

MCC System Performance Incident: FAQs for Families

The purpose of this document is to provide programs with answers to questions about the MilitaryChildCare.com (MCC) system performance issues experienced in July 2016.

Q: MilitaryChildCare.com has been responding slowly and at times is inaccessible. What happened?

A: MilitaryChildCare.com (MCC) recently deployed a major upgrade to the system. Because of the complexity of this upgrade, the MCC development team began monitoring system performance. The team noticed system slowness and periodic outages beginning the evening of 23 July and immediately began working to determine the cause and restore the system to normal operating performance as soon as possible. If you are unable to access the system or need support, contact the MCC Help Desk at 1.855.696.2934 or FamilySupport@MilitaryChildCare.com.

Q: How can I get help with child care requests while the site is down or performing slowly?

A: The MCC Help Desk is available 24/7 to help families with any aspect of the child care request process. Families may contact the Help Desk at 1.855.696.2934 or at FamilySupport@MilitaryChildCare.com for questions or assistance.

Q: I started to submit a request, but the system went down before I was done. What should I do?

A: Please contact the MCC Help Desk, and they will ensure that your Request for Care is in the system. You can reach them at 1.855.696.2934 or at FamilySupport@MilitaryChildCare.com.

Q: When will the site's normal operating performance be restored?

A: The MCC development team is working to identify the problem and restore normal system performance as soon as possible. We understand any slowness or outages can be frustrating and disruptive, so thank you for your patience as we continue to research and resolve this issue.