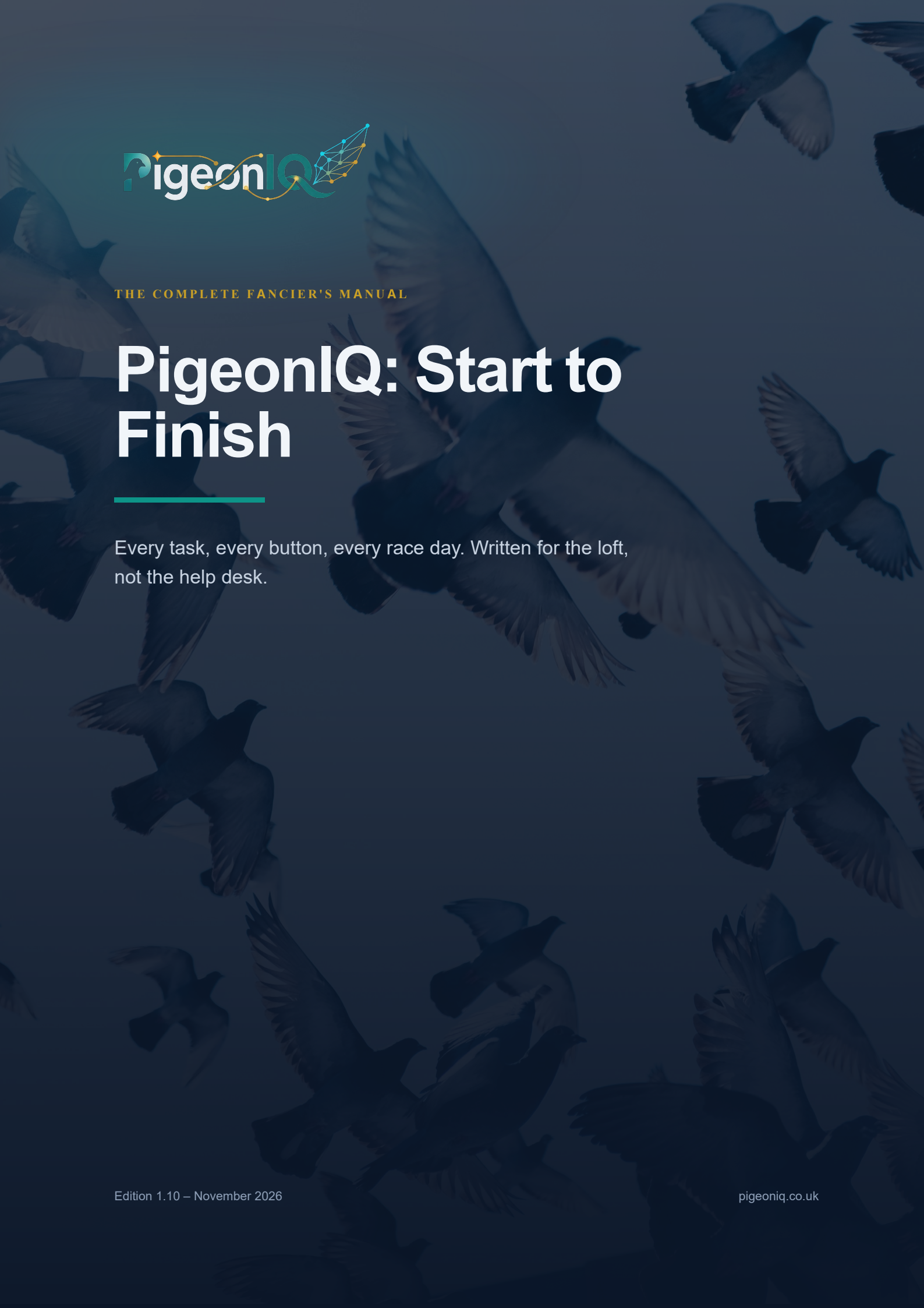


THE COMPLETE FANCIER'S MANUAL

PigeonIQ: Start to Finish

Every task, every button, every race day. Written for the loft, not the help desk.

Edition 1.10 – November 2026

pigeoniq.co.uk

Contents

The book is ordered by the job you are doing. Start at the beginning, look it up, or grab a quick card.

Page numbers are generated from the final layout. The Club Handbook is a separate PDF, noted at the back.

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EDITION 1.10

What changed in this edition

Edition 1.8 adds the staff launch control for the regional agent programme. Readiness, signed documents, per-territory go-live and the global commission pause are now managed in one admin screen.

What is new

- The staff admin now has a **Launch** tab for the agent programme: programme readiness, signed documents, per-territory go-live and a global commission pause.
- Commission is controlled in the admin panel, not an environment flag. **Pause all** is the audited emergency stop.
- Every launch change records the actor, reason and before/after state in the launch audit.
- A territory can go live only when the current agent has a signed agreement and DPA, verified multi-factor authentication and a commission start date.
- The member-facing agent network, portal and commission rules are unchanged.

How updates work

This PDF is versioned with the app. The cover, every footer and the download page carry the same edition number and date.

The in-app help at `/help` is the live source. This book is the stable reference you can keep beside the loft computer.

> **CHECK THE EDITION**
> If a label in the app does not match this book, the app is newer. Use the label on screen. Tell support so the next edition can catch up.

> **THE MANUAL SHIPS WITH THE APP**
> Any change that alters a screen, label, limit, price, role or result must be added to this manual before that release ships. The edition number and date then move on the cover, every footer and the download page. If the app and this book disagree, the app is newer. That is how the book stays trustworthy.

What this book covers

CORE
21 chapters
Sign-up, loft, pedigrees, racing, community, analytics and account.

CLUB
7 chapters
Setup, members, schedule, distances, results and race day.

REFERENCE
Look it up
Glossary, status dictionary, formulas, limitations and task index.

CARDS
6 quick cards
Printable steps for the jobs done under pressure.

Edition 1.10 – November 2026 · Written for PigeonIQ on the web. Mobile layouts follow the same labels unless a chapter says otherwise.

BEFORE YOU START

Read this first

This manual is written for the loft, not the help desk. It shows the screen you are on, the control in front of you, and what happens next.

Three ways in

Start to finish

Parts 1 to 3 take a new fancier from sign-up to a published race result.

Look it up

The task index at the back answers “I want to…” in one line, with a page number.

Grab the card

Six printable cards cover the jobs done under pressure, including race day and result upload.

Every chapter has the same shape

You are here because…
One sentence that tells you whether this is the right chapter.

Before you start
The ring, the paper, the permission or the setting you need first.

Step by step
Numbered actions with the exact labels from the app.

What you should see
The expected result, including the empty state.

If it goes wrong
The failures that actually happen, with a fix for each.

Where to go next
Cross-references, so you never have to guess which chapter owns the next step.

LABELS AND SCREENSHOTS

Button and field names are copied from the app and shown in **this style**. Screenshots come from the working app, with the sample-data banner visible. Nothing is mocked up.

CURRENT BEHAVIOUR

PigeonIQ changes often. Where this book says a feature is partial, missing or surprising, that is the behaviour at the time of writing. The workaround is always on the same page.

If you only read one page, read the map on the next page. It tells you which of the seven pillars owns the job you are trying to do.

THE MAP

The map of PigeonIQ

Seven pillars. Six parts in this manual. The map is the bridge between the two.

01
Home
Your dashboard: loft count, next race, alerts, clubs and news.

Most people come here to see what needs attention.

02
My Loft
Birds, pedigrees, daily care, clockings, health and breeding pairs.

Most people come here to add or open a bird.

03
Racing
Live races, results, speed and weather tools, predators, Ace Awards.

Most people come here to follow a race or read a result.

04
Community
The Wall, questions, messages, alerts and invitations.

Most people come here to post, ask or reply.

05
Clubs
Join a club, open its page, or manage it as a secretary.

Club officials come here to run the season.

06
Discover
The global bird database, search, leaderboards and the knowledge library.

Most people come here to look up a ring or a bloodline.

07
Admin
Platform staff only. Not part of the fancier manual.

If you can see it, you already know why.

TIP
Use the map backwards
When you are lost in the app, name the job. The map tells you which pillar owns it, and the task index tells you which page.

THE ONE REDIRECT THAT MATTERS

`/live-races` opens Race Control, which is a controller-only tool. If you are a fancier waiting for birds, use **Racing** → **Races**. That is where the live ticker lives.

FIND YOUR PAGE

Which chapter do I need?

Start with the job, not the menu.

I have just signed up	Chapter 1, Your first hour
I need to set my loft location	Chapter 2, Your profile and loft location
I need to join a club	Chapter 3, Find and join your club
I need to choose Free or Pro	Chapter 4, Choose Free or Pro
I need to add a bird	Chapter 5, Add your first bird
I need to find a bird in my loft	Chapter 6, My Loft and a bird's profile
I have a paper pedigree	Chapter 7, Pedigrees: scan, review, build, export
I need to log feed, training or clockings	Chapter 8, Daily care and clocking import
I need to record health or a breeding pair	Chapter 9, Health, breeding and removing a bird
It is race day and I am waiting for birds	Chapter 10, The racing hub · Quick card 3
I need to read a result sheet	Chapter 11, Reading a result sheet
I need to upload a result sheet	Chapter 12, Uploading a result sheet · Quick card 5
I need a speed or weather estimate	Chapter 13, My Races, speed, weather and predators
I need to understand Ace Awards	Chapter 14, Ace Awards
I want to post, ask or message	Chapters 15 and 16
I want to look up a ring or bloodline	Chapter 17, Search, bird database and leaderboards
I want to understand the agent network or apply	Chapter 18, Knowledge, invite, referrals and the agent network
I want to understand my loft's performance	Chapter 19, Analytics that works today
I need to cancel, resume or change plan	Chapter 20, Billing, plans and limits
Something is not working	Chapter 21, Account, privacy and help
I run a club	Club Handbook. Start with its Chapter 1.

If you run a club, put this book down and open the separate **Club Handbook**. It covers setup, members, race points, distances, results and race day in the order a secretary does them.

THE FIRST HOUR

The 60-minute setup

You do not need to learn the whole app before you start. Do these eight things in order. Most fanciers finish in under an hour.

- [ ] **Create your account** — 5 min
  Use the email you check. Confirm the link before you sign in.
- [ ] **Complete your profile** — 10 min
  Name, town, photo. Use your real name if you want results linked to you.
- [ ] **Drop your loft pin** — 5 min
  Put it on the loft, not the house. Distances start here.
- [ ] **Add your racing details** — 5 min
  Union number, club number, timing system, PMV date. You can skip this and come back.
- [ ] **Find your club** — 5 min
  Send a join request. The secretary has to approve it.
- [ ] **Add your first bird** — 5 min
  Ring, sex, colour, group. A photo is optional.
- [ ] **Check your plan** — 3 min
  Free is usable. Pro removes the bird cap and opens pedigrees, analytics and result upload.
- [ ] **Bookmark three pages** — 2 min
  My Loft, Racing and Billing. Those are the three you will use most.

IF YOU GET STUCK

Finish the step you are on. Leave the rest. A half-finished profile is better than an abandoned sign-up. You can return to every field later.

CURRENT BEHAVIOUR

The “Try Pro free for 7 days” button on the onboarding finish screen does not create a trial. Start the trial from **Billing** after onboarding.

PLAIN ENGLISH

Words you'll see

The app uses fancier language and software language. These are the twenty terms that cause the most confusion.

Loft. Your account's home for birds. Not the physical building, though the pin is on the building.

Bird group. Stock, Old Birds, Young Birds or One Loft Team. It decides which tab a bird sits under.

Ring. The full ring number, including the country or union prefix. `GB24N19456`, not `19456`.

Pending. A bird whose ring has not been verified. It still works.

Reference-only. An ancestor with no official ring. It can sit in a pedigree, but it cannot be raced.

Clocking. A recorded arrival time. It can be typed, imported from an ETS sheet, or read from a result.

ETS. Electronic timing system. Benzing, Bricon and Unikon are the common ones.

Liberation. The moment the birds are released. The app stores it as **Released**.

Velocity. Speed in yards per minute (ypm). Higher is faster.

Race score. The Race Control weather and route risk score. It is not a bird's race result.

Ace Awards. Season-long consistency ranking. It is not the same as a single race win.

Coefficient. Position divided by birds sent, multiplied by 100. Lower is better.

COI. Coefficient of inbreeding. A rough measure of how closely two birds are related.

Club. The local organisation. A federation or combine is a parent organisation above it.

Secretary. The club role with full workspace access. The app calls the role `org_admin` in places.

Race Controller. The role that can open Race Control and release birds.

Claim. Adding a bird from a published result to your own loft.

Alias. Another name you race under, so results can find you.

Wall. The social feed. It has Fancier Chat, Club Room and Race Results modes.

Sample data. Fictional clubs, birds and results used in this book. The DEMO banner is always visible.

> **ONE RULE FOR LABELS**
> If this book puts a label in a tinted box, that is the exact words on the button, tab or field. If your screen says something different, the app has moved on. Trust the screen.

Three pairs that are not the same

Loft vs club	The loft is your birds. The club is the organisation you join.
Race vs result	Race Control runs the day. Club Results publishes the table afterwards.
Claim vs add	Claim copies a bird from a published result. Add creates a new bird.

HOW TO READ THIS BOOK

Conventions

Six conventions do most of the work. Learn them once and every chapter reads faster.

Sidebar means the left-hand navigation on desktop and the menu on a phone. **Select** means click with a mouse or tap with a finger. When a step says **Clubs → Find a club**, start in the sidebar and follow the labels in order.

Exact labels

Controls appear as **Save Profile**. The tinted box is the label, not a description.

Role badges

EVERYONE PRO SECRETARY show who can use the screen.

What you should see

A teal box shows the expected result. If your screen does not match, go to “If it goes wrong”.

Current behaviour

An amber box marks a partial feature, a missing feature, or a surprise. It is not an error in the book.

Danger

A red box marks an action you cannot undo, such as releasing birds or deleting a result.

Where to go next

The line at the end of each chapter names the next chapter and any quick card.

Screenshots

Screenshots show the desktop app at 1440 pixels wide. Mobile uses the same labels, but the layout stacks. A figure caption names the screen and the figure number. Callouts on the image are described in the text, so the book still works if the image is printed in greyscale.

Roles and plans

Most chapters are for everyone. Pro chapters are marked. Club chapters are in the separate **Club Handbook**. Platform Admin is not covered in either book.

> **TWO ACTIONS YOU CANNOT UNDO**
>
> **Release Birds** notifies every member and posts to the Wall. **Delete** on a result removes the leaderboard and its linked data. Both are covered where they appear.

PigeonIQ is a web app. The screenshots use the desktop layout at 1440 × 900. The same account works on a phone.

PART 1

Start here

The account, the profile, the club and the plan. Get these right and the rest of the app behaves.

1 Your first hour
2 Your profile and loft location
3 Find and join your club
4 Choose Free or Pro

CHAPTER 1

Your first hour

You are here because you have just signed up, or because you cannot get past the sign-in screen.

EVERYONE

BEFORE YOU START

Have the email address you check most days. If you already race, have your union or club number nearby. You can skip the racing details and add them later.

PigeonIQ has one account for the loft, the club and the race-day tools. The first hour is about getting the account open and the profile complete enough to be useful.

Create the account

1. **Open the sign-in screen**
   Go to `pigeoniq.co.uk` and select **Sign In**. On a phone, the same screen is under the menu.

2. **Select Create Account**
   Enter your email address, a password of at least six characters, and your full name.

3. **Confirm the email**
   Open the message from PigeonIQ and select the confirmation link. If it does not arrive, check spam, then use **Resend confirmation email** on the sign-in screen.

4. **Sign in**
   Enter the same email and password. **Remember me** keeps you signed in for a year on that device. Do not use it on a shared computer.

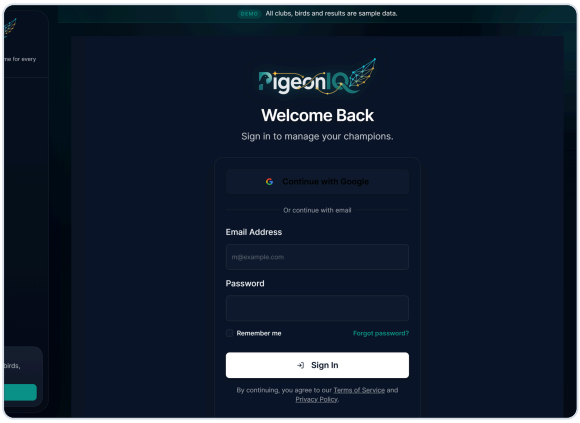


Figure 1.1 The sign-in screen. The same form switches to Create Account and Reset your password.

Forgot your password

Select **Forgot password?**, enter your email, and open the reset link. The link takes you to `/reset-password`, where you choose a new password. If the link has expired, request a new one. The app does not show a password reset form for an expired link.

CURRENT BEHAVIOUR

There is no password change inside the account settings. The only way to change a password is the forgot-password flow. Email changes are handled by support, not by the profile page.

The four-step setup

After the first sign-in, the app opens a four-step setup. You can leave and return to any step.

01
Your Profile
Name, country, home address, town, postcode or Eircode, photo and loft coordinates. The loft pin matters for race distances.

02
Racing Details
Official racing name, union number, federation number and CPH. Optional, but needed for official results.

03
Clubs
Open **Clubs** in the sidebar. Use **Find a club** to search by name or town, then send a join request. The secretary approves it.

04
Your Pro Trial
A finish screen. It does not start a trial. Start the trial from Billing if you want it.

SKIP WHAT YOU DO NOT KNOW

You can skip racing details and clubs. The app will keep asking for a loft pin until you add one, use official coordinates, or choose the breeder-only skip. The breeder skip is for fanciers who do not race.

WHAT YOU SHOULD SEE

After the setup, **Home** opens with your name and a loft count of 0. If you added a club, it appears under **Your clubs**. If you skipped the loft pin, a banner asks for it.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The confirmation email never arrives	Wait five minutes, check spam, then select **Resend confirmation email**. If you used a work email, ask your administrator to allow PigeonIQ.
“Password must be at least 6 characters”	Use six or more characters. The app does not require a number or symbol, but a longer password is safer.
The reset link says it has expired	Request a new link from **Forgot password?**. Open the newest message, not an older one.
The setup asks for a loft pin and will not continue	Drop the pin on the map, paste decimal coordinates, or choose the breeder-only skip. Official coordinates also count.
You signed in with Google and now have two accounts	Use one method from now on. Support can merge accounts, but the app cannot do it. Do not create a third account.

Where to go next: Chapter 2, Your profile and loft location · Chapter 3, Find and join your club · Chapter 4, Choose Free or Pro.

CHAPTER 2

Your profile and loft location

You are here because other fanciers need to recognise you, or because race distances are being calculated from the wrong place.

EVERYONE

BEFORE YOU START

Know your loft's location. A postcode is not enough for accurate race distances. If you have official union coordinates, use those. If not, drop the pin on the loft itself. Have your postcode or Eircode nearby as well; the profile asks for it. Open the profile from the account card at the bottom of the sidebar.

The profile does two jobs. It is your public identity, and it is the source of the coordinates used by results, velocity tools and weather planning.

