

# CAO Guide to Creating Accounts and Managing Corporation Profiles

Information | Education | Dispute Resolution

Updated April 2025



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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



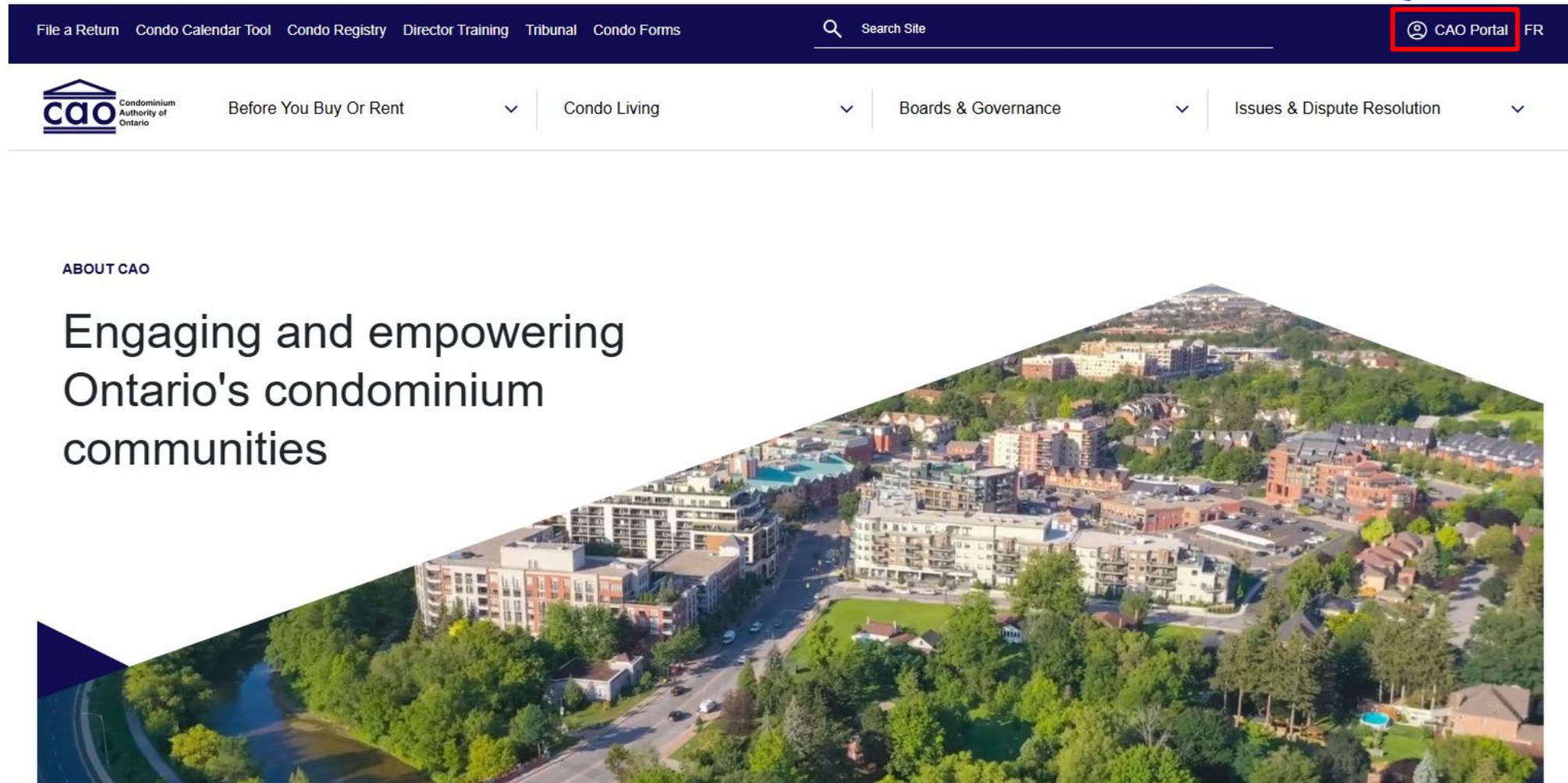
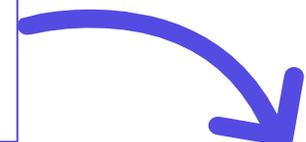
**Unit owners and condo corporations** who need to file a case with the **Condominium Authority Tribunal**

