

## Position Group Overview: Army

This document outlines the process to request (a) new MCC program user accounts (for existing programs), (b) modify existing program user accounts, and (c) remove existing program user accounts. A different process has been established to request new program users when a new program profile is being established in MCC. See the Program Profile section of the reference guide for more information. Common user management terms and concepts are included at the bottom of the document for quick reference.

### Authorized Users

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Only authorized users can request a new program user account or request modifications to or deletion of existing user accounts. Authorized users include:

1. Service Representatives, who can request access for anyone in their Service. They are the only people authorized to request a new or modify an existing MCC Coordinator account.
2. MCC Coordinators, who can request access for anyone under their AOR.
3. FCC Coordinators, who can request access for providers under their AOR.

### Program User Request Process

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To request a new program user for an existing program or modifications to an existing user, an authorized user must email the Support Desk at [ProgramSupport@militarychildcare.com](mailto:ProgramSupport@militarychildcare.com) with the following information.

1. First and last name
2. Email address
3. Branch
4. Region
5. Installation
6. Position group. Refer to the Position Group list below for a list of your Service's approved position groups and a description of roles associated with each position group.

The Support Desk will perform the requested changes in MCC and notify you once the actions are complete.

When you receive this notification, ensure (a) each new user received an email on how to finalize their program user account, and that they successfully completed this step and are able to log on to MCC or (b) each existing user can now perform the expected activities in MCC.

### Position Groups

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The Army Service Representatives established the following position groups and assigned each one a series of roles to reflect their use of MCC.

When a new program user needs access to MCC or an existing user's role has changed, review the chart below to identify the lowest position group that allows them to complete their work while protecting PII saved in MCC. It is also important to ensure assignment is reflective of the user's role. For instance, an FCC provider should not be assigned the FCC Director position group. A user can be assigned to more than one position group if they are a director of more than one program type (i.e., SAC Director and CDC Director). MCC Coordinators have the greatest permissions, so would not need additional position group assignments.

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Position Group	Roles
<p><b>FCC Provider</b></p> <p><b>Description:</b> Manage their own provider profile and generate the Program and Care Option report</p>	<ul style="list-style-type: none"> <li>▪ <b>Provider: Manage-Self.</b> User can make updates to the provider profile details, school information, care options, and resources tabs, including the ability to delete photos, delete schools served, delete care options, and delete resources. User can also indicate that a care option is no longer needed. User cannot change provider location, address, or name, nor can they activate a care option.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> </ul>
<p><b>FCC Director</b> <b>FCC Administrative Assistant</b></p> <p><b>Description:</b> View waitlist, manage provider profile, and generate the multiple reports</p>	<ul style="list-style-type: none"> <li>▪ <b>Provider: Manage Provider Profile.</b> User can make updates to the provider profile details, school information, care options, and resources tabs, including the ability to delete photos, delete schools served, delete care options, and delete resources. User can also activate a care option and indicate that a care option is no longer needed and also update provider location, address, and name.</li> <li>▪ <b>Provider: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Reports: Interview Process.</b> User can generate the Interview Process Report, including the Children with Interviews Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> </ul>
<p><b>CDC Director</b> <b>SAC Director</b> <b>24/7 Director</b></p> <p><b>Description:</b> View the program profile, view the waitlist, and generate multiple reports</p>	<ul style="list-style-type: none"> <li>▪ <b>Program: View Program Profile.</b> User can view the program profile details, school information, care options, and resources tabs. <i>Reminder: only the MCC Coordinator can update the program profile.</i></li> <li>▪ <b>Program: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> </ul>