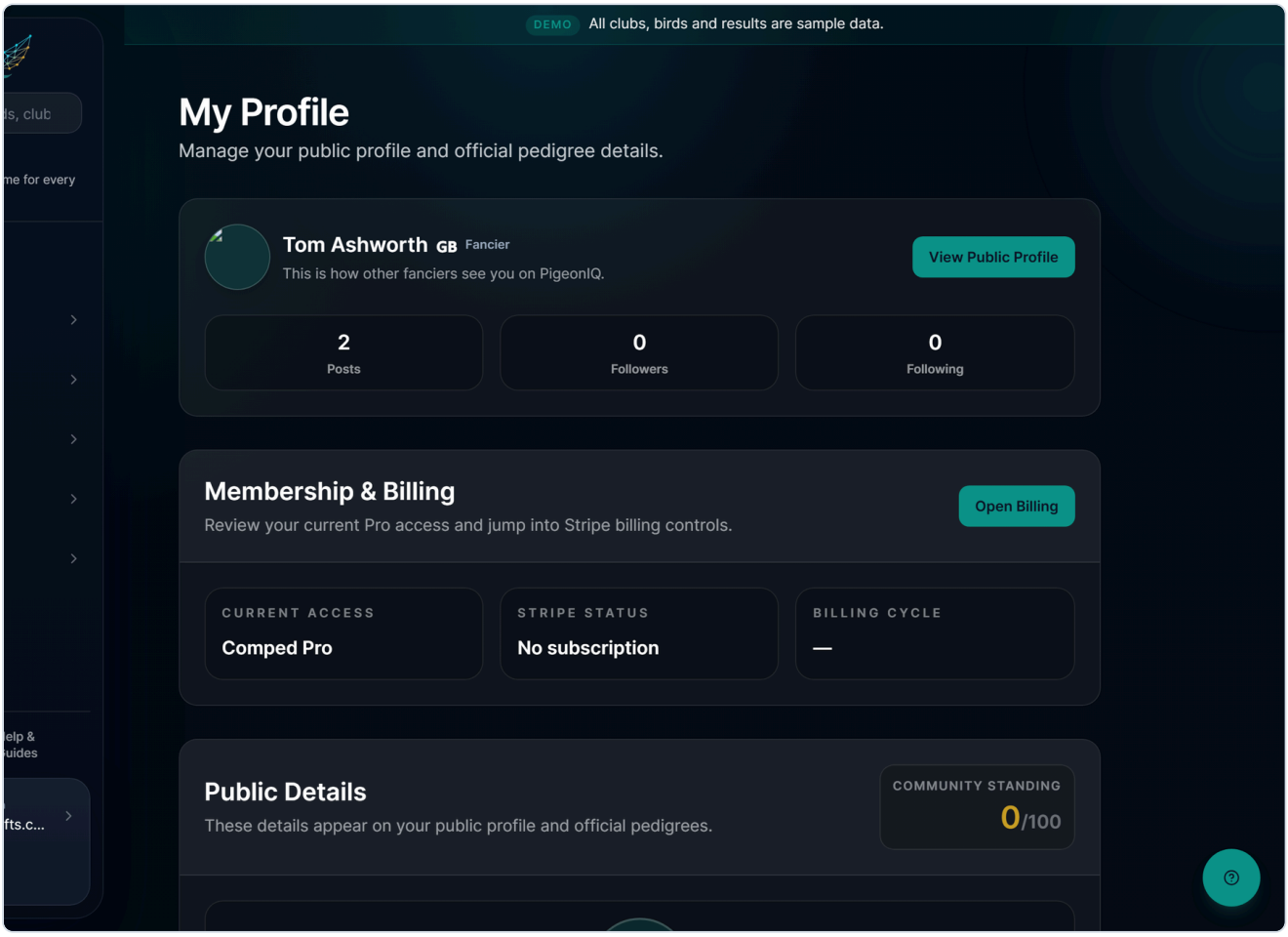


Figure 2.1 The profile is one long page, not a set of tabs. Save at the bottom after editing.

Public identity

These fields appear on your public profile and beside your posts. Fill them in if you want other fanciers to find you.

Owner name	The name other fanciers see. Use the name you race under.
Loft name	Your loft or partnership name. This is the name that appears in result lists when it matches.
Country	Used for union labels and country filters.
Racing Specialty	Optional. Sprint, middle, long distance or all round.
Year Started Racing	Optional. Shows on the public profile.
Fancier Biography	A short description. The app can draft one from public information, but you should read it before saving.

Official racing details

These fields connect you to official results. They are optional, but a result cannot be linked to you if the name and union number do not match.

- **Official Racing Name**: the name on the union record.
- **Union / Club Membership Number**: the label changes by country. In Great Britain it is the RPRA number.
- **Federation Number**: if your club is part of a federation.
- **CPH Number**: Great Britain only, and only if required.
- **Electronic Timing System**: Benzing, Bricon, Unikon or another system.
- **Last PMV Vaccination Date**: the date on your record.

Home address versus loft location

The home address is your contact address. The loft location is the point used for race distances. They are not always the same. If your loft is at the end of a field, the pin belongs on the loft, not the house.

Three ways to set the pin

1. **Drop the pin**
   Scroll to the loft map, zoom in, and drag the pin onto the loft building.

2. **Paste decimal coordinates**
   Select **Use decimal instead** and paste latitude and longitude. Fastest if your union publishes them.

3. **Use DMS boxes**
   Select **Use DMS boxes instead** for degrees, minutes and seconds. The app checks country bounds.

> **OFFICIAL COORDINATES WIN**
> If official coordinates are present, they override the map pin everywhere. If you move the pin and the distance does not change, check the official coordinates field first.

Postcode and your regional agent

The profile asks for your postcode, or your Eircode in the Republic of Ireland. It is required for addresses in Great Britain and the Republic of Ireland. For any other country, the field is optional and the page says the country is outside the current agent network.

> **WHY WE ASK**
> Used to connect you with the PigeonIQ agent for your area. It is not used for race distances; your loft pin or official coordinates are.

Save the profile and the app shows the territory your postcode falls in. A postcode area is the leading one or two letters of a UK postcode, such as `SW` or `BB`. PigeonIQ uses postcode areas, not towns or council boundaries. The postcode is not shown on your public profile.

What the agent status means

No postcode yet	A banner on Profile and Billing asks you to add one. It does not block the app or a subscription.
No agent yet	The page names your territory and says PigeonIQ does not have an agent there yet. Your subscription is billed directly by PigeonIQ.
Agent in place	The page names the territory and says your area is covered by its agent. The agent's trading name appears only if they chose to show it.
Outside the network	Your area is outside the current PigeonIQ agent network. Your subscription is billed directly by PigeonIQ. This includes the Crown Dependencies and addresses outside the UK and the Republic of Ireland.

If you subscribed before an agent was appointed for your area, and one is appointed later, the page says: “A local agent now covers your area. Your existing subscription is unchanged.” The plan, price and renewal date do not change.

You can change your postcode later on the profile. The change affects future agent commission. It does not change the agent credited for an existing subscription.

Photo, logo and contact

The profile photo is your public face. The loft logo appears on pedigree exports and some club pages. Both are optional. Contact email and phone are for club officials, not for public display.

Community Standing

Community Standing is based on activity and reputation. It is not a racing score. It can change when you post, answer, or receive endorsements. The number is visible on your profile and on the fanciers directory.

Notifications, email and display

- **Push notifications**: the toggle on the profile controls browser push. Your browser must also allow notifications.
- **Email Preferences**: five categories, saved as you change them. Weekly digest, messages and mentions, club announcements, race results and liberation, loft reminders.
- **Language**: English, Dutch, French, German, Polish, Spanish or Italian.
- **Display**: `Turn on light background` switches the app theme. The manual uses the dark screenshots because that is the default.

> **CURRENT BEHAVIOUR**
> The profile is one long page even though the loading skeleton shows tabs. “AI: Write Bio from Google” can fill an empty biography when you save. Read the text before you publish it. There is no account deletion, email change or data export on this page.

> **WHAT YOU SHOULD SEE**
> After `Save Profile`, the public preview at the top updates. The loft pin stays where you put it. If you added official coordinates, the map may snap to them instead.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
“Please enter a valid name”	Use two to eighty characters with at least two letters. Remove digits, URLs and single initials.
The photo will not upload	Use JPG, PNG or HEIC under 5 MB. HEIC is converted automatically. If it still fails, save the profile and try a smaller image.
The pin is in the wrong place	Zoom in before dropping it. If official coordinates are set, clear them first or ask your union to correct them.
Race distances are wrong	Check the loft pin and official coordinates. A pin on the town centre can move a distance by several miles.
The postcode is rejected	Use a full UK postcode such as `BB1 1AA`, or an Eircode such as `D02 X285`. The app checks the shape before it saves.
The page says your area is outside the network	That is correct for the Crown Dependencies and addresses outside the UK and the Republic of Ireland. You can still use the app; PigeonIQ bills you directly.
An agent was appointed but the page still says there is none	Refresh the page. If it does not change, contact support with your postcode area.
Your name does not appear on results	Add the exact racing name and union number. Then add that name as an alias in **My Races**.

Where to go next: Chapter 3, Find and join your club · Chapter 5, Add your first bird · Chapter 20, Billing, plans and limits.

CHAPTER 3

Find and join your club

You are here because you need a club to race with, or because your club is missing from the directory.

EVERYONE

BEFORE YOU START

Know the club's exact name and, if possible, its town or federation. A join request goes to the club secretary, so a clear name helps them recognise you.

A club is the local organisation that runs races. A federation or combine sits above it. PigeonIQ uses the same organisation records for all three, so the join flow is the same.

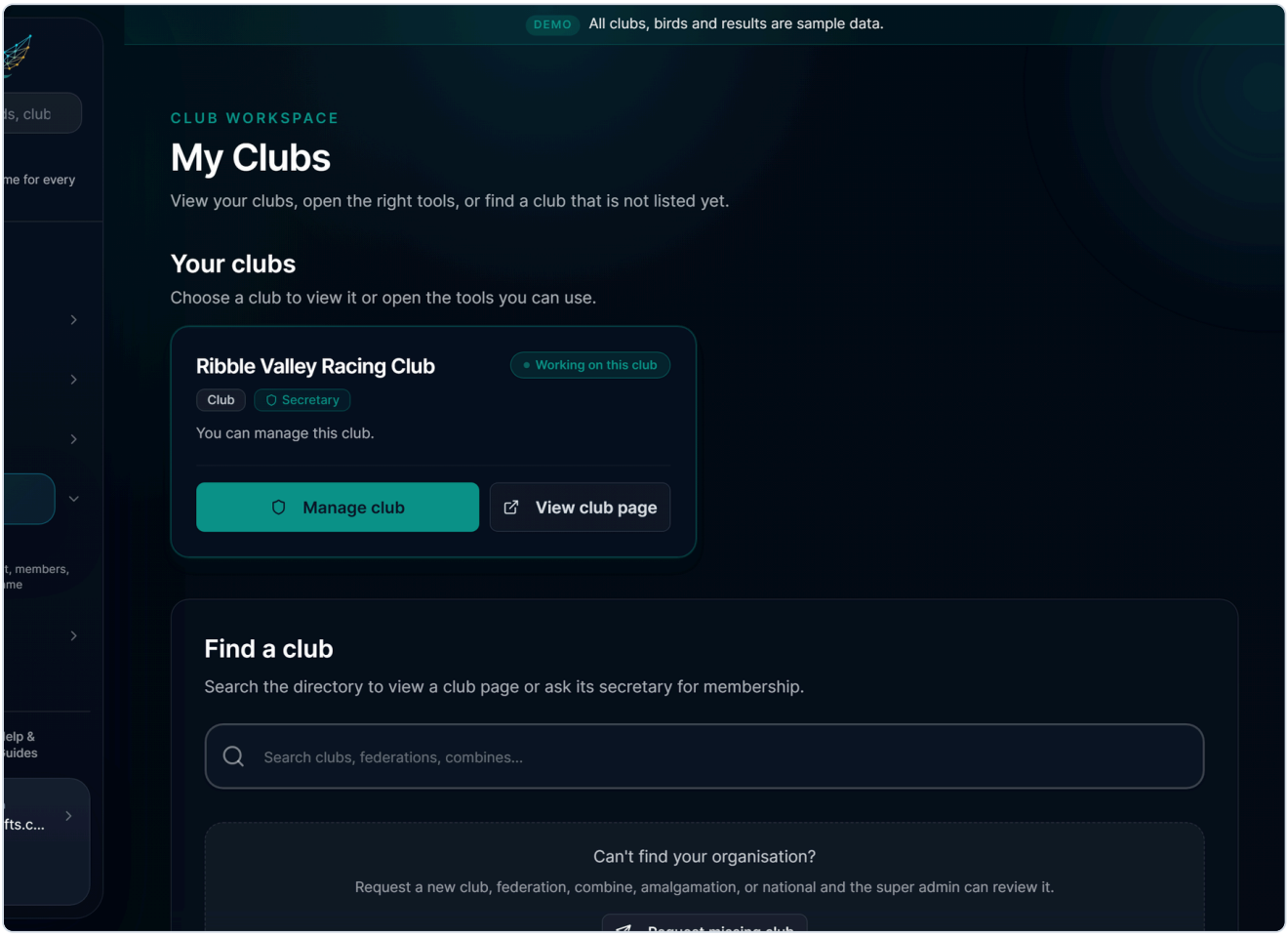


Figure 3.1 My Clubs. The role badge tells you what you can do. A member sees the club page; a secretary sees Manage club.

Find the club

1. **Open Clubs**
   In the left side navigation, select **Clubs**. The page opens on **My Clubs**, with **Find a club** below your club cards.

2. **Use the Find a club search box**
   Select the box that says **Search clubs, federations, combines...** and type at least three characters. The app returns up to ten matches. Try the town if the club name is common.

3. **Open the club page**
   Check the organisation type, location and member count. The public page shows news, results, documents and gallery.

4. **Select Ask to join this club**
   If you are signed out, the button reads **Sign in to ask to join**; sign in first. Then add a short note if the secretary may not know your name and send the request.

After you send the request

The club appears under **Your clubs** with a pending state. The secretary approves or rejects it from the club workspace. You do not need to send a second request.

Once approved, the club page shows your member badge and the club's news and results. Your active club is used for race schedules and standings.

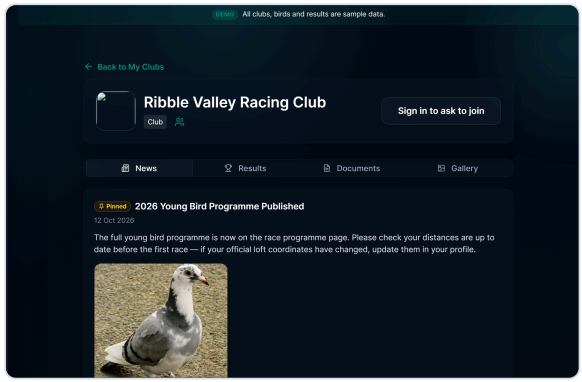


Figure 3.2 A signed-out public club page: the header button says **Sign in to ask to join**. Once signed in it reads **Ask to join this club**. The tabs hold the public record.

> **WHAT YOU SHOULD SEE**
> The club card changes from pending to member. If the club has a race schedule, the next race can appear on your Home dashboard.

If your club is missing

Below the **Find a club** search box, select **Request Missing Organisation**. Provide the organisation name, type, geography, parent organisation, a contact name and email, and a website or evidence link. If you are the person setting it up, tick the initial-admin box.

> **CURRENT BEHAVIOUR**
> There is no “club owner” role. The closest role is Secretary, which is stored as `org_admin`. A secretary can claim a club, manage members and publish results. A Race Controller can run race day but cannot manage the club.

Claim a club or apply to run race days

If your club is already on PigeonIQ but nobody manages it, the public page shows **Claim as Club Secretary**. If you only need race-day tools, use **Apply for Race Controller**. Both requests go to the platform team, not to the club.

Switch active club

If you belong to more than one club, open **Clubs** and choose the club you are working in. The active club controls which schedule and standings appear in the club workspace. It does not change your membership.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The club does not appear in search	Search by town. If it still does not appear, use **Request Missing Organisation** and add evidence.
The request stays pending	Contact the club secretary outside the app. The platform team cannot approve a club membership.
You sent a request to the wrong club	Open **More options** on the club card and cancel the request. Then search again.
You cannot see Manage club	You are a member, not a secretary. Ask the club to change your role, or apply to claim the club if it has no manager.
The club page is empty	The club has not published news, results or documents yet. The page still works; there is just nothing to show.

Where to go next: Chapter 4, Choose Free or Pro · Chapter 5, Add your first bird · Club Handbook, Chapter 3, Members, roles and approvals.

CHAPTER 4

Choose Free or Pro

You are here because you need to know what Free actually includes, or because you are about to pay for Pro.

EVERYONE

BEFORE YOU START

Decide whether you need unlimited birds, pedigree PDFs, analytics or result upload. If you only keep a few birds and read results, Free is enough.

PigeonIQ has a usable Free plan and three Pro states: trial, monthly and annual. The app does not hide the limits. This chapter puts them in one place.

The honest Free plan

Free is not a demo. You can keep a loft, add birds, join a club, follow races and read results. The limits are about volume and advanced tools.

- 25 birds in the loft.
- 3 pedigree scans per month.
- 6 AI research requests per month.
- 2 global searches per day.
- 3 bird-detail views per day.
- 3-generation pedigree PDF with a watermark.
- Ace Awards top three only.

The bird cap is the limit most fanciers hit first. A loft with more than 25 birds needs Pro, or a second account, which the app does not support well.

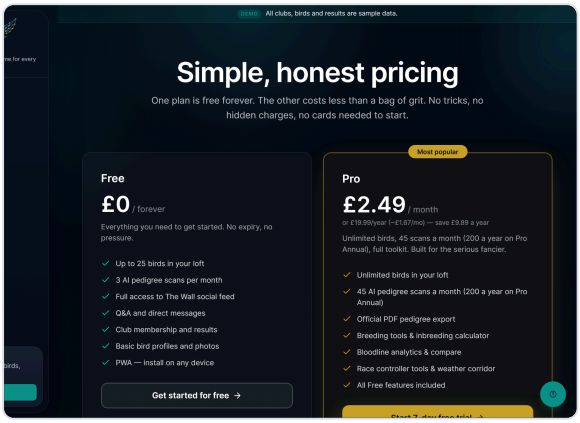


Figure 4.1 The public pricing page. The in-app Billing page shows the plan that applies to your account.

The full limits table

LIMIT	FREE	TRIAL	PRO MONTHLY	PRO ANNUAL
Birds	25	25	Unlimited	Unlimited
Pedigree OCR	3/month	6/month	45/month	200/year

AI research	6/month	10/month	25/month	60/month
AI budget	$0.80/month	$1.50/month	$3.00/month	$30/year
Global searches	2/day	2/day	No cap	No cap
Bird detail views	3/day	3/day	No cap	No cap
Pedigree PDF	3 gens, watermark	3 gens, watermark	Full 6 gens	Full 6 gens
Ace Awards	Top 3	Top 3	Full	Full

Start a trial

The trial is seven days. A creator promo can make it thirty days. Trials do not count as paid conversions for the invite programme.

1. **Open Billing**
   Open **Billing** from the account area, or go to `/billing`.

2. **Choose annual or monthly**
   Start 7-Day Trial — Annual or **Start 7-Day Trial — Monthly**. Annual is £19.99 a year; monthly is £2.49 a month.

3. **Add a payment method**
   Stripe handles the card. PigeonIQ does not store card details.

4. **Check the renewal date**
   The Billing page shows the trial end and the first charge. If the date is wrong, stop and fix it before the trial ends.

> **CURRENT BEHAVIOUR**
> The “Try Pro free for 7 days” button on the onboarding finish screen is a completion screen only. It does not create a trial record. Start the trial from Billing. There are no invoices or payment-method screens inside PigeonIQ; use **Open Stripe billing portal**.

> **WHAT YOU SHOULD SEE**
> After the trial starts, the sidebar shows the plan next to your name. The Billing page shows **Trial**, the end date, and the first charge. The bird cap disappears.

Cancel or resume

Cancel subscription keeps Pro until the end of the paid period. It does not refund the current period. **Resume subscription** clears the cancellation if the period has not ended. If the period has ended, start a new plan.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The trial button does nothing	You are on the onboarding finish screen. Go to **Billing** and start the trial there.
You were charged after cancelling	Check the cancellation date and the period end on Billing. A cancellation stops the next charge, not the current one.
The bird cap is still 25	Refresh Billing. If the plan shows Pro and the cap remains, sign out and back in, then contact support.
The promo code is rejected	Check the expiry and whether it is for a trial or a paid plan. Some codes only work on annual.
You cannot open the Stripe portal	Try a desktop browser, disable tracking protection for Stripe, then reopen Billing.

Where to go next: Chapter 5, Add your first bird · Chapter 20, Billing, plans and limits · Chapter 21, Account, privacy and help.

PART 2

Your loft

Birds, pedigrees, daily care, clockings, health and breeding. The records you will use every week.

5 Add your first bird
6 My Loft and a bird's profile
7 Pedigrees: scan, review, build, export
8 Daily care and clocking import
9 Health, breeding and removing a bird

CHAPTER 5

Add your first bird

You are here because your loft is empty, or because one bird is missing from it.

