

NC FAST Child Care Provider Portal System Availability - February 2019

| Week of: | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------------|--|------------------|------------------|------------------|------------------|------------------|--|
| January 27, 2019 | 27-Jan | 28-Jan | 29-Jan | 30-Jan | 31-Jan | 1-Feb | 2-Feb |
| | 12:00 Noon- 7:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm |
| February 3, 2019 | 3-Feb | 4-Feb | 5-Feb | 6-Feb | 7-Feb | 8-Feb | 9-Feb |
| | 12:00 Noon- 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 7:00pm |
| February 10, 2019 | 10-Feb | 11-Feb | 12-Feb | 13-Feb | 14-Feb | 15-Feb | 16-Feb |
| | 12:00 Noon- 7:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | Release NC FAST system NOT available |
| February 17, 2019 | 17-Feb | 18-Feb | 19-Feb | 20-Feb | 21-Feb | 22-Feb | 23-Feb |
| | Release NC FAST system NOT available | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 7:00pm |
| February 24, 2019 | 24-Feb | 25-Feb | 26-Feb | 27-Feb | 28-Feb | 1-Mar | 2-Mar |
| | 12:00 Noon- 7:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 9:00pm | 5:00am 7:00pm |

The NC FAST Provider Help Desk (PHD) phone number is **919-813-5460** and is available **Monday - Friday 8:00 AM - 6:00 PM.**

*During Roster Submission, the PHD is available from **8:00 AM - 9:00 PM, and 12:00 noon - 6:00 PM on Saturday and Sunday (1st - 5th only)**.

Note: *The Provider Portal System Availability does not match the schedule of the PHD.*