

9.4.2 Contacting Spectre Cloud support

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When this wiki and the in-app tutorial videos do not resolve an issue, the Spectre Cloud support team is the next step. This page covers how to reach support, what information to have ready before contacting them, what to expect in terms of response, and the situations where different contact methods are most appropriate.

☐☐ How to Contact Spectre Cloud Support

Through the app

The fastest way to reach support is directly from within Spectre Cloud:

1. Click or tap your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Help** or **Contact Support** from the dropdown.
3. A support form or contact option opens — complete the form with a description of the issue and submit.

4. A confirmation is sent to the registered account email address when the request is received.

By email

Support can also be reached directly by email. Contact the Spectre Cloud support team at the address provided on spectrebowling.com or in your account confirmation emails.

⚠ **Verify with Spectre team:** Confirm the direct support email address and update this page with the verified address before publishing. Also confirm whether the in-app contact form is the preferred primary contact method or whether email is equally supported.

Through the support portal

A dedicated support portal is available at support.spectrebowling.com for submitting tickets, tracking open requests, and accessing additional help resources beyond this wiki.

⚠ **Verify with Spectre team:** Confirm the correct support portal URL and whether ticket tracking is available through that portal as described.

☐☐ What to Include When Contacting Support

A support request that includes the right information gets resolved faster — the team can diagnose the issue directly rather than going back and forth to gather details. Before submitting a request, have the following ready:

Account information

- ☐ Your **pro shop name** as registered in Spectre Cloud.
- ☐ The **email address** on the account — this is how the support team identifies your account.
- ☐ Your current **subscription plan** and active plugins — relevant if the issue involves a feature that may depend on a specific plan tier.

Issue description

- **What you were trying to do** — the workflow or action you were performing when the issue occurred.
- **What happened instead** — the specific unexpected behaviour, error message, or missing output.
- **When it first occurred** — whether this is a new issue, a recurring one, or something that started after a specific action or update.
- **Whether it is reproducible** — does the issue happen every time, or intermittently? If reproducible, describe the exact steps that trigger it.

Technical details

- **Device type** — desktop, laptop, tablet, or smartphone.
- **Operating system** — Windows, macOS, iOS, Android, ChromeOS, etc., and the version if known.
- **Browser** — Chrome, Firefox, Safari, Edge, and the version if known.
- **Screen size** — relevant for display or layout issues.
- **Screenshots or screen recordings** — attach if possible. A screenshot of an error message or unexpected output is often the single most useful piece of information in a support request.

Relevant spec sheet or bowler details

- If the issue is specific to a bowler record or spec sheet, include the **bowler name** and the **spec sheet or ball name** — this allows the support team to look at the specific record if access is needed to diagnose the issue.
- If the issue involves the Oval Calculator output, include the **pitch values**, **oval calculation method**, and **Flip V/H setting** currently configured.
- If the issue involves the 3D Layout view, include the **ball name** and confirm whether it is identified in the bowlingdatabase.com integration.

What to Expect — Response Times

Spectre Cloud support is operated by the BowlDevs team. Response times reflect the size of the team and the volume of requests at any given time.

⚠ **Verify with Spectre team:** Confirm current support response time commitments — specifically standard response time, any priority or expedited support options for higher-tier accounts or specific issue types, and support hours (business days only vs. seven days). Update this section

with the verified figures before publishing.

- **Acknowledgement** — an automated confirmation is sent when a support request is received. If you do not receive an acknowledgement within a few minutes, check your spam folder and confirm the request was submitted successfully.
- **Initial response** — a team member reviews the request and responds with either a resolution or follow-up questions. Response time varies by request volume and issue complexity.
- **Complex issues** — issues requiring investigation of account data, platform behaviour, or development input take longer to resolve than configuration questions. The team will communicate expected timelines for complex cases.

