

Guide to creating CAO accounts and managing corporation profiles

Information | Education | Dispute Resolution

Updated Nov. 2023



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Who is this guide for?



Property managers who complete administrative tasks like filing returns



Condo board directors that must complete CAO's training




Anyone who wants to take CAO's training



Unit owners and condo corporations who need to file a case with the **Condominium Authority Tribunal**

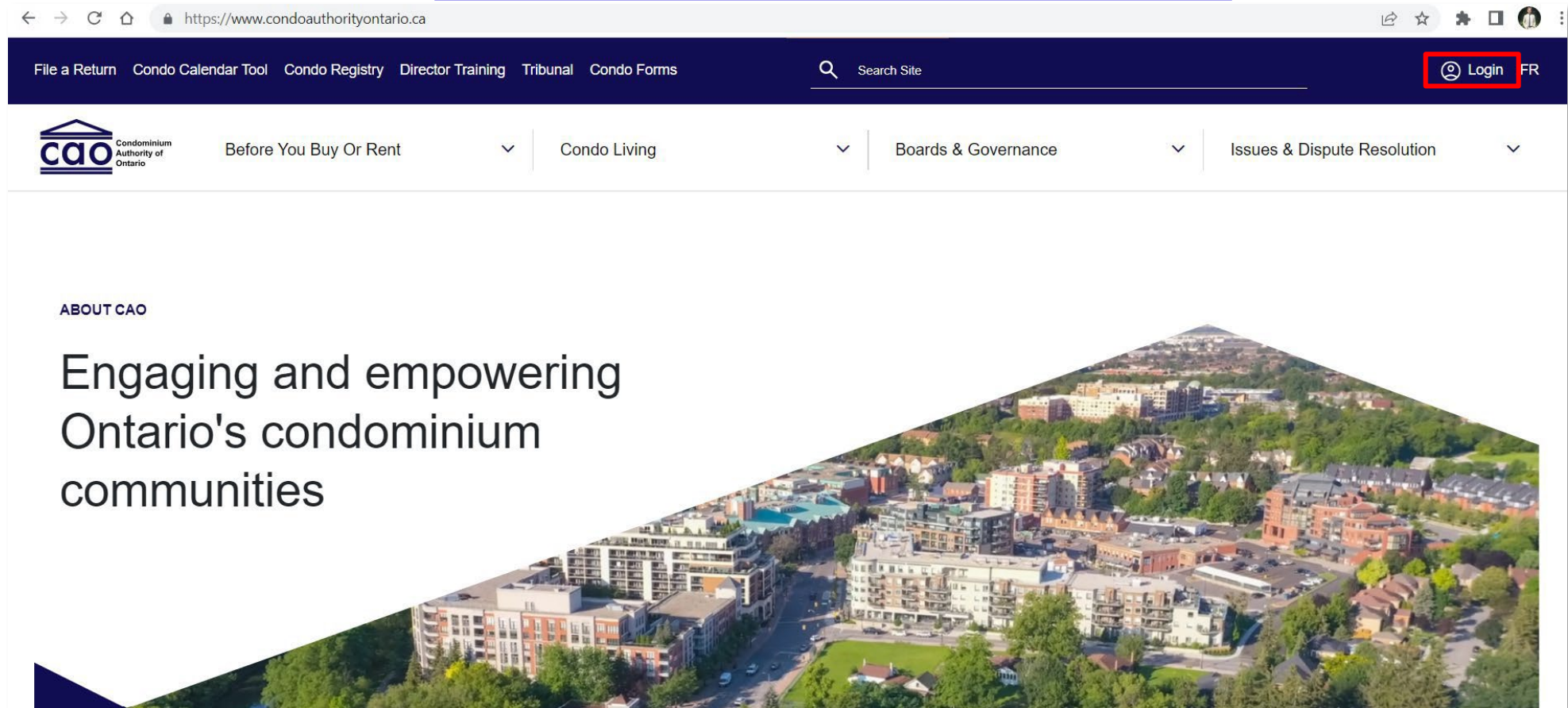


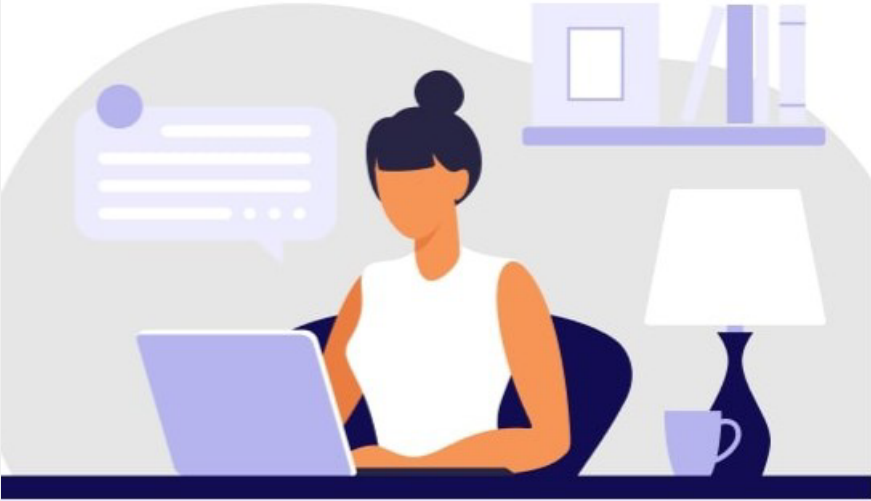
A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window with a slight smile. The background is filled with various green plants, including a large one in the foreground on the right. A dark blue semi-transparent rectangle is overlaid on the left side of the image, containing the title text.

Creating a CAO Account

Creating a CAO account – Step 1

Go to www.thecao.ca and click
Login





Welcome to the CAO Services Portal

Log in to your account

i You only need one account to access all CAO services and any associated condo corporations.

Username

[Forgot your username?](#)

Password

👁

[Forgot password](#)

Log in **Create Account**

Click on Create Account →

1. Enter your email and click **Send verification code**
2. Do **not** close this tab on your browser



Welcome to the CAO Services Portal

Create your account in 3 easy steps



