

### Incomplete on Roster, but Eligible and in club for 25-26 season (12/19/25)

There has been a glitch in SportsEngine that keeps the payment or completion of requirements to finish even though the member is showing as eligible. Please try the following if you find them Incomplete on the roster but eligible and in the club for the season.

Click on the member's name in Season Management (Players, Staff) to get the following.

The screenshot shows the 'Eligibility' section for a '25-26 IA Junior Player'. The player's status is 'Eligible', indicated by a green dot. A message states: 'Player needs a required membership assigned to the club'. Below this, there is a 'SAVE MEMBERSHIP CARD' button and a three-dot menu. The three-dot menu is open, showing 'CANCEL' and 'REFRESH ELIGIBILITY' options. Below the menu, there is a 'VIEW' button. At the bottom, there is a '25-26 Refund Policy' section with a 'Complete' button.

- Click on the 3 dots to the right of Save Membership Card, to get drop down.
- Click on Refresh Eligibility.
- When done Reload SportsEngine or exit the screen and come back.