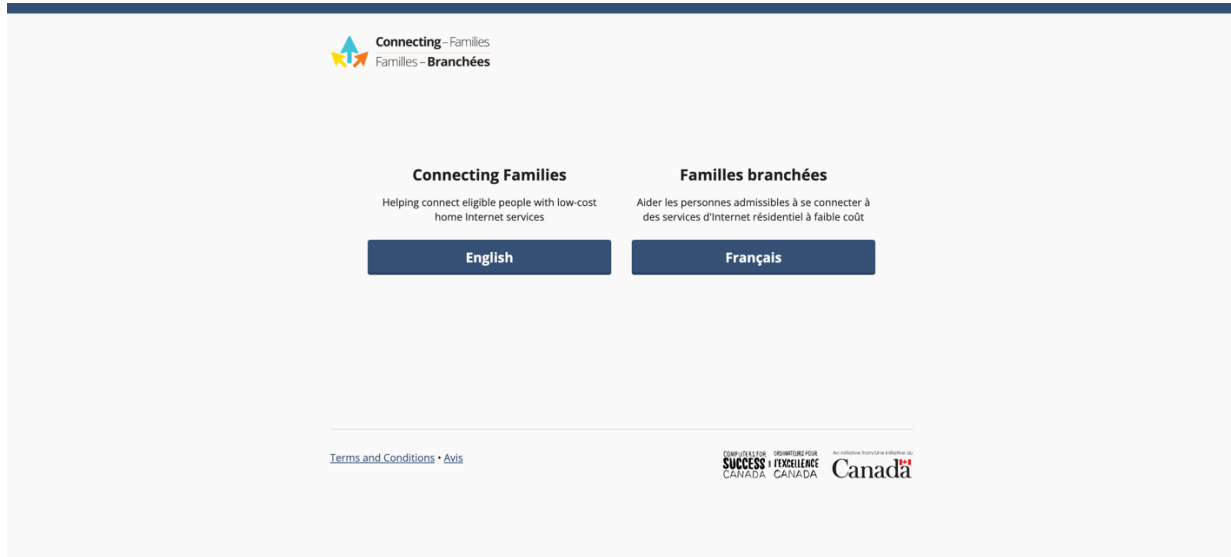


PORTAL WALKTHROUGH SCRIPT

Use this document to accompany citizens who need hand holding through the portal.

Language Selection



The screenshot shows the 'Connecting Families' / 'Familles branchées' language selection interface. At the top, the program logo is displayed. Below it, two columns of text describe the program's purpose in English and French. At the bottom of each column is a button to select the language: 'English' and 'Français'. At the very bottom of the page, there is a link for 'Terms and Conditions • Avis' and logos for 'SUCCESS & L'EXCELLENCE CANADA' and 'Canada'.

Connecting Families
Helping connect eligible people with low-cost home Internet services

Familles branchées
Aider les personnes admissibles à se connecter à des services d'Internet résidentiel à faible coût

[English](#) [Français](#)

[Terms and Conditions • Avis](#)

SUCCESS & L'EXCELLENCE CANADA **Canada**

First, they'll select their language of choice.

- Of the English and French options, have the letter-holder choose the language that they're most comfortable using.
- Reassure them that they can change language at any point during the registration process if they change their mind.

PORTAL WALKTHROUGH SCRIPT

Confirming the Letter in the System

Next the user must confirm that they received an eligibility letter from the government by clicking “Yes, I have a letter with a code”.

- Families and seniors will have received a letter from the Government of Canada.
- If the letter is not from the Government of Canada, it is not a legitimate letter.


[About Connecting Families](#)
[Français](#)

Connecting eligible people with low-cost home Internet services.

The Government of Canada's Connecting Families initiative, in partnership with Internet service providers (ISPs), helps eligible people get home low-cost Internet services.

The next few questions will help you connect with a participating Internet service provider.

Did you receive a letter in the mail about this initiative, from the Government of Canada?

Yes, I have a letter with a code

No, I do not have this letter



Is your code not working? For support, please contact [YWCA](#) at CETS@ywcavan.org or **1 833 206 0599**

For general questions, please call [ISED](#) at **1 800 328 6189** (Voice) or **1 866 694 8389** (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy




PORTAL WALKTHROUGH SCRIPT

No Letter

- If the user says they have not received a letter, the registration process will end.