Email Address

e.g., janesmith12@email.com

Send verification code

If you already have a CAO account [Log in](#) instead



Directors – make sure you use the **same email** address your condo corporation has for you



Property Managers – do not use a shared email address as this account will be tied to your **licensee number**

Locate the email
from: msonlineserviceteam@microsoftonline.com



Verify your email address

Thanks for verifying your testcaoguide@mailinator.com account!

Your code is: 030586

Sincerely,
CAO / OOSC UAT

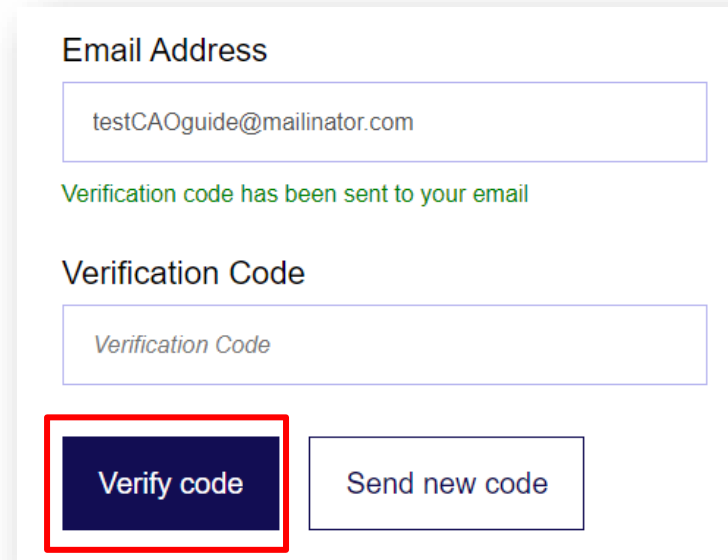


You can go back to the account creation web page from the previous step and click **send new code** if you do not receive the verification email.

Creating a CAO account – Step 4

Once you have a code:

- Go back to this account creation web page and enter the code.
- Click **Verify Code**



Email Address

testCAOguide@mailinator.com

Verification code has been sent to your email

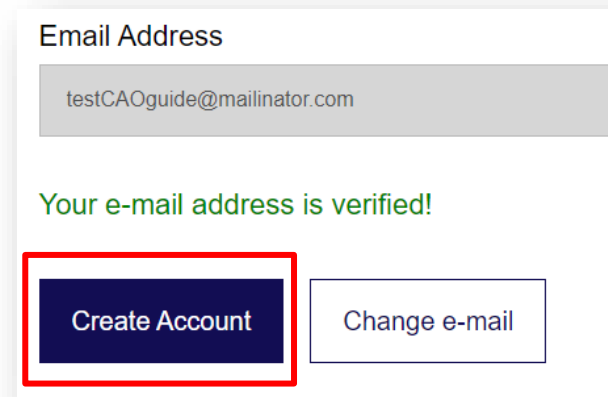
Verification Code

Verification Code

Verify code Send new code

This screenshot shows the 'Verify Code' step. The email address 'testCAOguide@mailinator.com' is entered. A green message states 'Verification code has been sent to your email'. Below, there is a text input field for the 'Verification Code'. At the bottom, there are two buttons: 'Verify code' (highlighted with a red border) and 'Send new code'.

