

CAO Guide to Creating Accounts and Managing Corporation Profiles

Information | Education | Dispute Resolution

Updated April 2026



Table of Contents

<u>Why create a CAO account</u>	3
<u>Creating a CAO account</u>	4
<u>What to do with an invite email</u>	12
<u>Find and search for your condo corporations</u>	17
<u>Viewing your condo corporation information</u>	20
<u>Filing a Notice of Change and Return</u>	23
<u>Filing history</u>	26
<u>Invoices</u>	28
<u>Surveys</u>	31

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



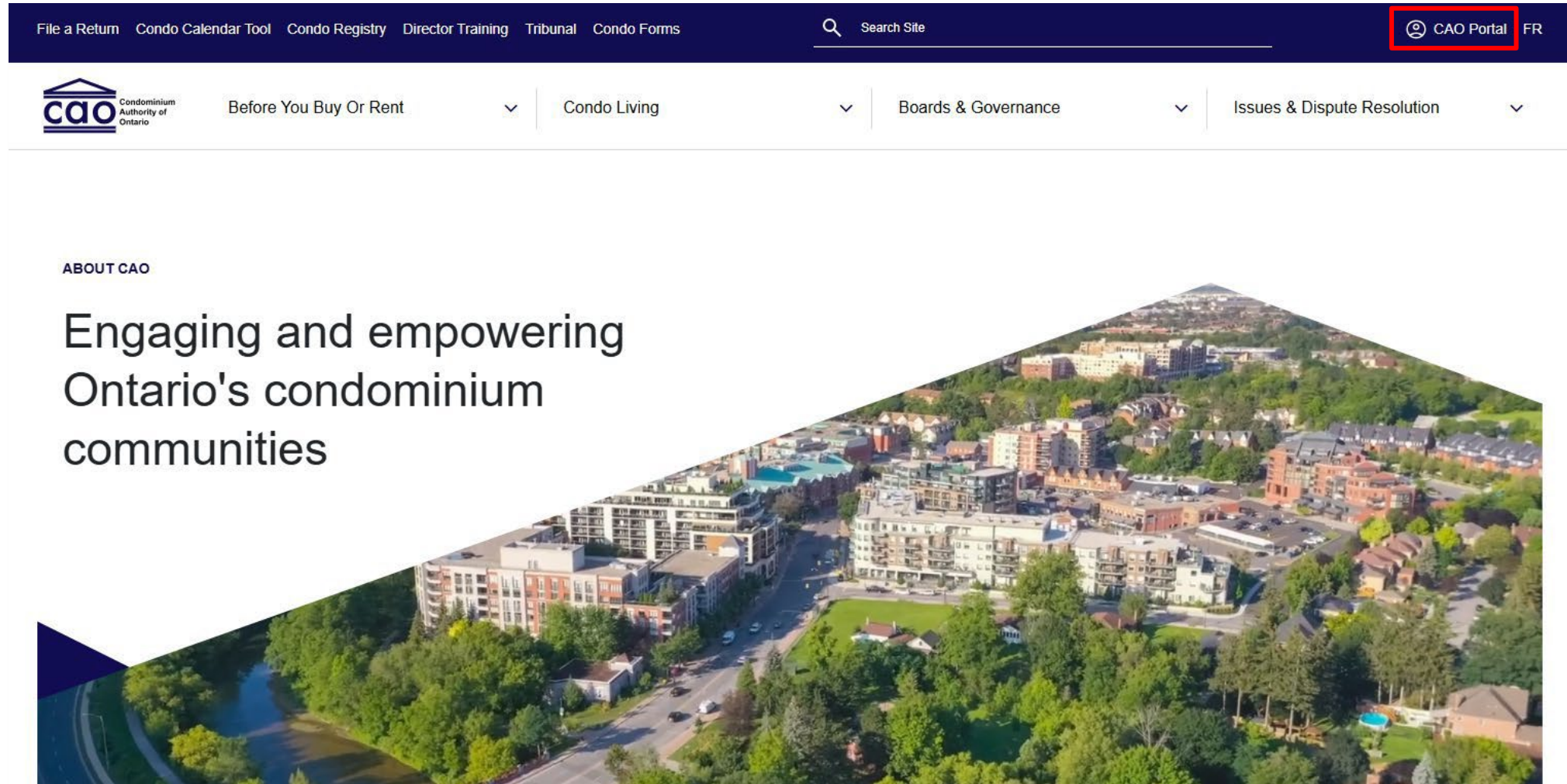
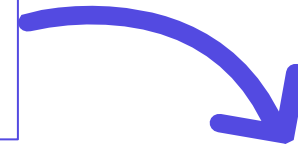
Unit owners and condo corporations who need to file a case with the [Condominium Authority Tribunal](#)




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 and click
CAO Portal





Welcome to the CAO Services Portal

Log in to your account

i You must keep only one account to access all CAO services for yourself and your associated condo corporations.