Connecting – Families
 Familles – Branchées

[About Connecting Families](#)
[Français](#)

[< Back](#)
We're sorry.
 To participate in the Connecting Families initiative, you need to have received a letter from the Government of Canada.



For more information, please visit the [Government of Canada's Connecting Families website](#).

Is your code not working? For support, please contact YWCA at CETS@ywcavan.org or **1 833 206 0599**
 For general questions, please call [ISED](#) at **1 800 328 6189** (Voice) or 1 866 694 8389 (TTY)
 You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
 Terms of Service • Disclosure Policy



PORTAL WALKTHROUGH SCRIPT

Entering the Access Code

- The portal will then ask for their Access Code.
 - The input field will add spaces between letters so it's easier to read. They do not need to add additional spaces or try to delete them.
- The code is made up of eight characters and starts with the letter "A" or "B".
- Even though they've verified their code, the user is not fully registered in the system until they reach the last screen of the portal.
- They cannot stop the process here.


[About Connecting Families](#)
[Français](#)

[< Back](#)

Please enter the code found on the top right corner of your letter.

- If your code is 9 characters, **only enter the first 8 characters.**
- If your code is 8 characters, enter all of them.

Continue



Is your code not working? For support, please contact [YWCA](#) at CFIS@ywcavan.org or **1 833 206 0599**

For general questions, please call [ISED](#) at **1 800 328 6189** (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy





PORTAL WALKTHROUGH SCRIPT

Granting Permission

- In order to register the letter-holder with the Connecting Families initiative, the portal needs to collect some personal information to share with the other program partners.
- The user must select “Yes, I agree” and grant their permission to continue with the registration.


[About Connecting Families](#)
[Français](#)

[< Back](#)

We need your permission.

You are accessing this website in the context of the “Connecting Families” initiative.

On this website you will be able to find out if you are qualified to receive \$10 or \$20 per month Internet service. In order to determine if you are qualified, you will be asked to provide certain Personal Information*, as defined under CFSC-OPEC's Disclosure Policy.

At Computers For Success Canada - Ordinateurs Pour l'Excellence Canada (CFSC-OPEC), a not-for-profit organization supported by the Government of Canada, your privacy is important to us. Therefore, we want you to know how we use your Personal Information.

If you choose to use this website, you are agreeing to provide Personal Information necessary to your participation in the initiative. Your Personal Information will remain completely confidential.

You may also be asked if you would like to participate in a study that will help us to understand whether this is a good, well-designed program, or not. Your participation in this evaluation is completely optional and solely on a voluntary basis, and shall be entitled at all times to say “Yes” or “No” as means of express consent towards participating in this study.

All Personal Information you share with CFSC-OPEC will be used and disclosed with our Partner Organizations and Service Providers, as defined under CFSC-OPEC's Disclosure Policy (by “disclosed” we mean who we share this information with). If and when we share the information, we will always do that in compliance with our Disclosure Policy. You can review [CFSC-OPEC's full disclosure policy](#).

CFSC-OPEC follows the guidelines outlined in the Personal Information Protection and Electronics Document Act (PIPEDA) published by the Office of the Privacy Commissioner of Canada, and its substantially similar provincial counterparts: the Alberta Personal Information Protection Act, overseen by the Office of the Information and Privacy Commissioner of Alberta; the British Columbia Personal Information Protection Act, overseen by the Office of the Information and Privacy Commissioner for British Columbia; and, the Quebec Act Respecting the Protection of Personal Information in the Private Sector, overseen by the Commission d'accès à l'information du Québec.

CFSC-OPEC has also adopted the guidelines outlined in General Data Protection Regulation 2016/679 (“GDPR”), which is a regulation in European Union law on data protection and privacy that applies in the European Union and the European Economic Area.

By agreeing, you signify agreement to the processing of Personal Information relating to yourself by CFSC-OPEC, and your agreement with CFSC-OPEC's Disclosure Policy and [website Terms & Conditions](#):

* “Personal Information” means information about you that could be used to contact or individually identify you. For the “Connecting Families” initiative, this includes: the code you received in the mail, your name, your home address, an email address, and a phone number.