Click **Create Account** to continue



Email Address

testCAOguide@mailinator.com

Your e-mail address is verified!

Create Account Change e-mail

This screenshot shows the 'Create Account' step. The email address 'testCAOguide@mailinator.com' is entered and highlighted in grey. A green message states 'Your e-mail address is verified!'. At the bottom, there are two buttons: 'Create Account' (highlighted with a red border) and 'Change e-mail'.

- **Register**

- You will see the below message once your email has been verified:

Your e-mail address is verified!


- Click **Create Account** to complete your profile on the next page.

- **Change e-mail:**


- If you have changed your mind and want to use a different email address:
 - Click **Change e-mail**.
 - Go back to Step 3.

Welcome to the CAO Services Portal


Create your account in 3 easy steps

1

Enter your
e-mail

→

2

Copy the code
you received

→

3

Fill the account
creation form

Email Address

youremailaddress@domain.ca

Your e-mail address is verified!

Create AccountChange e-mail

If you already have a CAO account [Log in](#) instead

My Personal Profile

- You will be redirected to your Profile page once your account has been successfully created
- Ensure that information is complete and correct.
- Click **Save**

Your account has been created!



Remember! Directors and managers added to their corporation's profile will have their names appear on the Condo Registry as added here.

CAO SERVICES PORTAL

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 *	Last Name *
<input type="text" value="Test"/>	<input type="text" value="Guide"/>
Phone Number (Input only numbers) *	Email *
<input type="text" value="1234567890"/>	<input type="text" value="testCAOguide@mailinator.com"/>
Date Training Completed	Preferred Language *
<input type="text"/>	<input type="text" value="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

A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window with a view of greenery. The background is filled with various indoor plants, including a large green plant in the foreground and a spiky plant behind her. The overall atmosphere is calm and modern.

What to do with an invite email

What's an invite email?

An Invite Email is sent to you when a condo corporation has added you to the corporation profile.

Redeeming your invitation:

- Completes your connection to the corporation profile
- Allows you to view information
- Allows you to submit Notices of Change and Returns for the condo corporation if you were added with **Full Access** permissions



Redeeming an invitation code – Step 1

1. Locate the invitation email.
2. Create a CAO account or sign-in to your CAO account

Contact Us for a new invitation email if you cannot locate your invitation email:

- Monday – Friday, 9am – 5pm
- Toll Free – 1-844-880-5341
- Email: [Contact Us Form](#)

SAMPLE EMAIL SUBJECT LINE:

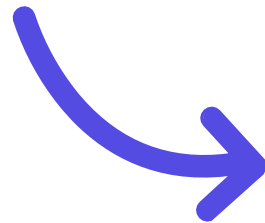
*“Confirm Association with Region
Condo type Condominium
Corporation No. XX”*

SAMPLE INVITATION CODE:

GXMY-91-12-35-9158-82541

Redeeming an invitation code – Step 2

- Enter the Invitation Code from your email
- Select your corporation from the options that appear on the screen
- Click **Redeem Invitation**



CAO SERVICES PORTAL

Redeem Invitation

Redeem a corporation invitation code to get access to a specific condo corporation profile that has not filed a return with the CAO.

▼

My Code

ENTER THE UNIQUE INVITATION CODE YOU RECEIVED FROM THE CAO

Invitation Code

Redeem Invitation

Here are some common solutions to try if your CAO invitation is not working:



Copy/paste the code from the original email



Make sure you picked the right corporation



Make sure you didn't already redeem the code

Still having trouble? [Call or message us](#)

A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window. In the foreground, there are large green plants, including a peace lily. The background shows a view of a city or building through the window.

