

MCC Known Issues

Review the known issues document to learn about identified MCC system issues and any workarounds. If you have other issues to report, send them to the Support Desk at ProgramSupport@MilitaryChildCare.com.

Defect Number	Summary	Site	Module	Work Around
44781	The Program Details popup does not include the Inspection Report link when accessed from the family's My Child Care Page or the Household Manage Care tab.	Family Program	Inspection Reports	View the inspection report from search results
43845	A declined offer for the School Out and Seasonal Camps care option shows in the family's History tab with a Reactivate link; however, the Reactivate link does not work and should not be available.	Program	Manage Care	None
44172	If a family has a request for the School Out and Seasonal Camps care option and has received an offer for at least one day of camp, if the family or program user cancels the request, the system does not actually cancel the request although it does send a cancelled request notification.	Program	Manage Care	None
44024	If a sponsor's duty installation name or address includes special characters, then the Manage Care tab does not display in the Household profile. For example, the German installation on 'Heidlochstraße', the 'ß' is a special German character that should be replaced with 's'.	Program	Manage Care	Do not use special characters
44480	Program users continue to see children on their waitlist who have a request for an offering in the past (e.g., seasonal camp with a date that has already occurred).	Program	View Waitlist	Cancel the request on the family's behalf
45873	If a family receives a full offer for before and after school and accepts either before or after school, the declined offering cannot be re-requested.	Program	My Child Care/Manage Care - Update Care Requested	None

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45497	When a program is making an offer for a Pre-K Before/After space and select "Update" on the Make Offer list, the school drop-down displays on Describe Space and should not display for this care option.	Program	Make Offer	Return to the MCC Dashboard and select the Make Offer Tile to Describe Space
47341	Images for Benelux SHAPE CDC and Benelux SHAPE SAC programs are not displaying when returned in Find Care or the Unrestricted Site. Image displays as 'Image Not Available'.	Family	Find Care	None
48086	When selecting the Full-Day Kindergarten care option on the 'Describe Space' screen, the 'Number of Spaces' field must be re-entered to enable the 'Next' button.	Program	Describe Space	Remove and re-enter the 'Number of Spaces'.
48315	Offered weeks for summer camp are not displaying on the Placement List once a week has passed.	Program	Placement List	To see the requests offered to a family access Manage Care
49135	When searching for a child or sponsor name in the View Waitlist – it is only searching on First Name. It should search on any combination of First and Last name.	Program	View Waitlist	Search using the child's or sponsor's first name.
49133	Any FCC Provider request showing incorrect providers (showing providers who do not offer the requested care type) in View Waitlist	Program	View Waitlist	None
48887	Prior to the start of a school year when selecting Before/After School, DCA defaults to 1st day of the school year, but calendar is allowing the current day to be selected. Only the start date of the school year should be able to be selected until the start date has passed.	Program	Describe Space	Do not change the date to today's date. DCA is defaulted to start date of school year.