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## Important Notice: Recent System Errors and Workarounds

8 June 2026

Dear Golfers

We would like to make you aware of two system-related issues that occurred over the weekend and apologise for any confusion or inconvenience they may have caused.

### **1. Open Round Email Notifications**

At the end of last week, a system error resulted in some golfers receiving an email advising that they had a pending open round awaiting submission.

If you received one of these emails and do not have an outstanding round to submit, please disregard the notification. The email was sent in error, and no action is required on your part.

We have identified the cause of the issue and have temporarily disabled these notifications while a permanent solution is implemented.

## 2. Score Submission Error for Competition Rounds

Some golfers may have encountered an error message when attempting to submit a score through the mobile app that stated:

"This round was started with different round settings."

This issue is currently affecting rounds that were created using the **Competition** round type.

While a permanent fix is being finalised, golfers who experience this error can submit their score by selecting **General Play** as the round type instead. This workaround will allow the score to be submitted successfully and processed for handicap purposes.

The DotGolf development team are busy resolving this issue as quickly as possible and will provide further updates once a permanent fix has been deployed.

### Missing Scores or Penalty Scores

If you were unable to submit a score as a result of either of the issues above, or if a penalty score has been applied to your record incorrectly, please do not hesitate to contact us. Simply provide your round details and score information, and our team will investigate and make any necessary corrections on your behalf.

Thank you for your patience and understanding as we continue to improve the system. We apologise for any inconvenience caused and appreciate your ongoing support.

Regards,

**Handicaps Network Africa**

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