EVERYONE FREE + PRO

BEFORE YOU START

Have the bird's ring number, colour and group. If you have a paper pedigree, keep it flat and well lit. You do not need a photo to save the bird.

There are three ways to add a bird. Pick the one that matches what you have in front of you.

Scan a Pedigree

You have a paper pedigree. The app reads it and fills in the bird, its parents and four generations behind them.

Scan Parent Pedigrees

You have the sire's paper, the dam's paper and the young bird in front of you. The app builds the family in one pass.

Enter Details

You only have the ring and what you know. Type the basics and add the parents later.

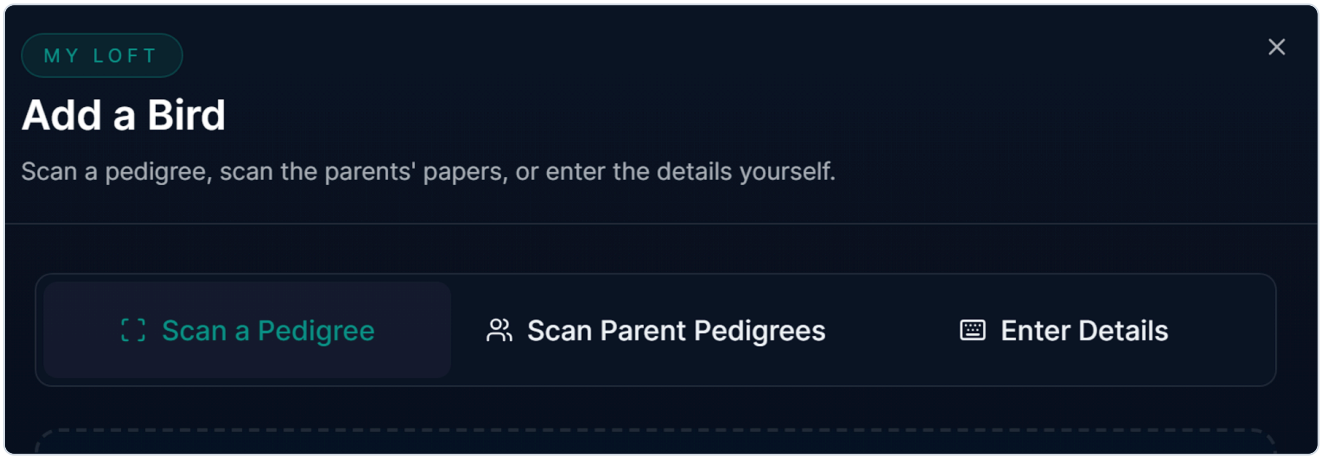


Figure 5.1 The Add a Bird panel. All three routes start here.

WHICH ROUTE SHOULD I CHOOSE?

If you have no paper pedigree, use Enter Details. You can add the sire and dam later from the bird's profile. If you have the parents' papers, Scan Parent Pedigrees saves the most typing.

Enter the details yourself

1. **Open My Loft, then Add a New Bird**
   In the side navigation, select **My Loft**, then **Add a New Bird**. The panel opens on Scan a Pedigree. Select the **Enter Details** tab.

2. **Type the ring number**
   Use the full ring, including the country or union prefix. `GB24N19456` is accepted. `19456` is not.

3. **Choose sex, colour and group**
   If you are unsure, leave sex as Unknown. Group decides which tab the bird appears under in My Loft.

4. **Add a photo, sire and dam if you have them**
   The photo is optional. Sire and dam can be added later from the bird's profile.

5. **Select Done**
   The bird appears in My Loft straight away. Its status is Pending until the ring is verified.

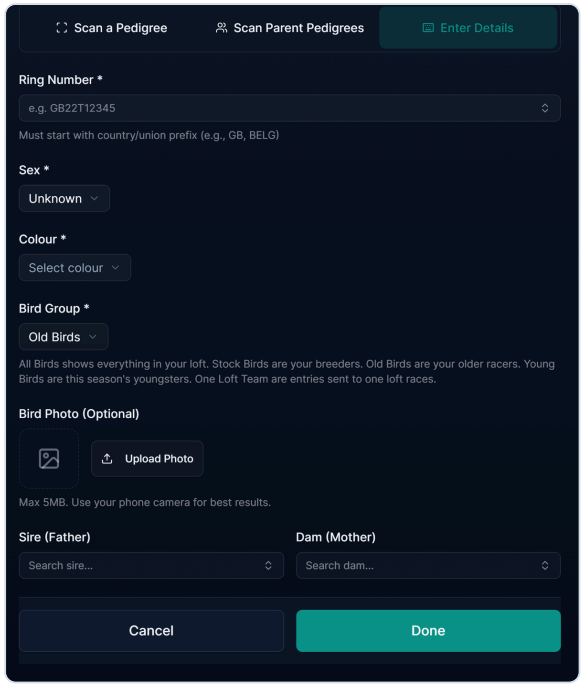


Figure 5.2 The Enter Details form. The ring number is the only field that must be exact.

> **WHAT YOU SHOULD SEE**
> The panel closes and the bird appears at the top of My Loft with a **Pending** badge. If the loft was empty, the bird count changes from 0 to 1.

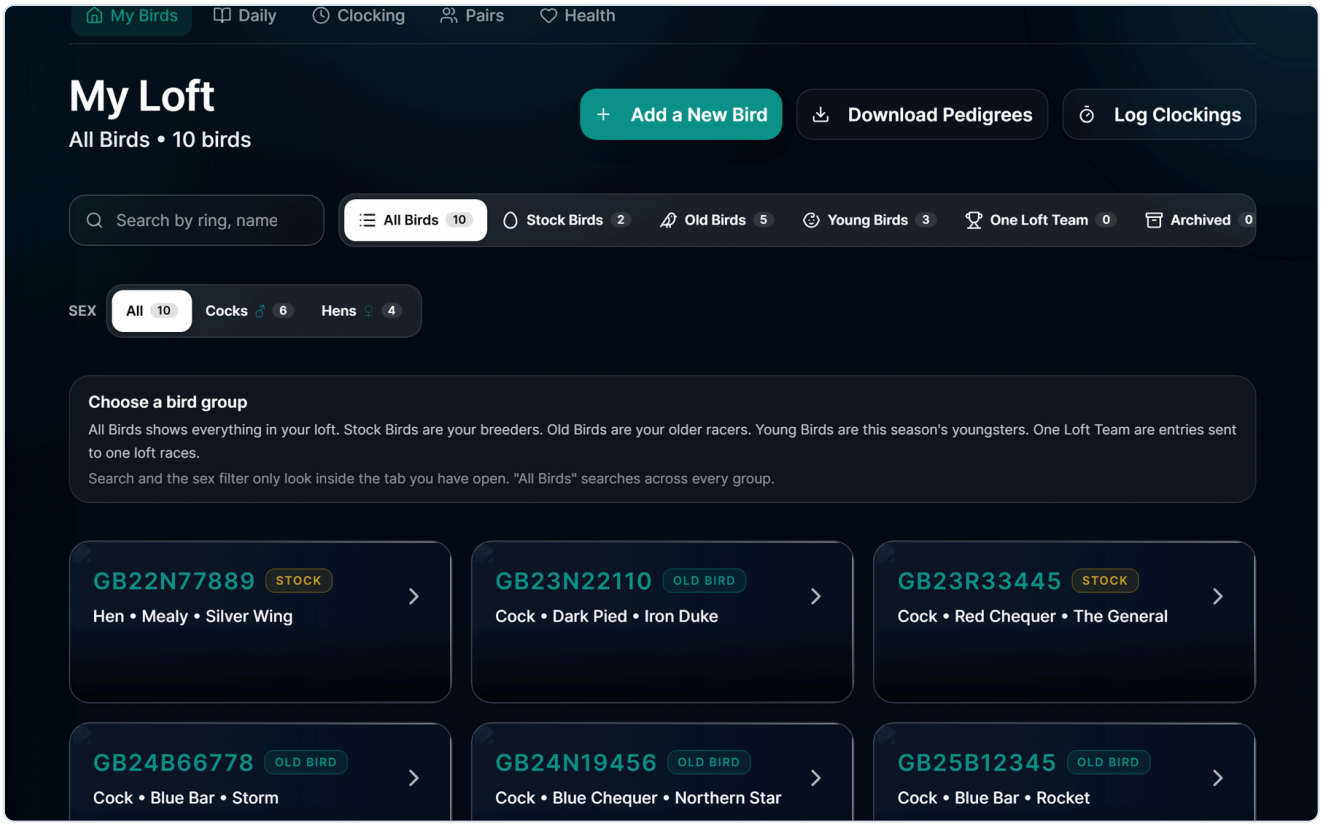


Figure 5.3 My Loft after the first bird is saved. The Pending badge clears when the ring is verified.

Scan a pedigree instead

The **Scan a Pedigree** tab reads a paper pedigree and opens a review screen with 15 ancestor slots. You check every field before saving. The full review process is in Chapter 7.

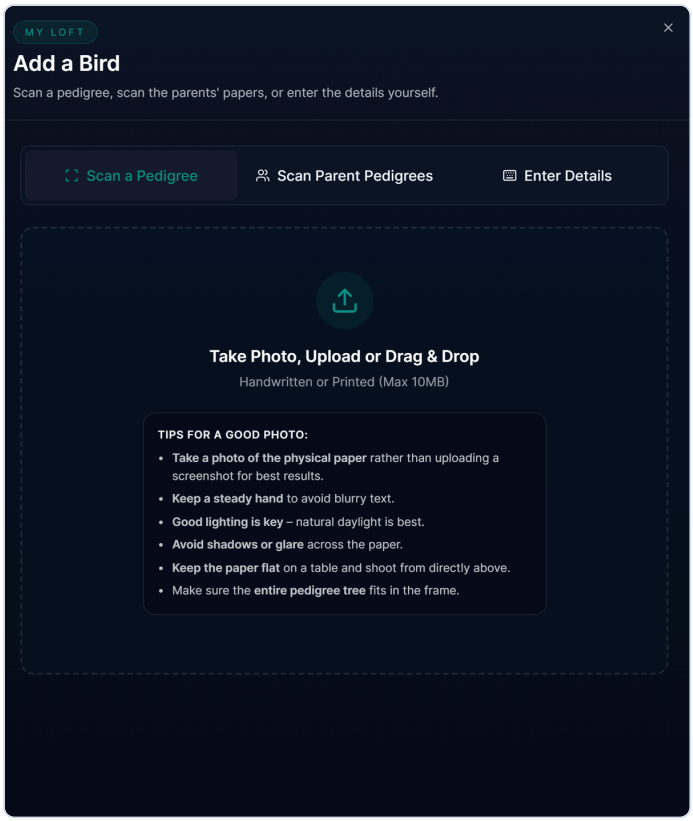


Figure 5.4 The scan route. Photograph the whole sheet, not a corner.

Use this route when

- You have the bird's own paper pedigree.
- The paper shows the sire, dam and grandparents.
- You want the family tree filled in one pass.

> **CURRENT BEHAVIOUR**
> OCR is not perfect. The review screen can contain missing rings and low-confidence fields. Treat the scan as a first draft, not a finished record.

Scan the parents' pedigrees

The **Scan Parent Pedigrees** tab asks for the sire's paper, then the dam's paper, then the young bird's details. It is the fastest route when you have both parents' papers and a new youngster to record.

The four-step flow

1. **Sire's Pedigree**: photograph or upload the sire's paper.
2. **Dam's Pedigree**: photograph or upload the dam's paper.
3. **New Bird**: ring, sex, colour, name and group.
4. **Review**: check the combined family, then save.

If the parents are already in the database, the app tries to match them. A match is a suggestion, not a guarantee. Check the ring before you accept it.

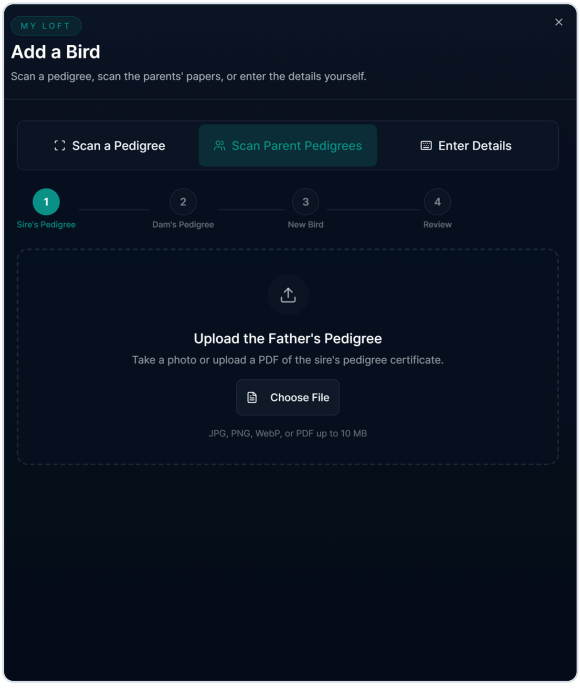


Figure 5.5 The parent-pedigree route. It builds the young bird and both parents in one pass.

Duplicates and one-loft birds

If the ring already exists in another loft, the app shows **Bird Already Registered**. Select **Yes, add to my loft** only if the bird is yours. If it is not, open the public profile and use the claim flow instead.

For a one-loft race, choose **One Loft Team** as the group. The form adds **Race / Event Name**, **Syndicate / Team Name** and **One Loft Stage**. Those fields do not appear for normal loft birds.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
"Ring must start with a letter"	Add the country or union prefix. For example, `GB24N19456`, not `24N19456`.
"Bird Already Registered"	The ring exists in another loft. Select **Yes, add to my loft** only if the bird is yours. Otherwise claim it from its public profile.
The bird is in the wrong tab	Open the bird, select **Edit Details** and change **Bird Group**. The bird moves immediately.
The photo will not upload	Use a JPG, PNG or HEIC under 5 MB. If it still fails, save the bird without a photo and add it from the profile.
You cannot add bird 26 on Free	The Free plan stops at 25 birds. Archive a bird, remove one, or move to Pro.
The scan found the wrong parent	Open the review screen, clear the parent, and use **Search Database** or **Type Manually**.

What happens after you save

The new bird appears at the top of My Loft with a Pending badge. Pending means the ring is not verified yet. It does not block you from using the bird. Open the bird to add a photo, link the sire and dam, or start a pedigree.

A GOOD BIRD RECORD

- ☐ Full ring, including the union prefix.
- ☐ Sex and bird group set.
- ☐ A clear photo, if you have one.
- ☐ Sire and dam linked, even if you add them later.
- ☐ One or two notes you will understand next season.

DO NOT CREATE A SECOND BIRD TO FIX A RING

Open the bird and use **Edit Details**. A duplicate splits the history and makes claims harder. If the ring belongs to a different loft, use the claim flow instead.

Where to go next: Chapter 6, My Loft and a bird's profile · Chapter 7, Pedigrees · Quick card 2, Add a bird or pedigree.

CHAPTER 6

My Loft and a bird's profile

You are here because you need to find a bird, change its group, or understand what the profile is telling you.

EVERYONE

BEFORE YOU START

Know the ring or name of the bird. If you are looking for an archived bird, remember that archived birds sit in their own tab.

My Loft is the list. The bird profile is the record. Most of the work happens on the profile, but the list is how you find the right bird.

The loft list

The header shows the active group and the number of birds. The search box matches ring, name or breeder. The group tabs are **All Birds**, **Stock Birds**, **Old Birds**, **Young Birds**, **One Loft Team** and **Archived**.

The sex filter sits beside the search. It has **All**, **Cocks** and **Hens**. The filter applies to the current group.

There is no sort control, list view, bulk select or pagination. If the loft is large, search is faster than scrolling.

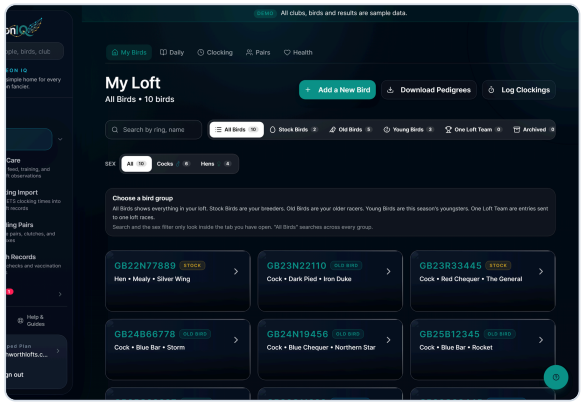


Figure 6.1 My Loft. The group tabs are the fastest way to narrow a large loft.

What each group means

Stock Birds	Breeders. Usually not raced.
Old Birds	Older racers. The default group for most adult birds.
Young Birds	Young racers. The group most clubs use for young-bird races.
One Loft Team	Birds entered in a one-loft race. The form adds event, syndicate and stage.
Archived	Birds you removed from the active loft without deleting the record.

Open a bird

Select a card to open the bird profile. The profile is one long page. The top is the identity, the middle is performance and description, the bottom is pedigree and notes, and the sidebar holds quick actions.

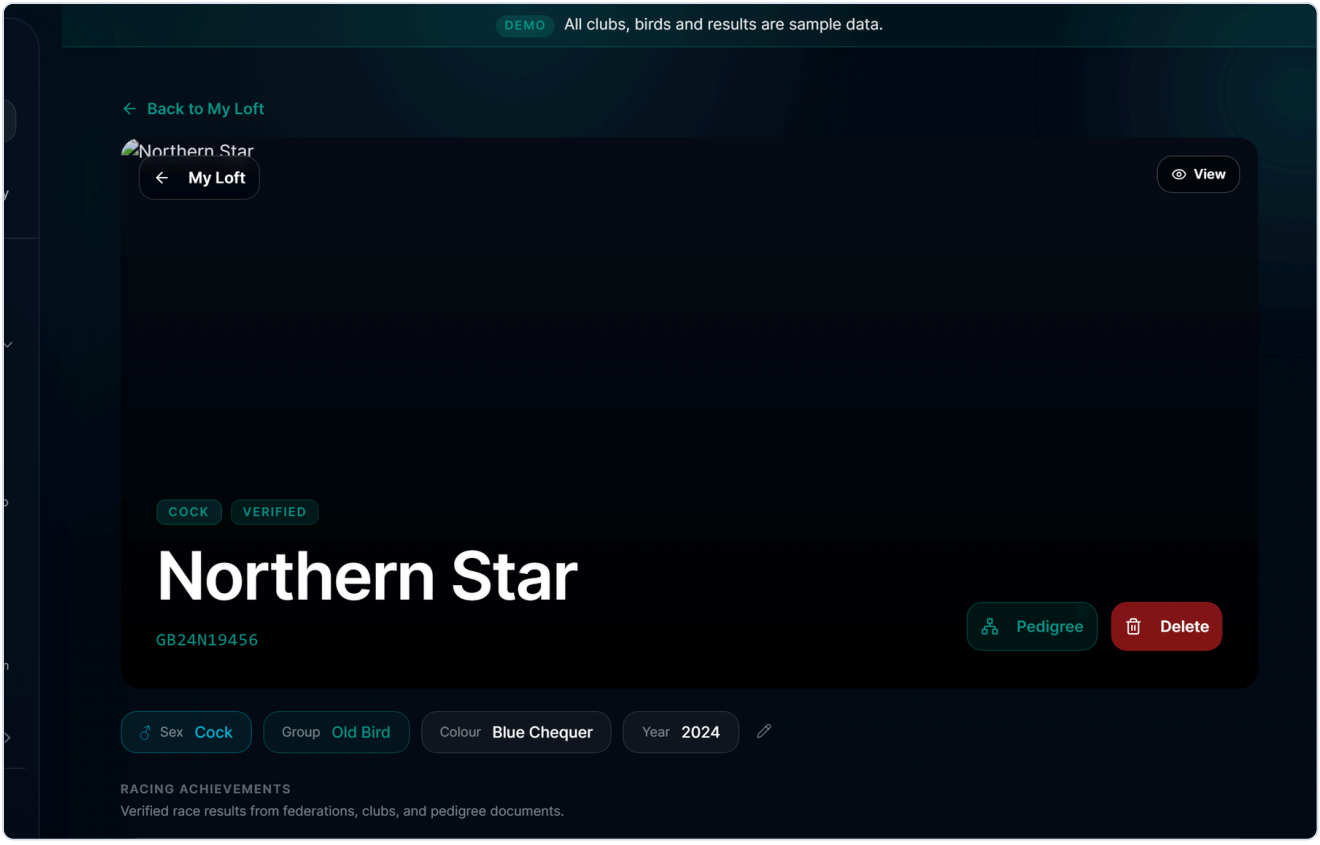


Figure 6.2 A bird profile. The sidebar quick actions mirror the most common tasks.

