

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
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
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
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
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

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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
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
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
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
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

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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
64520	When the Summer Camp Make Offer List is filtered by the Declined status and the following actions are taken, no records display: <ul style="list-style-type: none"> Select both Show All Children and Show All Weeks check boxes. De-select both Show All Children and Show All Weeks check boxes. Select only Show All Weeks checkbox and no results display. 	Program	MCC	Make Offer	Reset filters
64638	When displaying the programs in the search for care results the uploaded photos from the photo gallery do not display for all programs. This has been identified for at least Key West and Naples. Need to do some research to determine how wide the problem is.	Family	MCC	Find Care	None
65047	Care options which do not support the child's current age or age at DCN are being linked to the child's need as an AVO. This is causing the child to show on the Program's Waitlist, and the Installation's Unmet Need Report.	Program	MCC	Needs	None
65433	When families that have declined their offer for MCCYN, when they go to make a new request for MCCYN they are unable to do so as the system was appearing as if they already had an active request. What we found was when the offer is being declined, the request is not being moved to the correct status.	Family	MCCYN	Find Care	MCC system team can run script to update to set the request status correctly

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65434	Children are remaining on waitlists, and make offer lists due to an AVO that is no longer valid. A child may get an offer for a location that is not viable for the family. If the family declines the offer, the need is met, and the child no longer displays on waitlists that would truly be a viable option for them.	Program	MCC	Needs	None
65550	On the family registration record, the FA team needs to be able to End or Abandon a registration after the family has been inactive for 15 days. When the FA team sends a message to the family via the message center, it resets the families 15 days out of inactivity, even though the family does not take action. The clock should not restart when the FA sends a message to the family only if the family interacts with the registration record.	Family	MCCYN	MCCYN Registration	None
65726	The household registration start dates are not in sync with the children registration dates. When custom dates are applied during the activation from In Process - Submitted to Active, the registration dates should trickle down to the child level. The child registration dates also should not be outside of the boundaries of the household registration period.	Program	MCCYN	MCCYN Registration	MCC system team can run script to update the child registration start date
65770	When navigating from the Manage MCCYN Dashboard to the MCCYN Offers/Placement List the list displays the correct filtered option (i.e. USCG MCCYN Declined), however when you select the filters view, the filters are not pre-selected with the filtered options.	Program	MCCYN	MCCYN Offers/Placement List	None
65792	When a user who cannot use a username and password goes to update their security questions in their 'My Account' they receive a pop-up error message and the system does not allow them to save their new security question answers.	Program	MCC	My Account	None