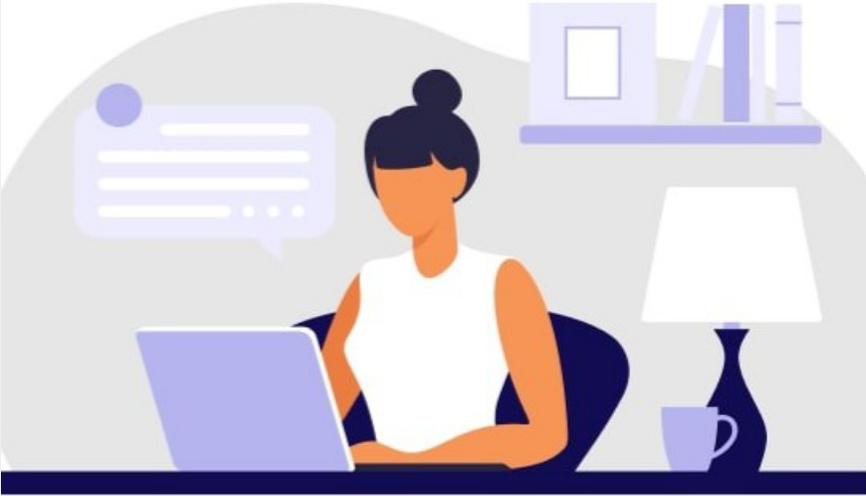


A woman with dark hair tied back, wearing a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a bright, modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing the text 'Creating a CAO Account' in white.

# Creating a CAO Account

Go to [www.thecao.ca](http://www.thecao.ca) and click  
**CAO Portal**





# 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](mailto:msonlineserviceteam@microsoftonline.com)



## Verify your email address

Thanks for verifying your testcaoguide@mailinator.com account!

**Your code is: 030586**

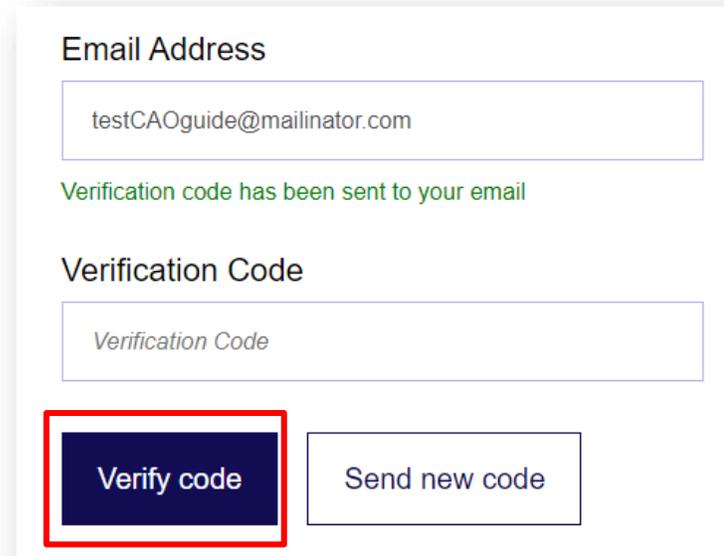
Sincerely,  
CAO / OOSC UAT



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.

