

Common CMS Form Errors That Can Delay eCO Account Creation

To help avoid registration delays, please review the following requirements before submitting your CMS form.

1. Signatory users do not match the approved Authorized Signatories

Any user requested as a Signatory on the CMS form must match an Authorized Signatory registered in the eCO Portal and approved by the relevant Authorized Organization (AO).

Before submitting:

Confirm that the names and details of all requested Signatory users match the approved Authorized Signatories in the eCO Portal.

2. Multiple users share the same email address

Each user must have a unique business email address. The same email address cannot be used for multiple users because every User ID must be linked to a distinct email address.

Before submitting:

Provide a separate business email address for each user listed on the CMS form.

3. Information is incomplete or unclear

Incomplete, inaccurate, or illegible information may delay the processing of your registration request.

Where possible, complete the CMS form electronically using Adobe Acrobat or another PDF editor. Avoid handwritten submissions. If handwriting is necessary, ensure that all information is clear and easy to read.

Before submitting:

Check that all required fields are completed and that the information provided is accurate and legible.

Important

Registration requests containing any of the errors above may be delayed or rejected, resulting in a longer account setup process.

Please review your CMS form carefully before submission.