☐ Before Contacting Support — Self-Service Checks

Many issues that reach the support team can be resolved in under five minutes using the wiki's troubleshooting pages. Working through the relevant troubleshooting page before submitting a request saves time — and if the issue is not resolved, the troubleshooting steps you have already completed help the support team narrow down the cause immediately.

Issue type	Check this first
Oval cut output unexpected	9.2.1 — Why is my oval cut showing unexpected values
Pitch drilling opposite direction	9.2.2 — My drill press reads pitches opposite — what setting do I change
Auto-suggestion not appearing or unexpected	9.2.3 — The suggested pitch is not what I expect — is Auto-Suggestion on
Bridge not autofilling	9.2.5 — The bridge is not autofilling — what's wrong
3D layout view not rendering	7.2.1 — What is the 3D Layout view; confirm ball is identified in bowlingdatabase.com
Bowler profile not found in search	9.1.3 — Keeping your bowler database organised; check for duplicate profiles and alternative name spellings
Cannot log in	8.1.3 — Changing your password; use the forgotten password reset flow at cloud.spectrebowl.com
Billing question	8.2.1 — Subscription plans; 8.2.3 — Updating billing information
Plugin not working as expected	Confirm the plugin is active in Settings; check the relevant plugin section in Book 07 or 08

Issue type	Check this first
Settings not saving	Check internet connectivity; confirm the Save button was clicked; attempt on a different browser

☐ Language Support

Spectre Cloud's interface is available in English, French, and Spanish. Support correspondence is available in English. For shops operating primarily in French or Spanish, the support team will make reasonable efforts to assist — confirm the preferred language at the start of the support request.

△ **Verify with Spectre team:** Confirm the languages in which support is available and whether French and Spanish are formally supported or handled on a best-efforts basis.

☐ Providing Feedback on Spectre Cloud

Beyond issue reporting, the Spectre team actively welcomes product feedback from pro shop operators — feature requests, workflow suggestions, and observations about how the app could better serve real shop operations. Feedback from working operators is one of the primary inputs into the Spectre Cloud development roadmap.

- ☐ **Feature requests** — describe the workflow or capability you would find useful and why. Specific, workflow-grounded requests are more actionable than general suggestions.
- ☐ **Bug reports** — use the same support channel as for issue resolution. Include reproducible steps and technical details as described above.
- ☐ **Referral programme feedback** — if a referred shop has not been credited or a referral code issue has occurred, include the relevant account details in the support request. See section 8.1.5.
- ☐ **Wiki feedback** — if this wiki contains an error, an outdated page, or is missing guidance you needed, report it through the support channel. The wiki is maintained alongside the app and corrections are welcomed.

☐ Support for Multi-Location and High-Volume Shops

Shops operating multiple locations or serving very high bowler volumes may have support needs that differ from a standard single-location operation — configuration questions that span multiple devices, account structure decisions that affect all locations, or data management questions at scale. When contacting support for multi-location or high-volume issues:

- ☐ Identify the issue as multi-location or high-volume at the start of the request — this helps the team route it to the right person.
- ☐ Include the number of locations and approximate bowler record count if the issue involves account structure or data management.
- ☐ For account configuration questions at scale, request a direct conversation with the Spectre team rather than resolving through written support only — some multi-location configuration decisions benefit from a direct discussion.

Related Sections

- 9.4.1 — Accessing in-app tutorial videos
- 9.2.1 — Why is my oval cut showing unexpected values
- 9.2.2 — My drill press reads pitches opposite — what setting do I change
- 8.1.2 — Changing your email address
- 8.1.3 — Changing your password
- 8.2.1 — Subscription plans — what is included and how to change

☐ **Tip:** When you contact support, send everything in one message rather than starting with a brief description and waiting to be asked for details. A complete first message — pro shop name, email, device, browser, what you were doing, what happened, and a screenshot if available — is resolved in one or two exchanges. An incomplete first message starts a back-and-forth that doubles the time to resolution. The support team appreciates the detail and your issue gets fixed faster.

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