



# CAO Guide to Returns: Troubleshooting



[www.condoauthorityontario.ca](http://www.condoauthorityontario.ca)



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### ***Have a Question?***

If you have a question about any of the information in this Guide, please contact us. We have a team available to answer any questions you may have.

This guide may be updated from time to time. You can access the most up-to-date version on the CAO website.

*Date: April 11, 2024*

# Missing Officer Role for a Director

## Error Message

Board of Directors: You did not provide an officer role for the following director(s):

- John Smith (directorjohn2020@gmail.com)

You must specify the officer role of all directors. Please provide the officer role for this/these director(s) by clicking "Edit/Delete" beside their name and then selecting "Edit".

## Description

Each director may be assigned an officer role unless they do not have one, in which case "No Officer Role" must be selected. If no option is selected, this error will appear.

## Troubleshooting Steps

1. In the "Board of Directors" table, click on the "Edit/Delete" button to the right of the director's name.



The screenshot shows a table with columns: First Name, Last Name, Officer Role, Additional Officer Role, Term Start, Act On Behalf Of, Email, and Changes Pending Submission. There are three rows of data. The first row for John Smith has an 'Edit/Delete' button highlighted with a red box. The second row for Jane Smith has an 'Undo Add' button. The third row for Nov Ember has an 'Undo Add' button. An 'Add a Director' button is in the top right corner.

First Name	Last Name	Officer Role	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission
John	Smith				No	directorjohn2020@gmail.com	<a href="#">Edit/Delete</a>
Jane	Smith	Secretary		01/09/2021	Yes	directorjane2020@gmail.com	<a href="#">Undo Add</a>
Nov	Ember	Treasurer		01/09/2021	Yes	nov092021@gmail.com	<a href="#">Undo Add</a>

## 2. Select "Edit" under Step

**i** View details x

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### Edit/Delete a Director

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#### Step 1

**Do you want to Edit or Delete this record?**


Edit  Delete

---

#### Step 2: Edit

**Changing a Director's Email Address:** If you would like to change the email address for this individual, please note that you must contact the CAO to do so. The CAO can be reached using the information found on our Contact Us page.

If you have added a director in a previous condo return without a unique email address, please note that you will be required to delete and then re-add the individual to add the unique email address for the individual.

<b>First Name *</b>	<b>Last Name *</b>
John	Smith
<b>Act on behalf of condo corporation? *</b>	<b>Email *</b>
<input checked="" type="radio"/> No <input type="radio"/> Yes	directorjohn2020@gmail.com
<b>Officer Role *</b>	<b>Term Start Date *</b>
<input type="text"/>	<input type="text" value="DD MMMM YYYY"/> 
<b>Does this director have an additional officer role?</b>	
<input checked="" type="radio"/> No <input type="radio"/> Yes	

3. Click on the “Officer Role” drop-down list and select the director’s officer role.

The screenshot shows a form with the following elements:

- Officer Role \***: A dropdown menu is open, showing a list of roles: President/Chair, Vice-President, Secretary, Treasurer, Other, and No Officer Role. The 'President/Chair' option is highlighted in blue.
- Term Start Date \***: A date input field with the placeholder text 'DD MMMM YYYY' and a calendar icon.
- Effective Date of Change \***: A date input field with the placeholder text 'DD MMMM YYYY' and a calendar icon.
- Buttons**: 'Save and Close' and 'Cancel' buttons are located at the bottom of the form.

4. Click on the “Save and Close” button

The screenshot shows the form after the 'Officer Role' has been selected. The 'Save and Close' button is highlighted with a red box.

The form contains the following elements:

- Officer Role \***: A dropdown menu showing 'President/Chair'.
- Term Start Date \***: A date input field showing '01 September 2022'.
- Does this director have an additional officer role?**: A question with two radio buttons: 'No' (selected) and 'Yes'.
- Effective Date of Change \***: A date input field showing '01 September 2022'.
- Buttons**: 'Save and Close' and 'Cancel' buttons are located at the bottom of the form.

# Failure to Complete Director Training by Deadline

## Error Message

Board of Directors: Based on the information provided, the following individual(s) may have ceased to be director(s) for not completing the mandatory director training within the six-month period following their term start date(s) and must be removed:

- Jane Smith (directorjane2020@gmail.com)

Please confirm with the director(s) whether they have completed their director training using a different email address than the one provided. If so, please delete and re-add the director(s) with the first name, last name, and email address as they appear on their CAO personal profile. Furthermore, please ensure that the most recent term start date(s) are entered for all directors (the date of their most recent election, re-election, or appointment).

## Description

Directors are required to complete the director training program provided by the CAO within six months of the date of their appointment, election, or re-election.

If you see the error message for directors who completed the director training on time, you may need to delete and re-add the director with the first name, last name, and email address they used to create their CAO account and complete the training. If the director previously provided a different email address than the one with which they completed the training, their training will not be linked to their condominium corporation profile.

## Troubleshooting Steps


1. Under the “Turn-over Meeting” section, ensure that the correct turn-over meeting date is entered if the turn-over meeting was held on or after Jan 1, 2018. If the turn-over meeting was held before Jan 1, 2018, select “No” under “Was the turn-over meeting held on or after Jan 1, 2018?”.

**Turn-over Meeting**


If the condo corporation has held its **turn-over meeting** on or after January 1, 2018, the condo corporation will be required to file a Turn-over return within 90 days of the turn-over meeting.