Identity
Ring, sex, colour, group, status, one-loft details, strain and privacy. **Edit Details** changes these.

Performance
Private clocking log, racing achievements and the community record. The clocking log is only visible to you.

Family
Sire and dam, genetic lineage preview and the pedigree viewer. Parentage is changed here, not by dragging nodes.

The clocking log

Private Clocking Log shows races clocked, first bird home, average position and average behind the winner. It is built from clockings you import or link. If the numbers are empty, the bird has no linked clockings yet.

Achievements and descriptions

Racing Achievements holds the bird's results and honours. Any signed-in user can add an achievement to a public bird, and the entry is unverified until reviewed. Treat public achievements as claims, not proof.

About this bird holds your description, an AI summary and the community record. The AI summary is generated from the record; it is not a substitute for your own notes.

Notes, media and timeline

- **Your Pedigree Notes**: private, up to 1,000 characters.
- **Loft Notes**: private, up to 2,500 characters.
- **Photos & Media**: add photos, set a hero image, or remove media.
- **Status Timeline**: health events and status changes, oldest to newest.

Remove, archive or delete

The remove dialog asks for a reason. Most reasons archive the bird. Only **Incorrect Entry** deletes the record. The reasons are Sold, Deceased, Lost in Race, Lost in Training, Escaped, Gifted, Stolen, Culled, Returned to Breeder, Transferred, Strayed, Incorrect Entry and Other.

> **ARCHIVE IS NOT DELETE**
> Archiving keeps the bird and its history. The bird moves to the Archived tab and can be restored. Deleting an incorrect entry removes it. If you are unsure, archive first.

> **CURRENT BEHAVIOUR**
> There is no bulk edit, no list view and no sort control. The profile page is one long scroll. On a phone, the sidebar quick actions move to the bottom of the page.

> **WHAT YOU SHOULD SEE**
> After **Edit Details** and save, the identity chips update and the bird may move to a different group tab. After archive, the bird leaves the active group and appears under Archived.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The bird is missing from My Loft	Check the Archived tab and the search box. It may be in a different group.
The ring is wrong	Open **Edit Details** and use the ring correction field. Do not create a second bird.
The clocking log is empty	Import clockings from **Log Clockings** or link the bird to a result. The log is not built from race entries automatically.
The pedigree is empty	Add the sire and dam. The pedigree viewer builds from those links, not from the notes.
You cannot delete the bird	Only Incorrect Entry deletes. Other reasons archive. Restore from the Archived tab if you chose the wrong reason.

CHAPTER 7

Pedigrees: scan, review, build, export

You are here because you have paper to turn into a family tree, or because an existing pedigree needs fixing.

EVERYONE PRO FOR EXPORT

BEFORE YOU START

Flatten the paper. Use daylight, avoid glare, and photograph the whole sheet. The app needs the full page, not a close-up of the bird's name.

A pedigree is only as good as the rings behind it. The app gives you three routes: scan a paper pedigree, scan both parents, or build a three-generation tree by hand.

Route 1: scan a paper pedigree

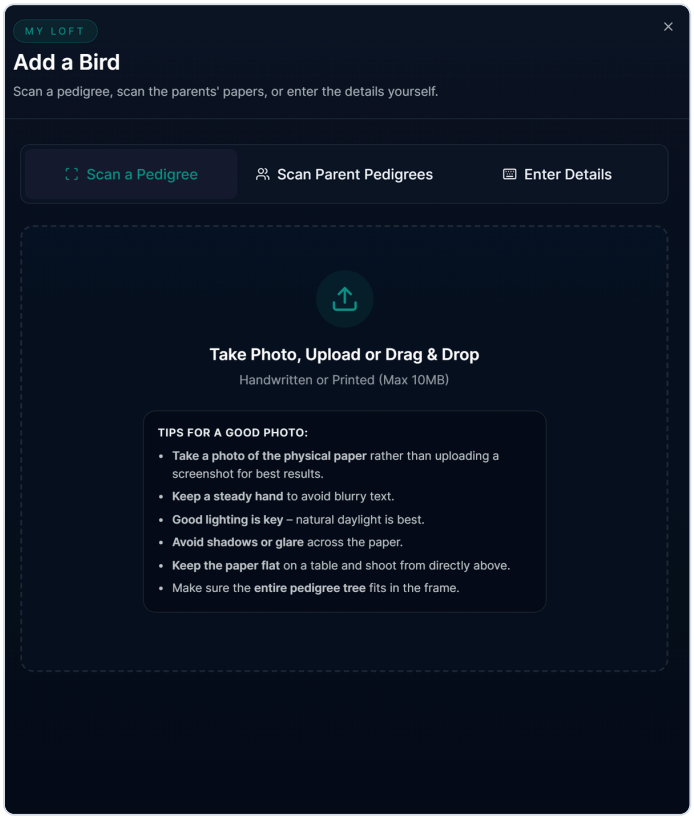


Figure 7.1 The scan dropzone. Read Document starts the OCR pass.

1. **Open** My Loft → Add a New Bird → Scan a Pedigree
   In the side navigation, select My Loft, then Add a New Bird. Select the Scan a Pedigree tab. The dropzone accepts a photo, a file or a drag and drop.
2. **Photograph the whole sheet**
   Keep the paper flat. Fill the frame. Avoid shadows from your phone.
3. **Select** Read Document
   The app reads the page and opens Review Pedigree.
4. **Check all 15 slots**
   Main bird, sire, dam, four grandparents and eight great-grandparents. Every slot needs a ring, or a reference-only mark.
5. **Save with** Looks Right - Done
   The bird and the family are created together.

What the review screen is telling you

Each ancestor card has the ring, name, breeder, sex, colour, database information, pedigree description and race results. The badges are the important part.

FROM PHOTO	The value came from the scan. Check it against the paper.
DATABASE MATCH	The app found an existing bird with the same ring. Confirm the match before you accept it.
PHOTO INFERENCE	The value was inferred, not read directly. Treat it as a guess.
NEEDS RING	The slot is incomplete. Add a ring or mark it reference-only.
REFERENCE ONLY	No official ring. The ancestor can stay in the tree but cannot be raced.

CURRENT BEHAVIOUR

The OCR pass can miss a ring, split a name across lines, or read a handwritten digit as a letter. The review screen is the source of truth, not the scan. Fix every red badge before saving.

Route 2: scan both parents

Scan Parent Pedigrees is for a young bird whose sire and dam both have paper. It walks through the sire's paper, the dam's paper, the new bird and a review. The result is a three-generation family in one pass.

BEFORE YOU SAVE A SCAN

- ☐ Every ring matches the paper, including the country or union prefix.
- ☐ Every sex and colour is correct.
- ☐ Every ancestor has a ring or a reference-only mark.
- ☐ No red **Needs ring** badge remains.
- ☐ The duplicate warning has been checked.

The review step shows the sire and dam rings in editable fields. If the scan drops a letter, correct it there before you save. Two-letter area codes such as TN must be kept in full.

WHICH ROUTE SHOULD I USE?

- One parent's paper: use Route 1, Scan a Pedigree.
- Both parents' papers: use Route 2, Scan Parent Pedigrees.
- No readable paper, or the bird is already in the loft: use Enter Details.

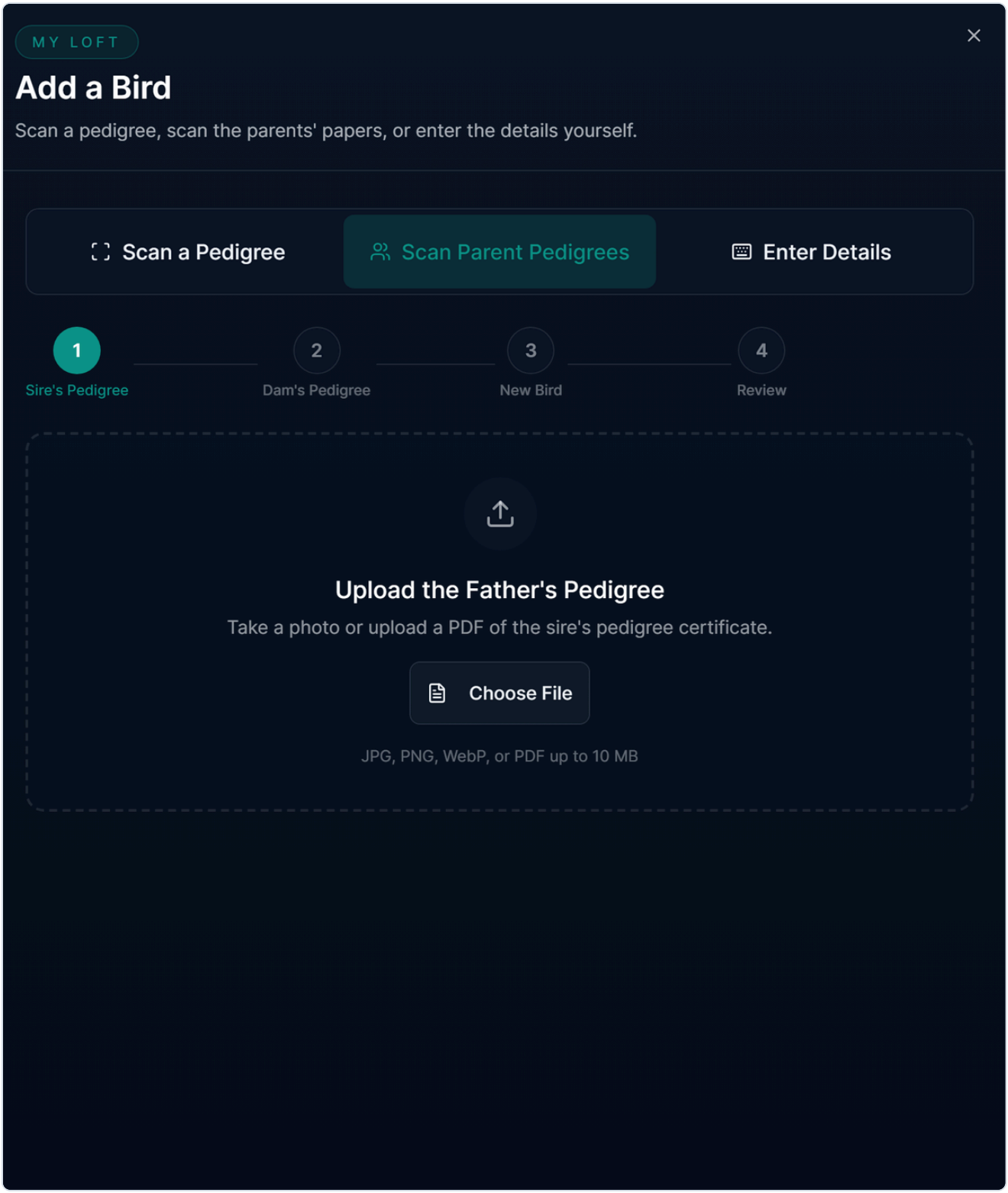


Figure 7.2 The parent route. The new bird is created after both parents are read.

Use this route when you are recording a youngster and you have both parents' papers. Use the single-pedigree route when you only have the bird's own paper. Use the manual editor when the paper is unreadable or the bird is already in the loft.

Route 3: build a three-generation tree by hand

The manual editor at `/pedigree/create` has seven nodes: the bird, its sire and dam, and four grandparents. Select a node, search the database or type the details. Save the document, then share it or export it.

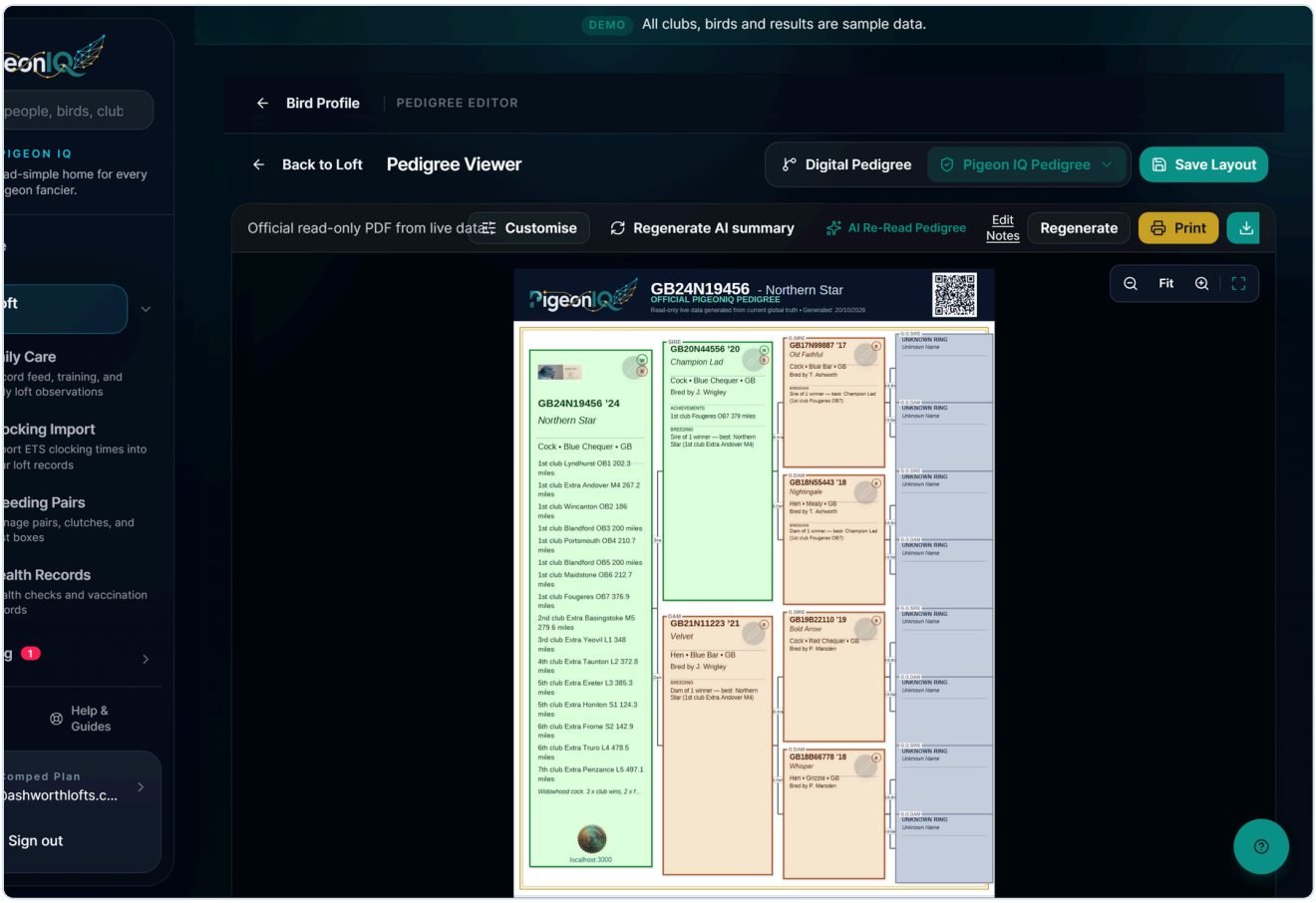


Figure 7.3 The pedigree viewer. Parentage is changed from the bird profile, not by dragging nodes.

The pedigree viewer and PDF designer

The viewer at `/loft/[id]/pedigree` shows up to six generations. The toolbar can customise the design, regenerate the AI summary, re-read the pedigree, edit notes, regenerate, print or download.

The PDF preview sits in a fixed panel and opens fitted to the whole page. Use **Zoom in**, **Zoom out** and **Fit page** in the preview toolbar to inspect a section or return to the full page; a zoomed page scrolls inside the panel.

Open the **Orientation** menu (it shows the current layout) to switch between **Landscape** and **Portrait**. Your choice is remembered, so the next pedigree opens the way you left it. **Save Layout** also keeps the current orientation.

What you can turn on

- AI summary
- Lineage notes

- Race results
- Offspring
- Breeder
- Dispute and verified markers
- Subject photo and loft logo
- Compact text, watermark and orientation

What the export respects

- Free: three generations with a watermark.
- Pro: full six generations.
- Official pedigree: the verified marker appears only when the data is verified.
- Private pedigree: lineage and relatives are hidden on the public page.

> **SAVE LAYOUT IS NOT SAVE PEDIGREE**
> **Save Layout** stores node positions and your portrait/landscape choice. It does not change parentage. To change a parent, use the Sire & Dam editor on the bird profile.

Public pedigrees and claims

A public pedigree is visible at `/birds/[ring]/ancestors`. A private pedigree hides the lineage and relatives. The public page has a **This is my bird** route for claims. Claims are permanent suppressions if you choose **Not my bird**.

> **WHAT YOU SHOULD SEE**
> After a successful scan, the new bird opens with a pedigree preview and the family links filled. After a PDF export, the file downloads with the selected generations and watermark state.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The scan reads nothing	Use a flat, well-lit photo of the whole sheet. Avoid glare and shadows. If it still fails, use the manual editor.
A ring has the wrong character	Correct it on the review screen. Do not save and fix later; the duplicate check runs at save.
“Needs ring” will not clear	Add the ring or tick **No official ring? Mark as reference-only** and add a reference label.
The parent is the wrong bird	Clear the node, search by the full ring, or type the details. A database match is a suggestion.
The PDF is watermarked	You are on Free or Trial. Pro removes the watermark and opens six generations.
The PDF has empty branches	The ancestor links are missing. Fill them on the bird profile, then regenerate.

Where to go next: Chapter 6, My Loft and a bird's profile · Chapter 8, Daily care and clocking import · Quick card 2, Add a bird or pedigree.

CHAPTER 8

Daily care and clocking import

You are here because you want a record of feed, training and arrivals, not another notebook.

EVERYONE | PRO FOR CLOCKING IMPORT

BEFORE YOU START

For a clocking import, photograph the ETS printout or handwritten sheet flat and in good light. For daily care, know the group you are logging.

Daily Loft is the routine. Clocking Import is the race-day paperwork. Both feed the bird's history, but they are separate tools.

Daily Loft

Open **My Loft** → **Daily Loft**. The page has four tiles: **Log feed**, **Start loft flight**, **Log road toss** and **Daily check-in**.

What you can log
Feed, loft flights, road tosses and a quick daily check-in.

What you can import
ETS printouts and handwritten clocking sheets.

What it feeds
The bird's history, the advisor and the race-day record.

Which tool do I use?

Daily Loft	Use it during the week: feed, loft flights, road tosses and daily check-ins. It builds the routine record.
Clocking Import	Use it after a race: photograph the ETS printout or handwritten sheet and turn the times into clockings.
Both	Both feed the bird's history. Daily Loft does not import a race sheet; Clocking Import does not log routine care.

