

INFORMATION FOR APPLICANTS WITH 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 received assistance from us in Christmas 2023 and have already set up your log-in details, proceed as follows:

- 1) **Using the online application link provided below, you will arrive at the “CNCT” Client Enrolment page which looks like this:**

THE SALVATION ARMY
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 *

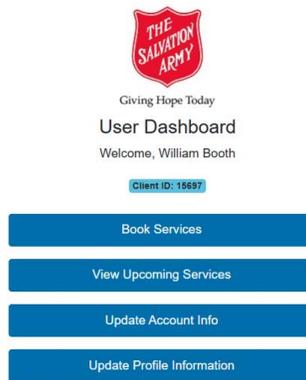
Password *

[Forgot my Password](#)

[New User](#)

- 1) **Input the email or phone number you used when you created your log-in in 2023, as well as your password and click the Login button.**
- 2) **If you cannot remember the email address you used** when you created your log-in please contact us using this form and we can send this information to you.
[Click – Request CNCT Log-In Email Address](#)
- 3) **If you forgot your password**, click on the **[Forgot My Password](#)** button and enter any email address you would like to have the password reset email sent to. You will receive an email from no-reply@link2feed.com with a link to reset your password.

After you have reset your password, you will return to the Client Enrolment page.
- 4) Once you have successfully entered your email address and password and clicked the “Login” button, you will be directed to a page that looks like this.



At this point you need to click on **Update Account Info and Update Profile Information tabs** to ensure all of the information about your household is still accurate.

- 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 they are added.
- 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.

- If you forgot to add household members, or some information is wrong, click on the “Back” button and make any necessary changes.
- If you wish to remove a person from your file, simply click the trashcan icon – be sure you want to do this as all of their information will disappear as soon you click it.
- To add a new person, click the + Add button.
- 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:



- **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/OPP 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](#)**