Find and Search for your Condo Corporations

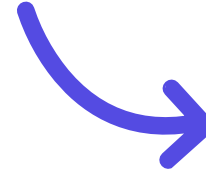
Find your condo corporations

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

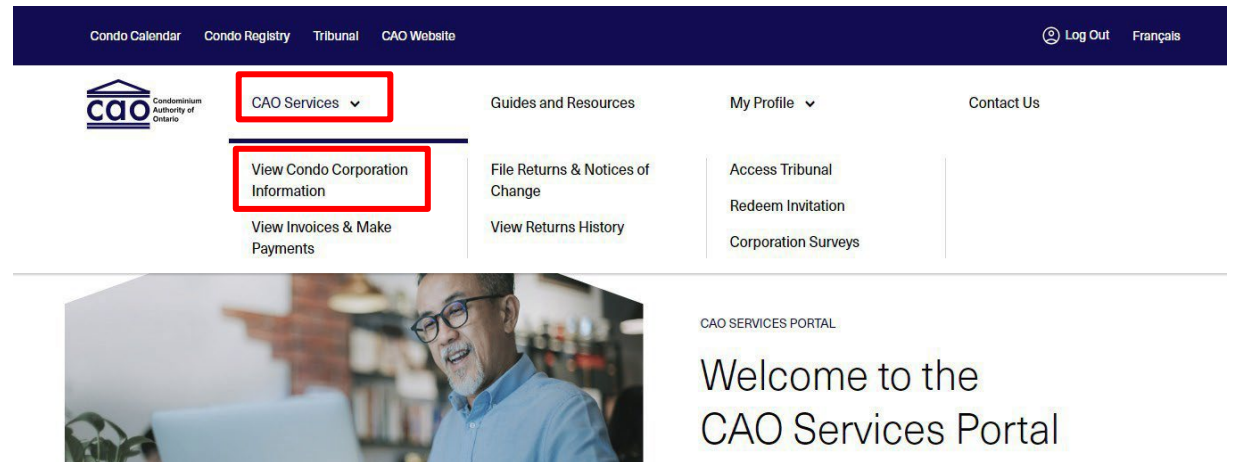
OR

- Select **CAO Services** then **View condocorporation information**

Look for this



View Corporation Information ↗




Search for your condo corporations

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

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

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.

Search My Condo Corporation

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

Q Search

Search

Primary Role

Permissions

☐ Read Only

☐ Full Access

Returns

☐ Filed

☐ Outstanding

Invoices

☐ Paid

☐ Unpaid

Apply Filter

Condo Corporation ↑

Returns

Invoices

Primary Role

Permissions

FRONTENAC STANDARD CONDOMINIUM CORPORATION

X Outstanding

X Unpaid

Other

Full Access

Permissions has replaced **Act of Behalf** status

A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window. In the foreground, there are various green plants, including a large leafy one on the left and some spiky ones in the center. The background shows a view of a city or building through the window.

Viewing your Condo Corporation Information

View Condo Info

Click on the corporation's name to see:

Corporation Contacts

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

Director Training

- Deadlines
- Completion Dates

Condo Corporation ↑	Returns	Invoices	Primary Role	Permissions
[TEST] ALGOMA STANDARD CONDOMINIUM CORPORATION NO. 8088	✓ Filed	✗ Unpaid	Director	Full Access
[TEST] BRANT COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 9099	✓ Filed	✗ Unpaid	Director	Full Access
[TEST] GREY STANDARD CONDOMINIUM CORPORATION NO. 9099	✗ Outstanding	✗ Unpaid	Director	Full Access
[TEST] PARRY SOUND STANDARD CONDOMINIUM CORPORATION NO. 99970000	✗ Outstanding	✗ Unpaid	Other	Full Access

*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, and survey history.
2. Full Access – User has all the ‘read only’ permissions and can make changes to a condo corporation by filing a return or notice of change and pay invoices.

Filter contacts by role

Contacts

Active Contact Corporations - CAO Portal

First Name ↑	Last Name ↑	Primary Role	Permissions	Training Deadline	Date Training Completed	Email
Jack	Jones	Director	Full Access	August 3, 2021	Potentially disqualified	
Jane	Doe	Director	Full Access	August 3, 2021	Potentially disqualified	
Raymond	Test	Director	Read Only	March 9, 2022	Potentially disqualified	cao-test@mailinator.com

Expand Condo Corporation Information

View Another Condo Corporation

View more info for the corp.

✗ 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.

View more info for the corp.



