From USA Swimming,

Hi Tom Healey,

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We no longer support the old version of Deck Pass (called "Deck Pass"), and we have not made any changes to it to support the more recent requirements.

The current version is called "Deck Pass Plus" and is available for free download from both the Apple and Android App Stores.

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​They can just download Deck Pass Plus and start using that in place of Deck Pass.

That should then show all of their requirements on the Membership Status screen.  
  
They do not need to uninstall the old Deck Pass in order to install Deck Pass Plus, but there is no real reason to keep using the old version.

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Let me know if you have any questions.

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-Dan B.