

8.1.3 Changing your password

Changing your password

8.1.3 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 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.

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