

DATE: 15 March 2017

FROM: MCC Operations Center

SUBJECT: Effective Immediately: MCC Browser Support Policy (Update) – Update to a modern browser

Our commitment to you:

MCC is committed to supporting our families and programs by continuously monitoring and improving the users' experience with MCC. We implement the latest technologies to create better features and improve performance and security, which are dependent upon modern, up-to-date browsers.

MCC uses statistical data to identify the browsers used by the majority of our user base. We regularly review this data to determine which browsers to support.

What this means:

We support the latest version of Google Chrome (which automatically updates whenever it detects that a new version of the browser is available). We support the current and previous major releases of Firefox, Internet Explorer, and Safari on a rolling basis. This will ensure that MCC looks and functions as we intended for you.

If you are using Internet Explorer (IE) 7 or 8, you will need to update your browser to a modern browser/version no later than 15 March 2017.

You can download any of the supported browsers for free. Before downloading a browser, please refer to your installation IT policies.

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Safari](#)

Step-by-step instructions on identifying what version of IE you are using is provided in Appendix A.

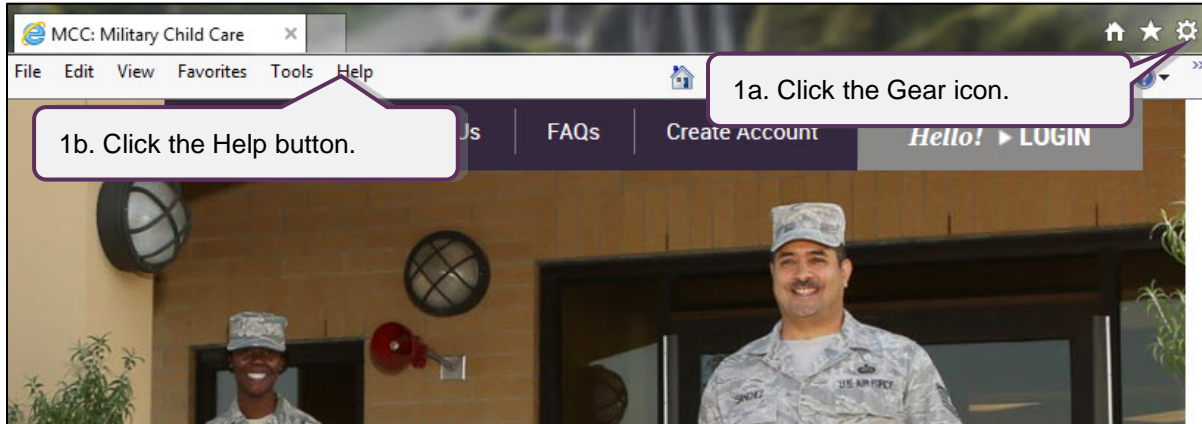
For assistance, please contact the MCC System Support Help Desk 855.696.2934 and systemsupport@militarychildcare.com.

Appendix A: Identify IE Version

Follow the steps below to identify what version of IE you are using.

Open IE Browser

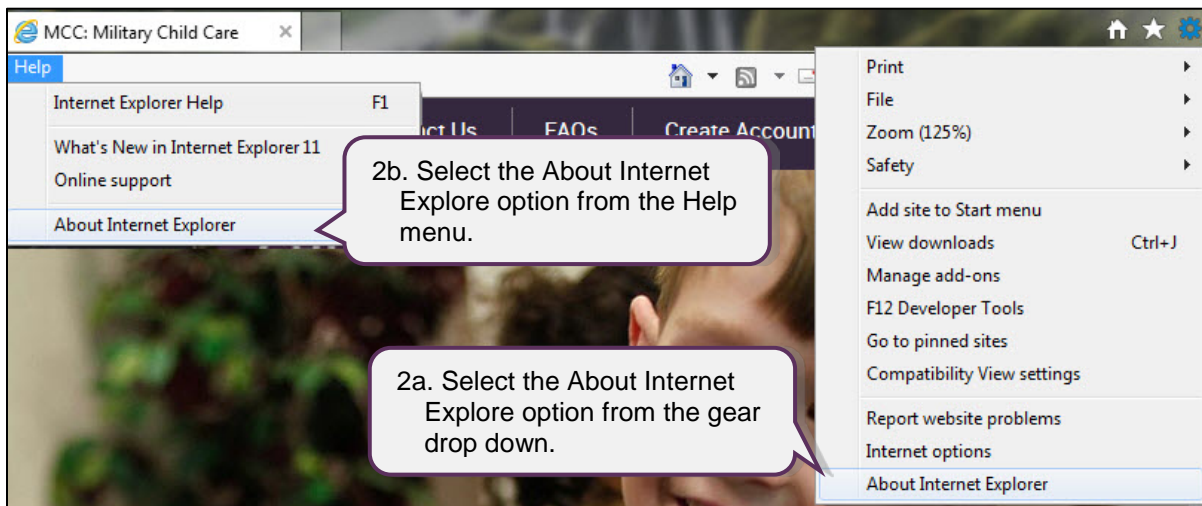
To identify your IE version, select the IE icon from your desktop to open the browser.



Step	Description
1a	Click the Gear icon in the upper right hand corner of your browser screen.
1b	If you do not see a Gear icon, you may have an older version of IE. In older versions of IE, locate the "Help" button in the browser toolbar. <ul style="list-style-type: none">If you do not see the Gear icon or Help button, right-click in blank space in your bookmarks bar and select "Menu Bar" from the menu.

Select the About Internet Option

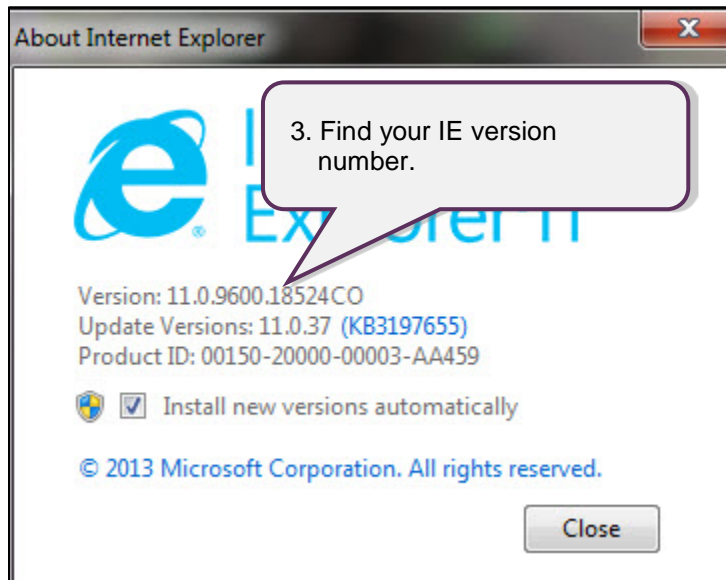
After opening the IE browser and locating the Gear icon or Help menu, follow the steps below to open the "About Internet Option" informational pop-up.



Step	Description
2a	Select the About Internet Explore option from the gear drop down
2b	Select the About Internet Explore option from the Help menu

Review IE Details

Review the details in the “About Internet Option” informational pop-up window.



Step	Description
3	<p>Find your version number. The logo will display the general version number you are using, such as Internet Explorer 11. Your exact version will be listed directly beneath the Internet Explorer logo.</p> <ul style="list-style-type: none"> ▪ The latest available version for Windows Vista and Windows Server 2008 is IE7 ▪ The latest available version for Windows XP is IE8 ▪ The latest available version for Windows Vista is IE9 ▪ The latest available version for Windows 7 & 8 is IE11