



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
68565	Requests have a reactivation button available but there are reasons the requests can't be reactivated such as there is an existing request for the same duty station or when the request was cancelled more than 30 days ago. System is providing an error, but not showing in the UI.	Program	MCC	Reactivation	Make a new request if cancelled more than 30 days ago.
68570	When accepting an offer for MCCYN where the child has more than one MCCYN request a standard cancellation notification is sent. The notification being sent is a standard cancellation notification and is formatted for a standard MCC request rather than a fee assistance request.	Family	MCCYN	Notification	None
68761	Assigned To Me' count on Manage MCCYN Dashboard not always matching the number of registration records actually assigned.	Program	MCCYN	Manage MCCYN	None
68762	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

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68764	Families will receive multiple 'Registration Approved Notifications' when activating the HH Registration if one child has a cost worksheet, and the other child does not. All children will be displayed in each version of the Registration Approved - With a Cost Worksheet, and Registration Approved - Without a Cost Worksheet notification.	Family	MCCYN	MCCYN Registration	None
68769	Children in the Offer Process Report displaying 'No Reason Given' when a reason was selected within the UI	Program	MCC	Reports	None
68775	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
68787	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
68790	The Household Profile Summary list duplicates the primary phone number for households with a primary and secondary phone number	Program	Fee Assistance	Household Profile	View the Secondary phone number from the Household Profile.
68793	Offer in a status of Completed – Started, Completed- Did Not Start, Invalid, and Removed are continuing to display on the MCCYN Placement List after 30 days.	Program	MCCYN	MCCYN Placement List	None
68798	If a program's signature field includes a '%' character, then the program profile cannot be displayed.	Program	MCC	Program Profile	Remove special characters

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69172	When an USMC family with a 1A priority changes to a different branch, they are still showing as eligible for USMC MCCYN program	Family	MCCYN	MCCYN Eligibility	None
69527	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
69528	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.	Family	MCC	Account Creation	None
69529	When making an offer after an interview, provider is always getting prompted for all requested care offerings instead of just those that have not yet been offered.	Program	MCC	Make Offer	None
69532	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
69559	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 consider school age or non-school age.	Program	MCC	RFC	None
69560	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 Undelete the Child
69562	When the Summer Camp Make Offer List is filtered by a status (ex. Declined) and the 'Show'	Program	MCCYN	Make Offer	Reset filters

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	all Children' and/or 'Show all Weeks' options are unchecked on the make offer screen, the screen does not maintain the status which was selected from the 'Filter by Status' dropdown and shows all requests regardless of status.				
69642	The Household Profile link in the Registration Information & Document Upload section does not take the program user to the Household Profile tab.	Program	MCCYN	Registration Record	None
69643	Child name should show in the confirmation modal when an FCC Provider is making an offer. Currently, the child's name is not showing.	Program	MCC	Request Interview	None
69644	When an out of sequence offer is made for an FCC request and the system prompt for Sibling Priority or Command Authorization, the user can select the 'Confirm' button without selecting Sibling Priority or Command Authorization and the user can continue with the offer.	Program	MCC	Request Interview	None
70332	AF and USMC Civilian Programs should NOT display if School Year Care is selected, and the school is not listed.	Family	MCCYN	Find Care	None
70845	FCC Provider profile photos can be 'unapproved' after the Profile is activated.	Program	MCC	Provider Profile	Confirm program has approved photos when making changes to active programs
71467	Password Reset Token allows 'Save & Continue' button to be selected multiple times	Family	MCC	Password Reset	
71698	Upload Cost Worksheet is intermittently triggering the 'I have uploaded a new document' message.	Program	MCCYN	Manage MCCYN	

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71876	When the household profile does not have a sponsor branch, the request displays on the Fee Assistance Waitlist Metric Report as an 'Undefined' Sponsor Branch.	Program	MCCYN	Reports	
71899	When a family searches for care and makes a request for a child who is eligible for strong beginnings, then searches for care at the same location for a different child that is not eligible, the care option selections made for the first child are being saved and requests are made for the child that is not eligible	Family	MCC	Find Care	