Username

[Forgot username?](#)

Password

[Forgot your password?](#)

Log in **Create Account**

Click on Create Account

Information collection and usage

Review the following information

The CAO is guided by the Freedom of Information and Protection of Privacy Act and treats your personal information in accordance with this law. The personal information requested on this form is collected under the legal authority of the Condominium Act.

The information provided will not be used for any purposes other than to fulfill the statutory mandate of CAO established under the Condo Act, contact individuals for feedback to improve our consumer protection products and services, respond to an emergency or aid in a law enforcement investigation.

Contact CAO at privacy@condoauthorityontario.ca or 416-901-9356 for more details about the information requested on this form and how it will be used.

I understand and acknowledge the information above.

Cancel

Continue

Select the acknowledgement and click **Continue** to proceed to **Create Account**

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



Enter your email address

i You must keep only one individual CAO account and add all associated condo corporations to it.

Create your account in 3 easy steps

- 1 Enter your email
- 2 Copy the code you received
- 3 Fill the account creation form

Email Address

E.g., janesmith12@email.com

[Back](#) [Send verification code](#)



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 **licence number**

Locate the email

from: msonlineserviceteam@microsoftonline.com



Verify your email address

Thanks for verifying your ont.condos@mail.com account!

Your code is: 522580

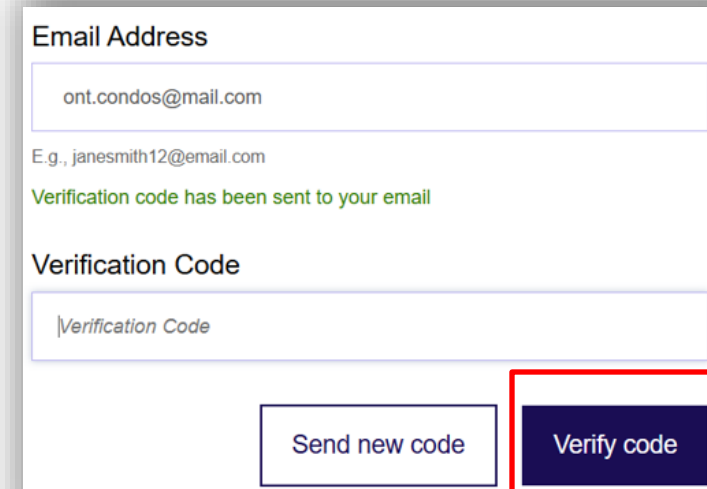
Sincerely,
CAO / OOSC UAT

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 6

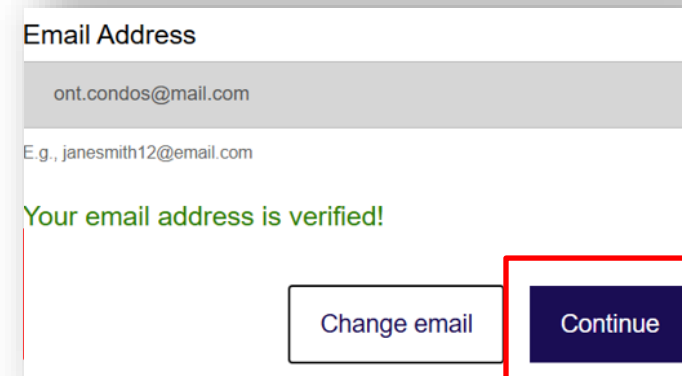
Once you have a code:

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



This screenshot shows the 'Verify Code' step of the account creation process. The 'Email Address' field contains 'ont.condos@mail.com'. Below it, a green message states 'Verification code has been sent to your email'. The 'Verification Code' field is empty. At the bottom right, the 'Verify code' button is highlighted with a red border.

Click **Continue** to create your account



This screenshot shows the 'Continue' step of the account creation process. The 'Email Address' field contains 'ont.condos@mail.com'. Below it, a green message states 'Your email address is verified!'. At the bottom right, the 'Continue' button is highlighted with a red border.

- **Register**
 - You will see the below message once your email has been verified:
Your e-mail address is verified!
 - Click **Continue** to set up your login information
- **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.

Enter your email address

i You must keep only one individual CAO account and add all associated condo corporations to it.

Create your account in 3 easy steps



Email Address

ont.condos@mail.com

E.g., janesmith12@email.com

Your email address is verified!

Change email

Continue

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

To set up your login information you will need to create a username and a password.

- **Username**
 - Username must be 8-15 characters and contain only letters and numbers
- **Password**
 - Passwords must have 8-64 characters containing at least 3 of the following :
 - An uppercase letter
 - A lowercase letter
 - A number
 - A symbol \$&!#@%
- **Confirm Password**
- **Select your preferred language**

Click **Continue** to add your personal information.

