

## 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 **NON-URGENT** Slack channel.

Clear Feeds

Refresh Totals Balance

Refresh

Refreshed Time: 9:24:52 AM

Back To Main

Clear Backs Feed

Clear

0 Events stuck in the Backs Feed

Download and Reload Latest Site

Submit

\*\*\* OK after not loaded, or all UK not loading after Download and reload - Email : [James@qyurawebk.com](mailto:James@qyurawebk.com), [jocey@qyurawebk.com](mailto:jocey@qyurawebk.com), [stefan@qyurawebk.com](mailto:stefan@qyurawebk.com)

\* When a venue is not loading / Incorrect Venue name , runners might not have been loaded. Email as above with Subject : load Submit to Venue x

\* Reload Site and GC Setting Codes without clearing

\* Events Imported but not loading into Interset

\* When current race is set to the main race, Usually big days

Clear Site Venues

Clear

Clear Jockey Site

Clear

Reload Totals Venues

Reload

Clear Feed

Clear

0 Events stuck in the Backs Feed

Partial Time Upload

Submit Events Clearing out

Reload Feed

Reload

Clear Backlog Feed

Reload

Update Time Sport

Update

Total Sport Events not updating

Reloading World

Start

Clear Backlog

Load Update

Reload

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.

[illegible]

