

# 8.1 — Account Management

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# 8.1.1 Updating your pro shop name and display information

## Updating your pro shop name and display information

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Your pro shop's name and display information in Spectre Cloud appear throughout the app — on spec sheets, printed documents, the top-right profile menu, and anywhere your shop is identified to bowlers and staff. Keeping this information current and accurate ensures that every document your shop produces presents your business correctly. This page covers where shop display information is stored, what can be updated, and how to make changes.

## ☐☐ What Display Information Spectre Cloud Stores

The shop profile in Spectre Cloud holds the identifying and contact details associated with your account. These details appear on printed spec sheets and other documents generated by the app, and some are used in account management and billing communications.

- **Pro shop name** — the primary name of your business, displayed in the top-right profile menu and on all printed spec sheets and documents.
- **Address** — your shop's physical location. Appears on printed documents and is used for account correspondence.
- **Phone number** — your shop's contact number, displayed on printed spec sheets if the field is populated.
- **Email address** — the primary contact email for the account, used for billing, account notifications, and support correspondence.
- **Website** — optional. If entered, may appear on printed documents as a contact detail for bowlers.
- **Logo** — optional. If uploaded, appears on printed spec sheets and documents in place of or alongside the shop name.

△ **Verify with Spectre team:** Confirm the full list of display information fields available in the shop profile — specifically whether Website and Logo are supported in the current version, and whether any additional fields (social media, trading hours, etc.) are available that should be documented here.

## ☐ Accessing Shop Display Information on Desktop

1. Click your **pro shop name** in the top-right corner of any Spectre Cloud screen to open the profile menu.
2. Select **Account** or **Business Settings** from the dropdown — the exact label depends on your account configuration.
3. The shop profile section opens, displaying your current display information.
4. Click **Edit** to make changes to any field.
5. Update the relevant fields.
6. Click **Save** to apply the changes. Updates take effect immediately across all devices logged into the account.

## ☐ Accessing Shop Display Information on Mobile

1. Tap your **pro shop name** or the profile icon in the top-right corner.
2. Select **Account** or **Business Settings** from the menu.
3. Tap **Edit** to modify any display information field.

4. Enter the updated details and tap **Save**.

## Updating Individual Fields

### Pro shop name

The shop name is the most visible piece of display information in the app. It appears in the top-right profile menu on every screen and on every printed spec sheet and document produced by the account. Update it when:

- Your shop has rebranded or changed its trading name.
- The name was entered with a typo or inconsistent capitalisation during initial setup.
- Your shop has moved to a new location under a new name following a franchise or ownership change.

**Note:** Changing the shop name updates it on all documents generated after the change. Spec sheets and documents already printed or exported before the name change retain the old name — they are historical records and are not retroactively updated.

### Address

Keep the address current if your shop relocates. The address on printed spec sheets is a professional detail that bowlers may use to contact or visit your shop — an outdated address on a document handed to a bowler creates confusion.

### Phone number and email

These fields appear on printed documents and are used by Spectre Cloud for account correspondence. If your shop's contact details change — a new phone number, a new business email after a platform migration — update these fields promptly. Billing notifications and account communications from Spectre Cloud go to the registered email address.

**Note:** If you need to update the **email address used for billing** specifically, confirm with the Spectre support team whether this is handled through the shop profile or through a separate billing management section — these may be different fields depending on how your account was set up.

### Logo

If your shop has a logo, uploading it to the shop profile adds a professional identity layer to every printed spec sheet and document. When uploading a logo:

- Use a **high-resolution file** — a minimum of 300 DPI for print quality. A low-resolution logo looks unprofessional on a printed spec sheet.
- Use a **transparent background** (PNG format) if the logo will sit on a white or coloured document background. A white-background JPG logo on a white page looks the same, but a coloured-background logo on a white page creates a visible box around it.
- Keep the file size reasonable — large image files slow document generation without improving visible quality at print size.
- Do not upload a logo that contains the Spectre Cloud wordmark or any Spectre branding — the shop logo should represent your business, not the software platform.

## Language and Regional Settings

Spectre Cloud supports **English**, **French**, and **Spanish**. The display language for the app interface is set at the account or user level — it is separate from the shop display information fields, which are always stored and displayed in whatever language they were entered in.

- To change the app interface language, locate the **Language** setting within Account or Settings — the exact location varies by account configuration.
- Shop name, address, and contact details entered in one language remain in that language regardless of the interface language setting — they are free-text fields, not translated content.

⚠ **Verify with Spectre team:** Confirm the exact location of the language selector in the current UI — whether it sits within the shop profile, within a separate Settings section, or at the user level rather than the account level.

## Multi-Location Shops

For shops operating across multiple locations under the same Spectre Cloud account, the shop display information applies account-wide — a single shop name and contact set covers all locations. If each location needs to present its own name, address, and contact details on printed documents, contact the Spectre support team to discuss account configuration options appropriate for multi-location operations.

- A single-location shop configures display information once and it appears consistently across all documents.
- A multi-location shop with a single account and consistent branding across all locations can use the same display information for all.

- ☐ A multi-location shop that needs per-location branding on documents should contact Spectre support — the standard account configuration may not cover this without additional setup.