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Position Group	Roles
<p><b>PCS Administrative Assistant</b></p> <p><b>Description:</b> Manage program and providers waitlists (including out-of-sequence offers), view providers associated with a request for Any FCC Provider, manage household activities, and generate multiple reports</p>	<ul style="list-style-type: none"> <li>▪ <b>Household: Add Request.</b> User can add a request on behalf of the family.</li> <li>▪ <b>Household: Manage History.</b> User can view requests that are no longer active and add a comment associated with the request.</li> <li>▪ <b>Household: Manage Profile.</b> User can make general updates to a family’s household, including adding/deleting a phone number and child record from the household.</li> <li>▪ <b>Household: Manage Request.</b> User can make general updates to a family’s requests for care, including update DCN, school, grade; and cancel request.</li> <li>▪ <b>Household: Manage User Account.</b> User can make general updates to a sponsor or spouse’s user account, including enabling/disabling the account, unlocking the account, and resetting the password.</li> <li>▪ <b>Program: Make Offer Out of Sequence.</b> User can make an offer out of sequence. PCS Admin Assistant needs approval from the MCC Coordinator or backup before taking this action in the system.</li> <li>▪ <b>Program: Manage Waitlist.</b> User can make an offer; accept, decline, remove, and complete offers; and export the waitlist.</li> <li>▪ <b>Program: View Any FCC Provider List.</b> User can select the Any FCC Provider link on the View Waitlist to see which providers’ waitlist the child is on.</li> <li>▪ <b>Provider: Manage Waitlist.</b> User can make an interview request; accept and decline interview requests; make an offer; accept, decline, defer, remove, and complete offers; and export the waitlist.</li> <li>▪ <b>Reports: Immediate Need.</b> User can generate the Immediate Need Report, including the Children with Immediate Need Report.</li> <li>▪ <b>Reports: Interview Process.</b> User can generate the Interview Process Report, including the Children with Interviews Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Performance Metric.</b> User can generate the Performance Metric Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Unmet Need.</b> User can generate the Unmet Need Report, including the Children with Unmet Need Report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> </ul>

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Position Group	Roles
<p><b>MCC Coordinator</b> <b>MCC Coordinator Backup</b></p> <p><b>Description:</b> Manage the provider/program profile (including approve content, activate and close program); manage waitlist (including deferrals, out-of-sequence offers); view providers associated with a request for Any FCC Provider; manage households (including reactivate request); generate multiple reports; and view MCC user profiles</p>	<ul style="list-style-type: none"> <li>▪ <b>Household: Add Request.</b> User can add a request on behalf of the family.</li> <li>▪ <b>Household: Manage History.</b> User can view requests that are no longer active and add a comment associated with the request.</li> <li>▪ <b>Household: Manage Profile.</b> User can make general updates to a family’s household, including adding/deleting a phone number and child record from the household.</li> <li>▪ <b>Household: Manage Request.</b> User can make general updates to a family’s requests for care, including update DCN, school, grade; and cancel request.</li> <li>▪ <b>Household: Manage User Account.</b> User can make general updates to a sponsor or spouse’s user account, including enabling/disabling the account, unlocking the account, and resetting the password.</li> <li>▪ <b>Household: Reactivate Request.</b> User can view requests that are no longer active, add comments associated with the request, and reactivate a request.</li> <li>▪ <b>Program: Activate Profile.</b> User can activate the program profile, which is necessary for the profile to display on the search (along with at least one active care option with a current effective date).</li> <li>▪ <b>Program: Close Profile, Short Term.</b> User can close the program profile for short-term temporary closures and reopen the associated program.</li> <li>▪ <b>Program: Defer Offer.</b> User can approve or deny a request from a family to defer another offer for the same child and care option (the first deferral request is automatically granted)</li> <li>▪ <b>Program: Make Offer Out of Sequence.</b> User can make an offer out of sequence. PCS Admin Assistant needs approval from the MCC Coordinator or backup before taking this action in the system.</li> <li>▪ <b>Program: Manage Profile.</b> User can make updates to the program profile details, school information, care options, and resources tabs, including the ability to delete photos, delete schools served, delete care options, and delete resources. User can also activate a care option and indicate that a care option is no longer needed.</li> <li>▪ <b>Program: Manage Waitlist.</b> User can make an offer; accept, decline, remove, and complete offers; and export the waitlist.</li> <li>▪ <b>Program: View Any FCC Provider List.</b> User can select the Any FCC Provider link on the View Waitlist to see which providers’ waitlist the child is on.</li> <li>▪ <b>Provider: Activate Profile.</b> User can activate the provider profile.</li> <li>▪ <b>Provider: Approve Content.</b> User can approve or reject provider profile information, including information on the General Information section; photos; narrative text for the Overview Statement, Program Description, Driving Directions, and Training topics; and resources.</li> <li>▪ <b>Provider: Close Profile.</b> User can close the program profile for short-term and long-term temporary closures and reopen the associated program.</li> <li>▪ <b>Provider: Close Profile – Permanent.</b> User can close the program profile for a permanent closure.</li> <li>▪ <b>Provider: Manage Profile.</b> User can make updates to the provider profile details, school information, care options, and resources tabs, including the ability to delete photos, delete schools served, delete care options, and delete resources. User can also activate a care option, indicate that a care option is no longer needed, and update provider location, address, and name.</li> <li>▪ <b>Provider: Manage Waitlist.</b> User can make an interview request; accept and decline interview requests; make an offer; accept, decline, defer, remove, and complete offers; and export the waitlist.</li> <li>▪ <b>Reports: Immediate Need.</b> User can generate the Immediate Need Report, including the Children with Immediate Need Report.</li> <li>▪ <b>Reports: Interview Process.</b> User can generate the Interview Process Report, including the Children with Interviews Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Performance Metric.</b> User can generate the Performance Metric Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Unmet Need.</b> User can generate the Unmet Need Report, including the Children with Unmet Need Report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> <li>▪ <b>Users: View.</b> User can view MCC users within their area of responsibility.</li> </ul>

