

INFORMATION FOR APPLICANTS WHO HAVE USED OUR SERVICES IN THE PAST 3 YEARS BUT HAVE NOT SET UP A CNCT ACCOUNT

Before you start your application, please read these helpful tips to ensure you understand how this application process works – we want to make sure this experience is a great one for you!

If you have never set up a CNCT account but have used our services in the past 3 years you will need to know your ID number associated with your file in our database before you begin your application.

ID numbers were recently emailed to anyone who provided us with an email address. If you did not receive this email and do not know this number, please fill out the ID Request form below to have your ID# emailed to you or call 519-660-5884 ext. 6.

PLEASE do not send more than one request or make more than one phone call regarding this.

Multiple emails or phone calls from the same household/person, regarding the same issue, puts a great strain on our capacity to follow up with everyone and slows down our processing times.

[Click Here - Request Your ID#](#)

Once you have received your ID#, using the online application link provided below, you will arrive at the “CNCT” Client Enrolment page which looks like the screenshot below.

You need to create an account in CNCT. This is connected to Link2Feed which is the database The Salvation Army uses for Community Services Programs (including Christmas) and where the information about you and other household members is stored.

To get started, click on the Create Account button.


Giving Hope Today

Ontario Division Client Enrollment

Welcome to The Salvation Army online registration. All clients must have an online account to **make** an appointment and receive assistance.

When creating an online account, you **MUST**

- Include a telephone number and email address where you may be reached if you have these.
- New clients take note of the Client ID number provided after you have completed the online registration form.
- In book services, click location dropdown and register at the location nearest to you.

Your Situation	Action
I already have an online account	Login using the telephone number or email address and password you created previously. Click Forgot Password if you do not remember it.
I do not have an online account	Click create account below

Welcome Back

Email or Phone Number *

Password *

[Forgot my Password](#)

[New User?](#) [Create Account](#)

Powered by Link2Feed (Copyright © 2025)

The screen below will appear.

Type in your Unique ID Number that we provided to you and press Submit.



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Do you have a Client ID?

If you have visited The Salvation Army before, enter your client ID number and click submit.
Otherwise, contact The Salvation Army to obtain your client ID. If you have NOT visited The Salvation Army before, click **I Don't Have This** and create an account with a Client ID.

Type your client ID if you have this *

Type your client ID if you have this is a required field

[I Don't Have This](#)

If you see the screen below, it looks like you already have a CNCT account. Please click here: [INFORMATION FOR APPLICANTS WITH A CNCT ACCOUNT](#) and follow that process.



Giving Hope Today

Account Exists

Based on the information you have provided, we believe that you already have a CNCT Account. You are able to login with the account that you already setup, or perform our password reset process if you cannot remember your login details.

If you do not have a CNCT account, you will be directed to the next screen to create your new account. **Please ensure the name of the person in this section is one of the adults (18+) in the household.** If the “parent” is under 18, that parent’s name can be used.



Giving Hope Today

Create Account - 1/2

Enter details about yourself. The person entered must be an adult in the household.
Complete all fields.

Enter First Name *

Enter Last Name *

Enter Date of Birth *

Enter phone number and email address where you may be reached

* (At Least One)

Email

+1 () -

You will now be directed to this screen:



Giving Hope Today

Create Account - 2/2

Verify consent to share information as outlined and consent so we may contact you

Create a password for your Online Registration account *

Password is required

Confirm your password by typing it a second time *

Confirm Password is required

Consent to Share Information

The Salvation Army Consent to Sharing Information Form 2025

The Salvation Army collects and uses personal information to support clients' request for assistance and determine eligibility for the Pathway of

Please create a password that will be easy for you to remember in the future.

Please be sure to read the Consent to Sharing Information and click the box at the bottom. You must also provide consent for us to contact you, using your preferred method of contact. Please ensure you have provided us with an email address or phone number where we can easily contact you.

☐ I have read and understood the information above.

- ☐ I consent to The Salvation Army collecting, using, storing, and disclosing my personal information as outlined above and in the detailed document posted at the location where I am served.
- ☐ In applying for assistance from The Salvation Army on behalf of my household, and sharing information about my family members, I confirm that I am sharing this information with the knowledge and permission of all household members age 18 and over (AB, SK, MB, ON, PE) or age 19 and over (BC, NT, NU, YT, NB, NL, NS).

Client Signature: _____

Date: _____

☒ Consent to Share Information *

Consent to Contact

By clicking the check boxes, you agree that we may share your information as necessary and we may contact you using the contact information you have provided.

☒ Consent to Contact via Email

☐ Consent to Contact via Text Message (SMS)

☐ Consent to Contact via Voice

If your household file is in Link2Feed you will see this example screen below which shows the personal information associated with your Client ID#. **Please ensure this information is accurate.**


Giving Hope Today

Please enter the following household details to continue

Complete all fields to successfully register.
The first name entered must be an adult in the household.

My Information

Enter First Name *

Billy

Enter Last Name *

Booth

Enter Date of Birth *

1955-12-09

Select gender identity from the list *

Male

Under the Other Household Members tab (screen below), please ensure information for all household members is accurate, adding or changing anything as needed.

