

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
50073	If a program offers school age and non-school age care options, when age override is selected all the care options are displayed and don't take into account school age or non-school age.	Program	RFC	None
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
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	Remove special characters
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
48953	If a program's signature field includes a '%' character, then the program profile cannot be displayed.	Program	Program Profile	Remove special characters
48315	Placement List: Offered weeks for summer camp are not displaying on the Placement List once a week has passed	Program	Placement List	None
55711	On the Manage Care tab in the Household Profile, the "Update Care Requested" checkbox is visible and program users can select it for requests where a partial offer was declined or expired.	Program	Manage Care	None

MCC Known Issues

Defect Number	Summary	Site	Module	Work Around
56756	When making Summer Camp offers, offers cannot be made after filtering the Make Offer list by Status (e.g., Waiting for offer). After manually selecting the requests or using the auto-fill button, offers are not made after selecting the Make Offer button.	Program	Manage Summer Camp	Do not filter the Make Offer list by Status.
57195	The Make Another Offer button is disabled for expired offers for CDC, SAC, and 24/7 users.	Program	Placement List	Select the Make Offer tile on the My MCC Dashboard.
57373	FCC providers are unable to request an interview nor make an offer for their Summer Camp by Grade care option. Requests display on their waitlist as having no week selected.	Program	Request Interview	None
57393	If an offer is declined with a reason of "Wait for DCN" or "Wait for Full Offer," and then the request is later cancelled, the History Log tab in the Household Profile enters an inaccurate log, "Offer is Declined as Request is Cancelled."	Program	History Log	None
57933	When a family is skipped on the Make Offer list because they are waiting for a full offer, the Out of Sequence modal is triggered.	Program	Make Offer	None
57935	Programs serving more than 15 schools can only view and edit the first 15 schools. The complete list is visible when setting up school age care options and to families in their search results.	Program	Program Profile	None
58320	If a program/FCC provider defines a custom age range for a care option, they may not see all children who have requested a care option when they access View Waitlist. For example, a program applies a custom age range for full-day care. When they generate the View Waitlist, if a child's age is not within the custom age range, the child will not be included in the list even though they will meet the custom age requirement on their DCN.	Program	View Waitlist	None
58327	Children are not listed on the Household Profile summary if the child's last name contains a comma.	Program	Household Profile	Remove comma from child's last name.

MCC Known Issues

Defect Number	Summary	Site	Module	Work Around
58380	The Household Profile Summary list duplicates the primary phone number for households with a primary and secondary phone number.	Program	Household Profile	View the secondary phone number from the Household Profile
59231	Removing a care offering from a care option does not remove the care offering from any requests where it was selected.	Program	Program Profile Care Option	None
59402	Part-Day Flexible, Extended Care, and 24/7 Care requests made out of sequence incorrectly trigger the Out of Sequence modal.	Program	Make Offer	None