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Position Group	Roles
<p><b>Program Operations Specialist</b>  <b>CYS Coordinator</b>  <b>CYS Administrator</b></p> <p><b>Description:</b> View the provider/program waitlists and generate multiple reports</p>	<ul style="list-style-type: none"> <li>▪ <b>Program: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Provider: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Reports: Immediate Need.</b> User can generate the Immediate Need Report, including the Children with Immediate Need Report.</li> <li>▪ <b>Reports: Interview Process.</b> User can generate the Interview Process Report, including the Children with Interviews Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Performance Metric.</b> User can generate the Performance Metric Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Unmet Need.</b> User can generate the Unmet Need Report, including the Children with Unmet Need Report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Request Metric Report.</li> </ul>
<p><b>IMCOM Directorate</b>  <b>HQDA</b></p> <p><b>Description:</b> View the provider/program waitlists and generate multiple reports</p>	<p>Same as Program Operations Specialist <i>plus</i></p> <ul style="list-style-type: none"> <li>▪ <b>Reports: Children with Immediate Need at Multiple Installations.</b> User can generate the Children with Immediate Need at Multiple Installations Report.</li> <li>▪ <b>Reports: Children with Unmet Need at Multiple Installations.</b> User can generate the Children with Unmet Need at Multiple Installations Report.</li> </ul>
<p><b>Service Representative – Manage</b></p> <p><b>Description:</b> Manage the provider/program profile (including approve content, activate and close program); manage waitlist (including deferrals, out-of-sequence offers); view providers associated with a request for Any FCC Provider; manage households (including reactivate request); generate multiple reports; and view MCC user profiles</p>	<p>Same as MCC Coordinator <i>plus</i></p> <ul style="list-style-type: none"> <li>▪ <b>Reports: Children with Immediate Need at Multiple Installations.</b> User can generate the Children with Immediate Need at Multiple Installations Report.</li> <li>▪ <b>Reports: Children with Unmet Need at Multiple Installations.</b> User can generate the Children with Unmet Need at Multiple Installations Report.</li> </ul>