# When Changes Take Effect

Display information changes saved to the shop profile take effect immediately:

- ☐ The updated shop name appears in the top-right profile menu on all devices as soon as the change is saved and the page is refreshed.
- ☐ New spec sheets and printed documents generated after the save reflect the updated information.
- ☐ Previously generated and exported documents are not retroactively updated — they retain the information that was current at the time they were produced.
- ☐ All staff members logged into the account see the updated display information without needing to log out and back in.

## Related Sections

- 8.1.2 — Managing staff access and user accounts
- 8.1.3 — Updating billing information and payment method
- 8.2.1 — Subscription plans — what is included and how to change
- 8.2.2 — Adding and removing plugins
- 01.x — Getting Started: how to sign up and configure your shop

☐ **Tip:** Check your shop display information at the start of each new year — or any time your shop undergoes a change in name, location, or contact details. A five-minute review of the profile fields ensures that every spec sheet and document your shop produces in the coming year goes out with accurate information on it.

# 8.1.2 Changing your email address

## Changing your email address

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Your email address in Spectre Cloud serves two distinct functions: it is the **login credential** used to sign into your account, and it is the **contact address** that receives billing notifications, account alerts, and correspondence from the Spectre team. Changing it requires care — an error during the update process can lock you out of your account or cause important communications to go to an address you no longer monitor. This page walks through how to change your email address safely and what to expect at each step.

## ☐ Before You Change Your Email Address

A few checks before starting will prevent the most common problems that arise during an email address change:

- ☐ **Confirm you have access to the new email address** before beginning. Spectre Cloud will send a verification message to the new address — if you cannot receive that message, the change cannot be completed.
- ☐ **Confirm you have access to the current email address** as well. Some account changes require a confirmation message to be sent to the existing address before the new one is accepted.

- **Do not use a shared or distribution email address** as your account email — billing notifications, password resets, and account security alerts should go to an address monitored by the account owner directly.
- **If your shop uses a business email hosted on a custom domain**, confirm the new address is fully set up and receiving mail before updating Spectre Cloud — a newly created mailbox that has not yet propagated will not receive the verification message.

## Changing Your Email Address on Desktop

1. Click your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Account** or **Account Settings** from the dropdown.
3. Locate the **Email Address** field in the account information section.
4. Click **Edit** or click directly into the email field to make it editable.
5. Clear the current address and enter the new email address.
6. Re-enter the new address in the confirmation field to guard against typos.
7. Enter your current **account password** to authorise the change — Spectre Cloud requires password confirmation before updating login credentials.
8. Click **Save** or **Update Email**.
9. Check the new email address for a **verification message** from Spectre Cloud and follow the link or instructions within it to confirm the change.

## Changing Your Email Address on Mobile

1. Tap your **pro shop name** or profile icon in the top-right corner.
2. Select **Account** or **Account Settings**.
3. Tap the **Email Address** field.
4. Clear the current address and enter the new one.
5. Enter the new address again in the confirmation field.
6. Enter your current **account password** to authorise the change.
7. Tap **Save** or **Update Email**.
8. Check the new email address for the verification message and complete the confirmation step.

**Note:** Until the verification message is confirmed, your account continues to use the old email address for login and correspondence. The change is not active until the verification step is

completed — do not close or abandon the verification email.

## The Verification Step





After submitting the new email address, Spectre Cloud sends a verification message to the new address. This step confirms that the address is valid, deliverable, and accessible to the account owner before making it the active login credential.

1. Open your new email inbox and look for a message from Spectre Cloud or BowlDevs. Check the spam or junk folder if it does not appear within a few minutes.
2. Open the message and click the verification link, or copy and paste it into your browser if clicking does not work.
3. The link confirms the change and activates the new email address on your account.
4. From this point, use the new email address to log in to Spectre Cloud.


**⚠ Note:** Verification links typically expire after a set period — if you do not complete the verification within the allowed window, the change request expires and you will need to initiate the email address update again from the beginning. Check your inbox promptly after submitting the change.

## If Something Goes Wrong

### Verification email not received

-  Check the spam, junk, and promotions folders of the new inbox before assuming the message was not sent.
-  Confirm the new address was entered without typos — a single character error sends the verification to an address that does not exist.
-  If the message still has not arrived after several minutes, return to Account Settings and initiate the email change again — this triggers a new verification message.
-  If repeated attempts fail, contact Spectre Cloud support at [wiki.spectrebowling.com](https://wiki.spectrebowling.com) or through the support channel — the team can verify account status and assist with the update manually if needed.

### Verification link expired

-  Return to Account Settings and submit the email change again. A new verification link is issued.

- ☐ Complete the verification step in the same session where possible — do not leave the verification email unattended for an extended period.

## Locked out after an incomplete change

- ☐ If you are locked out because a partially completed email change has left the account in an inconsistent state, contact Spectre Cloud support directly. Do not attempt to create a new account — your existing account, spec sheets, and bowler records are tied to the original account and a new account will not have access to them.

## ☐ Email Address and Account Security

Your email address is a security credential as well as a contact address. The email-and-password combination is what stands between your shop's bowler records, spec sheet history, and billing information and unauthorised access.

- ☐ **Update your email address promptly** if a previous staff member who had access to the account email inbox has left the shop — particularly if the account was registered to a shared shop email address they could still access.
- ☐ **Use a password manager** to update the saved credential for Spectre Cloud immediately after changing the email address — logging in with the old address after the change will fail, and a forgotten new address combined with a lost password creates a recovery situation.
- ☐ **Notify the Spectre team** if you suspect the account email has been accessed by an unauthorised party — do not wait until a billing or access issue surfaces.
- ☐ Do not share your account email and password with staff members who do not need account-level access. Staff who need access to bowler records and spec sheets can be added as users without sharing the account owner credentials — see section 8.1.3 for staff access management.

