

## 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](mailto:ProgramSupport@MilitaryChildCare.com).

Summary	Site	Module	Work Around
When anything other than week 1 is offered, Summer Camp Offer Accepted Confirmation notification displays the first day of camp as the Date Care Available (DCA), rather than the first day of the first week offered.	Family	Summer Camp	None
When anything other than week 1 is offered, Summer Camp Offer in Time Sensitive Actions displays the first day of camp as the Date Care Available (DCA), rather than the first day of the first week offered.	Family	Summer Camp	None
When a family searches for care, the APT for the FCC Program displays as "APT Unavailable".	Family	APT	None
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
When the Date Care Needed (DCN) for a request is updated using the "I would like to update all DCNs" feature, reports are using the original DCN, rather than the newly entered DCN.	Program	Reports	Update DCN for each request individually
Permanently closed FCC Providers cannot be reopened	Program	Program Profile	None
A program/provider user cannot view fulfilled requests/interview requests in the family's History tab. This may happen when an offer expires or is declined, or an interview request was declined.	Program	Manage Care	None
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

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Summary	Site	Module	Work Around
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
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
In some cases, a history log entry is generated in the family History tab with no description.	Program	History Log	None
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
If a child is deleted from the household, their associated requests can be reactivated, but cannot be viewed on the Manage Care tab.	Program	Reactivate	Do not reactivate requests associated with a deleted child