- Please make sure you have included everyone in your household you wish to receive assistance for.
- If someone is too old for toys they are still included in your total number of household members which determines the dollar value of gift cards you will receive for your Christmas dinner, so it is important to add them.

If you wish to remove a person from your file, simply click the trashcan icon (circled below) – be sure you want to do this as all of their information will disappear as soon as you click it.

To add a new person, click the + Add button.

On the next screen, be sure your address is current and accurate. This section **MUST** be filled out. Please do not click “No Fixed Address” or “Prefer Not to Answer”.

Once this is confirmed, click the Review button.

You will now be able to see all of the information you provided on the Review Profile Updates screen (sample below).

Please check the information on this screen carefully to make sure all household members have been added, and their gender and date of birth is accurate.

THE SALVATION ARMY
Giving Hope Today

Review Profile Updates

Please check profile updates before saving

Household Members

William Booth Date of Birth: 01-08-1979 Gender Identity: Male	Catherine Booth Relationship to Mr. Sponsor: Date of Birth: 11-06-1963 Gender Identity: Female
Mary Booth Relationship to Mr. Child: Date of Birth: 07-04-2009 Gender Identity: Female	Kate Booth Relationship to Mr. Child: Date of Birth: 06-13-2019 Gender Identity: Female
Ethan Booth Relationship to Mr. Child: Date of Birth: 03-24-2007 Gender Identity: Male	

Client Details

Address: 425 Front Street W
 Primary Income: Veterans Disability Program - \$900.00

General Household Information

[Back](#) [Save & Next](#)

If you forgot to add household members, or some information is wrong, click on the “Back” button and make any necessary changes.

Once the information on this screen is correct, click the “Save & Next” button.

After you click Save & Next you will see a screen that looks like this:

THE SALVATION ARMY
Giving Hope Today

Thank you for registering. Write down your Login ID and Client ID.

Click Book Services button to make an appointment if you have not already done so.

To change any information, click return to dashboard.

Your Login ID is **willybooth@outlook.com**
 Your Client ID is **15687**

Please provide the service you want to book

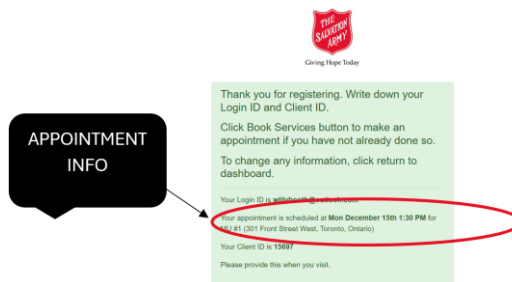
[Book Services](#)

[Return to Dashboard](#)

- **Important!** Take a screenshot of this screen or write down your Login and Client ID numbers as you will need them to access your online account in the future.
- Be sure to click the **BOOK SERVICES** tab now to book your appointment to pick up your gift card and/or toys.

This is an extremely important step. If you do not book an appointment now, we will not know that you have applied for assistance, and an appointment will not be held for you. This could jeopardize our ability to provide you with assistance this Christmas.

- When booking your appointment use the **Location: London J-AAR Expo Centre at the Western Fair District (845 Florence Street, London ON)** (formerly called the Agriplex).
- Choose “Christmas Assistance Program”.
- For the “Book Services Between” dates, use: December 12, 2025 and December 19, 2025. All appointments still available on December 12 or between December 15 – 19 will show up. Scroll down to the appointment date/time you would like to choose, click on it and press Book.
- AFTER YOU HAVE BOOKED YOUR APPOINTMENT your screen will look like this:



- **Important! Take a screenshot of this screen or write down your appointment date, time and location. You will not receive an email confirmation or email reminder from us this year.**
- If you need to change your appointment or confirm/change the information you submitted, you can access your profile through CNCT, following the process outlined at the top of this document.
- Please note that appointment times cannot be changed within 48 hours of the appointment.

WHAT TO EXPECT AT YOUR PICK-UP APPOINTMENT:

Toy Shopping Model - Parents/guardians of children 0 – 12 will be given the opportunity to select their own toys/gifts. One of our friendly shopping elves will assist you with understanding our guidelines and helping you make selections that you know will put a smile on your child's face on Christmas morning!

In order to make this a good experience for you:

- Please be sure to be on time for your appointment! If you are late, or do not show up, we may not be able to provide you with another appointment.
- Please be sure to bring valid confirmation of address, ID, and OW/ODSP/PPP slip (if applicable) for everyone in your household.
- We encourage you to bring your own bags to take your toys/gifts home, however, clear plastic bags will be available if needed.
- Only 1 family member per household can enter our Toy Shop area. **Please make care arrangements for your children as we are not able to provide supervision while you are choosing gifts.**
- Our selection changes based on the donations we receive. New donations come in daily throughout the Christmas season, right up to the last day of distribution. We can never guarantee that we will have a specific toy on hand, but we're pretty sure you will always be able to find something your child will love.

If you have any questions regarding this process, please email londonchristmasassistance@salvationarmy.ca, or call us at 519-660-5884 ext. 6, between the hours of 9:30-3:00- Monday – Friday.

[Click Here:](#)
[Christmas Assistance Program](#)
[Apply Now](#)