## ☐ Email Address for Multi-Staff Shops

In shops where multiple staff members use Spectre Cloud, the account email address belongs to the **account owner** — typically the shop owner or manager — rather than to individual staff members. Staff members log in with their own user credentials, not the account owner's email

address.

- ☐ The account email receives billing notifications and account-level alerts — it should be an address the account owner monitors directly.
- ☐ Staff user accounts are managed separately and do not share the account owner's email address — a staff member leaving the shop does not affect the account email.
- ☐ If the shop changes ownership, the account email should be updated to the new owner's address as part of the handover process — along with the account password and billing information.

⚠ **Verify with Spectre team:** Confirm whether Spectre Cloud sends a confirmation to the *old* email address as well as a verification to the *new* one during an email change — some platforms require both steps as a security measure. If so, add a step to the desktop and mobile instructions above noting that both inboxes need to be checked.

## Related Sections

- 8.1.1 — Updating your pro shop name and display information
- 8.1.3 — Managing staff access and user accounts
- 8.1.4 — Changing your password
- 8.2.1 — Subscription plans — what is included and how to change
- 8.2.2 — Updating billing information and payment method

☐ **Tip:** When you change your email address, update it in any other place where the old address was used in relation to Spectre Cloud — your password manager, any saved login in your browser, and any email filters or rules set up to organise Spectre Cloud communications. A five-minute update across all those places prevents a confusing situation the next time a billing notification or account alert is sent to the old address.

# 8.1.3 Changing your password

## Changing your password

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account

Your Spectre Cloud password is the primary security credential protecting your shop's bowler records, spec sheet history, and billing information. Changing it regularly — and immediately whenever a security concern arises — is one of the simplest and most effective ways to keep your account secure. This page covers how to change your password from within the app, how to reset it if you have been locked out, and the practices that keep your account credentials strong over time.

### ☐ Before You Change Your Password

- ☐ **Have your current password available.** Spectre Cloud requires you to enter the existing password to authorise a change — you cannot set a new password without first confirming the current one, unless you are using the forgotten password reset flow.
- ☐ **Decide on the new password before starting** and have it written down or ready in your password manager. Typing a complex password twice under time pressure invites typos and confirmation mismatches.
- ☐ **If you use a password manager**, have it open and ready to save the new credential immediately after the change is confirmed — updating the saved entry in the same session prevents a future login failure.

# ☐ Changing Your Password on Desktop

1. Click your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Account** or **Account Settings** from the dropdown.
3. Locate the **Password** section in the account information area.
4. Click **Change Password** or **Edit** next to the password field.
5. Enter your **current password** in the field provided.
6. Enter your **new password** in the next field.
7. Re-enter the new password in the **confirmation field** to guard against typos.
8. Click **Save** or **Update Password**.
9. A confirmation message appears when the change is successful. If the confirmation does not appear, check for an error message indicating which field needs correction.

# ☐ Changing Your Password on Mobile

1. Tap your **pro shop name** or profile icon in the top-right corner.
2. Select **Account** or **Account Settings**.
3. Tap **Change Password**.
4. Enter your **current password**, then your **new password**, then the **confirmation**.
5. Tap **Save** or **Update Password**.

☐ **Tip:** On mobile, use the password reveal toggle (the eye icon in the password field, if available) to confirm what you have typed before submitting — mistyped passwords on a touchscreen keyboard are a common cause of confirmation mismatches.

# ☐ What Makes a Strong Password

A strong Spectre Cloud password protects not just your login, but your entire shop's client database, billing information, and drilling history. The following criteria produce a password that is both strong and usable:

- ☐ **At least 12 characters** — length is the single most important factor in password strength. A 16-character password with mixed case and a number is far stronger than an 8-character password with symbols.

- **A mix of uppercase, lowercase, numbers, and symbols** — variety increases resistance to automated guessing attacks.
- **Not based on dictionary words, names, or dates** — shop name, your name, your city, and common words are the first things an automated attack tries.
- **Unique to Spectre Cloud** — do not reuse a password from another service. If that other service is compromised, your Spectre Cloud account is exposed automatically.
- **Stored in a password manager** — a randomly generated 20-character password stored in a manager is more secure and just as convenient as a memorable but weak password typed manually.
- Do not use your shop name, phone number, or address as part of your password — these are visible on your printed spec sheets and easily discoverable.
- Do not use the same password across multiple accounts. A password reused across Spectre Cloud and your email account means a single breach exposes both.

## Resetting a Forgotten Password

If you cannot log in because you have forgotten your password, use the forgotten password flow to regain access. This process does not require knowledge of the current password — it sends a reset link to the registered account email address instead.

1. Navigate to [cloud.spectrebowling.com](https://cloud.spectrebowling.com) and click **Forgot Password** or **Reset Password** on the login screen.
2. Enter the **email address registered to your account** and submit.
3. Check that email inbox for a password reset message from Spectre Cloud or BowlDevs. Check spam and junk folders if it does not appear within a few minutes.
4. Click the reset link in the message. The link opens a page where you can set a new password.
5. Enter your **new password** and the **confirmation**, then submit.
6. Log in with the new password immediately to confirm it was accepted.

