

How to Send Eligibility Reminders

Updated over a year ago

You will need "Full Access" [permissions](#) to send eligibility reminders.

Your organization must have a SportsEngine HQ Premium subscription to utilize any Memberships and Eligibility functionality.

1. Sign in to your account and go to "SportsEngine HQ."
2. On the left-hand navigation menu, click on **Members > Memberships**.
3. To the right of the membership name, click **View Active Eligibility**.
4. Click on the name of the staff or player.
5. On the right side of the slide-out, click the three dots, and click **Send Reminder**.
 - The user is sent an email outlining the steps to take to become eligible.
6. To send bulk reminders, select one or many staff or players and click **Send Reminders** in the top right-hand corner.
 - Even when selecting all users, reminders will only be sent to users that are *ineligible*. Users that have completed eligibility will not receive the reminder.

The screenshot shows the 'Booster Club • Eligibility' page in the SportsEngine HQ interface. The page has a header with 'Published Memberships' and 'Booster Club • Eligibility'. Below the header, there are tabs for 'Active' and 'Inactive'. A search bar is located at the top left of the list. On the right side of the list, there are buttons for 'FILTERS' and 'SEND REMINDERS'. The list itself has columns for 'Name', 'Status', 'Eligibility Starts', and 'Eligibility Ends'. The first two rows are highlighted in blue. The first row shows a member with status 'ELIGIBLE' and eligibility starting on May 16, 2021. The second row shows a member with status 'INELIGIBLE' and eligibility starting on May 16, 2021. The third row shows a member with status 'INELIGIBLE' and eligibility starting on May 13, 2021. The fourth row shows a member with status 'INELIGIBLE' and eligibility starting on May 16, 2021. The fifth row shows a member with status 'ELIGIBLE' and eligibility starting on May 16, 2021. The sixth row shows a member with status 'ELIGIBLE' and eligibility starting on May 16, 2021. The seventh row shows a member with status 'ELIGIBLE' and eligibility starting on May 16, 2021. The bottom right corner of the list shows '1-8 of 8 people'.

Name	Status	Eligibility Starts	Eligibility Ends
[Name]	ELIGIBLE	May 16, 2021	-
[Name]	INELIGIBLE	May 16, 2021	-
[Name]	INELIGIBLE	-	-
[Name]	ELIGIBLE	May 13, 2021	-
[Name]	INELIGIBLE	-	-
[Name]	ELIGIBLE	May 16, 2021	-
[Name]	ELIGIBLE	May 16, 2021	-
[Name]	ELIGIBLE	May 16, 2021	-