



RCX Sports – NFL FLAG League Central Troubleshooting Guide

General Fixes (Try These First!)

Sometimes the fastest fix is also the simplest! Before escalating, try these steps:

Refresh your screen

Old page loads can get stuck. A refresh works wonders.

Clear your cache and cookies

Go into your browser settings and wipe out that old data. It can do wonders.

Log out and log back in

A fast way to reset your session.

Try a different browser

Best experience: Google Chrome. Firefox is a solid backup. Others might not play nice.

Restart your device

It clears out memory bugs and gives everything a fresh start.

Test on another device

Helpful to determine if it's a browser or device-specific issue.

If You're Stuck on the RCX Checkout Page

Uh-oh! Having issues checking out?

Go back to Matrix and clear your cart

That resets the session so you can start fresh. Most of the time, that's all it takes!



Still Having Trouble?

 **Screenshot or record the issue** — include any error messages.

 **Note what you were doing before the bug** appeared.

 **Send it to your League Management Coordinator** – email is the preferred method of contact for bug fixes so that we can see all photos, videos needed to resolve issue!

You've Got This!

Most issues are small speed bumps. Try the above first — and if it still doesn't work, we're here to help!