

System Outage Tips

MCC may experience a service interruption due to a scheduled system update or an unexpected outage. Programs need to be prepared for service interruptions so they can continue to support families and their child care needs. The two types of system outages are:

- **Scheduled system outage:** Most system outages occur for routine maintenance at a scheduled date and time. Programs are notified in advance about the planned outage via email, and any data entered prior to the outage is backed up.
- **Unscheduled system outage:** Though rare, MCC may experience unplanned system outages that occur unexpectedly due to technical difficulties (e.g., system outage at a data center where the application is hosted). In such cases, some data may become damaged or lost. The details of what data is potentially lost and how programs can receive support will be communicated once the system is back in operation.

Contact the Help Desk at 855.696.2934 with any questions or for support needed during scheduled or unscheduled system outages.

Before a System Outage

To better prepare for a system outage, programs should:

- Review Alerts in MCC and MCC Central to learn about upcoming scheduled outages. Alerts in MCC are posted on the homepage and the Program Section landing page. Alerts in MCC Central are posted on the homepage.
- Generate the Waitlist Export Report from MCC regularly (recommend weekly at a minimum), and save a copy of this report electronically for reference. It is recommended that you export this report as an Excel spreadsheet, so offers can be made easily during a system interruption.

During a System Outage

To continue to receive requests from families and offer care:

- For updates about an unscheduled system outage, visit the MCC Central homepage to review recent announcements, the MCC Central Operating Procedures tab to review information on how to provide continuous service, and the MCC FAQs to learn about messaging shared with families.
- Access MCC using the following URL: www.militarychildcare.com if you suspect a system outage. A splash page with a notification message about current outages will display. The splash page may not display properly if you access the system through a different URL (such as militarychildcare.cnic.navy.mil).
- Collect requests using a hard copy or electronic Request for Care (RFC) form, honoring the original RFC date. The form should include all MCC household and request details, similar to the MCC RFC form posted on MCC Central under Operating Procedures.
- Use the Excel version of the most current exported Waitlist Export Report to continue making offers to families.
- Programs in the process of transitioning to MCC at the time of the system outage will be contacted by the Operations Center Transition Team. They will provide additional support to complete transition activities and, if needed, revise the transition schedule and Go Live date.

After a System Outage

To support families after a system outage:

- Review alerts on MCC and MCC Central on MCC containing information about the recent system outage.
- Families can also find FAQs about the system outage on the MCC website and may contact the Help Desk at 855.696.2934 or at FamilySupport@MilitaryChildCare.com with any questions.