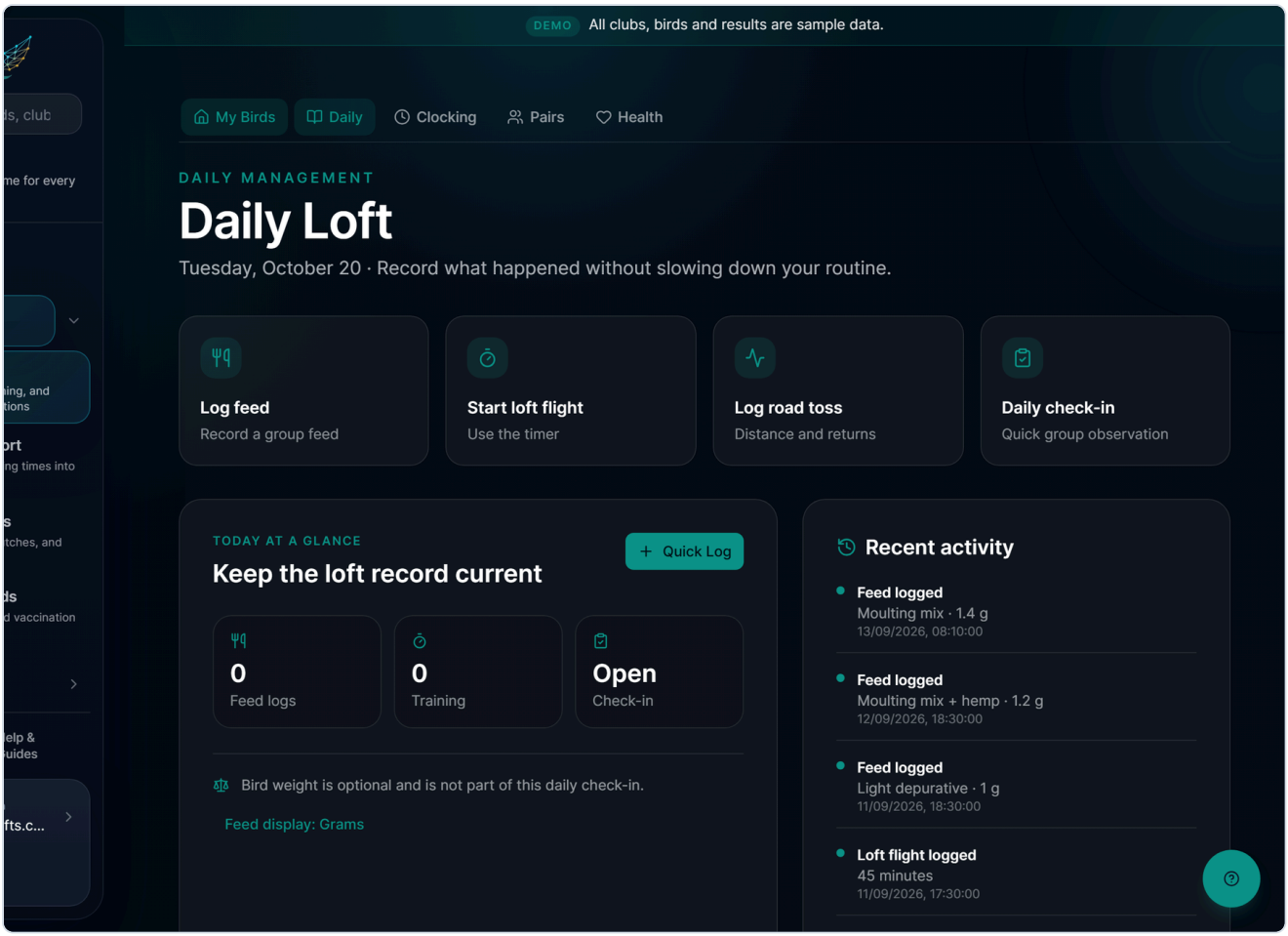


Figure 8.1 Daily Loft. The four tiles are the whole routine. The history below is built from them.

Feed
Group, feed type, quantity, unit and notes. **Repeat yesterday** copies the last feed.

Loft flight
Activity, group, distance, release location, linked race, birds released and returned.

Road toss
The same training form with a road toss label. Use it for tosses away from the loft.

Daily check-in
Appetite, water, droppings, activity, recovery, concerns and birds needing attention.

Log a feed

1. **Open Daily Loft, then select Log feed**
   In the side navigation, select **My Loft** → **Daily Loft**. Select **Log feed**. The form opens with today's date.

2. **Choose the group and feed**
   Use the group you actually fed. The group drives the history and the advisor.

3. **Add quantity and notes**
   Use the unit you measure in. Notes are free text.

4 **Save**
The entry appears under Recent activity and in the activity history.

Log training

Start loft flight and **Log road toss** use the same training form. Record the distance, release location, linked race if any, birds released, birds returned, late birds and missing birds. If a bird does not return, record it the same day. The history is easier to trust when the gaps are explicit.

Daily check-in

The check-in is a short observation: appetite, water, droppings, activity, recovery, concerns and the birds that need attention. It is not a diagnosis. It is a record you can compare across days.

History and the advisor

The page shows today at a glance, incomplete daily actions, activity history and a personal advisor. The advisor reads the records you have entered. It cannot see what you did not log. History rows can be edited or deleted. New entries cannot be backdated; edit a history row instead.

> **CURRENT BEHAVIOUR**
> Daily Loft is a record, not a reminder system. It does not send a notification if you skip a day. The advisor is only as useful as the data behind it.

Clocking Import

Open **My Loft** → **Log Clockings**. This is a Pro tool. It reads a photo of an ETS printout or a handwritten clocking sheet, then asks you to review the rows.

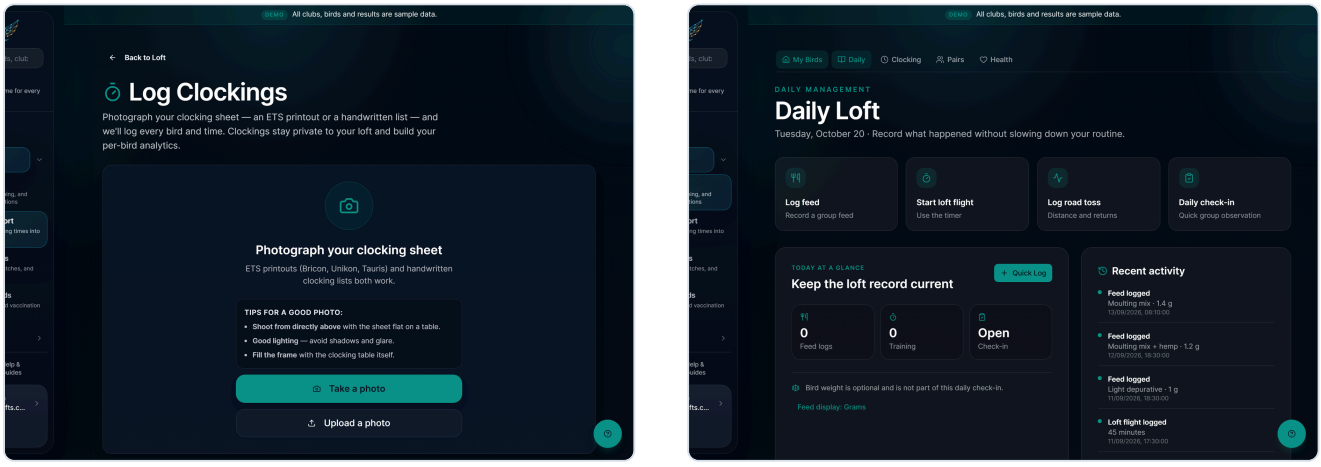


Figure 8.2 Left: the clocking import dropzone. Right: Daily Loft, which holds the care record.

The clocking review

1. Check **Race date** and **Racepoint**.

2. Check the detected format and every row: ring, position, time and loft match.
3. For an unmatched ring, choose **Add {ring} to my loft** and fill the bird details, or **Skip**.
4. Select **Save**. The batch is private to your loft.

> **WHAT YOU SHOULD SEE**
> A saved batch appears in the bird's Private Clocking Log and in the loft's clocking history. The rows are private. They do not appear on public results.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The clocking photo is rejected	Use a flat, well-lit photo of the whole sheet. Avoid glare. If the sheet is handwritten, write times clearly with a colon.
An unmatched ring	Add the bird to your loft or skip the row. Do not save a guessed match.
The race date is wrong	Correct it before saving. The batch is stored against that date.
The bird's clocking log is still empty	Check that the batch saved and the ring matches the bird exactly. Open the bird profile and refresh.
You cannot open Log Clockings	It is Pro. Start a trial from Billing or use the free daily care tools.

Where to go next: Chapter 9, Health, breeding and removing a bird · Chapter 11, Reading a result sheet · Chapter 19, Analytics that works today.

CHAPTER 9

Health, breeding and removing a bird

You are here because a bird needs a health record, a pair needs a nest box, or a bird is leaving the loft.

PRO FOR HEALTH AND BREEDING | EVERYONE FOR REMOVAL

BEFORE YOU START

For a health event, have the date, condition, vaccine or treatment and dosage. For a pair, know the cock, the hen and the pairing date. For removal, know the reason.

These are three different records. Health is a log. Breeding is a pair record. Removal is a status change. None of them should be guessed.

Health and Wellness

Open **My Loft** → **Health**. The page shows health checks, vaccinations and overdue items. **Add Health Event** records a general check, a vaccination or a medical treatment.

General Health Check	Date, condition, weight, symptoms and notes.
Vaccination	Date, vaccine, dosage and notes.
Medical Treatment	Date, condition, treatment, dosage, frequency and notes.

CURRENT BEHAVIOUR

Health reminders cannot be created. The “Overdue” and “Upcoming” areas stay empty even when a vaccination date is in the past. Use the date on the record and your own calendar.

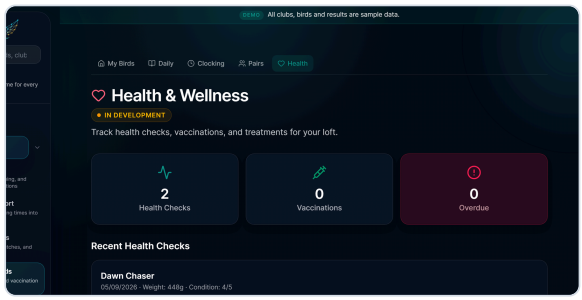


Figure 9.1 Health and Wellness. The record is a log; it is not a reminder system.

Health events cannot be edited or deleted after they are saved. If you make a mistake, add a correcting note rather than a second event with the same date.

Breeding Pairs

Open **My Loft** → **Breeding**. A pair card shows the status, nest box, sire, dam, pairing date, season stats and **Record YB**.

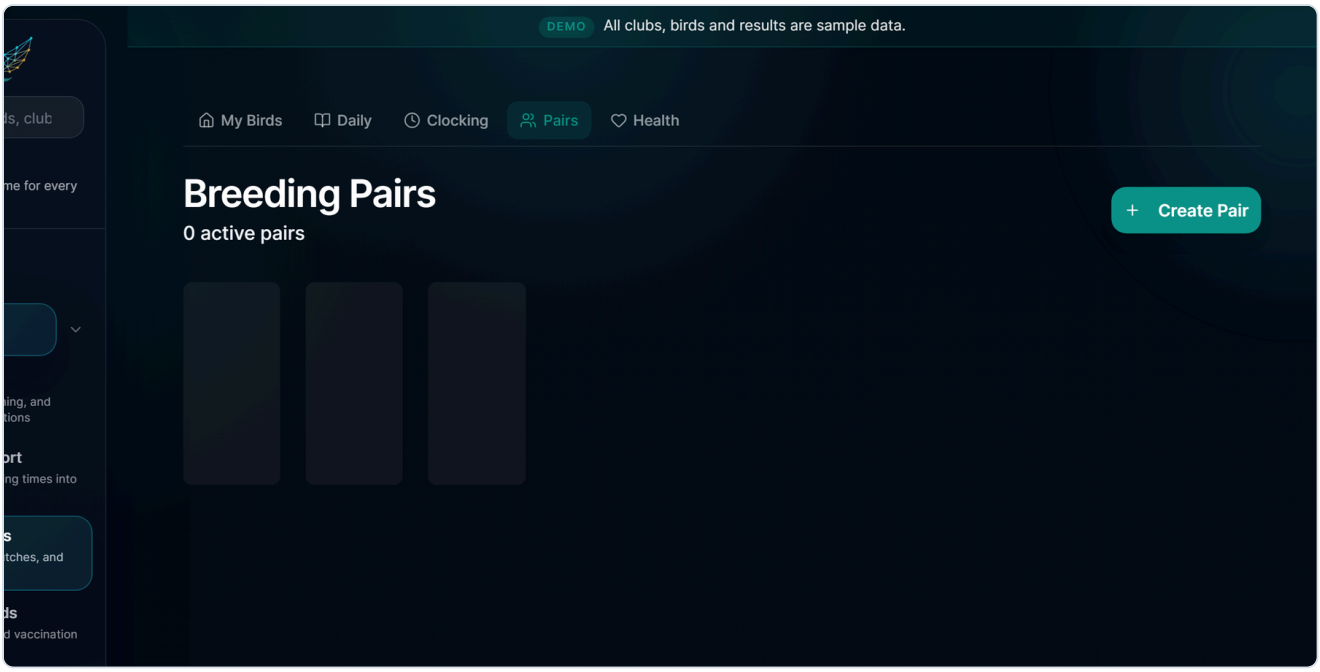


Figure 9.2 Breeding Pairs. A pair is a cock, a hen, a date and an optional nest box.

Create a pair

1. Select **Add Pair** or the page's create action.
2. Choose **Sire (Cock)** and **Dam (Hen)** from your loft.
3. Set **Pairing Date** and, if you use one, **Nest Box**.
4. Save. The pair appears as **Active Pair**.

Record a young bird

Record YB creates a young bird linked to the pair. Enter ring, name, sex, colour and hatch date. The young bird joins the loft. The pair's season stats update.

> **CURRENT BEHAVIOUR**
> There is no clutch or egg record, despite the navigation description. The app records the pair and the young bird, not the eggs. Deleting a pair also deletes its linked breeding records.

Removing a bird

Open the bird profile and select **Delete**. The dialog asks for a reason. Most reasons archive the bird and keep the history. Only **Incorrect Entry** deletes the record.

> **ARCHIVE WHEN**
> The bird was sold, died, was lost, escaped, was gifted, was stolen, was transferred or is no longer active. The record stays available for pedigree and history.

> **DELETE ONLY WHEN**
> The bird was entered by mistake. Deletion removes the record. If the bird is real but leaving, archive it.

Archived birds appear under **Archived** in My Loft. Select **Restore** to return one to the active loft. The bird returns to its previous group.

> **WHAT YOU SHOULD SEE**
> After a health event, the event appears in the status timeline. After a pair is saved, it appears as an active pair. After archive, the bird leaves the active group and appears under Archived.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
“Overdue” is empty	Reminders are not creatable. Use the vaccination date on the record and your own calendar.
You cannot edit a health event	Health events are write-once. Add a correcting note with a new date.
The pair will not save	Check that the cock and hen are different birds and both are in your loft.
Record YB does not appear	The pair must be saved first. Record YB is on the pair card, not on the bird profile.
You deleted the wrong bird	Deletion is permanent. Archiving is reversible. Use archive unless the entry was a mistake.

Where to go next: Chapter 6, My Loft and a bird's profile · Chapter 7, Pedigrees · Chapter 19, Analytics that works today.

PART 3

Racing

Follow a race, read a result, upload a sheet, estimate a velocity and understand the season awards.

10 The racing hub and following a race
11 Reading a result sheet
12 Uploading a result sheet
13 My Races, speed, weather and predators
14 Ace Awards

CHAPTER 10

The racing hub and following a race

You are here because it is race day, or because you want to see what is flying and what has just been published.

EVERYONE

BEFORE YOU START

Make sure your loft pin is set. The live ticker uses your location for distance and estimated arrival. Without a pin, the race still shows, but the estimates are less useful.

Racing is the fancier's view. Race Control is the controller's view. They are different tools, and the difference matters on race day.

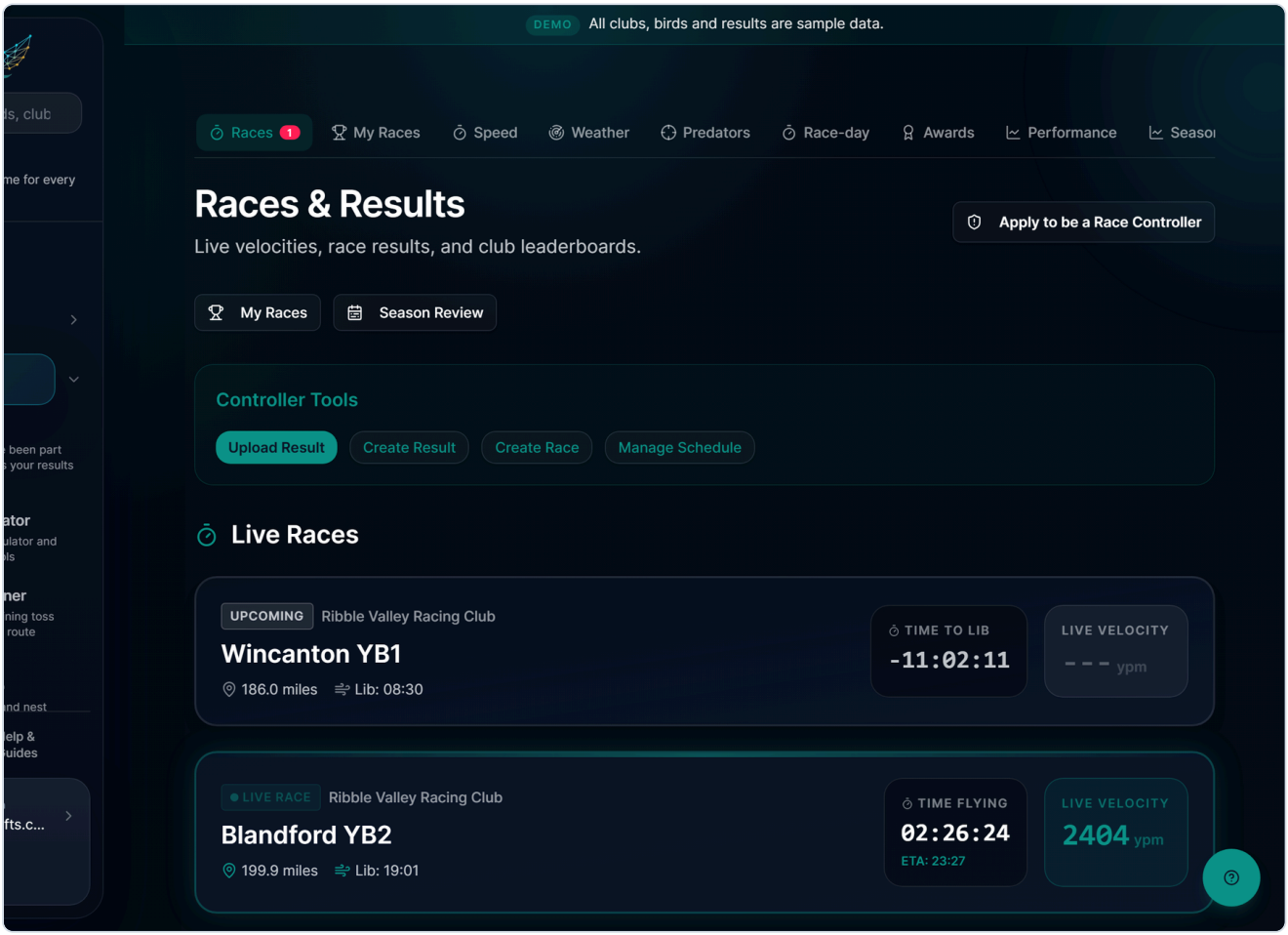


Figure 10.1 The Racing hub. The live ticker is the fancier's race-day screen.

What the hub shows

Live Races

Each card shows the organisation, race name, distance, liberation time, time to liberation or time flying, ETA and live velocity. The status chip tells you whether the race is upcoming, released, on hold, in conflict, completed or cancelled.

Recent Results

The latest six public results. **Browse all results** opens the full results library with search, country filter and tabs for all public races, your uploads and your races.

The race statuses

SCHEDULED	The race is on the calendar. The countdown runs to liberation.
RELEASED	The birds are liberated. The app stores this as **Liberated**.
WEATHER HOLD	The release is paused. The app stores this as **Weather Warning**.
SCHEDULE CONFLICT	The route clashes with another race. The app stores this as **Clash Detected**.
COMPLETED	The race is finished. Results may still need publishing.
CANCELLED	The race will not run.
EXPIRED	The scheduled date passed without a release.

> **CURRENT BEHAVIOUR**
> `/live-races` redirects to `/race-control`, which is a controller-only tool. There is no public live-race page. If you are a fancier, stay on **Racing** → **Races**. If you are a controller, Race Control is the correct screen.