### 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

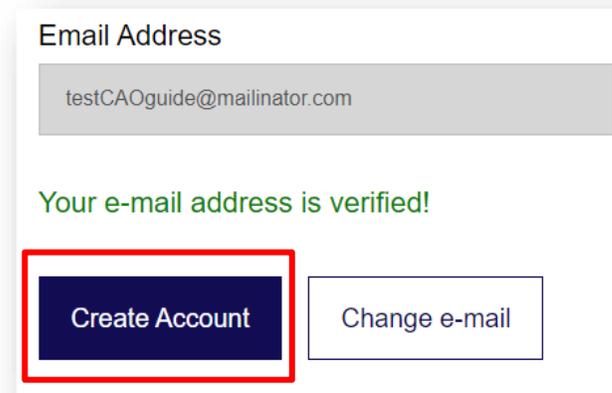
Verification code has been sent to your email

Verification Code

Verification Code

**Verify code** Send new code

Click **Create Account** to continue



Email Address

testCAOguide@mailinator.com

Your e-mail address is verified!

**Create Account** 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 Account](#) [Change 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 \*  
Test

Last Name \*  
Guide

Phone Number (Input only numbers) \*  
1234567890

Email \*  
testCAOguide@mailinator.com

Date Training Completed  
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.

Preferred Language \*  
English

Save

A woman with dark hair tied back, wearing a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a bright, modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing white text.

# 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:**

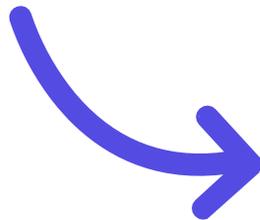
*“Confirm Association with Region  
Condo type Condominium  
Corporation No. XX”*

## **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**

The screenshot shows the 'Redeem Invitation' page on the CAO Services Portal. It features a header with the text 'CAO SERVICES PORTAL' and a main heading 'Redeem Invitation'. Below the heading is a sub-heading 'Redeem a corporation invitation code to get access to a specific condo corporation profile that has not filed a return with the CAO.' and a dark blue circular button with a white downward arrow. The main content area is titled 'My Code' and includes the instruction 'ENTER THE UNIQUE INVITATION CODE YOU RECEIVED FROM THE CAO'. A red box highlights the 'Invitation Code' input field and the 'Redeem Invitation' button.

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 a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing white text.

# Find and Search for your Condo Corporations

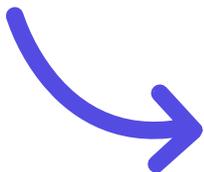
# Find your condo corporations

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

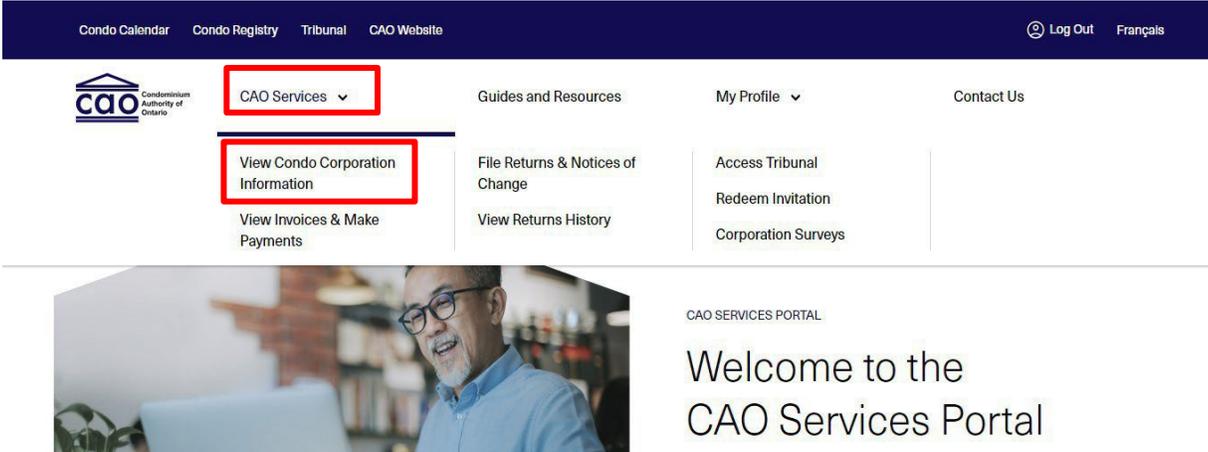
OR

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

Look for this



 [View Corporation Information ↗](#)