**Has the Corporation held its Turn-over Meeting? \***  
 No  Yes

**Was the turn-over meeting held on or after Jan 1, 2018? \*** **Enter the Turn-over Meeting Date \***  
 No  Yes

31/01/2021 

[Add Director](#)

Last Name	Officer Role 	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission
Smith	President/Chair		02/01/2021	Yes	directorjohn2020@gmail.com	<a href="#">Edit/Delete</a>
Smith	Secretary		02/09/2021	Yes	directorjane2020@gmail.com	<a href="#">Edit/Delete</a>

◀  ▶

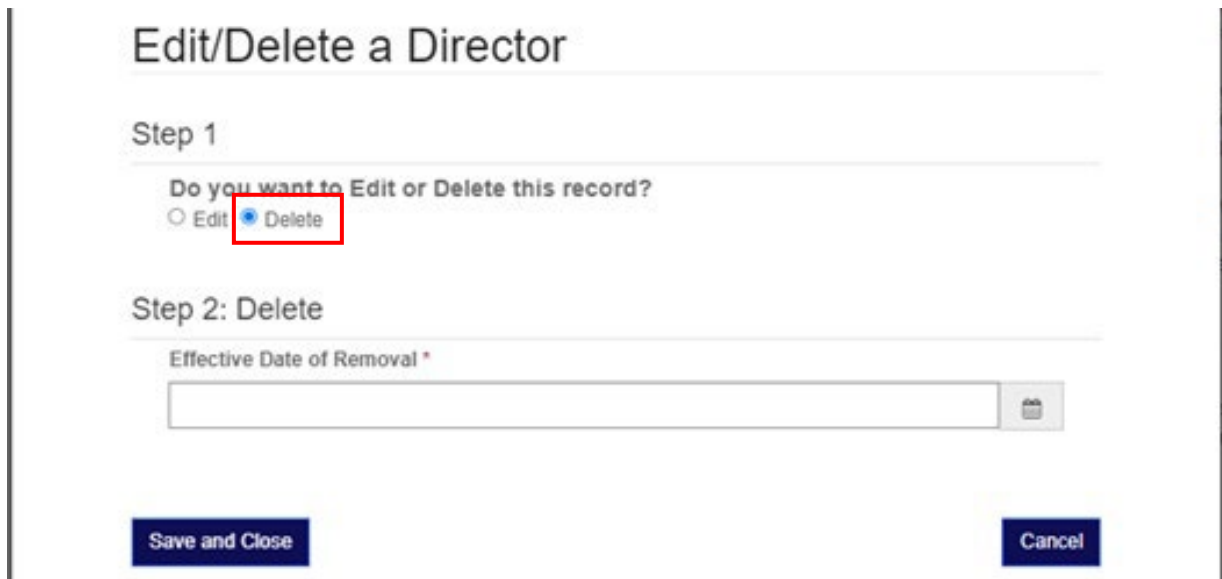
Alternatively, if you have just added the director, click on the “Undo Add” button to the right of the director’s name. This will remove the director from the “Board of Directors” table. If you have removed the director, skip to step 6.



The screenshot shows a table with the following columns: Last Name, Officer Role, Additional Officer Role, Term Start, Act On Behalf Of, Email, and Changes Pending Submission. There are two rows of data. The first row has 'Smith' as the last name, 'President/Chair' as the officer role, '01/06/2021' as the term start, 'Yes' as the act on behalf status, and 'directorjohn2020@gmail.com' as the email. The second row has 'Smith' as the last name, 'Secretary' as the officer role, '01/06/2021' as the term start, 'No' as the act on behalf status, and 'directorjane2020@gmail.com' as the email. Both rows have an 'Added' status in the 'Changes Pending Submission' column. To the right of each row is a blue 'Undo Add' button. The 'Undo Add' button for the second row is highlighted with a red rectangle.

Last Name	Officer Role	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission	
Smith	President/Chair		01/06/2021	Yes	directorjohn2020@gmail.com	Added	Undo Add
Smith	Secretary		01/06/2021	No	directorjane2020@gmail.com	Added	Undo Add

3. Select “Delete” under Step 1.



The screenshot shows a form titled 'Edit/Delete a Director'. Under 'Step 1', there is a question 'Do you want to Edit or Delete this record?' with two radio button options: 'Edit' and 'Delete'. The 'Delete' option is selected and highlighted with a red rectangle. Below this is 'Step 2: Delete', which includes a text input field for 'Effective Date of Removal \*' with a calendar icon to its right. At the bottom of the form are two buttons: 'Save and Close' and 'Cancel'.



4. Enter the “Effective Date of Removal” by selecting the calendar icon and choosing a date from the options which appear.