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<p><b>Service Representative</b></p> <p><b>Description:</b> View the provider/program profile, view the waitlist, view providers associated with a request for Any FCC Provider, view households, generate multiple reports, and view users</p>	<ul style="list-style-type: none"> <li>▪ <b>Household: View History.</b> User can view requests that are no longer active and view comments associated with the request.</li> <li>▪ <b>Household: View Profile.</b> User can view a family’s household.</li> <li>▪ <b>Household: View Request.</b> User can view a family’s requests for care.</li> <li>▪ <b>Household: View User Account.</b> User can view a family’s user account(s).</li> <li>▪ <b>Program: View Program Profile.</b> User can view the program profile details, school information, care options, and resources tabs.</li> <li>▪ <b>Program: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Program: View Any FCC Provider List.</b> User can select the Any FCC Provider link on the View Waitlist to see which providers’ waitlist the child is on.</li> <li>▪ <b>Provider: View Provider Profile.</b> User can view information on the provider profile details, schools served, care options, and resources tabs.</li> <li>▪ <b>Provider: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Reports: Immediate Need.</b> User can generate the Immediate Need Report, including the Children with Immediate Need Report.</li> <li>▪ <b>Reports: Children with Immediate Need at Multiple Installations.</b> User can generate the Children with Immediate Need at Multiple Installations Report.</li> <li>▪ <b>Reports: Children with Unmet Need at Multiple Installations.</b> User can generate the Children with Unmet Need at Multiple Installations Report.</li> <li>▪ <b>Reports: Interview Process.</b> User can generate the Interview Process Report, including the Children with Interviews Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Performance Metric.</b> User can generate the Performance Metric Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Unmet Need.</b> User can generate the Unmet Need Report, including the Children with Unmet Need Report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> <li>▪ <b>Users: View.</b> User can view MCC users within their area of responsibility.</li> </ul>
<p><b>CY Inspector</b></p> <p><b>Description:</b> View program/provider waitlists and generate the Immediate Need, Unmet Need, Waitlist Metric, Offer Process, and Program and Care Option reports</p>	<ul style="list-style-type: none"> <li>▪ <b>Program: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Provider: View Waitlist.</b> User can view and export the waitlist.</li> <li>▪ <b>Reports: Immediate Need.</b> User can generate the Immediate Need Report, including the Children with Immediate Need Report.</li> <li>▪ <b>Reports: Offer Process.</b> User can generate the Offer Process Report, including the Children with Offers Report.</li> <li>▪ <b>Reports: Program and Care Option.</b> User can generate the Program and Care Option report.</li> <li>▪ <b>Reports: Unmet Need.</b> User can generate the Unmet Need Report, including the Children with Unmet Need Report.</li> <li>▪ <b>Reports: Waitlist Metric.</b> User can generate the Waitlist Metric Report.</li> </ul>

## Terms and Concepts

Managing users in MCC requires an understanding of the following terms and concepts:

1. Permissions: individual actions that can be taken in MCC. Examples:
  - Accept offer
  - View placement list
2. Roles: logical groupings of permissions. Examples:
  - Manage Waitlist. User can make an offer; accept, decline, remove, and complete offers; and export the waitlist
  - View Waitlist. User can view the waitlist and placement list and export the waitlist

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3. Position groups: assignment of roles to certain positions. The number of position groups varies by Service, as do the names assigned to each position group to ensure the position groups align with the titles used by each Service and can easily be managed by the MCC Coordinator. Examples:
  - CDC Director
  - FCC provider
4. Area of Responsibility (AOR): defines how much household and request data can be viewed in MCC. Options include the ability to
  - View own program (e.g., Main CDC, Central SAC, FCC provider Mary Smith)
  - View multiple programs/providers within a single program type (e.g., all FCC programs, all CDC programs)
  - View all programs across the Installation (e.g., all CDC, SAC, and FCC programs)