Contacts

Active Contact Corporations - CAO Portal

First Name	Last Name	Primary Role	Permissions	Training Deadline	Date Training Completed	Email
		Other	Full Access	Not Applicable	Not Completed	
Jack	Jones	Director	Full Access	August 3, 2021	Potentially disqualified	
Jane	Doe	Director	Full Access	August 3, 2021	Potentially disqualified	
		Other	Full Access	Not Applicable	Not Completed	
Raymond	Test	Director	Read Only	March 9, 2022	Potentially disqualified	cao-test@mailinator.com
		Other	Read Only	Not Applicable	Not Completed	

× 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

A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window with a slight smile. The background is filled with various green plants, including a large one in the foreground on the right. The scene is brightly lit, suggesting a sunny day.

Filing a Notice of Change and Return

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**


Expand Condo Corporation Information

View Another Condo Corporation


Other Services for this Condo



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.

Condo CalendarCondo RegistryTribunalCAO Website

Log OutFrançais



CAO Services ▾

- View Condo Corporation Information
- View Invoices & Make Payments

Guides and Resources

File Returns & Notices of Change

View Returns History


My Profile ▾

Access Tribunal

Redeem Invitation

Corporation Surveys

Contact Us



File a Return or Notice of Change
File returns and notices of changes as mandated by the Condo Act.

Search My Condo Corporation

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

Q Search

Search

CAO | Engaging and empowering Ontario's condominium communities 24

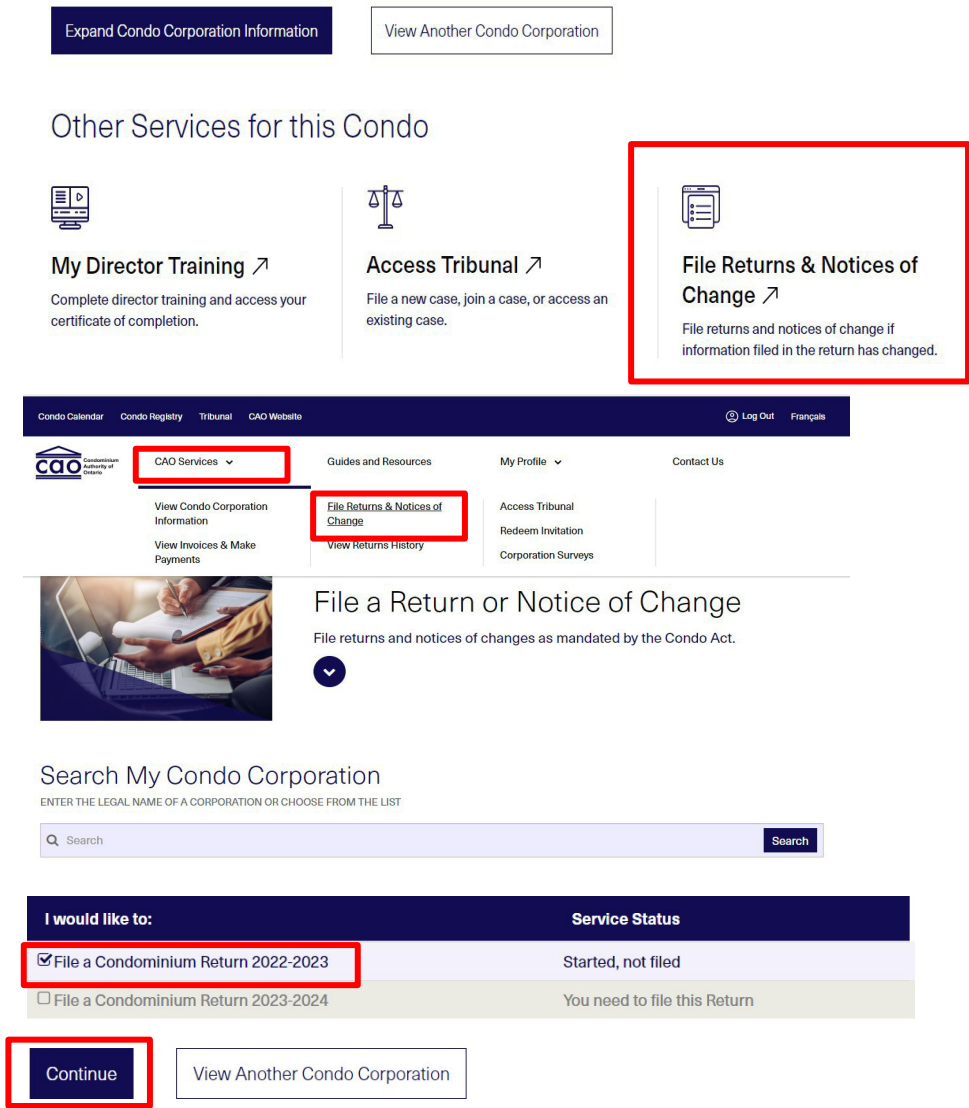
Filing a Return

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

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

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 condominium return**



A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window. In the foreground, there are various green plants, including a large leafy one on the left and some spiky ones in the center. The background shows a view of a building and some trees.