**Note:** Password reset links expire after a set period. Complete the reset in the same session — do not leave the reset email unattended and expect the link to remain valid indefinitely. If the link has expired, return to the login screen and initiate a new reset request.

## When to Change Your Password Immediately

Routine password changes are good practice, but certain situations make an immediate change necessary rather than optional:

- **☐ A staff member who knew the password has left the shop** — particularly if the password was shared rather than held exclusively by the account owner.
- **☐ You suspect the account has been accessed without authorisation** — unusual login activity, unfamiliar changes to bowler records, or billing notifications for activity you did not initiate.
- **☐ The email address associated with the account has been compromised** — if your email account is breached, a password reset link could be requested and used by an unauthorised party. Change both the email password and the Spectre Cloud password.
- **☐ You have been reusing the password on another service that has been breached** — if a breach notification arrives for any other platform where the same password was used, change the Spectre Cloud password immediately even if Spectre Cloud itself has not been affected.
- **☐ You shared the password temporarily for a legitimate purpose** — a support session, a handover period, or a temporary access arrangement — and that purpose has ended.

## ☐ Password Management in Multi-Staff Shops

In a shop where multiple people access Spectre Cloud, password hygiene requires a little more structure. The account owner's password — which controls billing and account-level settings — should be held by the account owner alone. Staff members should have their own user accounts with separate credentials rather than sharing the account owner's login.

- **☐** The account owner's password should be **known only to the account owner**. Sharing it with staff, even trusted staff, creates a credential management problem whenever staffing changes occur.
- **☐** Staff access to bowler records and spec sheets is managed through **user accounts** — each staff member logs in with their own email and password. See section 8.1.4 for staff access management.
- **☐** When a staff member leaves, their individual user account can be deactivated without requiring the account owner's password to be changed — as long as the account owner's credentials were never shared with that staff member.
- **☐** For **shop ownership changes**, the outgoing owner should transfer account credentials to the new owner and then change the password on any other accounts where the same credential was used — not leave the old password in place for the new owner to inherit.

**☐ Note:** If you are taking over a Spectre Cloud account from a previous owner and do not have the current password, use the forgotten password reset flow with the account's registered email address — provided you have access to that inbox. If neither the password nor the email inbox is

accessible, contact Spectre Cloud support directly for account recovery assistance.

# After Changing Your Password

Once the password change is confirmed, a small set of follow-up actions keeps everything consistent:

1. **Update your password manager** with the new credential immediately — do not rely on memory or a note.
2. **Update any saved browser passwords** for Spectre Cloud — most browsers prompt you to do this automatically, but confirm the saved credential reflects the new password rather than the old one.
3. **Log in on all other devices** where Spectre Cloud is used — tablet at the drill press, phone for mobile use — and re-authenticate with the new password. Sessions on those devices may remain active for a period after the change, but will eventually require re-login.
4. **Notify any staff members** who use shared credentials that the password has changed — though the preferred approach is to move to individual user accounts rather than shared credentials going forward.

## Related Sections

- 8.1.1 — Updating your pro shop name and display information
- 8.1.2 — Changing your email address
- 8.1.4 — Managing staff access and user accounts
- 8.2.1 — Subscription plans — what is included and how to change
- 8.2.2 — Updating billing information and payment method

□ **Tip:** The single most effective security habit for a Spectre Cloud account is using a password manager to generate and store a long, random, unique password. The password itself becomes something you never need to remember or type — the manager handles it — which means there is no practical cost to making it as long and complex as the system allows. Set it once, store it, and the security problem largely takes care of itself.

# 8.1.4 Managing notification preferences

## Managing notification preferences

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Spectre Cloud sends notifications to keep you informed about account activity, billing events, and — depending on your plan and plugins — workflow updates related to your shop's day-to-day operations. The **Notification Preferences** section of your account settings lets you control which notifications you receive, how they are delivered, and at what frequency. This page covers what notifications are available, how to configure them, and the considerations that apply in multi-staff shops.

## ☐ Types of Notifications in Spectre Cloud

Notifications in Spectre Cloud fall into three broad categories. Each category can typically be configured independently — enabling the ones you need and silencing the ones you do not.

### Account and billing notifications

These are administrative notifications related to your subscription and account status. They are tied to the account owner's registered email address and cannot be fully disabled — some are sent regardless of notification preferences as they relate to billing and service continuity.

- Upcoming billing date reminders.
- Payment confirmation after a successful billing cycle.
- Payment failure alerts — sent immediately when a charge cannot be processed.
- Subscription change confirmations — when a plugin is added, removed, or a plan tier is changed.
- Account security alerts — password changes, email address updates, login from an unrecognised device.

**Note:** Billing and security notifications are sent to the account owner's registered email address and cannot be disabled. They are service communications, not marketing — opting out of marketing emails does not affect delivery of billing or security alerts.

## Workflow notifications

These notifications relate to activity within the app — spec sheet events, bowler record updates, and similar in-app activity. Availability varies by plan and plugin.

- Spec sheet created or updated by another staff member on the account.
- New bowler profile added to the account.
- Arsenal entry status changed (Active to Retired, for example).
- Job Board plugin notifications — if the Job Board plugin () is active, notifications for job status changes (ball received, in progress, ready for pickup) can be configured here.

## Product and update notifications

Communications from the Spectre team about new features, plugin releases, and platform updates. These are optional and can be disabled entirely if you prefer not to receive them.