Condo Calendar Condo Registry Tribunal CAO Website Log Out Français

cao Condominium Authority of Ontario

CAO Services ▾

Guides and Resources My Profile ▾ Contact Us

View Condo Corporation Information

File Returns & Notices of Change View Returns History

View Invoices & Make Payments

Access Tribunal Redeem Invitation Corporation Surveys

CAO SERVICES PORTAL

Welcome to the CAO Services Portal

# 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.



Permissions has replaced Act of Behalf status

### 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

A woman with dark hair tied back, wearing a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a bright, modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing white text.

# 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.

Contacts

☰ Active Contact Corporations - CAO Portal -

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

✗ 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

Filter contacts by role

View more info for the corp.

# 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

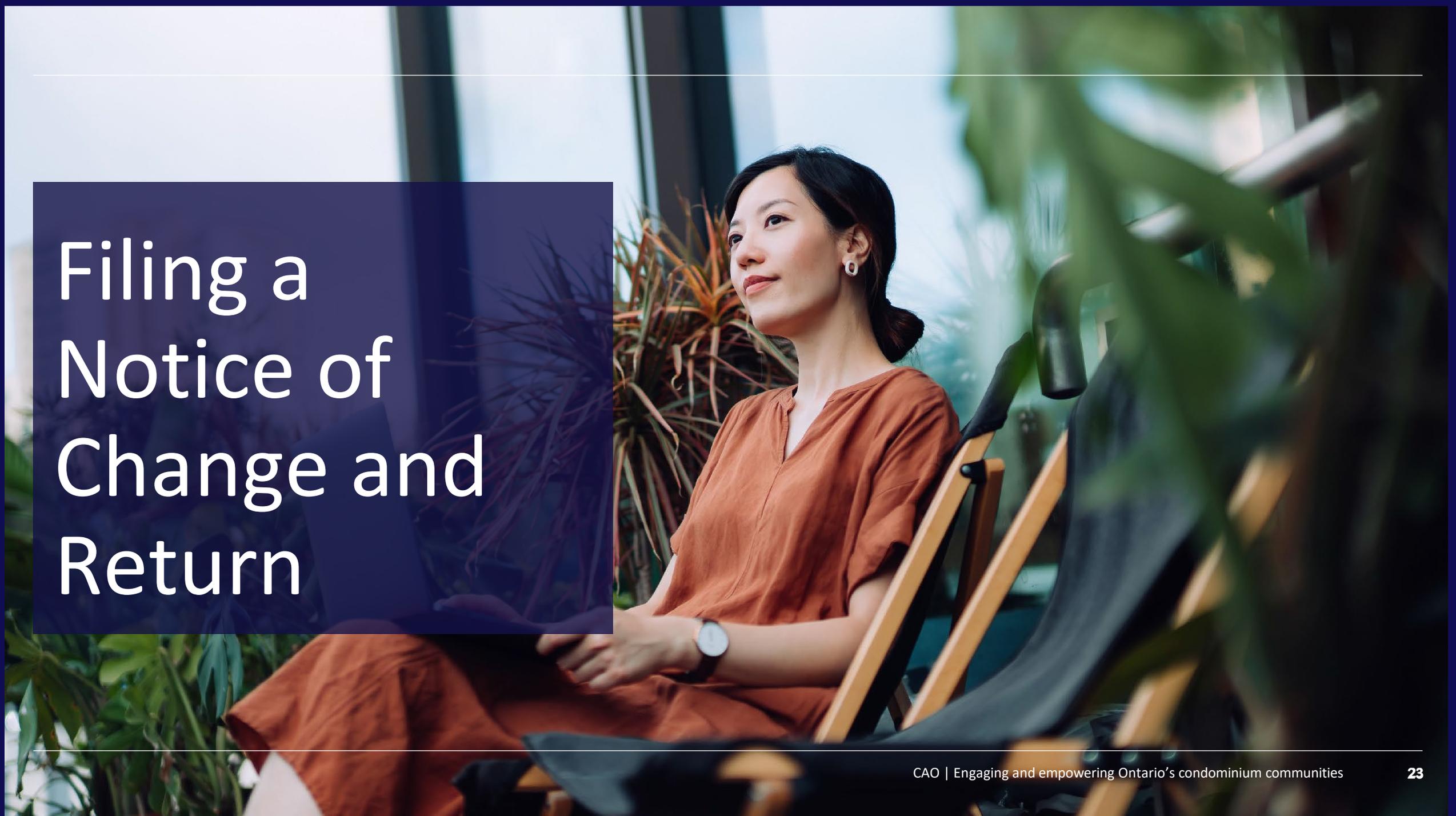
☰ Active Contact Corporations - CAO Portal