Filing History

Access Filing History

On the **Corp. Information** page, select:
View Returns History


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

- 1. **View Returns History**
- 2. Search for and select the condo corp.

View list of returns and NOC's filed


View Another Condo Corporation

Select to download the PDF




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.

Condo CalendarCondo RegistryTribunalCAO Website



CAO Services

View Condo Corporation Information

View Invoices & Make Payments

File Returns & Notices of Change

View Returns History

Guides and Resources

My Profile

Contact Us

Access Tribunal

Redeem Invitation

Corporation Surveys

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

A woman with dark hair tied back, wearing an orange dress and a watch, is sitting in a wooden chair. She is looking out a large window. In the foreground, there are various green plants, including a large one on the right and some smaller ones on the left. The scene is brightly lit, suggesting daytime.

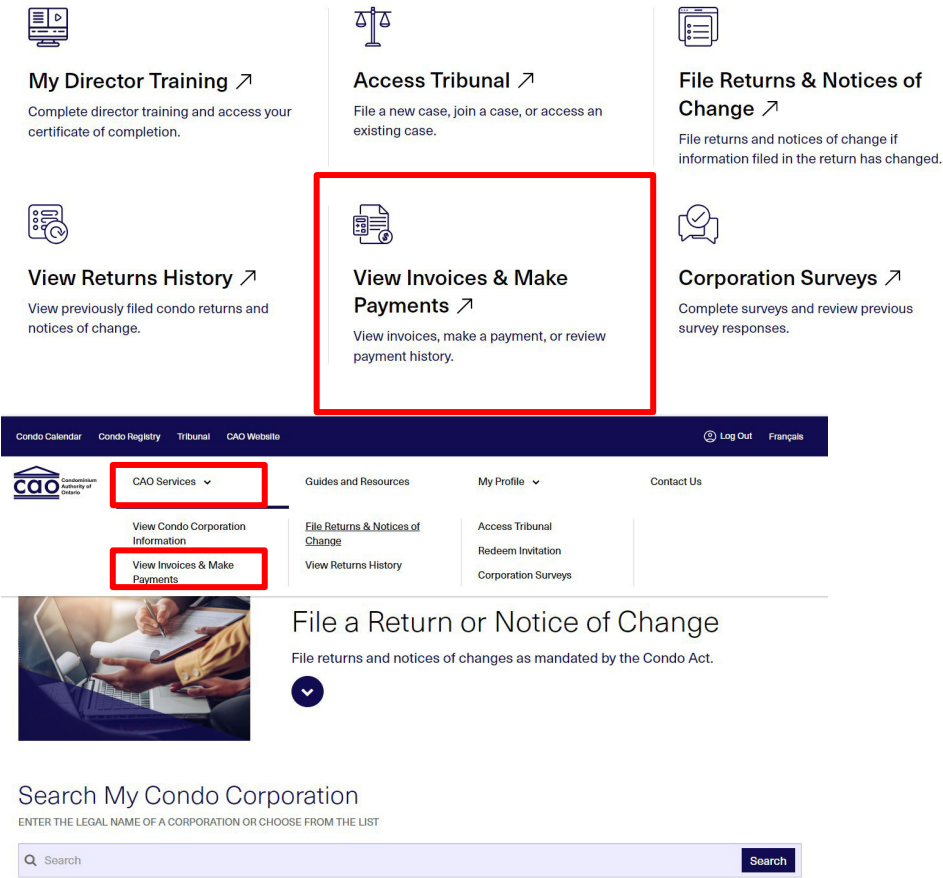
Invoices

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
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There are no records to display.

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**

Surveys

Corporation Surveys

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

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

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

View completed and open surveys on this page.



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.

Condo CalendarCondo RegistryTribunalCAO WebsiteLog OutFrançais

CAO Services
View Condo Corporation Information
View Invoices & Make Payments

Guides and Resources
File Returns & Notices of Change
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My Profile
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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



Still having trouble or have
questions?

Call or message us



Stay in the know with CAO!

Important news and updates, delivered straight to your inbox

thecao.ca/subscribe