Set up your login information

Username

Username must be 8-15 characters and contain only letters and numbers

Password

Password must have 8-64 characters containing at least 3 of the following:

- An uppercase letter
- A lowercase letter
- A number
- A symbol - ~!@#%&* _ += '\|\}\|;:"' <> , . ? /

Confirm Password

Preferred Language

Back Continue

Personal information

- **First Name**
- **Last Name**
 - Preferred Name (optional)
- **Phone number**
 - Country Code
 - Phone Number
 - Ext. (optional)



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

Click [Create Account](#) to complete your profile on the next page

Add your personal information

First Name	Last Name	
<input type="text" value="Ont"/>	<input type="text" value="Condos"/>	
<small>E.g., John</small>	<small>E.g., Smith</small>	
Preferred Name (optional)		
<input type="text" value="Enter preferred name"/>		
Country Code	Phone Number	Ext. (optional)
<input type="text" value="+1"/>	<input type="text" value="416-901-935"/>	<input type="text"/>

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**

CAO SERVICES PORTAL

My Personal Profile

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

My Information

Personal Information

Use our [Contact Us](#) page to submit a written request to update your first and last name if needed.

First Name *

Last Name *

Preferred Name (optional)

Preferred Language *

Personal Profile (continued)

Primary Contact Number

Please provide the number where you prefer to be reached

Alternative Phone numbers

You may also include other phone numbers if desired

Active Roles

You must select at least one role to complete your profile but can select all of the roles that apply to you

Select the acknowledgement and click **Save**



Email Address *

Primary Phone Number ⓘ

Country Code Phone Number * Ext. (optional)

Alternative Phone Numbers (Optional) ⓘ


Country Code Phone Number 1 Ext. (optional)


Country Code Phone Number 2 Ext. (optional)


Active Roles


⚠ Please select at least one role below to continue completing your profile. ×


Select all current roles that apply to you.

 Owner

 Condo Director

 Condo Manager


 Tenant

 Other

If other, please specify

I consent to the collection and use of my personal information for the purposes described in the [Notice of Information Collection and Usage](#).

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:

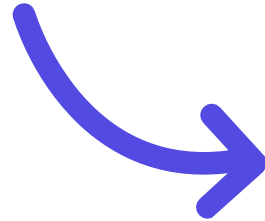
*“Confirm Association with Region
Condo type Condominium
Corporation No. XX”*

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 downward arrow icon. The page is divided into two sections: 'My Code' and 'Invitation Code'. The 'My Code' section has a sub-heading 'ENTER THE UNIQUE INVITATION CODE YOU RECEIVED FROM THE CAO'. Below this is a text input field labeled 'Invitation Code' and a dark blue button labeled 'Redeem Invitation'. A red box highlights the input field and the button. A blue arrow points from the instruction box to 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](#)

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Find and Search for your Condo Corporations