Is your code not working? For support, please contact YWCA at CFTS@ywcavan.org or 1 833 206 0599

For general questions, please call JSED at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy





PORTAL WALKTHROUGH SCRIPT

No Permission

If they choose “I disagree”, the Portal will tell them that they’re free to come back to the site and register later if they change their minds.

- Remind them to keep their letter.


[About Connecting Families](#)
[Français](#)

[< Back](#)

If you change your mind, you can always come back.

To start over, just return to connecting-families.ca. **You will need the original letter** you received in the mail, so make sure to keep it in a safe place. If possible, we recommend taking a picture of the letter as a back up.

Keep the letter at all times — even once you have concluded your contract with the ISP. Keep the letter at all times — even once you have concluded your contract with the ISP. If you lose the letter with your PIN they cannot be reissued.



Is your code not working? For support, please contact [YWCA](#) at CFIS@ywcavan.org or **1 833 206 0599**

For general questions, please call [ISED](#) at **1 800 328 6189** (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy




PORTAL WALKTHROUGH SCRIPT

A Written Copy of the Instructions

The registration process includes information the user will need in the future.

- If they lose their letter, they cannot get a replacement, and therefore may not be able to log into the Portal again.
- The portal will ask if the user wants a written copy of the registration instructions sent to an email address or mobile phone number.
- Recommend they enter their information to receive a copy of the instructions. They can choose email, mobile phone or both.
 - If they want it sent to their email, have them fill out both email fields.
 - If they want it sent to their phone, have them fill out the mobile phone field. Make sure they are not entering a landline phone number.
- If they don't want a written copy of the instructions, they can skip this screen using the "skip this step" link.
- This step is optional and will be offered again.



[About Connecting Families](#)
[Français](#)

[< Back](#)

Thank you. Your contact details will allow us to send you the information you need.

If you have an email address or mobile phone number, we encourage you to fill it in here. We will send you the information you will need to receive low-cost Internet.

If you provide an email address, please make sure you check your junk mail or spam folder so you do not miss any important messages about the initiative. If you do not provide contact details, have a pen and paper ready to write down your information.

Email address

Re-enter your email address to confirm it

Mobile phone number (not landline)

First name

Last name

Continue

If you would rather not provide contact details, [skip this step](#).

Is your code not working? For support, please contact YWCA at CPTs@ywcavan.org or 1 833 206 0599

For general questions, please call [ISED](#) at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy




PORTAL WALKTHROUGH SCRIPT

Confirming the Address on the Letter

- Enter the address on the top left of the letter. Including apartment, suite, building or unit number.
- This address must be the one on their letter, instructions on modifying their address for Internet follow.


[About Connecting Families](#)
[Français](#)

[< Back](#)

Thank you. Please enter the address on the letter to verify your code.

The next page will allow you to change your address if necessary.

Address

Apartment, suite, unit, building, floor, etc.

City

Province

Please Select Province ▼

Postal Code

Continue



Is your code not working? For support, please contact YWCA at CFIS@ywcavan.org or 1 833 206 0599

For general questions, please call [ISED](#) at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy

