Creating a MilitaryChildCare.com (MCC) Account

Families interested in military-operated or military-approved child care programs will need to create an MCC account in order to request care and maintain a family profile. To create an account, families must follow the steps below.

Submit an Account Request

1. Go to MilitaryChildCare.com.
2. Select the Create Account tab.
3. Enter the sponsor's first/last name and primary email address.
4. Enter the characters shown in the box to protect against automated spam programs.
   - To generate new characters, select the "get a new challenge" icon.
5. Select the Send Account Request button.
6. Families will receive an email containing a link to create an account.

Create Account Process

To create an account, families should select the link in the email and follow the prompts in MCC.

STEP 1: SETUP

- Create and confirm a password. Be sure to adhere to the following requirements:
   - Minimum of 15 characters and maximum of 20 characters to include at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character (e.g., ! " # $ % & ' ( ) * +).
   - Avoid personal information (e.g., names, telephone numbers, account names, birthdates), dictionary words, and putting numbers in sequence (e.g., 1234567). To avoid dictionary words, use special characters in place of letters. For instance, for the word "apple," use an @ symbol and an exclamation point in place of the "a" and "l" so that it reads "@pp!e".
   - **Note: Passwords must be updated every 6 months. If a password is entered incorrectly three times or the password reset link is used more than once a day, the account will be locked.**

STEP 2: SPONSOR SERVICE DETAILS

- Select the Sponsor Family Type, Sponsor Time Zone, Sponsor Service Details, and Household Time Zone for Display from the drop-down menus.

STEP 3: FAMILY/CHILDREN

- Enter the spouse/partner's first, middle, and last name.
- Select the Spouse/Partner Time Zone from the drop-down menu.
- Select the +add child link and answer yes or no to the questions. **Note: At least one child must be entered.**

STEP 4: CONTACT INFORMATION

- Enter address, phone number(s), and email address(es).

STEP 5: NOTIFICATION

- This page shows the email notifications families can receive to stay informed of the child care request process. To receive all notifications, leave as is. De-select the circles for any notifications they do not wish to receive.

After completing all five steps, select the Complete Account button. Families will receive an Account Confirmation email with their username and a link to access their MCC account.

Log In to MCC

After creating an account, families have the option of logging into MCC using either their username and password or a Common Access Card (CAC).

It is recommended that a CAC be used to log into MCC, if available, because it does not require a password to log in.

- On the login page, select the CAC tab.
- Insert the CAC into the CAC reader.
- Select the appropriate certificate.
- Enter the CAC pin to access the site.
- For the first time using the CAC, the MCC username and password will need to be entered to associate the MCC account with the CAC.
- Select the Login button.
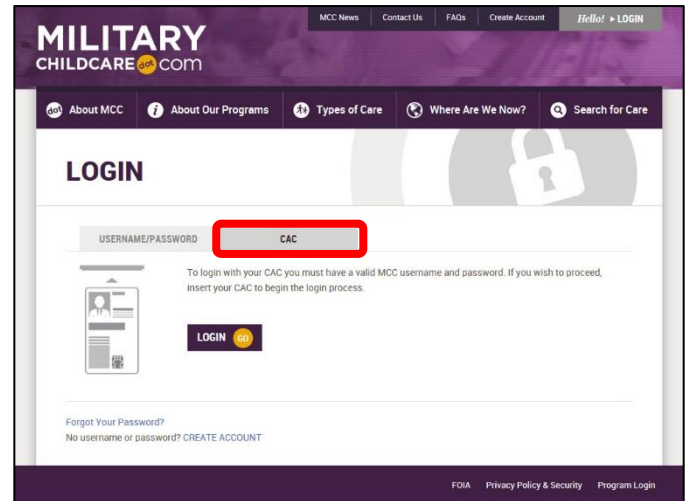
Family Support Help Desk

For assistance with creating an MCC account or unlocking an account, the Family Support Help Desk is available 24/7:

- **Toll Free Phone Number**: 855.696.2934 and select Option 1 (Family Support)
- **Email:** FamilySupport@MilitaryChildCare.com