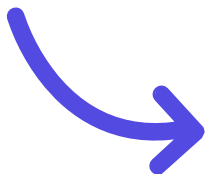
Find your condo corporations


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

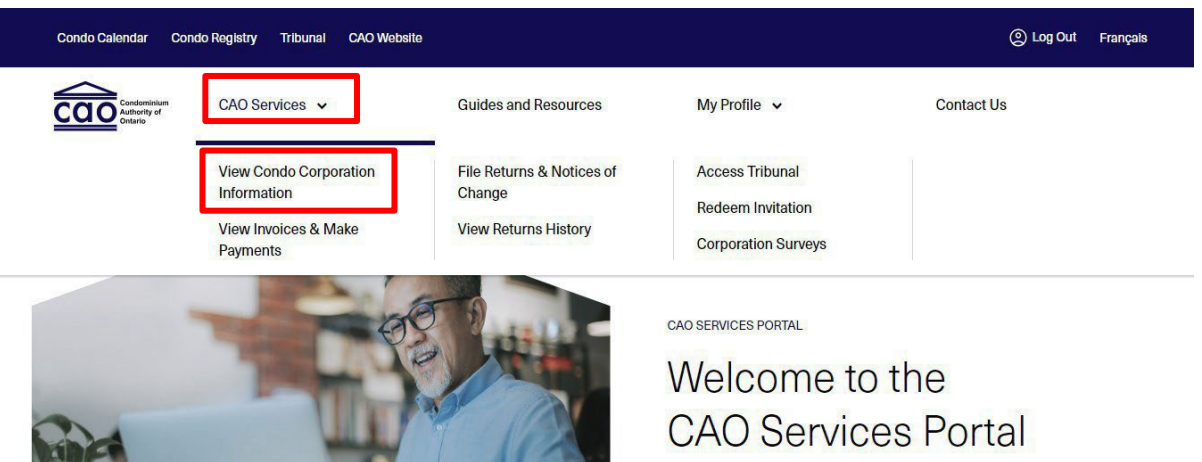
OR

- Select **CAOServices** then **View condocorporation information**


Look for this




View Corporation Information ↗



Condo Calendar Condo Registry Tribunal CAO Website Log Out Français

 **CAO Services** ▾ Guides and Resources My Profile ▾ Contact Us

View Condo Corporation Information File Returns & Notices of Change Access Tribunal
View Invoices & Make Payments View Returns History 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	Permissions	Returns	Invoices
<input type="text"/>	<input type="checkbox"/> Read Only <input type="checkbox"/> Full Access	<input type="checkbox"/> Filed <input type="checkbox"/> Outstanding	<input type="checkbox"/> Paid <input type="checkbox"/> Unpaid

Apply Filter

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

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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

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Filing a Notice of Change and Return

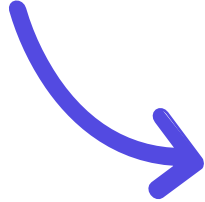
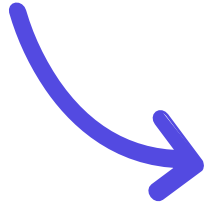
Filing a Notice of Change

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 top navigation bar of the CAO website with links for Condo Calendar, Condo Registry, Tribunal, and CAO Website. The 'CAO Services' dropdown menu is open, with 'File Returns & Notices of Change' highlighted. Below the navigation, there is a section titled 'File a Return or Notice of Change' with a sub-header 'File returns and notices of changes as mandated by the Condo Act.' and a search bar for 'Search My Condo Corporation'.

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 is a section titled 'Other Services for this Condo' with three 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 this is a navigation bar with 'CAO Services' highlighted in a red box. Under 'CAO Services', 'File Returns & Notices of Change' is also highlighted in a red box. Below the navigation bar is a section titled 'File a Return or Notice of Change' with a dropdown arrow. Below this is a search bar for 'My Condo Corporation'. Below the search bar is a table with two columns: 'I would like to:' and 'Service Status'. The first row is highlighted in a red box, showing 'File a Condominium Return 2022-2023' with a checked checkbox and 'Started, not filed' status. The second row shows 'File a Condominium Return 2023-2024' with an unchecked checkbox and 'You need to file this Return' status. Below the table are two buttons: 'Continue' and 'View Another Condo Corporation', with 'Continue' highlighted in a red box.

A woman with dark hair tied back, wearing an orange 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.

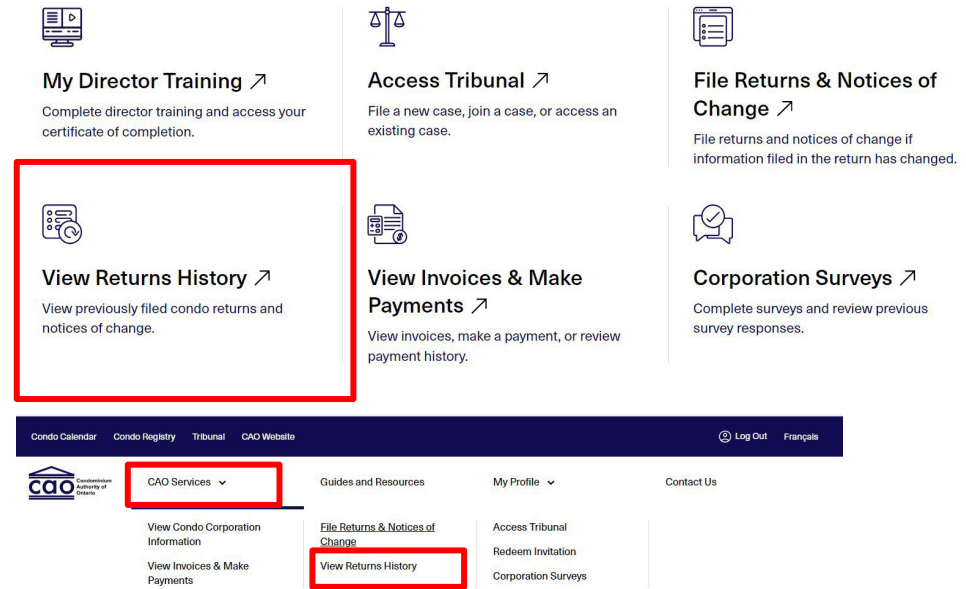
Filing History

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	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 list of returns and NOC's filed



[View Another Condo Corporation](#)

Select to download the PDF



A woman with dark hair tied back, wearing an orange 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 word "Invoices" in white text.

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 Services website interface. 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 tiles is a navigation bar with 'CAO Services' selected. A dropdown menu is open, 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 is a section for 'File a Return or Notice of Change' with a search bar and a 'Search' button.

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**



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.



Corporation Surveys

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



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

