SELF SERVE – FREQUENTLY ASKED QUESTIONS

Many of the common questions about using Online Entry are answered here below.
If you cannot find your question or need to talk to someone,
please contact (905) 858-3060 x 3.

Q. I created my User ID and have not received access with my unique access code and it has been over 48 hours. What should I do?

➢ Check your spam for an email
➢ Has it been 48 business hours?
➢ Please call 905-858-3060 x 3 and talk to one of our Customer Service Reps in the Member Services Department during regular office hours.

Q. Can I change my PIN number?

➢ Once you have successfully logged in, you can change the PIN# if you choose.
Just click on your email address at the top right-hand side of the Gaitway screen then choose User profile and then click Edit Pin Code
You will need to enter your Current Pin # and then your NEW Pin # (twice) and then click Save Changes.

Q. Why does it take so long to log in?

➢ It should not take a long time to log in, but this could be related to your internet provider and internet speed.

Q. My online entries program freezes or kicks me out. What should I do?

➢ If you still see the Gaitway screen – click on your email address at the top right-hand corner – then click Logout and then just log back in.

Q. The login page is difficult to read   Is there anything that can be done?

➢ If you are using a smartphone, turn your screen horizontally then you may see more information. To keep the screens mobile friendly we cannot accommodate all screen sizes.

Q. I entered my horse in the wrong class. What should I do?

➢ Contact the Race Secretary by phone ASAP and ask him / her to remove or move your horse.

Q. I entered my horses and have not received any confirmation.

➢ Check your spam first.
➢ Does the horse show in your list of Horse entries? If not add the horse again – make sure you press **SAVE**
➢ Make sure you have refreshed your Gmail screen to ensure you are seeing new messages.
➢ Please call 905-858-3060 x and talk to one of our Customer Service Reps in the Member Services Department.

Q. I received my email confirmation in French, what should I do?

➢ Make sure you have EN (for English) clicked on at the top of the screen when entering horses.

Q. Can I sort conditions by draw date?

➢ Condition sheets are sorted by race dates.

Q. I do not have a Gmail account and not sure how I get one.

➢ To set up a Gmail account, click here. You must have a Gmail account to use online entry.

Q. Is there any way for me to see what horses I have entered?

➢ At the top of your screen, click on Horse Entries it should give you a list of the horses entered.

Q. If I sign up for Self-Serve do I always need to use this, or can I still call my entries in?
➢ Yes, you may still call the race offices.

Q. Can I enter my horse in more than one class?

➢ No, you should not enter a horse in more than one class. You do have the capability of adding two alternative conditions when you add a horse.

Q. Can I enter my horse for two different tracks?

➢ No, you should **NOT** enter the same horse at two different tracks - that can cause preference issues.

Q. The save button is not bold – I cannot click save

➢ Did you change the lasix status? If so click the box that says:

"Please ensure that lasix eligibility complies with all regulatory and track rules."
Then the save button will be clickable

Q. My horse entry will not save. What should I do?

➢ Check to see if there is any message in **Red** at the top of the screen – it may say "please review the data entered." Did you enter a Trotter in a Pace class or a Pacer in a Trot class? If your horse does not have a gait – you will have to enter a Pace or Trot in the gait field.

Q. I don't know how to change the driver or trainer name

➢ Click on the magnifying glass at the side of the driver name and then enter the driver name - always entering the last name first

For example, for Jody Jamieson – **enter Jamieson,Jody**

Q. Why can't I change anything after I have saved my online entries?

➢ You can change the driver/trainer/lasix, free legged – add other conditions – just click on Horse entries at the top of the screen – choose the horse you want to change and click the red icon at the end of the horse name.

Q. Is there any way that I can speed up the process when I am entering 8-10 horses at a time?

➢ Not at this time – but we are always looking at ways to improve the system and will address this in the future.

Q. What if I forget my Pin Number?

➢ Check your Gmail messages for the original email that was sent to you. Keep that email so that you have a record of what your pin number is

➢ If you cannot find the pin # send an email to gaitway@standardbredcanada.ca - informing them that you have lost your pin number – allow two business days for a reply

Q. I want to qualify my horse with hopples or free-legged, does this mean I have to call the race office?

➢ No - you just click on the **Free-Legged(P) or Hoppled(T)** box to indicate what your horse will be racing with. The flag will already be set if the last start was for a free-legged Pacer or Hoppled trotter