

# Managing Clients via CNCT - Agency Admin



Link2Feed

## How to Login

To access your organization's CNCT, enter your email and password in the login fields. Then, choose your site from the drop-down menu within your Network. Select **Open** on the **CNCT** tile..

Link2Feed  
Login to the Portal

Email  
Password

FORGOT MY PASSWORD LOG IN

**CNCT**

- ✓ Provide an online tool for clients to create and manage their profile
- ✓ Offer the option for clients to pre-book appointments for delivery or pick-up online
- ✓ Is a premium feature of the Link2Feed case management system

Open

To access CNCT you'll need to make sure you have access to your organizations network account.



## Where can I see clients that signed up?











From within the **CNCT application** click on the **Administration** heading in the left navigation pane. Next click on **Clients**. This will direct you to the **CNCT Clients** page.

**Client List** - Shows all the clients who have created their profiles using the CNCT tool.

CNCT Clients

Export

Per page: 25

First Name	Last Name	Username	L2F ID#	Last Visit Date	Actions
Basia	West	ludohtdu@mailinator.com	1027688		 
Friday	Test	friday@g.com	1027687		 
Joseph	Joy	josephj@gmail.com	1027685		 
Hiram	Pugh	rajomup@mailinator.com	1027684		 
Desiree	Williams	sccow@mailinator.com	1027682		 

## How can I reset a client's password?

You'll see a list of clients who have created their profiles through the CNCT tool. Under the **Action** column click on the light **blue magic wand icon** to manually reset a client's password.

## How can I edit a client's profile?

You'll see a list of clients who have created their profiles through the CNCT tool. Under the **Action** column click on the **orange edit icon** to be taken to the client's profile.

## Where can I find my CNCT Stats

Click on the **Dashboard** heading in the left navigation pane, this will direct you to the **CNCT Dashboard**. Here you'll see up-to-date stats of CNCT usage from the **Last 7 Days** and over **All Time**.

### What to Know

- Include anyone who was created in CNCT and all of their visits recorded in Case Management.
- DO NOT include future **pending appointments**.
- Include previous visits of a client who was already in the Case Management system, created a CNCT profile, and had their existing profile merged into their CNCT profile.

CNCT Dashboard

	Last 7 Days	All Time
Unique Individuals Created	26	50
Unique Households Created	26	49
Visits from CNCT Individuals	10	11
Unique Agencies Visited	4	4
CNCT Individuals Flagged as Duplicates	4	8

Have additional inquiries?



Ask the chat bot! Just click the Link2Feed logo on the bottom right corner of the screen.

**For other questions, please reach out to your manager for further assistance!**