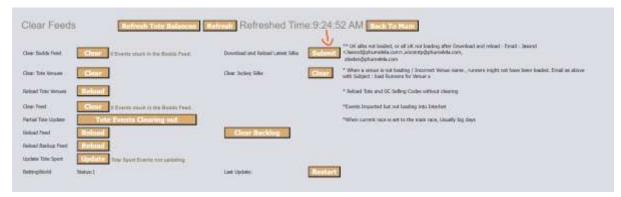
## **SUPPORT TROUBLESHOOT & SOLUTIONS – JOCKEY SILKS + TOTE**

## **Jockey Silks**

Query 1:	Jockey silks are not loading for SA Racing		
Solution:	Escalate this to Herman or Stephan on NON-URGENT Slack channel		
Query 2:	Jockey silks are not loading for UK Racing		
Solution:	Click on Admin – Clear Feeds. Next click SUBMIT next to Download and reload latest silks. If this doesn't work, then escalate to <b>NON-URGENT</b> Slack channel.		



There is a process that runs on a timer, every hour until 10:30AM. Any event set to active after that time, won't have jockey info or silks – so you need to reload the silks.

## **Tote Field Sheet Number Duplication**

If numbers are duplicating on the Tote for local racing, then clear the jockey silks to resolve the issue.

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