- New feature announcements.
- Plugin availability updates.
- Scheduled maintenance notices.
- Tips and best practice guides from the Spectre team.

## Notification Delivery Methods

Spectre Cloud delivers notifications through two channels. Each can be configured independently for different notification types:

Delivery method	Description	Best for
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Email	Sent to the registered account email address or individual staff user email	Billing events, security alerts, summaries — anything that benefits from a permanent record in the inbox
In-app notifications	Displayed within the Spectre Cloud interface — typically a badge or notification panel accessible from the top navigation	Workflow updates, activity alerts — anything relevant to the current session rather than requiring attention outside the app

⚠ **Verify with Spectre team:** Confirm whether push notifications to mobile devices (iOS and Android) are supported in addition to email and in-app notifications — if so, add a third row to the table and document how to enable them.

## ☐ Accessing Notification Preferences on Desktop

1. Click your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Account** or **Account Settings** from the dropdown.
3. Navigate to the **Notifications** or **Notification Preferences** section.
4. Review the list of available notification types — each is shown with its current enabled or disabled state.
5. Toggle individual notifications on or off using the controls provided.
6. For notifications that offer a delivery method choice, select **Email**, **In-app**, or **Both** as appropriate.
7. Click **Save** to apply your preferences.

## ☐ Accessing Notification Preferences on Mobile

1. Tap your **pro shop name** or profile icon in the top-right corner.
2. Select **Account** or **Account Settings**.
3. Tap **Notifications** or **Notification Preferences**.
4. Toggle notifications on or off as needed.
5. Tap **Save** to apply changes.

# ☐ Recommended Configuration by Shop Type

The right notification configuration depends on how your shop operates. The following starting points cover the most common shop profiles:

## Solo operator — single device

- ☐ Enable all billing and security notifications by email — these are critical and should never be missed.
- ☐ Enable in-app workflow notifications if you find them useful as reminders during the fitting session.
- ☐ Disable email workflow notifications — as the sole user, you do not need to be notified by email about changes you made yourself.
- ☐ Enable or disable product update notifications based on personal preference — if you want to stay current on new features, keep them on.

## Multi-staff shop

- ☐ Enable all billing and security notifications by email for the account owner.
- ☐ Enable email or in-app workflow notifications for staff members who need to be aware of changes made by colleagues — particularly useful in shops where one staff member fits and another drills.
- ☐ Confirm that each staff member's notification preferences are configured at the individual user level, not inherited from the account owner's settings.
- ☐ If the Job Board plugin is active, configure job status notifications for the staff member responsible for customer communications — not for all staff members simultaneously.

## Multi-location shop

- ☐ Route billing notifications to the account owner or manager, not to individual location staff.
- ☐ Configure workflow notifications at the user level so each location's staff only receive alerts relevant to their own activity — not account-wide changes from other locations.

# ☐ Job Board Plugin — Notification Configuration

If your shop uses the **Job Board plugin** ([\\$15 USD/month](#)), additional notification options become available for tracking ball service workflow status. These notifications are designed to keep both staff and bowlers informed as a ball moves through the workshop queue.

- ☐ **Ball received** — notify staff when a new job is added to the board.
- ☐ **Job in progress** — notify when a job's status is updated to in-progress.
- ☐ **Ball ready for pickup** — notify staff and optionally the bowler when a job is marked complete.
- ☐ **Bowler-facing notifications** — if Spectre Cloud supports outbound customer notifications via email or SMS for job completion, configure the contact method and template here.

△ **Verify with Spectre team:** Confirm whether outbound bowler-facing notifications (email or SMS to the bowler when their ball is ready) are a feature of the Job Board plugin, and if so, what contact information is used and whether the bowler needs to have consented to receive them.

## ☐ Notification Preferences in Multi-Staff Accounts

In accounts with multiple staff user accounts, notification preferences operate at two levels — the account level and the individual user level. Understanding which level controls which notifications prevents situations where important alerts are going to the wrong person or not going to anyone at all.

- ☐ **Account-level notifications** — billing, security, and subscription events. Controlled by the account owner and sent to the account's registered email address.
- ☐ **User-level notifications** — workflow events, in-app alerts, and product updates. Each staff member configures their own preferences from their individual user account settings.
- ☐ Account owners can review but should not override individual user notification preferences without a reason — staff members are best placed to decide which workflow alerts are useful to them.
- ☐ Do not configure all workflow notifications to go to the account owner's email — in a multi-staff shop this creates an inbox overload for the owner and means staff do not receive the alerts that help them do their jobs.

# ☐ When to Review Your Notification Preferences

Notification preferences are not a set-and-forget configuration. Review them when:

- ☐ A staff member joins or leaves — add or remove their user-level notification configuration accordingly.
- ☐ A plugin is added or removed — new plugins may introduce notification types that are not yet configured; removed plugins may leave orphaned notification settings.
- ☐ Your shop's workflow changes significantly — a shop that adds a ball service counter may want Job Board notifications that were not relevant before.
- ☐ You are receiving notifications you find unhelpful or missing notifications you need — a five-minute review of the preferences panel is faster than managing a noisy inbox indefinitely.

