BRenBot's !rglocate command is the BEST authority overall. That is the only place where the RenGuard master servers are specifically queried at that moment and asked about the status of that player. Even the website isn't 100%. Sometimes my MySQL replication data isn't up-to-date, though that happens less and less often as I get better at managing it.

But as for why !rg <blah> said they were on RG when they weren't is something only mac can answer.