

Good Evening,

Just a reminder, in order for the Configuration Team to provide assistance accurately and promptly, please ensure that ALL emails regarding password resets/login issues are sent to: ncfast_cc_config@dhhs.nc.gov. Please do not send direct emails to any of the Configuration Team members individually.

As the community college point of contact, you are responsible for sending the instructors the list of user IDs that are provided to you as well as the temporary password. The instructors are to email Configuration when login issues occur or if a password reset/account unlock is needed. Once the issue has been resolved, the instructors will be contacted by the Configuration Team with further instructions.

You are required to provide the Configuration Team with a class schedule. This will assist us with staff availability as well as providing the classes with system support. If you have not yet provided us with a schedule, we ask that you please do so as soon as you possibly can. Attached you will find both a completed schedule (to serve as a reference) and a schedule template for your use. Once completed, please send the schedule to the Configuration email address (above). Please ensure that the instructors provide a phone number where they can be reached directly during class hours.

Lastly, data is loaded into the Community College Environment based on Phase II classes. Included in the data load will be FNS cases and MAGI cases. Once the cases are loaded, the points of contact will be notified. Attached are instructions on how the instructors can find the cases in the environment.

Please pass this information along to your community college instructors. If you have any questions, please contact the [Configuration Team](#).

Thank you,

Cheryl Shields -*Configuration Assistant*