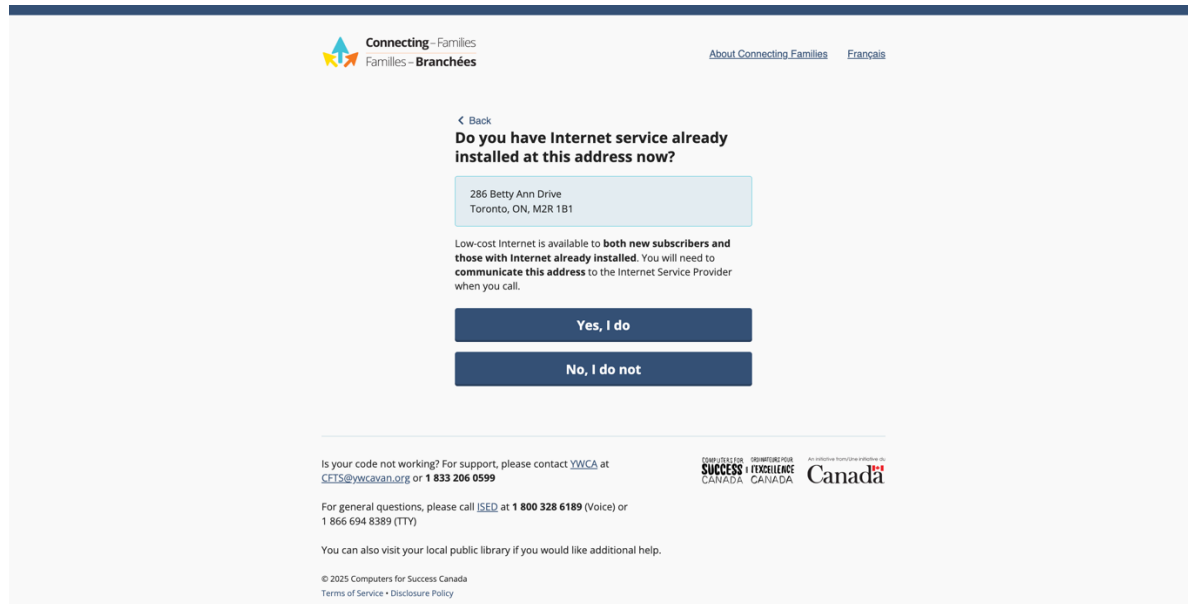




PORTAL WALKTHROUGH SCRIPT

Choosing an Address for Subscription

- Now, the portal will ask if the address on the letter is the same address where the letter-holder wants to set up their Internet. Click “Yes, use this address”



Connecting – Families
Familles – Branchées

About Connecting Families Français

< Back

Do you have Internet service already installed at this address now?

286 Betty Ann Drive
Toronto, ON, M2R 1B1

Low-cost Internet is available to **both new subscribers and those with Internet already installed**. You will need to **communicate this address** to the Internet Service Provider when you call.

Yes, I do

No, I do not

Is your code not working? For support, please contact YWCA at CFTS@ywcavan.org or 1 833 206 0599

For general questions, please call ISED at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

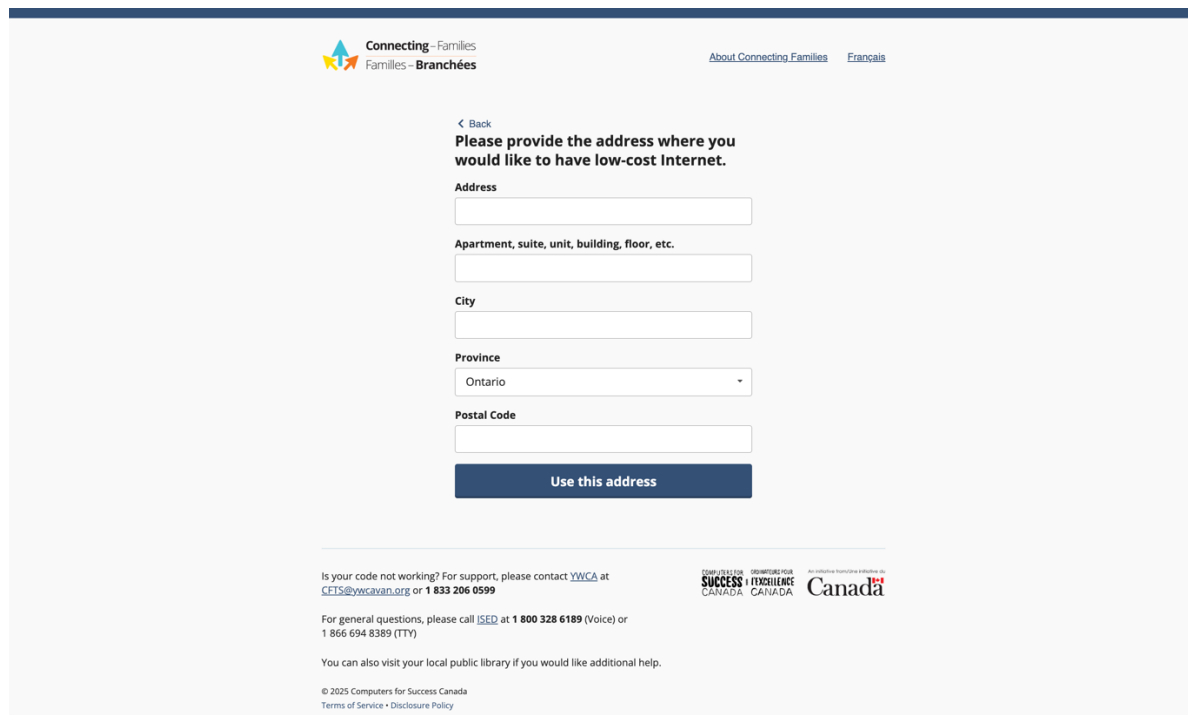
You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy

COMPUTERS FOR SUCCESS + EXCELLENCE CANADA

AN INITIATIVE FINANCIÉE PAR LE GOUVERNEMENT DU CANADA

- If there is another address they would like to use, for example, if they have moved since receiving the letter, have them select “No, use a different address instead.”



Connecting – Families
Familles – Branchées

About Connecting Families Français

< Back

Please provide the address where you would like to have low-cost Internet.

Address

Apartment, suite, unit, building, floor, etc.

City

Province

Postal Code

Use this address

Is your code not working? For support, please contact YWCA at CFTS@ywcavan.org or 1 833 206 0599

For general questions, please call ISED at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy

COMPUTERS FOR SUCCESS + EXCELLENCE CANADA

AN INITIATIVE FINANCIÉE PAR LE GOUVERNEMENT DU CANADA

PORTAL WALKTHROUGH SCRIPT

Reporting Already Active Internet

The purpose of the portal is to match letter-holders to the Internet Service Providers that are available to and most convenient for them.

- Since it's easier for a letter-holder to stay with a service provider that they already use, the portal will ask if they already receive Internet from an ISP.
 - If they choose "No, I do not", the letter-holder will be shown a list of all possible ISPs
 - If they choose "Yes, I do", the letter-holder will have an additional step to identify their ISP.


[About Connecting Families](#)
[Français](#)

[< Back](#)

Do you have Internet service already installed at this address now?

286 Betty Ann Drive
Toronto, ON, M2R 1B1

Low-cost Internet is available to **both new subscribers and those with internet already installed**. You will need to **communicate this address** to the Internet Service Provider when you call.

Yes, I do

No, I do not

Is your code not working? For support, please contact YWCA at CETS@ywcavan.org or 1 833 206 0599

For general questions, please call [ISED](#) at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
[Terms of Service](#) • [Disclosure Policy](#)



PORTAL WALKTHROUGH SCRIPT

If They Already Receive Internet

Identifying their Service Provider

If the user said that they did receive the Internet, the portal will ask them which provider they use.

- A list of the local providers will show up on screen.
- Only ISPs participating in the initiative, and relevant to that area, will appear.
- If the letter-holder gets their services from a provider that doesn't appear, have them choose "None of the above."
- If the letter-holder doesn't know or can't remember who they get their services from, have them choose "I'm not sure."


[About Connecting Families](#)
[Français](#)

[< Back](#)
Which company currently provides your Internet service?

☐ 

☐ 

☐ None of the above.

☐ I'm not sure.

Continue

Is your code not working? For support, please contact [YWCA](#) at CFTS@ywcavan.org or **1 833 206 0599**

For general questions, please call [ISED](#) at **1 800 328 6189** (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy




PORTAL WALKTHROUGH SCRIPT

ISP Matching

Regardless of whether someone already has Internet service at home or not, this is the final screen of the registration process.

- The user is now registered in the Connecting Families database, their 8 digit code has been validated, and they've been matched with the available Internet service providers in their area.
- They must contact an ISP to sign up for discounted Internet.
 - They will discuss with the ISP whether they want the \$10/month or \$20/month plan. All of the information for the call is available on this page.
 - If they identified their current ISP, it is presented at the top of the list. Encourage them to call their current ISP. Canceling service and switching to another may incur costs.
 - If their current ISP is not able to provide them with the price they need, they are allowed to sign up with any of the ISPs on this screen.
 - Remind them to cancel their service with their current ISP so they are not billed twice.