## Related Sections

- 8.1.1 — Updating your pro shop name and display information
- 8.1.2 — Changing your email address
- 8.1.3 — Changing your password
- 8.1.5 — Managing staff access and user accounts
- 8.2.1 — Subscription plans — what is included and how to change
- 8.2.2 — Adding and removing plugins

☐ **Tip:** If you are unsure which notifications to enable when setting up a new account, start with everything on and spend the first two weeks noting which notifications you act on and which you ignore. Disable the ones you consistently ignore — a notification that never prompts action is just noise, and noise trains you to stop reading notifications altogether, including the ones that matter.

# 8.1.5 Sharing your referral code with other pro shops

## Sharing your referral code with other pro shops

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Spectre Cloud's **referral programme** rewards existing subscribers for introducing other pro shops to the platform. When a new shop signs up using your referral code, both your shop and the new subscriber receive a benefit — typically a billing credit applied to a future invoice. This page covers where to find your referral code, how to share it effectively, and what to expect when a referral converts.

## □□ How the Referral Programme Works

Every active Spectre Cloud account has a unique referral code. When a new shop enters that code during sign-up, the referral is recorded against your account. Once the new shop completes sign-up and their first billing cycle, the referral benefit is applied — to their account, to yours, or to both, depending on the current programme terms.

- □ Each Spectre Cloud account has **one unique referral code** — it does not change and does not expire while the account is active.
- □ There is **no limit** on the number of referrals you can make — every qualifying sign-up earns a benefit.
- □ The referral code can be shared with any pro shop that does not already have a Spectre Cloud account — it cannot be used to create a second account for an existing subscriber.

- ☐ Referral benefits are applied automatically after the qualifying conditions are met — no manual claim is needed.

△ **Verify with Spectre team:** Confirm the current referral benefit amount and structure — specifically whether the credit applies to the referrer, the new subscriber, or both, and what the qualifying conditions are (e.g., first billing cycle completed, subscription active for 30 days). Update this page with the verified terms before publishing.

## ☐ Finding Your Referral Code

### ☐ On Desktop

1. Click your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Account** or **Account Settings** from the dropdown.
3. Navigate to the **Referral** or **Referral Programme** section.
4. Your unique referral code is displayed here, along with a copy button and a pre-formatted share link.
5. Click **Copy Code** or **Copy Link** to copy it to your clipboard, ready to paste into a message or email.

### ☐ On Mobile or Tablet

1. Tap your **pro shop name** or profile icon in the top-right corner.
2. Select **Account** or **Account Settings**.
3. Scroll to the **Referral** section.
4. Tap **Copy Code** or **Copy Link** to copy your referral code or share link.

☐ **Note:** The referral section may also show a summary of your referral history — how many shops have signed up using your code and what credits have been applied to your account as a result. Check this section periodically to confirm referrals have been recorded correctly.

## ☐ Sharing Your Referral Code

Your referral code is most effective when shared with context — a brief explanation of what Spectre Cloud does and why the receiving shop might benefit from it, not just a bare code. The following approaches work well in practice:

### Direct message or email to a specific shop

The most effective referral is a personal one — reaching out directly to a shop owner or manager you know, explaining what Spectre Cloud has done for your operation, and including the code as an invitation rather than a promotional blast.

- ☐ Mention a specific feature or workflow improvement that has made a difference in your shop — a concrete benefit is more convincing than a general endorsement.
- ☐ Include the direct sign-up URL ([cloud.spectrebowling.com](https://cloud.spectrebowling.com)) alongside the referral code so the recipient can act immediately.
- ☐ Follow up once if you do not hear back — a second message a week or two later is reasonable; more than that risks the relationship.

## Industry events and pro shop gatherings

IBPSIA events, regional bowling association meetings, and pro shop operator meetups are natural settings for sharing Spectre Cloud with peers. Having the referral code ready to share — written on a card, in a note on your phone, or as a saved message draft — means you can respond immediately when the conversation naturally reaches the topic of shop management software.

- ☐ Print a small card with your referral code and [cloud.spectrebowling.com](https://cloud.spectrebowling.com) to hand out at events — simple, professional, and actionable.
- ☐ If you give a demonstration of Spectre Cloud to another shop owner, have the referral section open at the end so sharing the code is a natural final step.

## Social media and online pro shop communities

If your shop has a social media presence or you participate in online pro shop operator communities, sharing your referral code in those channels reaches a wider audience than direct outreach alone.

- ☐ Use the pre-formatted share link from the Referral section — it includes the referral code automatically and links directly to the sign-up page.
- ☐ Frame the post around your own experience with the software rather than as a generic promotion — posts that share a real perspective perform better than posts that read like advertisements.
- ☐ Do not post your referral code in contexts where it could be used by non-pro-shop businesses — the programme is designed for bowling pro shop operators and referrals from outside the industry are unlikely to qualify.

## ☐☐ Tracking Your Referrals

The Referral section of your Account Settings shows a record of referrals associated with your code. Use this to confirm that referred shops have been recorded correctly and that credits have been applied as expected.

Status	Meaning
Pending	A shop has signed up using your code but has not yet completed the qualifying conditions for the credit to be applied
Qualified	The qualifying conditions have been met — the credit has been or will be applied to your account on the next billing cycle
Credited	The referral credit has been applied to your account and is visible on your billing history
Expired	A sign-up was started using your code but was not completed within the required window — the referral does not qualify for a credit

⚠ **Verify with Spectre team:** Confirm the referral status labels match the current Spectre Cloud UI exactly — and add or remove statuses from the table if the app uses a different set. Also confirm the qualifying window for a pending referral to convert before it expires.