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

× 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 a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a bright, modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing white text.

# Filing a Notice of Change and Return

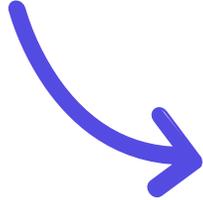
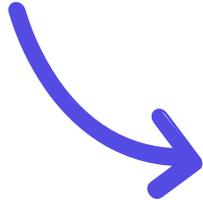
# Filing a Notice of Change

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.

The screenshot shows the CAO website interface. At the top, there are navigation tabs: Condo Calendar, Condo Registry, Tribunal, and CAO Website. On the right, there are links for Log Out and Français. Below the navigation, there is a main menu with several options. The 'CAO Services' dropdown menu is highlighted with a red box, and the 'File Returns & Notices of Change' option within it is also highlighted with a red box. Other options in the main menu include 'View Condo Corporation Information', 'View Invoices & Make Payments', 'Guides and Resources', 'View Returns History', 'My Profile', 'Access Tribunal', 'Redeem Invitation', and 'Corporation Surveys'. Below the main menu, there is a section titled 'File a Return or Notice of Change' with a sub-heading 'File returns and notices of changes as mandated by the Condo Act.' and a dropdown arrow. At the bottom, there is a search bar with the text 'Search My Condo Corporation' and 'ENTER THE LEGAL NAME OF A CORPORATION OR CHOOSE FROM THE LIST'. The search bar has a search icon and a 'Search' button.

# 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**



The screenshot shows the CAO website interface. At the top, there are two buttons: 'Expand Condo Corporation Information' and 'View Another Condo Corporation'. Below this, there are three service cards: 'My Director Training', 'Access Tribunal', and 'File Returns & Notices of Change'. The 'File Returns & Notices of Change' card is highlighted with a red border. Below the service cards, there is a navigation bar with 'CAO Services' highlighted in a red box. Under 'CAO Services', there are several options, with 'File Returns & Notices of Change' highlighted in a red box. Below this, there is a section titled 'File a Return or Notice of Change' with a dropdown arrow. Below that, there is a search bar for 'Search My Condo Corporation'. Below the search bar, there is a table with two columns: 'I would like to:' and 'Service Status'. The table has two rows: one for 'File a Condominium Return 2022-2023' (checked) and one for 'File a Condominium Return 2023-2024' (unchecked). Below the table, there are two buttons: 'Continue' and 'View Another Condo Corporation'. The 'Continue' button is highlighted with a red border.