Follow a race

1. **Open Racing**
   In the side navigation, select **Racing**. The hub opens on **Races**. The live ticker is at the top.
2. **Find your club or race**
   The ticker is global. There is no filter on the hub. Use the race name and club to identify yours.
3. **Read the countdown or flight time**
   Before liberation, the card shows time to lib. After liberation, it shows time flying and live velocity.
4. **Wait for the result**
   Live velocity is an estimate based on distance and time. It is not an arrival. The result appears under Recent Results after the club publishes it.

> **LIVE VELOCITY IS NOT A CLOCKING**
> The ticker estimates the leader's speed from the liberation time and the race distance. It cannot know which bird is home. The first official arrival comes from the club's result.

If you are a Race Controller

If your account has the role, the hub shows a **Controller Tools** strip with **Upload Result**, **Create Result**, **Create Race** and **Manage Schedule**. Those actions belong to the club workspace and Race Control. They are covered in the Club Handbook.

> **WHAT YOU SHOULD SEE**
> A released race shows a green Released chip, a running flight time and a live velocity. A completed race moves to Recent Results. A race that has not been released shows a countdown instead of a flight time.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The live race is missing	Check the race date and club. The hub shows current and recent races, not every race in history.
The countdown is negative	The scheduled liberation time has passed but the controller has not released. The club may be on hold.
The live velocity looks wrong	It is an estimate. Check the race distance and liberation time. A wrong loft pin also distorts your ETA.
You opened Race Control by mistake	Use the browser back button or **Racing** → **Races**. Race Control is for controllers.
No result after the race	The controller has not published it yet. Completing a race does not publish the result.

Where to go next: Chapter 11, Reading a result sheet · Chapter 12, Uploading a result sheet · Quick card 3, Race day for fanciers.

CHAPTER 11

Reading a result sheet

You are here because a result has been published and you need to know what the columns and badges mean.

EVERYONE

BEFORE YOU START

Open the result from **Racing** → **Results**, or from a link on the Wall. Results are public; you do not need Pro to read one.

A result page is a record, not just a leaderboard. The top tells you what the race was. The middle tells you who was fastest. The bottom tells you whether the record is verified.

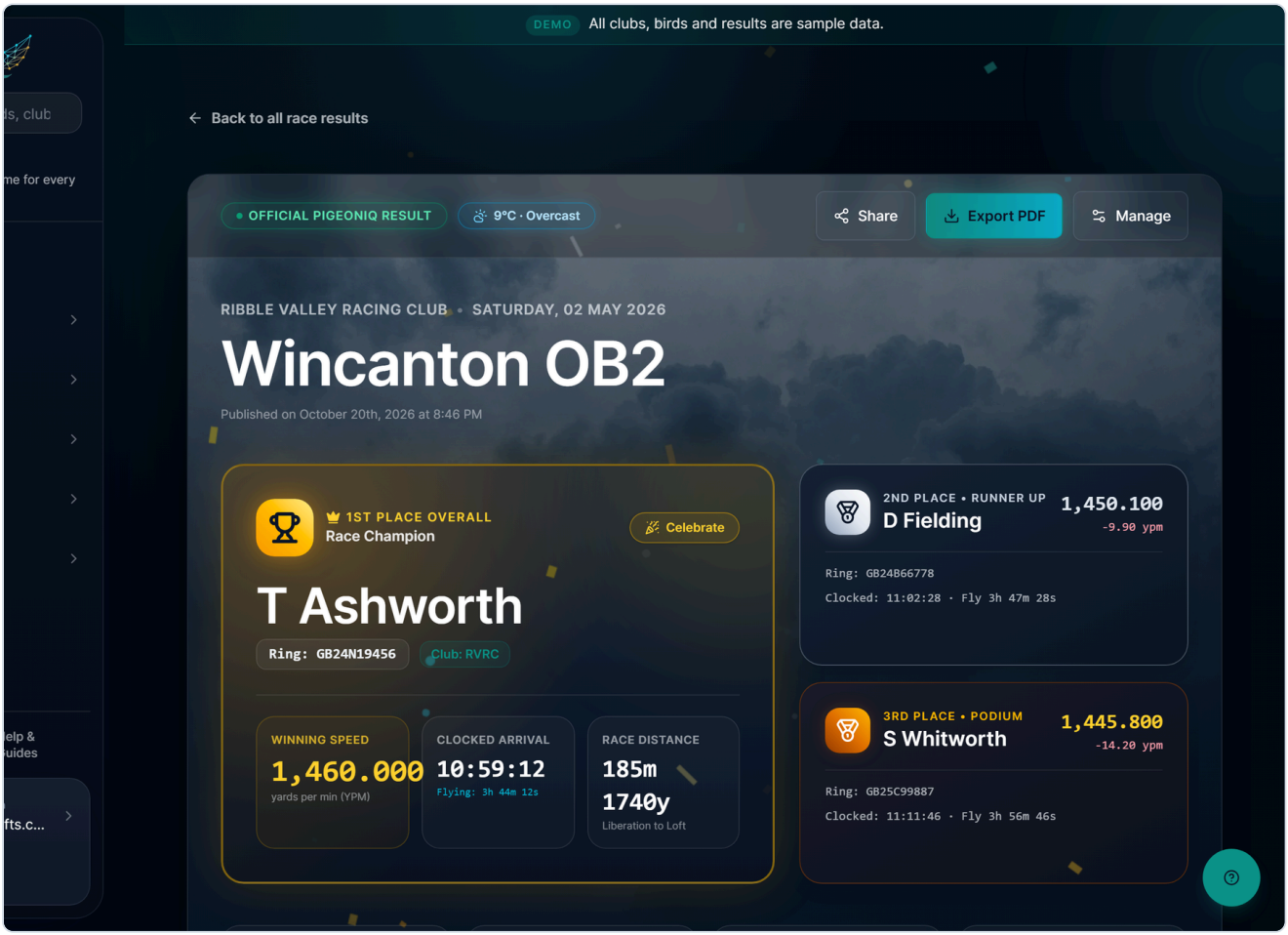


Figure 11.1 A published result. The hero says whether it is an Official PigeonIQ Result or an Uploaded Result Sheet.

The top of the page

Result type

Official PigeonIQ Result means the result came through the app's official flow. **Uploaded Result Sheet** means a member or club uploaded a sheet. The distinction matters when you are checking a claim or a record.

Race facts

The date, club, federation, weather chip, birds and lofts are in the hero and telemetry. **Share**, **Export PDF** and **Manage** sit in the top-right.

The podium and metrics

The podium names the first three. The metrics show winning speed, clocked arrival and race distance. Telemetry adds birds and lofts, the velocity benchmark, liberation details and flight conditions.

Winning speed

The winner's velocity in yards per minute. It is calculated from distance and flying time.

Clocked arrival

The winner's clock time. It is not the same as the time the result was published.

Race distance

The distance used for the result. If it is missing, velocities cannot be calculated.

The leaderboard

The **Official Leaderboard & Timings** shows position, fancier, ring, clocked time, flying time and velocity. Use **Per member** to show All, Top 1, Top 2 or Top 3 birds per fancier. The search box matches a fancier or ring.

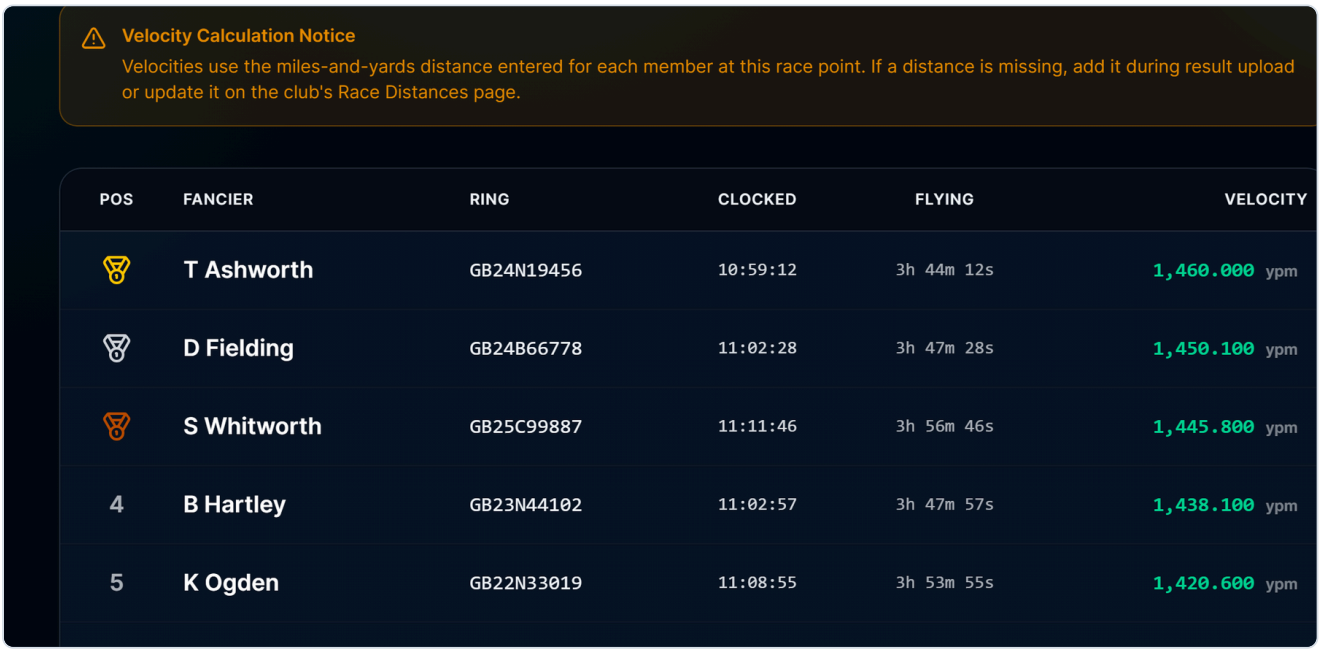


Figure 11.2 The leaderboard. The same table is used by the club workspace and the public result page.

Verification and audit

Race Verification & Audit Trail records where the result came from and what changed. A verified ETS record is stronger evidence than a transcribed sheet. The badge is not a guarantee that every row is correct; it tells you how the data arrived.

Uploaded By names the member. It shows **Club official** when the uploader is an officer of the club or federation, and **PigeonIQ member** otherwise.

Export the result

Export PDF asks for orientation and birds per member (1 to 1,000). Use a low number for a one-page club sheet. Use a high number for a full record.

Claim a bird

If a result row contains your bird, open the row and choose **This is my bird**. The claim flow asks you to add the bird to your loft. The Free 25-bird cap still applies. If the bird is not yours, choose **Not my bird**. That suppression is permanent.

If the sheet uses a different loft name, use **This is my loft** in the **Birds per loft** table. It adds that name to **My Races** and links every unlinked result published under it. Confirm the name carefully; the link is applied to your account.

> **CURRENT BEHAVIOUR**
> The result page can show an uploaded sheet whose rows were partially read. Check the verification section before you rely on a row for a claim or a dispute. For a result you uploaded, editing it later can wipe pools, prize and points.

> **WHAT YOU SHOULD SEE**
> The winner has a Race Champion label. The leaderboard sorts by position. The per-member filter reduces the table to the chosen number of birds per fancier. The PDF export downloads with the chosen orientation.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The result is missing	Check the country filter and the tabs. A result may be public but not in the latest six.
The velocity is blank	The distance is missing for that member or race point. The club has to add it.
Your bird is on the result but not in your loft	Use **This is my bird** on the row. If the ring is wrong, claim it and correct the ring from the bird profile.
The PDF export is empty	Try a lower birds-per-member number or a different orientation. If it still fails, use the browser print dialog.
A row looks wrong	Use the club's dispute or correction route. The public result page does not let you edit another club's row.

Where to go next: Chapter 12, Uploading a result sheet · Chapter 14, Ace Awards · Chapter 17, Search, bird database and leaderboards.

CHAPTER 12

Uploading a result sheet

You are here because you have a result sheet on paper or in a file and the club needs it in the app.

PRO SECRETARY RACE CONTROLLER

BEFORE YOU START

The race should exist in the schedule. Every member who entered needs a distance for the race point. Without distances, the app cannot calculate velocities.

There are two upload routes: the fancier upload at `/results/upload` and the club workspace route at `/org-admin/results/upload`. They use the same review table. The club route is the one that publishes to the club's members.

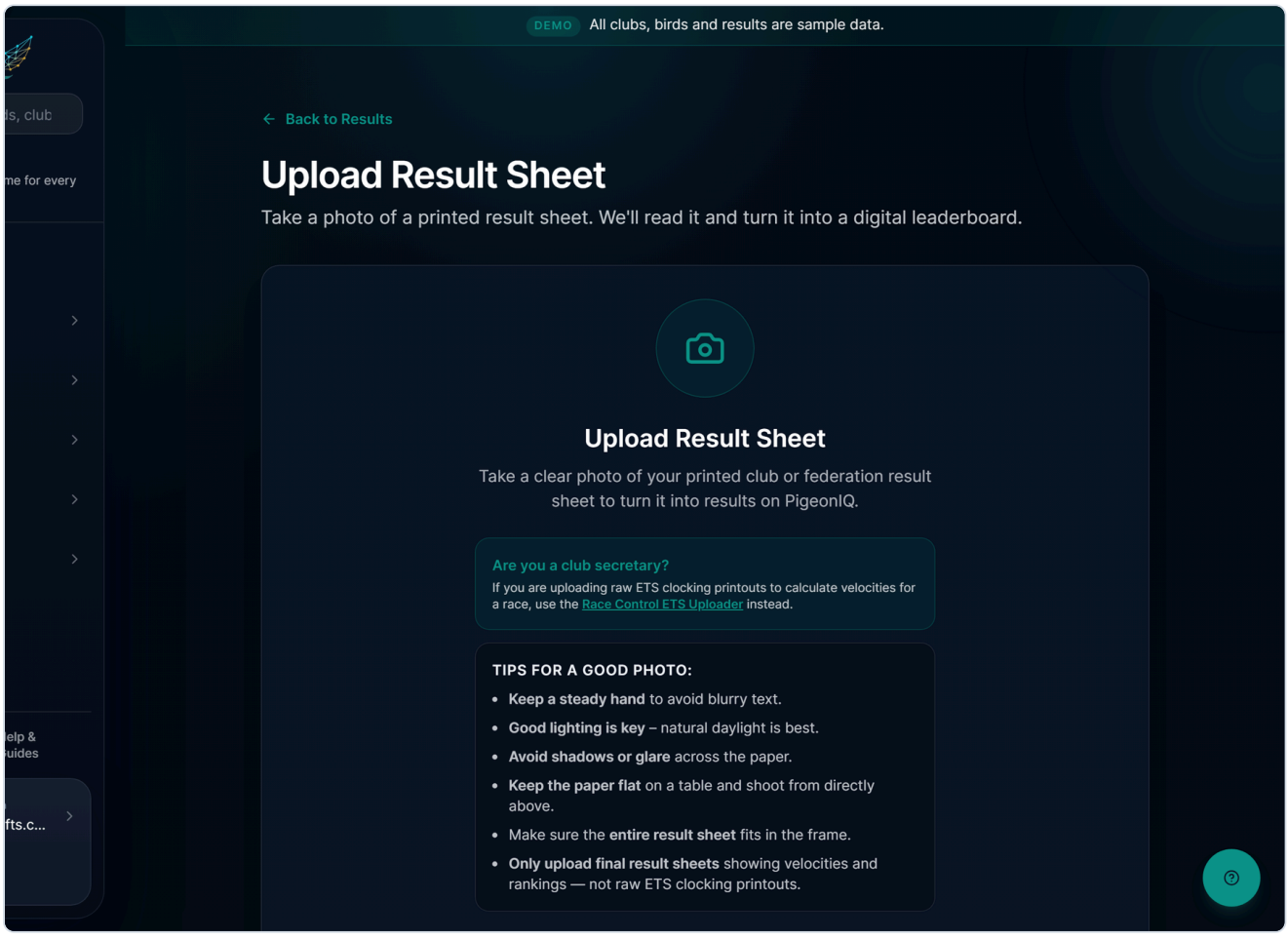


Figure 12.1 The fancier upload route. Pro is required. The club route adds a race selector and a publish step.

Choose the right route

I am uploading my own loft's sheet	Use **Racing** → **Upload Result**. The result is linked to your loft.
I am a secretary or controller publishing for the club	Use the Club Handbook, Chapter 6. The club route chooses the scheduled race and publishes to members.
I have a clocking sheet, not a result	Use **Log Clockings** instead. A clocking sheet has times but no positions or velocities.

Upload the sheet

1. **Open Upload Result**
   In the side navigation, select **Racing**, then **Upload Result**. Select **Take Photo** or **Choose Photo or PDF**. Photograph the whole sheet. Keep it flat. Avoid glare.

2. **Check the race metadata**
   Race name, date, club or federation, designation, members sent, birds, wind and site code. The date is required.

3. **Review every row**
   Position, fancier, ring, arrival, distance, velocity, section, club, federation, colour, sex, pools, prize and points.

4. **Fix incomplete rings**
   Use **Apply to Incomplete** with the ring prefix, or edit a row by hand. Do not publish with missing rings.

5. **Choose Share to the Wall**
   On by default. Turn it off if the club does not want a public post.

6. **Select PUBLISH LEADERBOARD**
   The result becomes public. Check it before you publish, not after.

What the review table is for

The table is the last chance to catch a wrong ring, a missing distance or an impossible time. Read the top ten. Then scan the bottom of the list for members who should have clocked but did not.

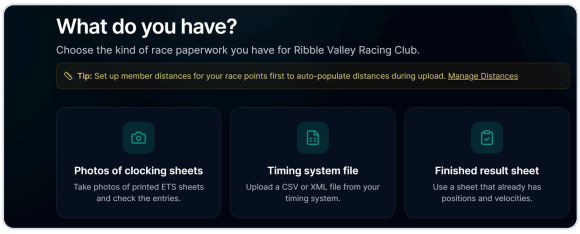


Figure 12.2 The club route offers photos, a timing file or a finished sheet. The fancier route offers the sheet upload.

> **BULK FIX IS A PREFIX, NOT A GUESS**
> **Apply to Incomplete** adds a ring prefix to blank or partial rings. It does not check that the resulting ring exists. Confirm the rows after you apply it.

Wrong format

If the app detects a clocking sheet instead of a result, it shows **Clocking Sheet Detected** and offers the clocking import or Race Control route. Use it. A clocking sheet does not contain positions or velocities, so forcing it into the result upload produces a broken leaderboard.

> **PUBLISHING IS THE POINT OF NO RETURN**
> Once published, the result is visible to members, can feed the Wall, and can roll up to a parent federation. Check the rows before you publish. If you must correct a result later, read the current behaviour below first.

> **CURRENT BEHAVIOUR**
> Result upload can silently drop rows that fail validation while still reporting success. The edit form does not include pools, prize or points, so saving an edited result wipes those fields. Publishing can keep running after a network error. Check the result before you retry.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
“Missing distances”	Add miles and yards for the race point in the club's Race Distances page. Then return to the result.
The file will not import	Check that it is a clear photo, a PDF or a supported timing file. The date must be present.
Rows are missing after publish	A row that failed validation may have been dropped. Open the result and compare it with the paper sheet. Correct it before the club relies on it.
The publish button spins	Wait one minute and open Results. If the race is there, it worked. Do not publish a second copy.
A duplicate result exists	Open the existing result and correct it. Do not upload a second sheet for the same race.
Pools, prize or points disappeared	Editing a result wipes fields the edit form does not include. Keep the original sheet and re-enter them if the club needs them.

Where to go next: Chapter 11, Reading a result sheet · Chapter 13, My Races, speed, weather and predators · Quick card 5, Upload results.

CHAPTER 13

My Races, speed, weather and predators

You are here because you want your results linked to your name, or because you need a speed, route or risk estimate before basketing.

EVERYONE PRO FOR FULL TOOLS

BEFORE YOU START

For the speed tools, set your loft pin and know the liberation time. For My Races, know the names you race under. For the predator map, know the area you want to check.

These four tools answer different questions. My Races asks “which results are mine?” Speed asks “how fast is that?” Weather asks “is the route safe?” Predators asks “what else is in the sky?”

My Races and aliases

My Races groups the races you have been part of: results you uploaded, results linked to your loft, and results linked by name. If a result uses a different version of your name, add it as an alias.