[About Connecting Families](#)
[Français](#)

[< Back](#)

Almost done. To receive low-cost Internet, please contact one of these participating Internet service providers now.

You will need to provide:

- Your code from your letter: **AB BB BB B4**
- The address for internet service: **286 Betty Ann Drive, Toronto Ontario M2R 1B1** ([change address?](#))

Available Internet

- Maximum price of **\$20 per month** plus tax for a minimum download speed of **50 Mbps**.

or

- Maximum price of **\$10 per month** plus tax for **10 Mbps**.

Please write down the phone numbers on this page.

TIP: You can take a picture of the letter and email it to yourself. You can store it in a safe place with other valuables.



[Visit Bell's website](#)
or call **1 866 835 8559**



Call **1 855 301 2749** (Voice)
1 877 508 1760 (TTY)
[or visit Rogers website](#)

PORTAL WALKTHROUGH SCRIPT

No ISP Available

In some cases, the final screen will appear, and no Internet Service Providers will be listed.

- This means one of two things.
- First, it could mean there are no participating Internet service providers for the address they've given.
 - If the address they want to sign up with is in an area that is not serviced by one of the participating ISPs, the letter-holder will not be able to get \$10/month or \$20/month Internet.
 - The letter-holder can try again later, as other ISPs might decide to join the initiative.
- The second possibility is that all of the subscriptions for low-cost Internet in their area have been taken.
 - Each ISP is providing the initiative with a limited number of subscriptions.
 - These subscriptions are given away on a first-come-first-served basis.
- The letter-holder can try again later, as eligibility statuses of participants might change, freeing spaces for new subscriptions.


[About Connecting Families](#)
[Français](#)

[< Back](#)

We apologize but unfortunately there are currently no participating ISPs in your area.

To learn more about the Connecting Families Initiative please contact **1 800 328 6189** (voice), 1 866 694 8389 (TTY) or visit the [Government of Canada's Connecting Families website](#).

Please keep your letter, as ISPs serving your area may join the Initiative at a later time.

Thank You

Please leave this page open until you have either contacted an Internet Service Provider or you have saved the information on this page to use at a later time.



Do you need a free or low-cost computer device?

You are also eligible to receive a second-hand computer device through the Government of Canada initiative 'Connected Families.'

[Please visit the following website](#)

PORTAL WALKTHROUGH SCRIPT

Final Step

- Users can receive a written copy of the instructions by clicking the button at the bottom of the last page, located under the suggested Internet Service Provider's logo.
- Message regarding computer equipment
 - A message will also appear informing them that they may be eligible to obtain a free or low-cost computer device.
 - The associated link automatically opens the local affiliate's page, specifically configured for the IFB program, where they can place their order.
- Once the support session is complete:
 - Fully close the portal tab or window.
 - Open a new tab before assisting another letter holder to ensure confidentiality.

If you have an email address or a mobile phone number, we can send you a confirmation with all the information you will need to receive low-cost Internet.

[Send me this information](#)

Your contract with an Internet Service Provider contains important elements, including critical information about data overage charges. For this and more information, please visit the [Government of Canada's Connecting Families website](#).

Thank You

Please leave this page open until you have either contacted an Internet Service Provider or you have saved the information on this page to use at a later time.



Do you need a low-cost computer device?

You are also eligible to receive a second-hand computer device through the Government of Canada initiative 'Connected Families.'

[Please visit the following website](#)

Is your code not working? For support, please contact YWCA at CETS@ywcavan.org or 1 833 206 0599

For general questions, please call [ISED](#) at 1 800 328 6189 (Voice) or 1 866 694 8389 (TTY)

You can also visit your local public library if you would like additional help.

© 2025 Computers for Success Canada
Terms of Service • Disclosure Policy



AN INITIATIVE FROM THE GOVERNMENT OF CANADA

This is the end of the step-by-step guide for the Connecting Families initiative. Thank you for your time and for your help.