MEMORANDUM FOR RECORD


1. Reference:

2. This document serves as implementation and explanation for the process that units will follow in submitting trouble tickets to receive assistance in resolving issues with FSC2 systems.

3. When experiencing FSC2 software or hardware issues, soldiers will now have 24 hour access to the MCSC. Soldiers will now have the ability to submit a trouble ticket through the system, which will be routed to the assigned FSR, who will then contact the unit in order to resolve the issue.

4. The initial phase of this program is designed to provide users support in the ability to open, close and escalate tickets, and allows for continuous follow up with escalations until a resolution is obtained.

5. All users must visit the MCSC website and register prior to being able to use the system by visiting https://mcsc.army.mil/ and complete the registration process. Enclosure 1 provides users with step by step instructions for registering with the MCSC and submitting tickets.

6. Point of contact for this action is Mr. Norman Mack, FSC2 Training Development Manager- Fire Support Command and Control, 443-395-1017, norman.q.mack.ctr@mail.mil.

Encl

ANGEL R. ACEVEDO
PdM FSC2, Product Support Manager
Project Manager, Mission Command