

FAST Help Quick Info

NC FAST



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North Carolina Families Accessing
Services through Technology

March 8, 2013

Produced by the NC FAST Team

Special points of interest:

- Access to FAST Help
- FAST Help Layout
- Tips for Using FAST Help
- Making Content Suggestions

The Basics of FAST Help

- FAST Help is a web-application that can be accessed from any computer with a secure internet connection:
<http://ncfasthelp.nc.gov/>
- To login, users will enter their NCID and Password. This information can be obtained from your direct manager or supervisor.



- Once users are logged into FAST Help, the homepage will populate. The homepage contains the following useful links, buttons, and information:

- ◇ **Navigation Bar:** contains: Contents, Index, Glossary, and Search
- ◇ **Help Desk Information:** who to contact for assistance with NC FAST, DHHS Policy, and NCID
- ◇ **NC FAST Updates:** highlights changes or additions made to

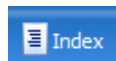
FAST Help. Includes the date, type of change, and a link to the document/page.

- ◇ **Other additional links:** State Policy and Forms, NC Gov, DHHS, DIRM, Site Disclaimer, and Accessibility

IMPORTANT TABS:



When selected, the **Content** tab will open a navigation pane below the tab. This is a popular tab for end users, since it provides quick access to the most commonly used links in FAST Help.



The **Index** Tab allows users to perform a search by either typing a keyword or scrolling through the topics "directory," which is in alphabetical order. Certain topics may even contain sub-topics.



The **Glossary** tab provides a list of terms and associated definitions that may assist new NC FAST (and even DHSS) learners.

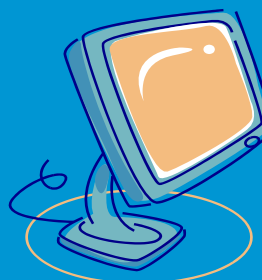


In the **Search** tab, users can type an NC FAST related question and the system will populate results, based on key words entered and found.

FAST Help Tips...

FAST Help can be a great tool for end users, not only when learning how to use NC FAST, but when needing to access system procedures on the job. To get the most out of FAST Help, follow these helpful tips:

- Learn to use FAST Help during training to better understand the flow
- Avoid printing material from FAST Help. In doing so, you may have an outdated document at your desk and not even know it!
- If information is incorrect, notify your County Champion. S/he will contact the NC FAST Team directly.
- Visit FAST Help daily for any changes.
- Make FAST Help your first source for questions. Even before asking a coworker, your Supervisor, or calling the Help Desk!
- Add the FAST Help URL to your "Favorites" or "Bookmark" the page.



The most beneficial aspect to using FAST Help is that it is a web-based application. Content is updated by Technical Writers in Raleigh, NC, published to FAST Help, and made available to users in all 100 counties! In some instances, updates are made daily!

Contact Us

NC FAST Website:

www.ncdhhs.gov/ncfast/

NC FAST Help Desk:

ncfastsupport@dhhs.nc.gov