



Contact Information

Question Type	Question Description	Who Do I Contact?
ePASS Benefit Questions	Questions related to benefits or eligibility	Your local county department of social services
ePASS Technical Issues	Difficulty using ePASS and getting error messages	North Carolina EBT Customer Service Line 1-888-622-7328 or 1-877-452-2514 (TTY dedicated)
NC FAST System Benefit Questions	Questions related to benefits or eligibility	Your local county department of social services
NC FAST System Technical Issues	Difficulty using the NC FAST System and getting error messages	NC FAST Help Desk 919-813-5400 ncfastsupport@dhhs.nc.gov Phone Support Availability: Monday through Friday, 8:00 a.m. to 6:00 p.m. For a complete list of NC FAST Help Desk services and contact information, see the next table.
Office of NC FAST General Comments	General comments or questions	ncfast@dhhs.nc.gov

NC FAST Help Desk

Question Type	Question Description	Who Do I Contact?
How Do I...?	Regarding NC FAST functionality OR Process a specific application or address a specific situation in the system	Consult FAST Help OR Call the NC FAST Help Desk 919-813-5400 ncfastsupport@dhhs.nc.gov Phone Support Availability: Monday through Friday, 8:00 a.m. to 6:00 p.m.
Policy	Specific question about policy	Appropriate Policy Help Desk
Desktop Hardware/Software	Desktop or printer hardware or software issues	Local IT Support at County Level
Operating System Hardware/Software	Unavailability of specific NC FAST functionality (not related to general internet access or overall county network)	NC FAST Help Desk
Update to Training Documentation	Training material update or correction to online documentation	ncfasttraining@dhhs.nc.gov
Training or Learning Management System (LMS)	Training registration, training site questions, or LMS access problems	ncfasttraining@dhhs.nc.gov
Suspected Application Error	Functionality does not appear to work as outlined in the training materials	NC FAST Help Desk
NCID Reset	Update to NCID or password	Local NCID Administrator or ITS Help Desk (919) 754-6000 or (800) 722-3946
Office of NC FAST Program Information	Question about the NC FAST Program or Pilot County participation	ncfast@dhhs.nc.gov