1. **Open Racing → My Races**
   In the side navigation, select **Racing**, then **My Races**. The page shows your aliases and the races already linked.

2. **Add a name you race under**
   Type at least three characters and select **Add name**. Suggestions appear from your display name, racing name and upload history.

3. **Check the grouping**
   Races are grouped by year. Each card shows birds, uploads, loft links and best placing.

An ambiguous alias does not link automatically. The app would rather miss a link than attach someone else's result to your loft. If a race is still missing, add the exact spelling from the result sheet.

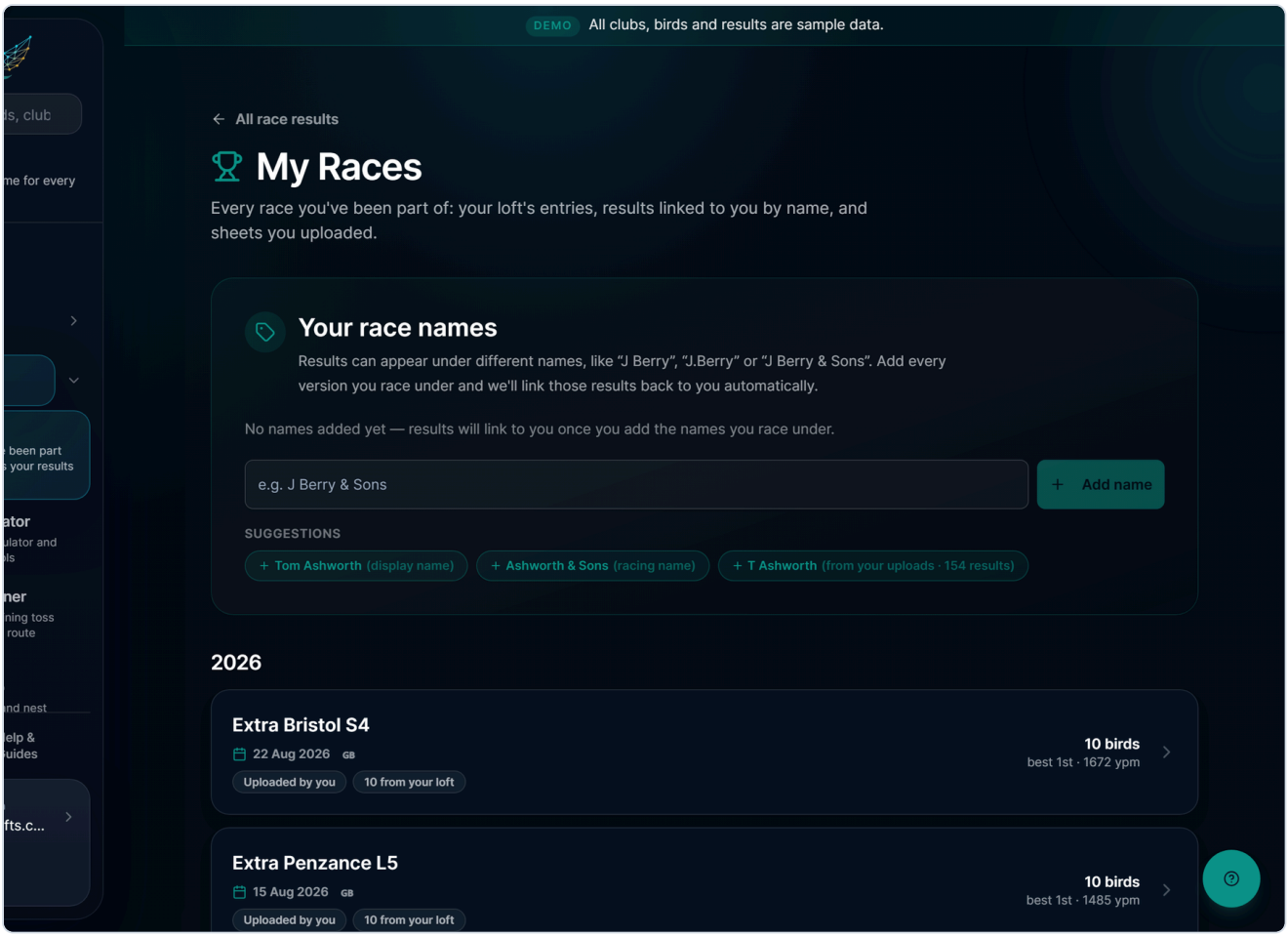


Figure 13.1 My Races. The alias box is how the app learns the other names you race under.

Live velocity calculator

The Pro calculator at `/racing/speed-calculator` uses today's federation race points, your loft pin, the liberation time and the race distance.

- **Use account pin** or place the loft pin on the map.
- Set the **Liberation time**.
- Read **Live velocity** in ypm, distance in miles, the timer and the ETA estimate.
- **Save as account pin** updates the profile pin for next time.
- Focus mode keeps the screen awake while you wait.

LIVE VELOCITY

distance in yards ÷ minutes since liberation

Distance is great-circle miles × 1,760. The ETA baseline is 1,320 ypm before weather adjustment.

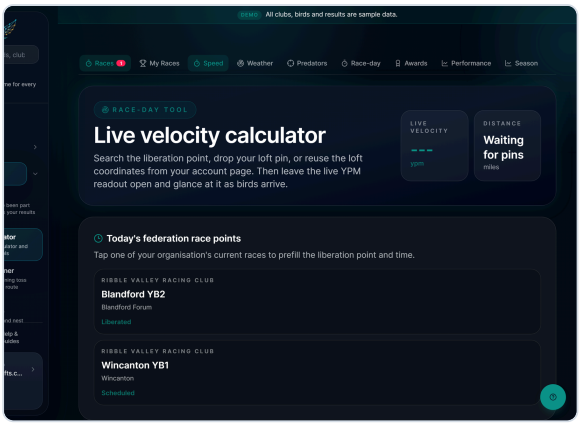


Figure 13.2 The live calculator. The map pin and liberation time are the two inputs that matter most.

Free velocity calculator

The public calculator at `/velocity-calculator` needs only distance and time. Enter miles, an optional yards override, and hours, minutes and seconds. It returns yards per minute and metres per minute. It does not save anything and does not need an account.

Weather Planner

The Weather Planner at `/race-radar` scores a release point and a home loft across the route. It shows weather at the release, mid-route and home end, plus sunrise, sunset, space weather and a four-hour trend.

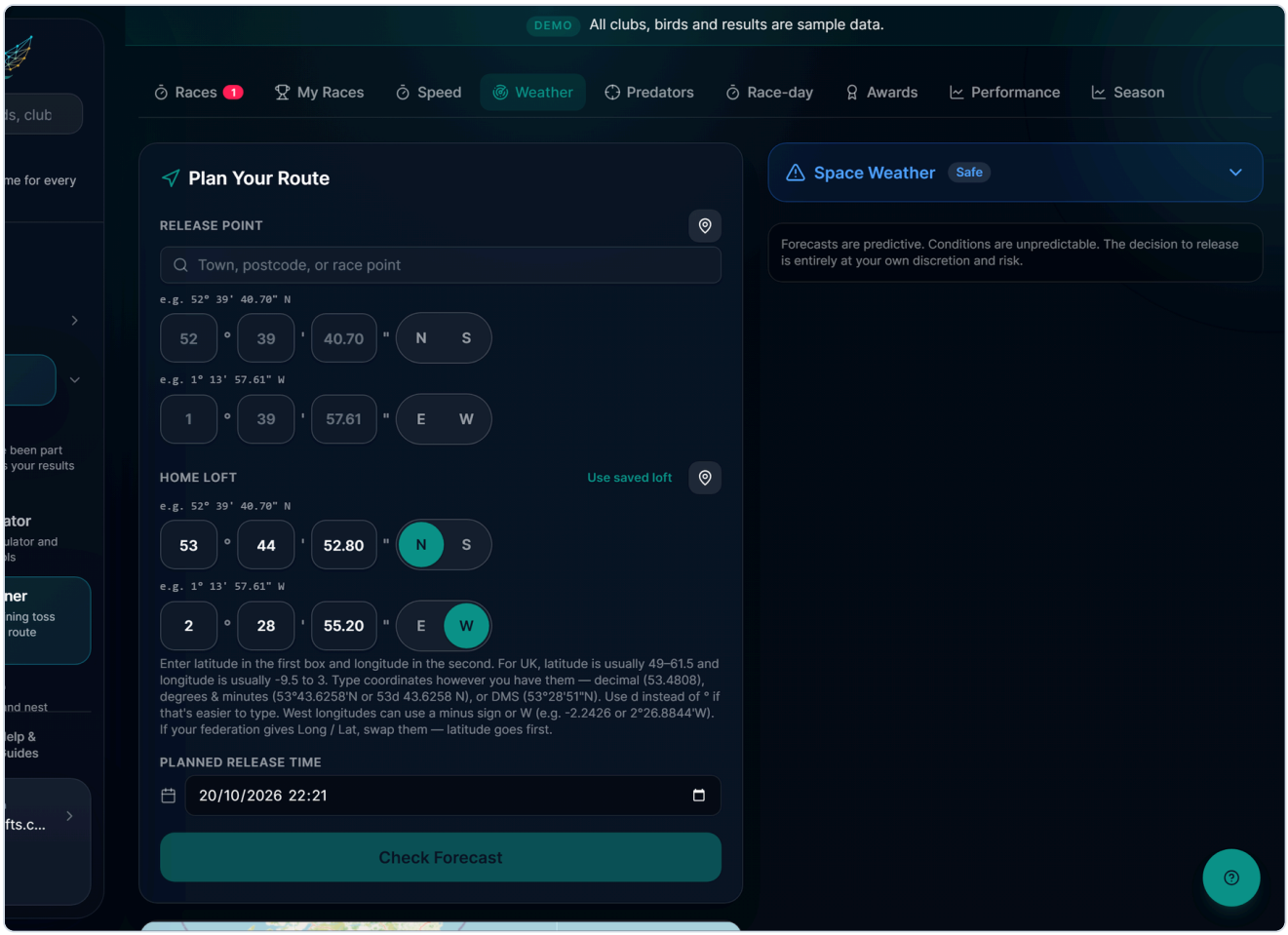


Figure 13.3 The Weather Planner. The score is a planning aid, not a release order.

> **CURRENT BEHAVIOUR**
>
> The Weather Planner score is out of 85, not 100, because route clashes are excluded. A failed weather fetch can produce a high score because missing data is treated as safe. Check the weather panels, not just the score.

Predator map

The Predator Map at `/map/predators` shows reported raptor sightings and nests. Filter by species, view heatmap, nests or reports, and choose a time range. **+ Report** adds a sighting or nest.

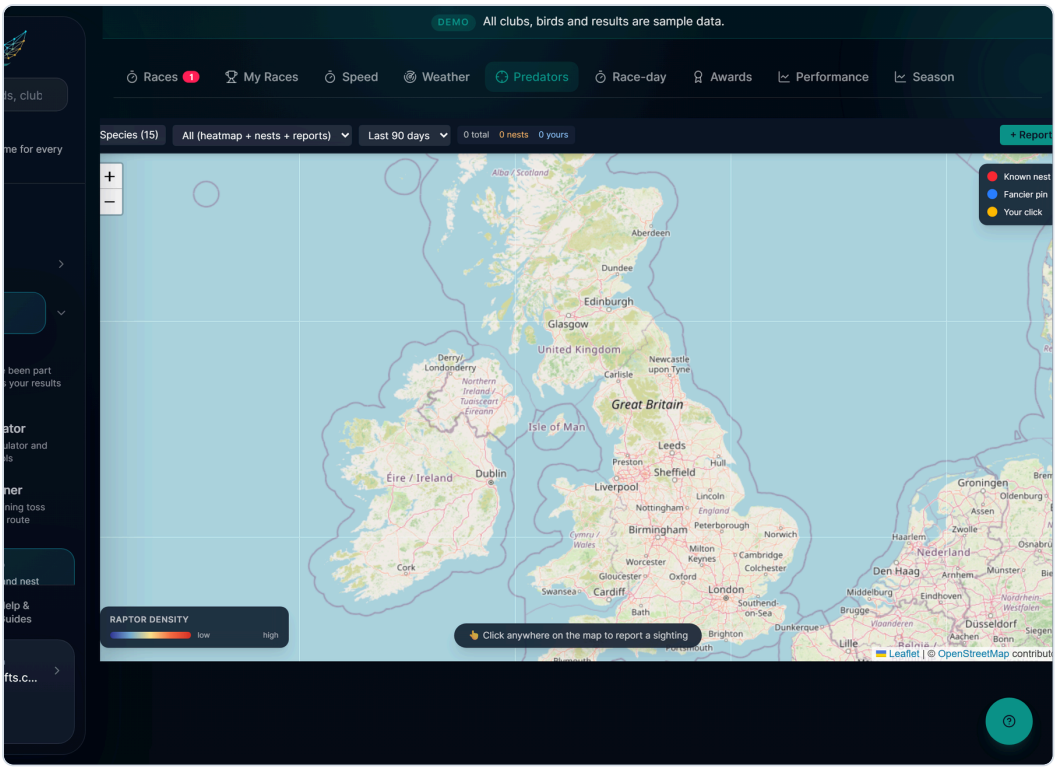


Figure 13.4 The Predator Map. Reports are live immediately and are not moderated.

Free users see only three nest pins. Pro removes the cap. A report is public as soon as it is submitted, so do not include a precise home address in the notes.

> **WHAT YOU SHOULD SEE**
> After an alias is added, matching races appear under My Races. After a pin and liberation time are set, the live calculator updates the velocity and ETA. The Weather Planner score changes as you move the time scrubber.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
Your results are not in My Races	Add the exact name from the result sheet as an alias. Check the spelling and spacing.
The live velocity is blank	Set the liberation time and the loft pin. The calculator needs both.
The ETA looks early or late	Check the distance and pin. The ETA is an estimate, not a clocking.
The Weather Planner score is high in bad weather	Check the weather panels. A failed fetch can be scored as safe.
The predator map shows only three nests	Free accounts see three pins. Pro removes the cap.
A predator report is wrong	Reports are unmoderated and go live immediately. Contact support with the report details.

CHAPTER 14

Ace Awards

You are here because you want to know which birds have been most consistent across the season, not just who won last week.

EVERYONE FULL BOARD FOR PRO

BEFORE YOU START

Know the scope you want: global, club, federation or combine. Ace Awards only counts published results that meet the qualification rules.

Ace Awards is a season-long consistency table. It rewards birds that keep scoring, not birds that won once. The maths is simple once you see the coefficient.

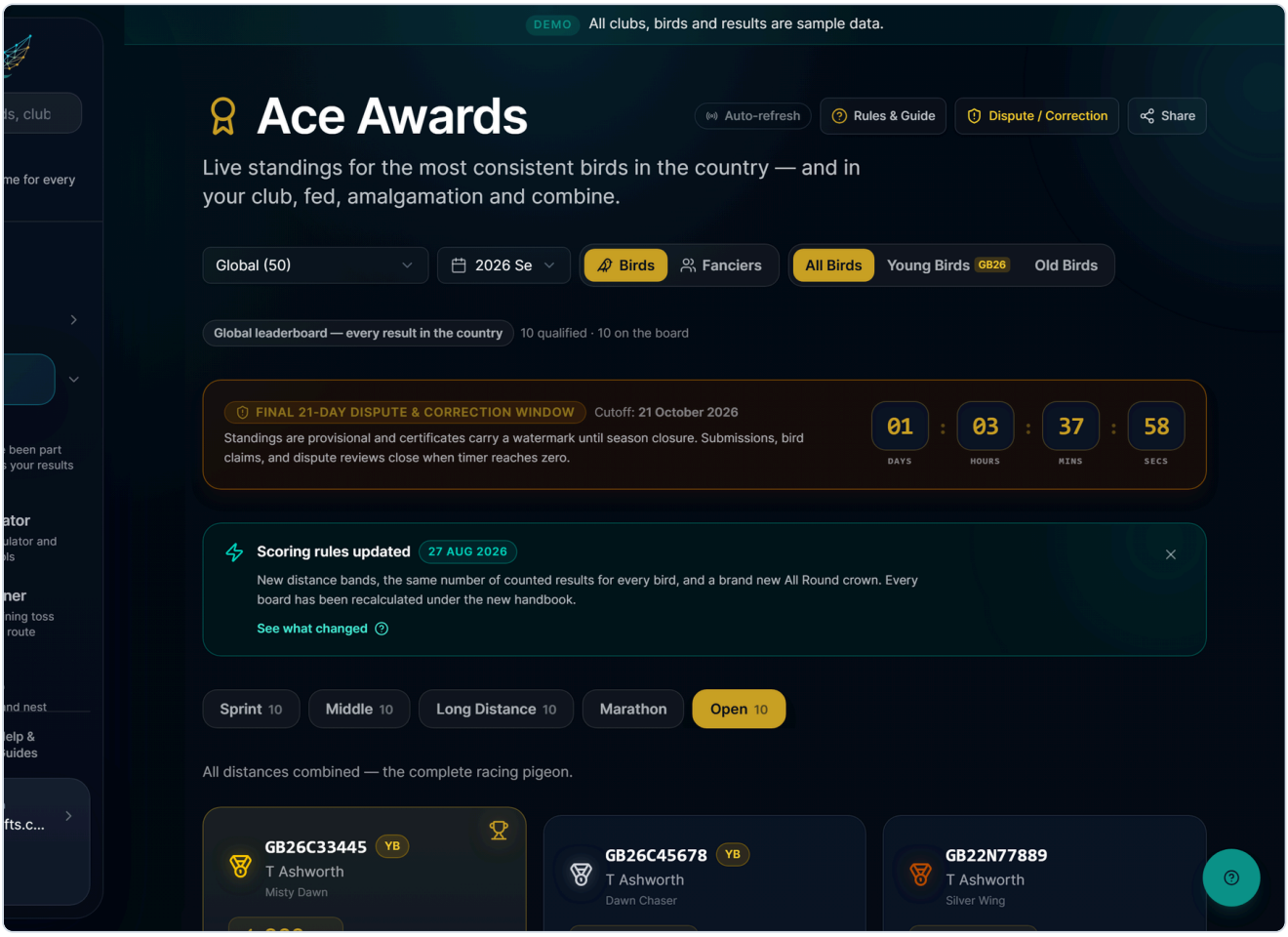


Figure 14.1 Ace Awards. The scope and season at the top change every number below.

Choose the board

- **Scope**: global, club, federation or combine.
- **Season**: the year being scored.
- **Birds or Fanciers**: individual birds or the loft's top three birds.
- **Age class**: all birds, young birds or old birds.
- **Category**: Sprint, Middle, Long Distance, Marathon or Open.

The coefficient

ACE COEFFICIENT

$$\text{position} \div \text{birds sent} \times 100$$

Lower is better. A first place in a 100-bird race scores 1.00. A tenth place in a 100-bird race scores 10.00.

Only the top 20% of a race counts. A bird that finishes outside the top fifth of the entry does not add a counted result for that race. This stops a large club's tail from inflating a score.

Best N

Ace Awards does not count every race. It counts the best N results in each category:

Sprint	Best 4
Middle	Best 3
Long Distance	Best 2
Marathon	Best 1
Open	Best 4 across all distances

For the fancier board, the loft's points are the sum of its top three birds. A single exceptional bird cannot carry the whole loft.

Read a bird's breakdown

Select a bird card, then **Inspect Race Breakdown & Formula**. The drawer lists the counted races, the races that did not count, the coefficient for each race and the resulting Ace score. Use it when a ranking looks wrong.

Unclaimed birds and held results

A result sheet can score a bird that is not registered on PigeonIQ yet. The bird appears with an **Unclaimed** badge. That means the result came from the sheet, not from a claimed loft. The score is provisional until an owner claims the bird.

Claiming links the bird to the loft and releases any results that were on hold for it. If a bird is missing from the board, open the result row and use **This is my bird**.

The season closes for corrections on the date shown at the top of the board. Until then, late results and corrections still count. After that date the standings are final and official diplomas unlock.

> **CURRENT BEHAVIOUR**
> Free accounts see the top three only. Ranks four and below are blurred. The diploma is a Pro export, and it carries a watermark until the season is officially closed.