**Edit/Delete a Director**

Step 1

Do you want to Edit or Delete this record?  
 Edit  Delete

Step 2: Delete

Effective Date of Removal \*

05 January 2022

Save and Close Cancel

5. Click on the “Save and Close” button.

**Edit/Delete a Director**

Step 1

Do you want to Edit or Delete this record?  
 Edit  Delete

Step 2: Delete

Effective Date of Removal \*

05 January 2022

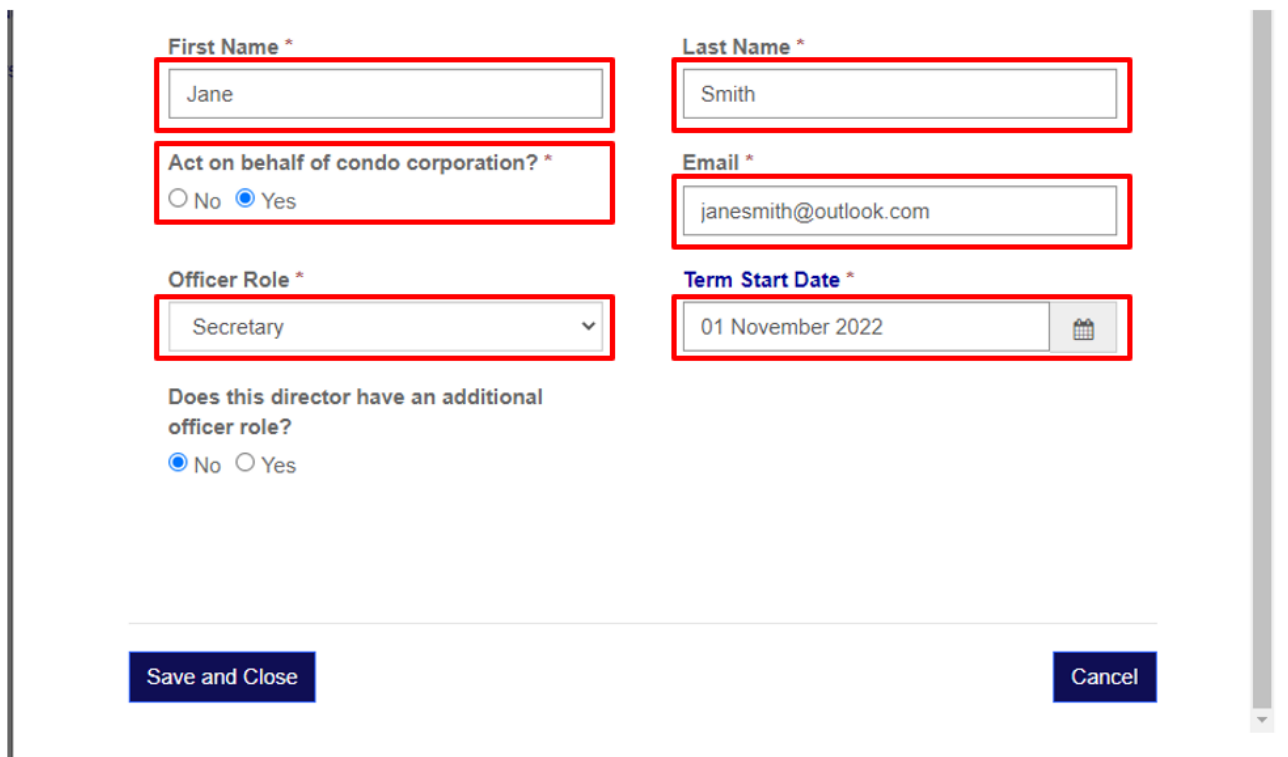
Save and Close Cancel

6. In the “Board of Directors” table, click on the “Add Director” button.



First Name	Last Name	Officer Role ↑	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission
John	Smith	President/Chair		02/01/2021	Yes	directorjohn2020@gmail.com	<a href="#">Edit</a>
Jane	Smith	Secretary		02/09/2021	Yes	directorjane2020@gmail.com	Deleted <a href="#">Undo</a>

7. Add the director’s first name, last name, and email address as it appears on their CAO account used to complete the director training. This ensures that their completed training is linked to the condominium corporation. Additionally, ensure the officer role, “act on behalf of” privileges, and most recent term start date are entered.



**First Name \***  
Jane

**Last Name \***  
Smith

**Act on behalf of condo corporation? \***  
 No  Yes

**Email \***  
janesmith@outlook.com

**Officer Role \***  
Secretary

**Term Start Date \***  
01 November 2022

**Does this director have an additional officer role?**  
 No  Yes

[Save and Close](#) [Cancel](#)

- Click on the “Save and Close” button.

First Name \*  
Jane

Last Name \*  
Smith

Act on behalf of condo corporation? \*  
 No  Yes

Officer Role \*  
Secretary

Email \*  
janesmith@outlook.com

Term Start Date \*  
01 November 2022

Does this director have an additional officer role?  
 No  Yes

Save and Close

Cancel

## Director’s Term Start Date Exceeds the Maximum Term of Three Years

### Error Message

Board of Directors: The term start date(s) provided indicate that the term for one or more directors exceeds the maximum term of three years:

- John Smith (directorjohn2020@gmail.com)

You have also indicated that an AGM has been held since the expiry of these term(s). Elections to fill such expired positions often happen at AGMs.

Please confirm that the term start date(s) provided are correct and that you have provided the **most recent** term start dates for these director(s) (the most recent date on which they were elected, re-elected, or appointed).

### Description

Every director is elected for a term of three years or less. Ensure that the most recent term start dates are entered for every director. Please note that term start dates for

directors exceeding four years will not be accepted by the condo returns filing system.

## Troubleshooting Steps

1. Under the “Turn-over Meeting” section, ensure that the correct selection is made regarding whether the condominium corporation has held its turn-over meeting. Additionally, ensure that the correct turn-over meeting date is entered if the turn-over meeting was held on or after Jan 1, 2018. If the turn-over meeting was held before Jan 1, 2018, select “No” under “Was the turn-over meeting held on or after Jan 1, 2018?”.

