

INFORMATION FOR A NEW APPLICANT WHO HAS NEVER COME TO THE SALVATION ARMY LONDON COMMUNITY SERVICES FOR ASSISTANCE

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!

When you click on the “apply now” button provided below, you will be directed to CNCT (screenshot below) which is connected to Link2Feed, the database The Salvation Army uses for Community Services Programs (including Christmas) and where the information about you and other household members will be stored.

Since you have never used our services you will not have an account. Click on the Create Account button to get started.

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


The screen below will appear. **Since you have not yet used our services, you will not have a Client ID. Please click I Don't Have This.**

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 to receive a Client ID.

Enter your client ID if you have this *

You will now be directed to this 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.** They will be considered the “primary” applicant. If the “parent” is under 18, their 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 () -

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.




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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 screen below.

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



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

Password is required

Confirm your password by typing it a second time *

Confirm Password

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 be sure you read the [Consent to Sharing Information](#) and click the “Consent to Share Information” 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.

Once you have filled out everything on this screen, click Submit.

- 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 use your information for the purposes listed below.

Consent to Contact via Email

Consent to Contact via Text Message (SMS)


Consent to Contact via Voice

You will now arrive at the screen below where you will finish the information about the primary applicant and begin to add other household members.

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

- Please make sure everyone in your household you wish to receive assistance for is added.
- 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.

To add a new person, click the + Add button. Keep adding people until everyone in your household has been added.


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

Select gender identity from the list *

Other Household Members

Click Add button to enter details of each person in your household. Do **NOT** include yourself

After you have finished adding all household members, proceed to “General Household Information” and add your address. This section **MUST** be filled out. Please do not click “No Fixed Address” or “Prefer Not to Answer”. Once this is completed, click the Review button.

General Household Information

Address

Enter details of the address where you live.
 An Address is required to receive support; Do not select No fixed address or prefer not to answer.

Address Line 1

Address Line 2

City *

Province *


Postal Code *

Do not select "No Fixed Address"

Prefer Not to Answer

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.


 Giving Hope Today
Review Profile Updates
 Please check profile updates before saving.

Household Members

William Booth Date of Birth: 01-08-1970 Gender Identity: Male	Catherine Booth Relationship to Me: Spouse Date of Birth: 11-06-1963 Gender Identity: Female
Mary Booth Relationship to Me: Child Date of Birth: 07-04-2020 Gender Identity: Female	Kate Booth Relationship to Me: Child Date of Birth: 06-13-2019 Gender Identity: Female
Ethan Booth Relationship to Me: 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:



- **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 to 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:](#)
[Christmas Assistance Program](#)
[Apply Now](#)