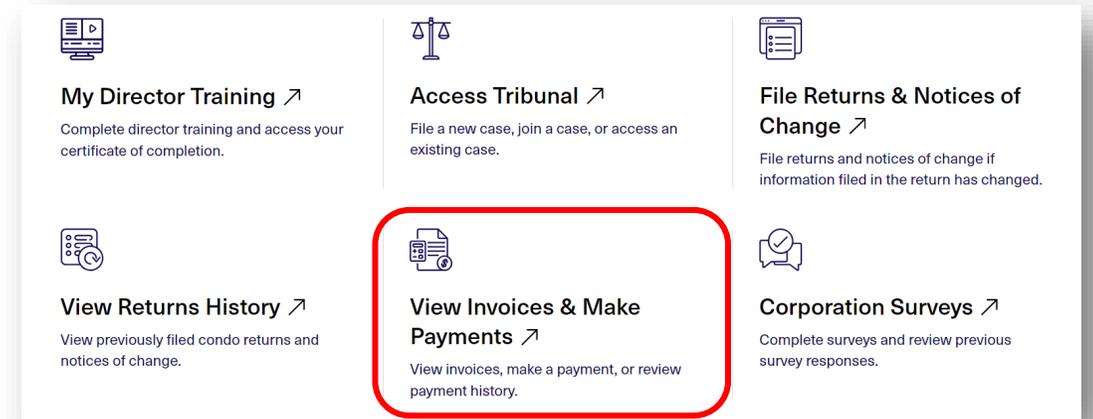
Viewing Invoices

On the Corp. Information page:

- Select **View Invoices & Make Payments**

From the **CAO Services** tab at the top of the page, select:

1. **View Invoices & Make Payments**
2. Search for your condo corp.
3. View and pay invoices



Paying Invoices

You can find a summary of the condo corporation's outstanding invoices, paid invoices, and invoices under review below. To pay an invoice, please click on the "Pay Now" button to pay online or by cheque. To view the details of any invoices, please click on the specific invoice. Read about accessing and paying invoices.

Your Account Summary

Current Balance: \$599.17 08/06/2023

Pay Now

Select "Pay Now" to pay the full Current Balance

Outstanding Invoices

Assessment Invoices

| Assessment Invoice ↑ | Invoice Number | Invoice Amount | Balance Payable | Status | Date Issued |
|--|------------------|----------------|-----------------|-----------------|-------------|
| 2020-2021 - Assessment Fee/Frais de quote-part | INV-17995-NOC4L7 | \$149.17 | \$149.17 | Pending Payment | 30/04/2021 |
| 2021-2022 - Assessment Fee/Frais de quote-part | INV-17996-P4L5W7 | \$450.00 | \$450.00 | Pending Payment | 30/04/2021 |

Other Invoices

| Name ↑ | Invoice Number | Assessment Amount | Balance Payable | Status Reason | Created On |
|--------|----------------|-------------------|-----------------|---------------|------------|
|--------|----------------|-------------------|-----------------|---------------|------------|

Select a single invoice to pay only that invoice

Corporation Profile - Account Payment

Condo Corporation Legal Name: FRONTENAC STANDARD CONDOMINIUM CORPORATION NO. 7

Account Payment

| Item Name | Invoice Status | Amount |
|--|-----------------|-----------------|
| 2020-2021 - Assessment Fee/Frais de quote-part | Pending Payment | \$ 149.17 (CAD) |
| 2021-2022 - Assessment Fee/Frais de quote-part | Pending Payment | \$ 450.00 (CAD) |
| Total | | \$ 599.17 (CAD) |

Payment Options:

- Pay by Card or Google Pay
- Pay By Cheque

Pay Now

Select payment method and click "Pay Now"

Corporation Surveys

On the Corp. Information page:

- Select **Corporation Surveys**

On the **CAO Services** tab:

1. Select **Corporation Surveys**
2. Search for and select the condo corp.

View Returns History ↗
View previously filed condo returns and notices of change.

View Invoices & Make Payments ↗
View invoices, make a payment, or review payment history.

Corporation Surveys ↗
Complete surveys and review previous survey responses.

CAO Services ▾

- View Condo Corporation Information
- View Invoices & Make Payments
- File Returns & Notices of Change
- View Returns History
- My Profile ▾
- Access Tribunal
- Redeem Invitation
- Corporation Surveys**
- Contact Us

Corporation Surveys

Condo Corporation Legal Name: FRONTENAC STANDARD CONDOMINIUM CORPORATION NO. 7

In Progress Surveys

| Survey Title | Date Created | Survey invitation URL | Survey Status |
|----------------------------------|--------------|-----------------------|---------------|
| There are no records to display. | | | |

Completed Surveys

COMING SOON

View Another Condo Corporation

Contact us

We're here to help. If you need assistance, please contact us:

- Monday – Friday, 9am – 5pm
- Toll-Free – 1.844.880.5341
- Email – [Contact Us Form](#)





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