

# 8.1.2 Changing your email address

## Changing your email address

8.1.2 account

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.

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