### Turn-over Meeting


If the condo corporation has held its **turn-over meeting** on or after January 1, 2018, the condo corporation will be required to file a Turn-over return within 90 days of the turn-over meeting.

**Has the Corporation held its Turn-over Meeting? \***


No  Yes

**Was the turn-over meeting held on or after Jan 1, 2018? \*** **Enter the Turn-over Meeting Date \***

No  Yes

31/01/2021 

2. In the “Board of Directors” table, click on the “Edit/Delete” button to the right of the director’s name

Last Name	Officer Role 	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission
Smith	President/Chair		02/09/2017	Yes	directorjohn2020@gmail.com	<a href="#">Edit/Delete</a>
Smith	Secretary		02/09/2020	Yes	directorjane2020@gmail.com	<a href="#">Edit/Delete</a>

3. Select "Edit" under Step 1.

**Edit/Delete a Director**

Step 1

Do you want to Edit or Delete this record?

Edit  Delete

4. Enter the most recent term start date of the director by selecting the calendar icon and choosing a date.

First Name \*  
John

Last Name \*  
Smith

Act on behalf of condo corporation? \*  
 No  Yes

Officer Role \*  
President/Chair

Does this director have an additional officer role?  
 No  Yes

Effective Date of Change \*  
DD MMMM YYYY

Email \*  
directorjohn2020@gmail.com

Term Start Date \*  
01 October 2022

October 2022						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Save and Close

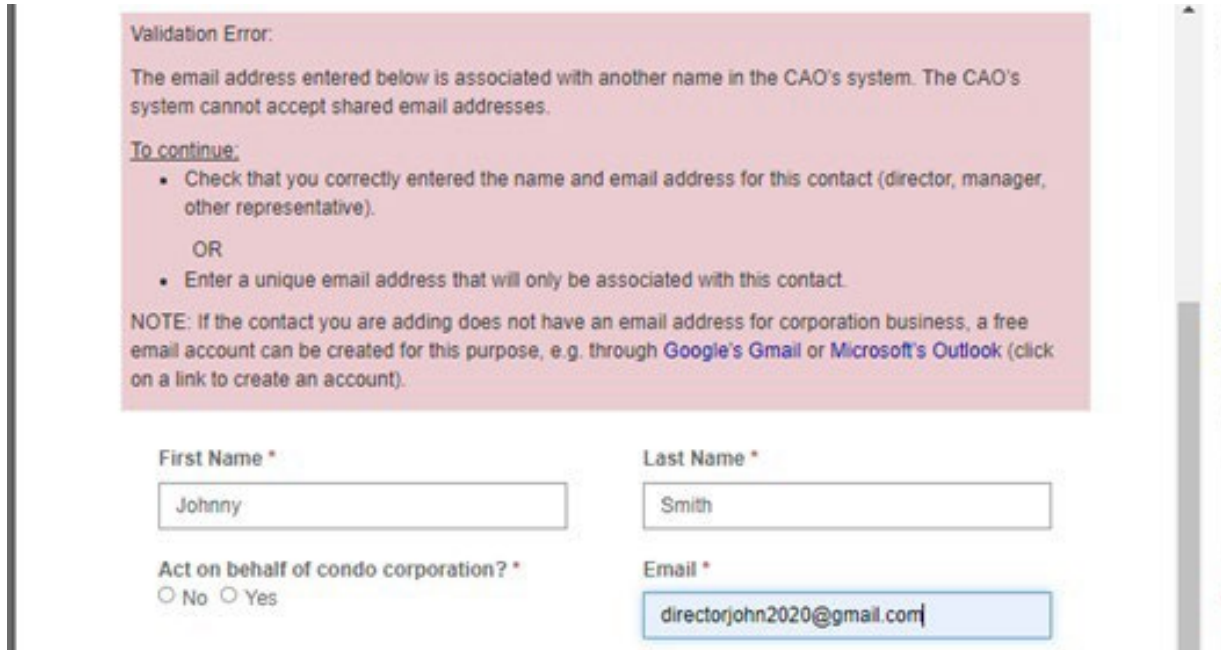
Cancel

5. Enter the effective date of change by clicking the calendar icon then click on the "Save and Close" button.

<b>First Name *</b> John	<b>Last Name *</b> Smith
<b>Act on behalf of condo corporation? *</b> <input checked="" type="radio"/> No <input type="radio"/> Yes	<b>Email *</b> directorjohn2020@gmail.com
<b>Officer Role *</b> President/Chair	<b>Term Start Date *</b> 01 October 2022
<b>Does this director have an additional officer role?</b> <input checked="" type="radio"/> No <input type="radio"/> Yes	
<b>Effective Date of Change *</b> 01 October 2022	
<b>Save and Close</b>	<b>Cancel</b>

# An Individual's Email Address is Associated with Another Name in the CAO's System

## Error Message



The screenshot shows a web form with a pink error message box at the top. The error message reads: "Validation Error: The email address entered below is associated with another name in the CAO's system. The CAO's system cannot accept shared email addresses. To continue: • Check that you correctly entered the name and email address for this contact (director, manager, other representative). OR • Enter a unique email address that will only be associated with this contact. NOTE: If the contact you are adding does not have an email address for corporation business, a free email account can be created for this purpose, e.g. through Google's Gmail or Microsoft's Outlook (click on a link to create an account)." Below the error message, the form fields are: "First Name \*" with the value "Johnny", "Last Name \*" with the value "Smith", "Act on behalf of condo corporation? \*" with radio buttons for "No" and "Yes", and "Email \*" with the value "directorjohn2020@gmail.com".