I would like to:	Service Status
<input checked="" type="checkbox"/> File a Condominium Return 2022-2023	Started, not filed
<input type="checkbox"/> File a Condominium Return 2023-2024	You need to file this Return

A woman with dark hair tied back, wearing a rust-colored dress and a watch, is sitting in a wooden chair. She is looking off to the side with a slight smile. The background is a bright, modern interior with large windows and various green plants. A dark blue semi-transparent box is overlaid on the left side of the image, containing the text 'Filing History' in white.

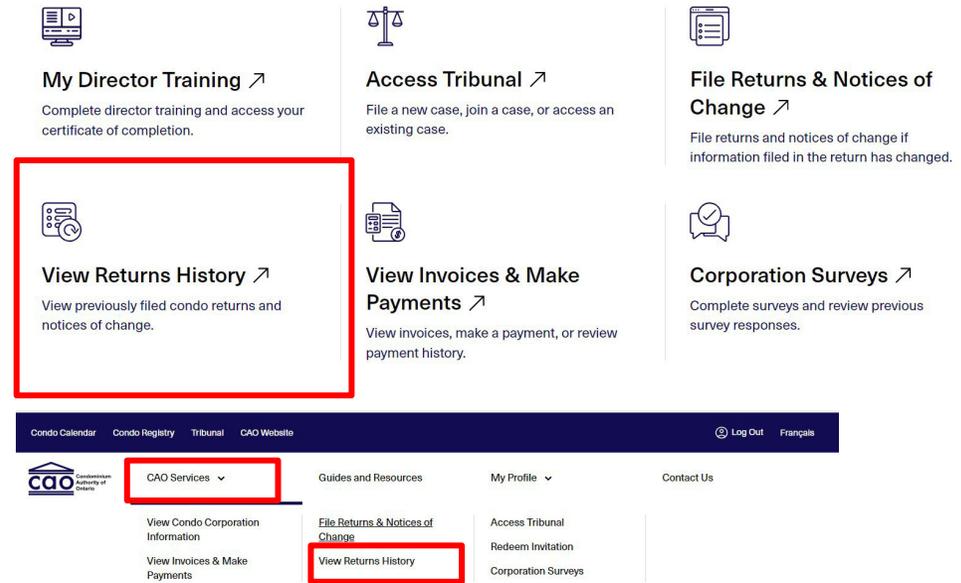
# Filing History

# 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.



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	<a href="#">Download PDF</a>
2021-2022	Annual	30/04/2021 10:13 AM	<a href="#">Download PDF</a>
2020-2021	Turnover	30/04/2021 10:00 AM	<a href="#">Download PDF</a>
2020-2021	Initial	30/04/2021 10:00 AM	<a href="#">Download PDF</a>

View list of returns and NOC's filed



[View Another Condo Corporation](#)

Select to download the PDF





# 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

The screenshot displays the CAO website's main navigation area. At the top, there are several service tiles: 'My Director Training', 'Access Tribunal', 'File Returns & Notices of Change', 'View Returns History', 'View Invoices & Make Payments' (highlighted with a red box), and 'Corporation Surveys'. Below these is a dark navigation bar with 'CAO Services' highlighted. A dropdown menu is open under 'CAO Services', showing 'View Condo Corporation Information' and 'View Invoices & Make Payments' (also highlighted with a red box). To the right of the navigation bar are links for 'Guides and Resources', 'My Profile', and 'Contact Us'. Below the navigation bar, there is a section for 'File a Return or Notice of Change' and a search bar for 'Search My Condo Corporation'.

# 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



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

Select a single invoice to pay only that invoice

### Other Invoices

Name ↑	Invoice Number	Assessment Amount	Balance Payable	Status Reason	Created On
There are no records to display.					

## 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**

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 window with lush green plants in the background. The scene is brightly lit, suggesting a sunny day. A dark blue semi-transparent box is overlaid on the left side of the image, containing the word "Surveys" in white text.