## □ Making the Most of the Referral Programme

- □ **Share your code at the point of enthusiasm** — when a fellow shop owner asks what software you use or expresses frustration with their current setup, that is the moment the referral is most likely to convert. Have the code ready to share immediately rather than promising to send it later.
- □ **Be specific about the benefit to the new shop** — rather than saying "it's great," tell them which part of your workflow it improved. The oval calculator, the spec sheet history, the Arsenal — whichever feature solved a real problem for you is the feature most likely to resonate with a peer.
- □ **Mention the free trial or entry-level pricing** — the barrier to trying Spectre Cloud is low. Reminding the receiving shop that they can sign up for `$29.99 USD/month` and cancel anytime removes a significant hesitation point.
- □ **Check your referral history periodically** — a pending referral that has been sitting unqualified for several weeks may mean the new shop started the sign-up process but did not complete it. A quick follow-up message can get them over the line.
- □ Do not represent the referral benefit inaccurately when sharing your code — tell the receiving shop what they will receive based on the current verified programme terms, not an inflated version of it.

# ☐ Referral Credits and Billing

Referral credits are applied to your Spectre Cloud account and deducted from a future invoice automatically. They do not require any action on your part once the qualifying conditions are met.

- ☐ Credits appear as a line item on the invoice to which they are applied — you can verify a credit was received by checking your billing history in the Account section.
- ☐ If a credit you expected has not appeared after the qualifying conditions were met, check the Referral section first to confirm the referral shows as Qualified or Credited. If it still shows as Pending after several billing cycles, contact Spectre Cloud support.
- ☐ Credits apply to the core subscription charge — confirm with the Spectre team whether credits also apply to plugin charges or only to the base plan fee.

## Related Sections

- 8.1.1 — Updating your pro shop name and display information
- 8.2.1 — Subscription plans — what is included and how to change
- 8.2.2 — Adding and removing plugins
- 01.8 — Entering a referral code during sign-up

☐ **Tip:** The pro shop industry is a small, well-connected community — word of mouth from a trusted peer carries more weight than any advertisement. A genuine recommendation from one shop owner to another, backed by a referral code and a real account of what the software does for your operation, is the most effective way to grow a programme that benefits everyone who participates in it. Share the code when it comes up naturally, be honest about what the software does and does not do, and let the product make the case.

# 8.1.6 Data privacy and your bowler records

## Data privacy and your bowler records

8.1.6 [account](#)

Spectre Cloud stores detailed personal and fitting information about your bowlers — names, contact details, hand measurements, and drilling histories. As the operator of a pro shop account, you are responsible for how that data is collected, used, and protected. This page explains what data Spectre Cloud holds, how it is protected at the platform level, and what responsibilities sit with you as the shop operator when it comes to the bowlers whose records you manage.

## ☐☐ What Personal Data Spectre Cloud Stores

Spectre Cloud holds two categories of bowler data on your behalf: identifying information and fitting data. The distinction matters because the two categories carry different sensitivity levels and may be subject to different privacy obligations depending on your region.

### Identifying information

- ☐ Full name
- ☐ Phone number and email address
- ☐ Physical address (Bowler Plus plugin only)

- Consent signatures (Bowler Plus plugin only)
- Hand photographs (Bowler Plus plugin only)

## Fitting data

- Hand measurements — finger sizes, joint distances, span values
- Pitch and oval specifications across all spec sheets
- Ball and layout history via the Arsenal
- Notes entered by staff about the bowler's preferences and physical considerations

**Note:** Fitting data is less likely to be considered sensitive personal data under most privacy frameworks, but it is still personal data — it relates to a specific identifiable individual and should be treated with the same care as contact information.

# How Spectre Cloud Protects Your Data

Spectre Cloud is a cloud-based platform operated by BowlDevs. Data protection at the platform level includes:

- **Encrypted data transmission** — all data sent between your device and Spectre Cloud's servers is encrypted in transit using industry-standard protocols.
- **Secure cloud storage** — bowler records and spec sheets are stored on cloud infrastructure with access controls restricting who can read or modify the underlying data.
- **Account-level access control** — only users logged into your account can access your shop's bowler records. Spectre Cloud does not share your bowler data with other shops or third parties outside the platform's normal operation.
- **Inactive account read-only access** — if your subscription lapses, your data remains accessible in read-only mode rather than being immediately deleted, giving you time to export records if needed.

**Verify with Spectre team:** Confirm the specific data protection measures in place at the infrastructure level — encryption standards, cloud hosting provider, data residency, and backup policy — so this section can be updated with accurate technical details rather than general statements.

# ☐ Your Responsibilities as the Shop Operator

Spectre Cloud provides the platform and its security. What happens with bowler data at the shop level — how it is collected, whether bowlers are informed, and how long it is retained — is the responsibility of the shop operator. Privacy laws vary significantly by country and region, but the following principles apply broadly and represent good practice regardless of jurisdiction.

## Inform bowlers that their data is being recorded

Most privacy frameworks require that individuals know when their personal data is being collected and stored. In a pro shop context, this typically means telling a new bowler that their measurements and contact details will be saved in your shop's system. A brief verbal disclosure at the start of a fitting — "we keep your measurements on file so we can reference them for future visits" — satisfies this in most casual contexts. For shops that want a more formal record, the Bowler Plus plugin's consent signature feature provides a structured way to capture and store acknowledgement.