Validation Error:

The email address entered below is associated with another name in the CAO's system. The CAO's system cannot accept shared email addresses.

To continue:

- Check that you correctly entered the name and email address for this contact (director, manager, other representative).

OR

- Enter a unique email address that will only be associated with this contact.

NOTE: If the contact you are adding does not have an email address for corporation business, a free email account can be created for this purpose, e.g. through [Google's Gmail](#) or [Microsoft's Outlook](#) (click on a link to create an account).

First Name \*

Johnny

Last Name \*

Smith

Act on behalf of condo corporation? \*

No  Yes

Email \*

directorjohn2020@gmail.com

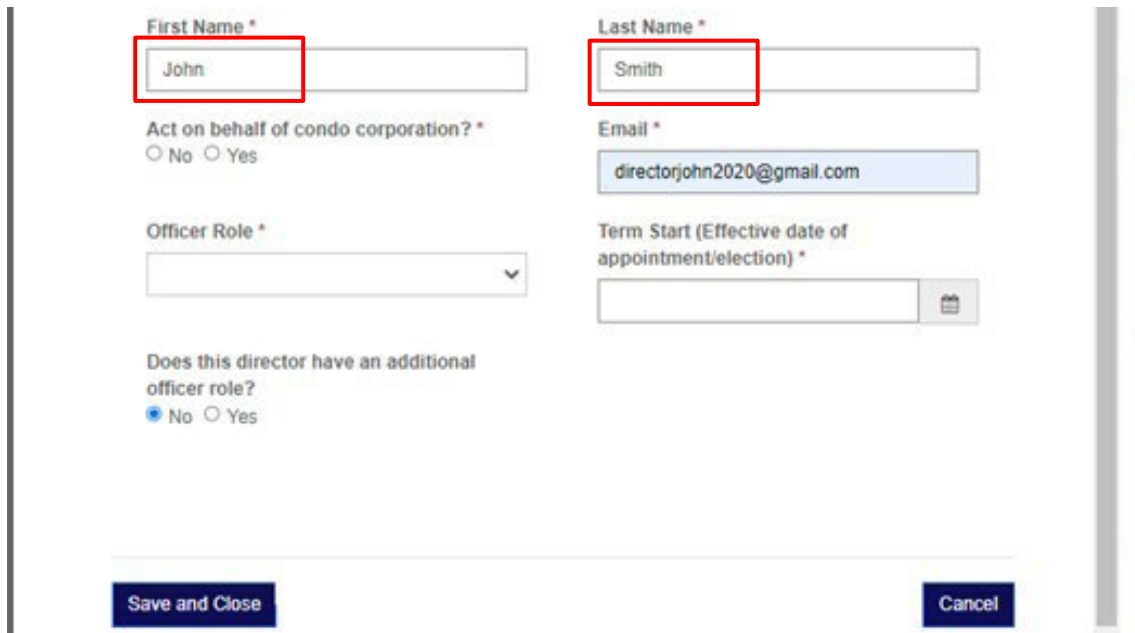
## Description

Every individual added to the corporation profile must be added with their first name, last name, and email address as it appears on their CAO account. This ensures that every individual's CAO account is linked to the condominium corporation. If an individual does not have a CAO account, they must be added with a unique email address.

For directors who already have a CAO account or who have already completed director training, please provide the same email address and the exact same spelling of their first and last name that they used to create their account and complete director training. The director may verify this spelling by logging into their CAO account on the CAO's website and going to their personal profile. This ensures that their completed director training is linked to the condominium corporation.

## Troubleshooting Steps

1. In the “Board of Directors” table, click on the “Edit/Delete” button to the right of the director’s name.



The screenshot shows a form for editing director information. The 'First Name' field contains 'John' and the 'Last Name' field contains 'Smith', both highlighted with red boxes. Other fields include 'Act on behalf of condo corporation?' (radio buttons for No and Yes), 'Officer Role' (a dropdown menu), 'Email' (containing 'directorjohn2020@gmail.com'), and 'Term Start (Effective date of appointment/election)' (a date picker). At the bottom, there are 'Save and Close' and 'Cancel' buttons.

2. If you continue to experience the error message, you may not have the correct spelling of the director’s information. Please then confirm with the director the spelling of their first name, last name, and email address as it appears on their CAO account which they used to complete director training.

## The Same Individual is Added as a Non-Director Officer or Other Representative

### Error Message

This individual with the email address you entered has already been added to this condo corporation profile as a non-director officer or other representative.

To add this individual as a director, you must first delete this individual as a non-director officer or other representative.



## Description

Directors must be added to the “Board of Directors” table and not to the “Non-Director Officers and Other Representatives” table. Please ensure that a director is added to only one.

Condominium managers must be added to the “Condominium Manager” table and not to the “Non-Director Officers and Other Representatives” table.

## Troubleshooting Steps

1. If the individual is a director, delete the individual from the “Non-Director Officers and Other Representatives” table. Click on the “Edit/Delete” button.

**Non-Director Officers and Other Representatives**

Please add any other non-director officers and other representatives of the condo corporation. Please note that any directors or condominium managers for the condo corporation should not be listed here.