# 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 Calendar Condo Registry Tribunal CAO Website Log Out Français

**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

## 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**

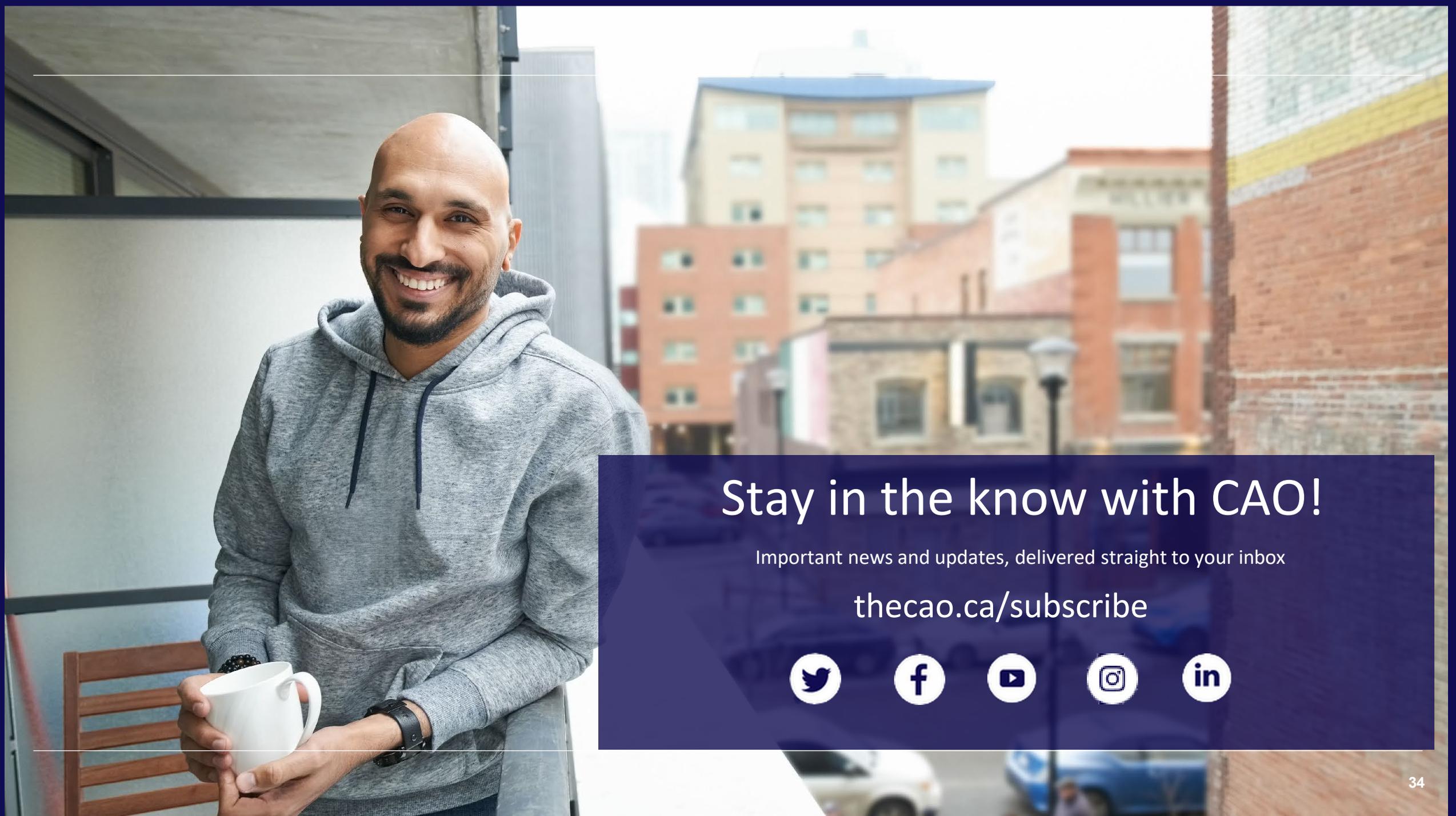
COMING SOON

[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](https://thecao.ca/subscribe)

