

# 8.1.1 Updating your pro shop name and display information

## Updating your pro shop name and display information

8.1.1 account

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.

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