[Add Individual](#)

First Name ↑	Last Name	Title	Officer Role	Act On Behalf Of	Email	Changes Pending Submission
Test	Person	Declarant		No	testperson@hotmail.com	<a href="#">Edit/Delete</a>

2. Select "Delete" under Step 1.

**Edit/Delete Non-Director Officer or Other Representative**

---


Step 1

Do you want to Edit or Delete this record?

Edit  Delete

Step 2: Delete

Effective Date of Removal \*

DD MMMM YYYY 

**Save and Close** **Cancel**

3. Enter the "Effective Date of Removal" under Step 2 by clicking on the calendar icon.

**Edit/Delete Non-Director Officer or Other Representative**

---


Step 1

Do you want to Edit or Delete this record?

Edit  Delete

Step 2: Delete

Effective Date of Removal \*

01 November 2022 

**Save and Close** **Cancel**

4. Click on the “Save and Close” button.

## Edit/Delete Non-Director Officer or Other Representative

Step 1

Do you want to Edit or Delete this record?

Edit  Delete

Step 2: Delete

Effective Date of Removal \*

01 November 2022

**Save and Close** **Cancel**

5. After deleting the individual from the “Non-Director Officers and Other Representatives” table, you can then add the individual to the “Board of Directors” table if the individual is a director.

**Add a Director**

First Name	Last Name	Officer Role	Additional Officer Role	Term Start	Act On Behalf Of	Email	Changes Pending Submission	
John	Smith	President/Chair		01/06/2021	Yes	directorjohn2020@gmail.com	Added	<b>Undo</b>
Jane	Smith	Secretary		01/06/2021	No	directorjane2020@gmail.com	Added	<b>Undo</b>

If the individual is a condominium manager, you can then add the individual to the “Condominium Manager” table.

### Condominium Manager

Please indicate any condominium manager:

1. With whom the condominium corporation has entered into an agreement/contract to receive condominium management services; and/or
2. Any condominium manager who is employed by a condominium management company entered in the section above and who provides condominium management services to the condominium corporation.

Add the condominium manager’s name and other information in the table below by clicking on the “Add Condominium Manager” button.

[Add Condominium Manager](#)

First Name <span style="font-size: small;">↑</span>	Last Name	Licence Number	Service Address	City	Postal Code	Act On Behalf Of	Email	Changes Pending Submission
There are no records to display.								

6. If the individual is not a director or a condominium manager and is only a non-director officer or other representative, you may delete them as a director or condominium manager instead.

# No Active License Number Found for an Individual Added as a Condominium Manager

## Error Message

An active licence number has not been found for this individual. Please visit the [CMRAO Public Registry](#) or contact the condo manager/condo management company to confirm the licence number for this individual before proceeding. Please note that all individuals providing condo management services in Ontario must be licensed by the Condominium Management Regulatory Authority (CMRAO) as per section 34 (1) of the *Condominium Management Services Act, 2015*.

If you continue with the individual listed, their name will not appear on the CAO's Public Registry or in the condo corporation's return/NOC PDF record until a NOC is filed to correct the information. Instead, a message will appear indicating that a licensed condo manager could not be confirmed at this time. Additionally, if the licence information is not removed or corrected within 30 days, the CMRAO will be notified.

Yes, I confirm.

Save and Close

Cancel

## Description

Only condominium managers licensed by the Condominium Management Regulatory Authority of Ontario may provide condominium management services.

If you add a condominium manager without their license number and click “Yes, I confirm”, your condominium corporation will be flagged for follow-up. We recommend adding a condominium manager into the system with their license information as explained below.

## Troubleshooting Steps

1. Search the condominium manager using the search lookup function. It is the fastest and most accurate way to add a condominium manager.

## Add Condominium Manager

Please enter the name or licence number of the condo manager in the fields below. You will need to search the condo manager by either their "Legal Name", "Licensed as" name, or licence number as indicated on the Condominium Management Regulatory Authority of Ontario (CMRAO) website.

Search by Name	e.g. First Name Last Name
----------------	---------------------------

or

Search by Licence Number	e.g. 0001234567
--------------------------	-----------------

**Note:** If you cannot find a condominium manager using their name or do not have their licence number, please consult with the condominium manager directly to obtain their licence number AND the spelling of their first and last name as it appears on their CRMAO licence (some managers may use different spellings of their names). The CMRAO also has a [Public Registry](#) where users can search for this information.

When you have the name and licence number, return to this page and enter the information.

To search, enter the licensed name in the "Search by Name" field or the licence number of the condominium manager in the "Search by Licence Number" field. Select the name of the condominium manager from the drop-down search result.

## Add Condominium Manager

Please enter the name or licence number of the condo manager in the fields below. You will need to search the condo manager by either their "Legal Name", "Licensed as" name, or licence number as indicated on the Condominium Management Regulatory Authority of Ontario (CMRAO) website.

Search by Name	test
or	Test Active Condo Manager Test Inactive Condo Manager
Search by Licence	November Prodttest

2. The “CMRAO Licensed Name” and “Manager Licence Number” fields are populated with the information of the condominium manager you selected in step 1. Confirm that the information is correct.

<b>CMRAO Licensed Name</b>	
Test Active Condo Manager	
<b>Manager Licence Number</b>	
1000000003-LL	

3. Enter the first name, last name, and email address of the condominium manager. Please ensure that you are entering the name and email address of the same individual you selected in step 1.

