

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	User Type	Program Type	Component	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	MCC	RFC	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	MCC Fee Assistance	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	MCC	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	MCC	Program Profile	Remove special characters
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	MCC	Manage Care	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	MCC	History Log	None

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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	MCC	View Waitlist	None
58327	Children are not listed on the Household Profile summary if the child's last name contains a comma.	Program	MCC Fee Assistance	Household Profile	Remove comma from child's last name.
58380	The Household Profile Summary list duplicates the primary phone number for households with a primary and secondary phone number.	Program	MCC Fee Assistance	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	MCC	Program Profile Care Option	None
59754	Requests for 'Any FCC Provider' are not being updated to 'Unfulfilled/Cancelled' when an FCC Program is moved to long term or permanent closure.	Program	MCC	Request for Care	Cancel requests
59763	Updating available care offerings in a School Year Care request does not re-evaluate the request, care requirement, and need to determine if care is still being requested (e.g., family deselects both before and after school care). If no care is needed, the system should update the request to fulfilled or unfulfilled based on what occurred with the other requested offerings.	Program	MCC	My Child Care/Manage Care - Update Care Requested	None

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62455	Deleting a child with a registration record is not allowing other children in the household to be validated. The 'Update' button remains grayed out since the system expects the deleted child to be validated.	Program	MCCYN	MCCYN Registration	System team can Un-Delete the child
62758	Family is unable to add or remove offerings from a child's request in 'My Child Care'. When attempting to add or remove a care offering from an existing request, a family user receives an error when saving the request. This is occurring within the 'Update Care Requested' link in My Child Care. However, a program user is able to save the change from 'Manage Care.'	Program	MCC	My Child Care	Program user is able to update on the family's behalf
62764	The zip code field is remaining active and editable to a family in 'My MCCYN' and 'MCCYN Registrations' after the registration has been submitted or is active. Zip code should follow the same rules as all other fields that are locked to the family and a program user.	Program	MCCYN	My MCCYN/MCCYN Registrations	None
62781	User is allowed to 'Update' a registration record after inputting a 'Revalidation Date' without a 'Revalidation Reason'. The 'Update' button should not be selectable until the 'Revalidation Reason' has been selected.	Program	MCCYN	MCCYN Registration	None
62782	Deletion of a spouse with a registration record is continuing to show in the record with a first and last name of 'Undefined' 'Undefined', and with the incorrect Family Type and priority displayed.	Program	MCCYN	MCCYN Registration	None

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62783	MCC is not allowing a program user or family to request two different MCCYN programs. A family may be eligible for more than one MCCYN program, so should be able to request fee assistance more than once. Note: If a family has a request for Navy MCCYN, and if the branch of the family is changed, the existing request displays in 'Find Care' as selected for the new branch. This should not occur. The program the family made a request for should display.	Program	MCCYN	MCCYN	None
62784	When generating the 'Children in the Offer Process Report', 'No Reason Given' is sometimes being displayed in the Decline Reason column even though a family or program user selected a decline reason from the modal.	Program	MCC	Reports	None
62780	Program: New Messages count clears out when user clicks in the message text area. When user navigates away and comes back again, the Message Count number goes back to the original value. Note: New Message Count clears out and retains the zero on the family side.	Program	MCCYN	MCCYN Registration	None
62810	When families select, 'My child's school is not listed' when searching for school year care, then changes their child to a non-school age child, the MCCYN program continues to show even though the child would not be eligible.	Family	MCCYN	Find Care	None
63310	The MCCYN Waitlist Export file is including requests from all capacity zones regardless of whether the waitlist was filtered by capacity zone when the export was selected.	Program	MCCYN	MCCYN /EFMP Waitlist	Filter the .xls file once it opens in Excel

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62805	Signature formatting in the system-generated email does not match the signature in the program profile set-up. The information entered into the signature box is listed as one long sentence rather than with hard returns.	Program	MCC MCCYN	Program Profile	None
62790	The Duty Station name selected in the drill down Registration Record is displaying the Duty Installation followed by city. Example: Naval Station Norfolk Norfolk Joint Base San Antonio San Antonio	Program	MCCYN	MCCYN Registration	None
62803	The MCCYN Provider List is not displaying the informational text customized for each Service when a user selects the list from the Manage Care or My Child Care screen. The program legend is also displaying the incorrect icons.	Program Family	MCCYN	View Provider List	None
63984	When searching for school year care, if a family user navigates away from the Find Care screen step 2 (care types) or step 3 (search results) to any other screen, and comes back to Find Care, the care types originally displayed are not populating. (Care Types affected: SYC, Summer Camp, 24/7, and Extended Care)	Family	MCC	Find Care	<ul style="list-style-type: none"> ▪ Log out and log back in. ▪ Manually select Step 1 of Find Care.
63957	List of children is filtered incorrectly when selecting the Declined filter status.	Program	MCC	Summer Camp	Scan the list and manually look for Declined statuses.
64010	When a provider makes an interview request, the user is navigated to the Placement List. The Placement List displays "No Records Found" instead of refreshing the list.	Program		Placement List	Reapply filter