- ☐ Tell new bowlers that their fitting data is stored digitally in your shop management system.
- ☐ Explain the primary purpose — accurate fitting records and service history — rather than presenting it as data collection for its own sake.
- ☐ If your region requires written consent for storing personal data, use the Bowler Plus consent signature feature to capture it at the time of the first fitting.

## Only collect data you actually need

The data minimisation principle — collecting only what is necessary for the purpose — is a cornerstone of most privacy frameworks and good practice regardless of legal requirement. In Spectre Cloud, this means:

- ☐ Record contact information if you use it — for ball-ready notifications, appointment reminders, or follow-up. Do not collect it by default if you will not use it.
- ☐ Use the Notes field for fitting-relevant information only — not for personal observations unrelated to the fitting relationship.
- ☐ If a bowler asks what information you hold about them, you should be able to show them everything in their profile and spec sheet history without encountering entries you

would be uncomfortable explaining.

# Respond to bowler requests about their data

In many jurisdictions, individuals have the right to request access to their personal data, ask for corrections, or request deletion. If a bowler makes such a request:

- **Access requests** — open the bowler's profile and spec sheet history in Spectre Cloud. The record is comprehensive and exportable as printed or PDF spec sheets.
- **Correction requests** — update the bowler's profile, contact details, or notes fields directly. Spec sheet measurement values can also be corrected if they were entered in error.
- **Deletion requests** — Spectre Cloud allows bowler profiles to be deleted. Before deleting, confirm the request is genuine and note that deletion is permanent — the spec sheet history associated with that profile is removed along with the profile itself.

△ **Verify with Spectre team:** Confirm whether deleting a bowler profile also permanently deletes all associated spec sheets and Arsenal entries, or whether any records are retained at the platform level after a profile deletion. This is important for accurately advising bowlers on what a deletion request entails.

## Protect access to the account

The most direct threat to bowler data privacy is unauthorised access to your Spectre Cloud account. Shop-level access control is the operator's responsibility:

- Use a strong, unique password for the account owner login — see section 8.1.3 for password guidance.
- Give staff members their own user accounts rather than sharing the account owner's credentials — individual accounts can be deactivated when a staff member leaves without requiring a password change.
- Deactivate departing staff members' user accounts promptly — a former employee who can still log into your shop's Spectre Cloud account has access to your entire bowler database.
- Do not leave a device logged into Spectre Cloud unattended in a publicly accessible area of the shop — a customer browsing an unattended tablet at the counter has access to every bowler profile in your system.

## Regional Privacy Considerations

Privacy obligations vary by country and region. The following frameworks are relevant for the majority of Spectre Cloud's user base — but local legal requirements should always take precedence over general guidance, and shops with significant data holdings or uncertainty about their obligations should seek local legal advice.

Region	Relevant framework	Key consideration for pro shops
European Union and EEA	GDPR (General Data Protection Regulation)	Explicit lawful basis required for storing personal data; right to erasure applies; data processor agreements may be needed with Spectre Cloud as a platform provider
United Kingdom	UK GDPR and Data Protection Act 2018	Substantially similar to EU GDPR; ICO registration may be required depending on shop size and data volume
Canada	PIPEDA (or provincial equivalents)	Consent required for collection and use of personal information; individuals have right of access and correction
United States	Varies by state — CCPA in California; other states have emerging frameworks	No federal standard; California shops serving California residents should be aware of CCPA obligations; broader US shops should monitor state-level developments
Australia	Privacy Act 1988 and Australian Privacy Principles	Obligations apply to businesses with turnover above AUD \$3M; smaller businesses may be exempt but good practice still applies

**Note:** This table is a general orientation, not legal advice. Privacy law changes frequently and the applicability of specific frameworks to a given shop depends on factors including business size, the nationality of bowlers whose data is stored, and how data is used. If you are uncertain about your obligations, consult a local legal adviser rather than relying on this page alone.

## Data Retention — How Long to Keep Bowler Records

Spectre Cloud does not impose an automatic data retention limit — bowler records are kept indefinitely unless you delete them. How long to keep records is a business decision, balanced against privacy considerations:

- **Active bowlers** — retain records indefinitely. The spec sheet history is operationally valuable and there is no privacy reason to delete records for bowlers who continue to visit

your shop.

- **Inactive bowlers** — consider a retention policy for bowlers who have not visited in several years. A record that has not been accessed in five years has diminishing operational value and accumulating privacy risk.
- **Deceased bowlers** — retain or delete based on the family's wishes if contacted, and local legal requirements. Spec sheet history for a deceased bowler has no operational use and may be worth removing from the active system.
- Do not delete bowler records as a default response to any privacy enquiry before confirming the bowler's specific request — a bowler asking what data you hold is not the same as a bowler asking you to delete it.

## Related Sections

- 8.1.3 — Changing your password
- 8.1.4 — Managing notification preferences
- 8.1.5 — Managing staff access and user accounts
- 03.x — Bowlers (Clients): managing and deleting bowler profiles
- 01.x — Getting Started: setting up your account and initial configuration

**Tip:** The simplest privacy posture for a pro shop is also the most practical one — collect what you need to serve the bowler well, tell them you are doing it, keep it secure, and delete it when it is no longer useful. A shop that operates on those four principles will satisfy the spirit of most privacy frameworks and build the kind of trust with bowlers that keeps them coming back.