<b>First Name *</b>	<b>Last Name *</b>
<input type="text"/>	<input type="text"/>
<b>Act on behalf of condo corporation? *</b>	<b>Management Company</b>
<input type="radio"/> No <input type="radio"/> Yes	<input type="text"/> <input type="button" value="Q"/>
<b>Email *</b>	
<input type="text"/>	

**Note:** If this individual already has a CAO account, please enter the first name, last name, and email address for this individual as it appears on their CAO account.

4. Select whether the condominium manager can act on behalf of the condominium corporation and enter the management company the manager is employed with, if applicable.

<b>First Name *</b> <input type="text"/>	<b>Last Name *</b> <input type="text"/>
<b>Act on behalf of condo corporation? *</b> <input type="radio"/> No <input type="radio"/> Yes	<b>Management Company</b> <input type="text"/> <input type="button" value="Q"/>
<b>Email *</b> <input type="text"/>	

5. Search for the condominium manager's address for service by using the address search function.

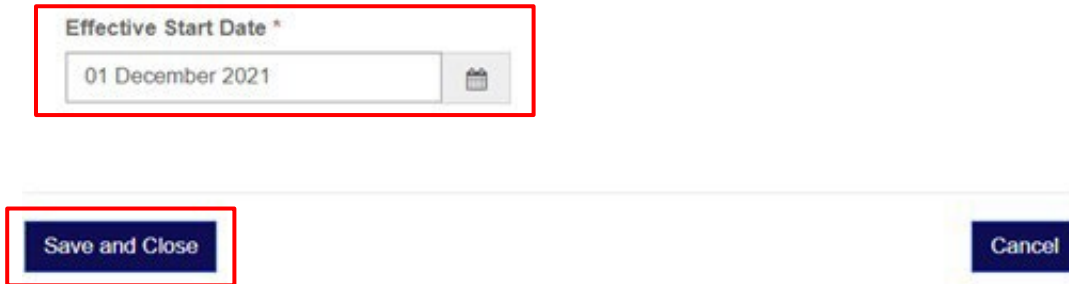
<div style="border: 1px solid red; padding: 5px;"><p><b>Please search for the address here</b></p><input type="text" value="1 test"/><ul style="list-style-type: none"><li>1 Testa Rd Uxbridge, ON, L9P - 52 Addresses &gt;</li><li>1 Testa Rd Uxbridge, ON, L9P 1Y9</li><li>1 Testa Rd Uxbridge, ON, L9P 1Y8</li><li>1 Teston Blvd York, ON, M6N 4R9</li><li>1 Teston St Brampton, ON, L7A 1P3</li><li>1 Teahouse Rd Woodbridge, ON, L4L 8Y5</li><li>1 Teagarden Crt Whitby, ON, L1R 2H9</li></ul><p> AddressComplete. <input type="button" value="Change Country"/> </p></div>	<b>Service Address Line 2</b> <input type="text"/>
<b>Province/State *</b> Ontario	<b>Postal Code *</b> <input type="text"/>
<b>Country</b> Canada	
<b>Effective Start Date *</b> <input type="text" value="DD MMMM YYYY"/> <input type="button" value="Calendar"/>	

**Save and Close**

**Cancel**



6. Enter the effective start date and click on the “Save and Close” button.



The screenshot shows a form with a date selection field labeled "Effective Start Date" containing the text "01 December 2021" and a calendar icon. Below the field are two buttons: "Save and Close" and "Cancel".

## No Municipal Address Information was Entered

### Error Message

**i** Validation Summary

Municipal Address: This condominium must specify how many municipal addresses the condominium has.

Municipal Address: This condominium has indicated that it has a municipal address, but no address was provided.

### Description

“Standard” type condominium corporations must provide a municipal address when filing. If they do not do this, they will receive an error message and will be prevented from filing.

## Troubleshooting Steps

1. Go to the “Municipal Address” section and enter how many addresses the condominium corporation has and then click “Add Address”.

**Municipal Address**

Does this corporation have a **municipal address?** \*

No  Yes

**How many municipal addresses does this corporation have?** \*

Please click on the “Add Address” button to enter the municipal address.

Please refer to your condominium corporation's declaration and provide the municipal address indicated there. If the condominium corporation's declaration has multiple municipal addresses, please provide the first municipal address listed in the declaration.

If the condominium corporation's declaration does not contain a municipal address, please provide the street address where the condominium corporation is located.

**Add Address**

Street 1 ↑	Street 2	City	ZIP/Postal Code	State/Province
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There are no records to display.

2. Enter an address using the lookup search function.

 Create

✕

### Municipal Address Information

Please search for the address here

Start typing here ...

Did you find the correct address?

No  Yes

Address Line 1 \*

Address Line 2

City \*

Province \*

Postal Code \*

Save and Close

Cancel

3. Choose the correct address from the options presented in the drop-down menu and click "Save and Close".

Create x

---

### Municipal Address Information

Please search for the address here

- 1234-33 Harbour Sq Toronto, ON, M5J 2G2
- 1234-4818 Westwinds Dr NE Calgary, AB, T3J 3Z5
- 1234-200 Clearview Ave Ottawa, ON, K1Z 8M2
- 1234-20 Carlton St Toronto, ON, M5B 2H5
- 1234-2869 Battleford Rd Mississauga, ON, L5N 2S6**
- 12-34-2700 Aquitaine Ave Mississauga, ON, L5N 3J6
- 1234-2757 Battleford Rd Mississauga, ON, L5N 3A8

AddressComplete Change Country

Province \*  
Ontario

Postal Code \*

[Save and Close](#)

[Cancel](#)

4. Review that the address information you entered is correct.

**Municipal Address**

Does this corporation have a municipal address? \*

No  Yes

How many municipal addresses does this corporation have? \*

1

Please click on the "Add Address" button to enter the municipal address.

Please refer to your condominium corporation's declaration and provide the municipal address indicated there. If the condominium corporation's declaration has multiple municipal addresses, please provide the first municipal address listed in the declaration.

If the condominium corporation's declaration does not contain a municipal address, please provide the street address where the condominium corporation is located.

Add Address

Street 1 ↑	Street 2	City	ZIP/Postal Code	State/Province
2869 Battleford Rd	1234	Mississauga	L5N 2S6	Ontario

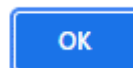
Edit/Delete

## The Entered Municipal Address is not an Ontario Address

### Error Message

cao.microsoftcrmportals.com says

Address should be Ontario only.



### Description

All municipal addresses filed must be in Ontario.

## Troubleshooting Steps

1. Ensure that you are choosing an address which exists in Ontario. For instance, if you chose the address in red below, you would not be permitted to add it.

Create x

---

### Municipal Address Information

Please search for the address here

- 1234-33 Harbour Sq Toronto, ON, M5J 2G2
- 1234-4818 Westwinds Dr NE Calgary, AB, T3J 3Z5
- 1234-200 Clearview Ave Ottawa, ON, K1Z 8M2
- 1234-20 Carlton St Toronto, ON, M5B 2H5
- 1234-2869 Battleford Rd Mississauga, ON, L5N 2S6
- 12-34-2700 Aquitaine Ave Mississauga, ON, L5N 3J6
- 1234-2757 Battleford Rd Mississauga, ON, L5N 3A8

AddressComplete. Change Country

**City \***  
  
**Postal Code \***

Save and CloseCancel

### Municipal Address Information

Please search for the address here

Start typing here ...

Did you find the correct address?  
 No  Yes

**Address Line 1 \***

2869 Battleford Rd

**Address Line 2**

1234

**City \***

Mississauga

**Province \***

Ontario

**Postal Code \***

L5N 2S6

2. Click “Save and Close” to save the Ontario address.

A rectangular button with a dark blue background and white text that reads "Save and Close". The button is enclosed in a thin red border.

## The Sum of all the Unit Types Does Not Match the Number of Total Units

### Error Message

#### Validation Summary

Units: The sum of all unit types must match the number of total units.

### Description

The total number of units is the sum of all units used for any purpose, including residential, parking, storage, and commercial units combined. You may wish to refer to the condominium corporation’s declaration for this number. Ensure that the sum of all the unit types is equal to the total number of units entered.

**Note:** This section is not applicable to common elements condominium corporations.

## Troubleshooting Steps

1. Ensure that the sum of all the unit types is equal to the total number of units. In the example below, there are 100 residential units and 75 parking units which make it a total of 175 units.

**Number of Units Summary**

**A. Total Number of Units \***  
100

**B. Total Number of Voting Units \***  
100

Does the corporation have any residential units? \*  
 No  Yes

**How many residential units are there? \***  
100

Does the condo corporation have any commercial units? \*  
 No  Yes

Does the condo corporation have any industrial units? \*  
 No  Yes

Does the condo corporation have any parking units? \*  
 No  Yes

**How many parking units are there? \***  
75

Does the condo corporation have any storage units? \*  
 No  Yes

Does the condo corporation have any other units that are not residential, commercial, industrial, parking, or storage? \*  
 No  Yes



2. Edit the total number of units to ensure that the sum of all the unit types is equal to the total number of units.

**Number of Units Summary**

**A. Total Number of Units \***

**B. Total Number of Voting Units \***

Does the corporation have any **residential units**? \*

No  Yes

How many residential units are there? \*

Does the condo corporation have any **commercial units**? \*

No  Yes

Does the condo corporation have any **industrial units**? \*

No  Yes

Does the condo corporation have any **parking units**? \*

No  Yes

How many parking units are there? \*

Does the condo corporation have any **storage units**? \*

No  Yes

Does the condo corporation have any **other units** that are not residential, commercial, industrial, parking, or storage? \*

No  Yes

## Other Technical Issues

### Description

This section provides basic troubleshooting steps to resolve technical issues encountered when filing returns. These technical issues may include but are not limited to:

- Buttons and options on the returns form not working
- The returns form or a section of the form is not loading
- Nothing happening when the “Save and Next” button is clicked

### Troubleshooting Steps

1. Ensure that you are using the most updated version of the Google Chrome browser. Google Chrome is most compatible with the condo returns filing system. If you do not have Google Chrome installed on your computer, you can download it for free from [Google Chrome's website](#).
2. Ensure that your Google Chrome browser is up to date. To learn how to update Chrome, visit [Google Chrome's website](#).
3. Clear Google Chrome's browsing history. To learn how to clear the browsing history, visit [Google Chrome's website](#).

Use Google Chrome's Incognito window. To follow the steps in opening an Incognito window, visit [Google Chrome's website](#).