Disputes and diplomas

If a race is missing or a bird is on the wrong board, use **Dispute / Correction**. Include the race, the ring and the reason. The dispute window is shown at the top of the board. A diploma is a record of the standing at the time of export, not a permanent certificate.

> **WHAT YOU SHOULD SEE**
> The board recalculates when you change scope, season, age class or category. The podium shows the top three. The table continues to rank 50. The breakdown drawer opens without leaving the page.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
Your bird is not on the board	Check the scope, season and age class. The bird needs qualifying published results in the selected category.
Your bird shows Unclaimed	The result came from a sheet before the bird was claimed. Open the result row, choose **This is my bird**, and the held results release.
The score looks too high	Open the breakdown. A race outside the top 20% may not count, or a race may be missing.
Ranks four and below are blurred	Free accounts see the top three. Pro opens the full board.
The diploma is watermarked	The season is not officially closed, or you are on Free. Pro removes the export watermark; the official mark waits for closure.
A race is missing	Use **Dispute / Correction** with the race name, date and ring.

Where to go next: Chapter 11, Reading a result sheet · Chapter 19, Analytics that works today · Chapter 20, Billing, plans and limits.

PART 4

Community and discovery

The Wall, questions, messages, the bird database, the knowledge library and invitations.

15 The Wall and Ask the Fanciers
16 Messages, notifications and fancier profiles
17 Search, the bird database and leaderboards
18 Knowledge, invite, referrals and the agent network

CHAPTER 15

The Wall and Ask the Fanciers

You are here because you want to post an update, ask a question, or see what other fanciers are saying.

EVERYONE

BEFORE YOU START

Decide whether you are posting to the whole community, your club room or the results feed. The audience changes which tab you need.

The Wall is the social feed. Ask is the question-and-answer board. They feel similar, but they solve different problems: the Wall is for updates, Ask is for answers you can find later.

The Wall

The Wall has three modes: **Fancier Chat**, **Club Room** and **Race Results**.

Fancier Chat

The open community feed. Good for general updates, photos and questions that are not club-specific.

Club Room

The club's own room. Good for notices, basketing times and club-only updates.

Race Results

The results feed. Browse public results, create a result or upload a sheet.

Before you post

- ☐ The first line makes sense on its own.
- ☐ The mode matches the audience: open, club-only or results.
- ☐ Photos are clear and under 5 MB.
- ☐ Club notices go in Club Room, not Fancier Chat.

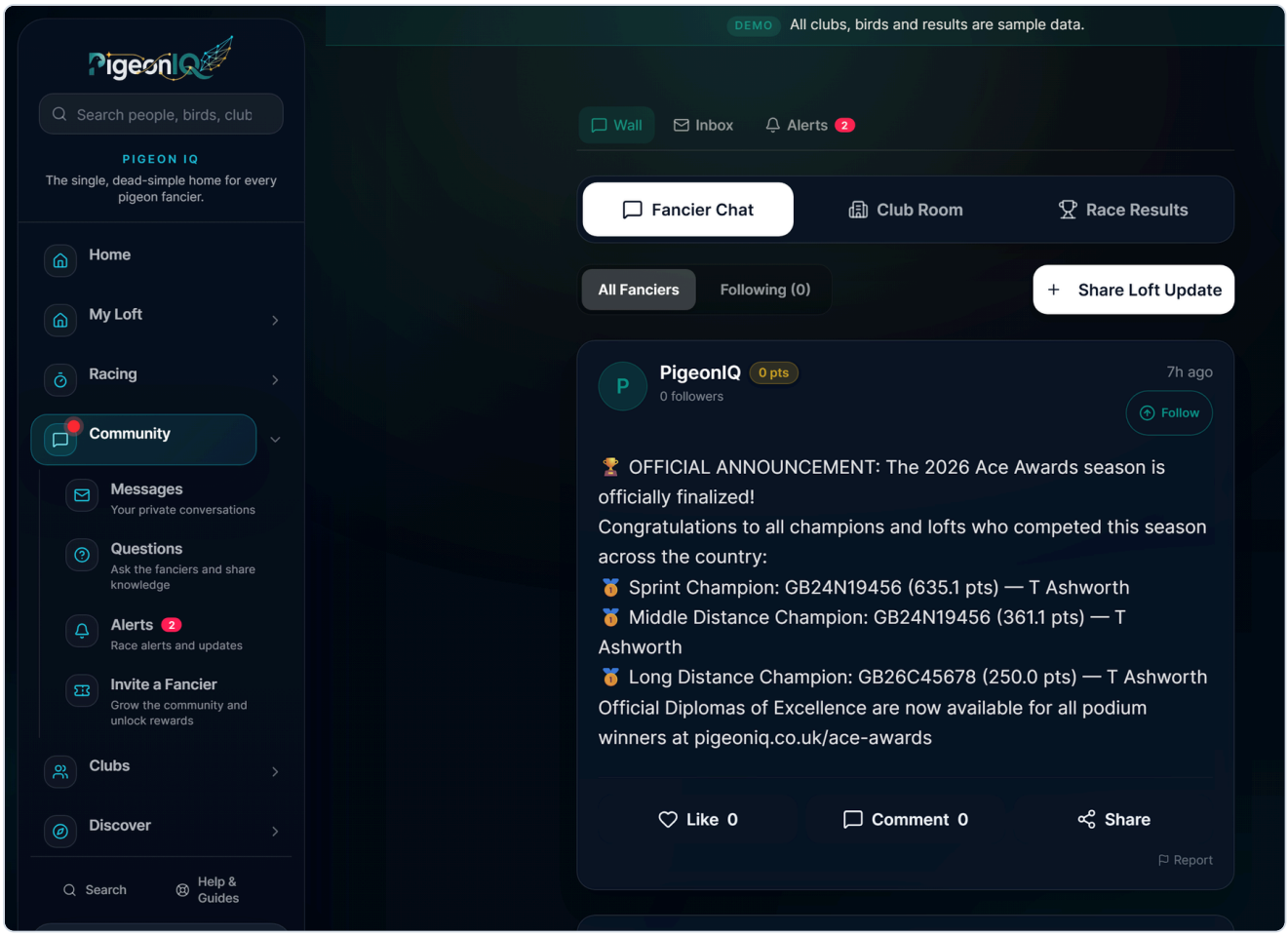


Figure 15.1 The Wall. The active mode decides who sees the post and what appears in the feed.

Post something

1. **Open the Wall, then choose the mode**
   In the sidebar, select **Community Wall**, then choose **Fancier Chat**, **Club Room** or **Race Results**.

2. **Write the post**
   Text is the post. Keep the first line useful; that is what people see before they expand it.

3. **Add media or tags if needed**
   Add Photo, **Add Video**, **Tag Person**, **Tag Result** or **Tag Bird**.

4. **Publish**
   The post appears at the top of the feed. Your own posts can be edited or deleted.

Post limits

Posts	10 per hour.
Images	5 MB each.
Video	100 MB and 5 minutes.

Moderation	Reported posts can be hidden. There is no user-visible moderation status; a hidden post simply disappears.

Club notices

In the club room, secretaries see **Manage Notices** and **Post Notice**. A notice is pinned above the club feed. Use it for basketing times, liberation updates and meetings, not for general chat.

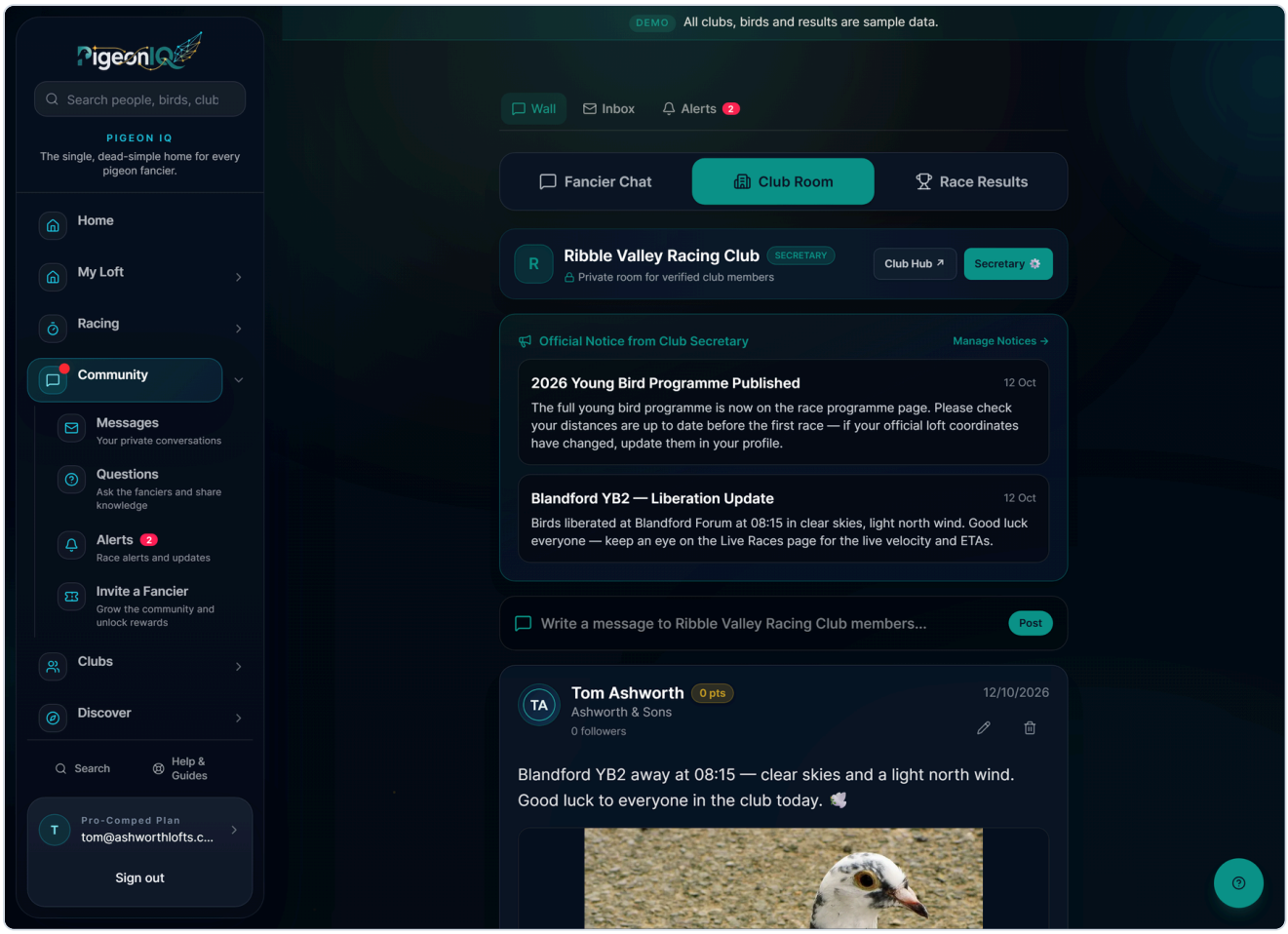


Figure 15.2 The Club Room. The selector switches between clubs you belong to.

Ask the Fanciers

Ask the Fanciers is the question board. Categories are Health & Disease, Breeding & Genetics, Racing systems, Loft Management and General.

USE THE WALL FOR	USE ASK THE FANCIERS FOR
Club notices and race-day updates	A question with one clear answer
Photos, results and quick updates	Health, breeding and loft setup advice
Posts that move down the feed	Answers you want to find again

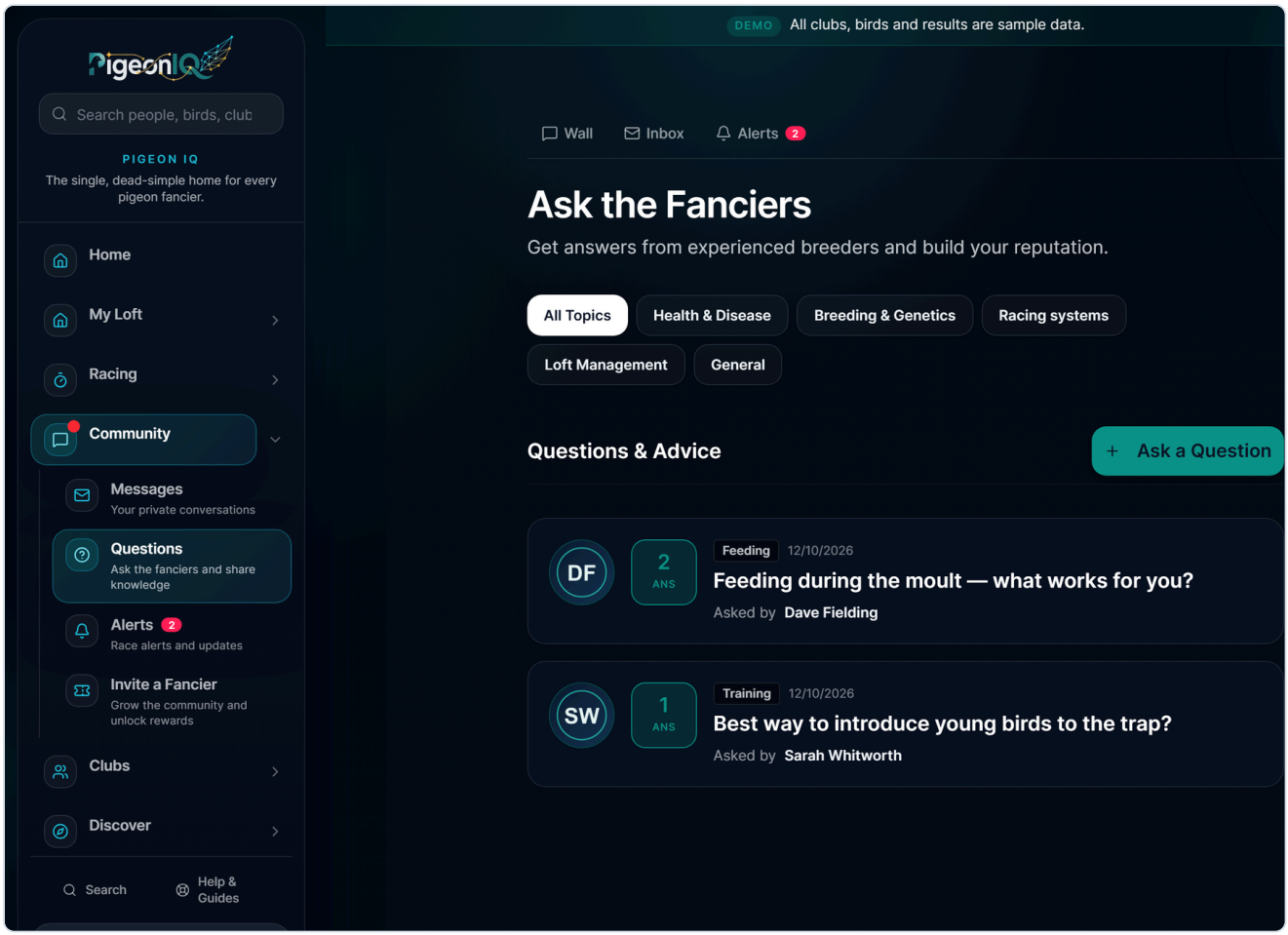


Figure 15.3 Ask the Fanciers. A good title is the question, not the topic.

1. **Open Ask the Fanciers, then select Ask a Question**
   In the side navigation, select **Questions** (Ask the Fanciers). Select **Ask a Question** and choose the closest category. It helps the right people find it.

2. **Write a specific title**
   “Young cocker not eating after first toss” is better than “Help”. Put the detail in the body.

3. **Answer and vote**
   Answers can be upvoted or downvoted. The asker can mark one answer as accepted.

CURRENT BEHAVIOUR

Ask shows the latest 50 questions. There is no edit, delete or report action on a question. The Wall has reporting, but no public moderation status. If a post is hidden, it disappears rather than showing a “removed” label.

WHAT YOU SHOULD SEE

Your post appears at the top of the selected feed. A question appears in the category and in the latest list. An accepted answer is marked on the question.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The post button is disabled	You may have hit the 10-posts-per-hour limit. Wait, then try again.
The video will not upload	Keep it under 100 MB and five minutes. Compress it if needed.
Your post disappeared	It may have been reported and hidden. There is no public moderation status. Contact support if you believe it was removed in error.
You cannot see your club room	You need to be a member of the club. Check your membership under **Clubs**.
An answer is wrong	Reply with the correction and vote. Only the asker can accept an answer.

Where to go next: Chapter 16, Messages, notifications and fancier profiles · Chapter 17, Search, bird database and leaderboards · Chapter 18, Knowledge, invite, referrals and the agent network.

CHAPTER 16

Messages, notifications and fancier profiles

You are here because someone has replied, because you need to find a fancier, or because the alert list is getting long.

EVERYONE

BEFORE YOU START

Know whether you are looking for a direct message, a notification, or a public profile. They live in three different places.

Messages are private conversations. Notifications are app events. Fancier profiles are the public directory. The same person can appear in all three, but the controls are different.

Messages

Messages is a simple inbox. A thread holds the conversation, and attachments are allowed up to 50 MB. Opening a thread marks it read.

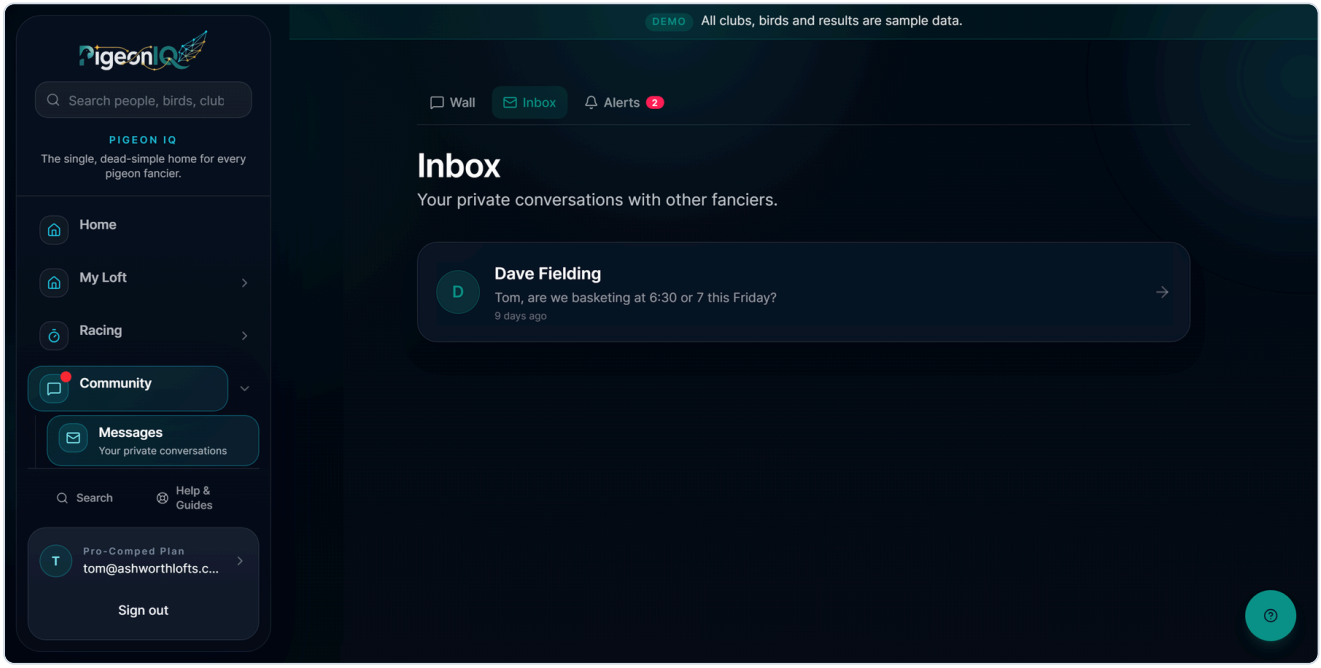


Figure 16.1 The inbox. Media links expire after one hour, so download anything you need to keep.

CURRENT BEHAVIOUR

There is no delete, search or pagination in Messages. A long inbox is a long scroll. Media links inside a thread expire after one hour.

Notifications

Notifications shows the latest 50 events: post likes and comments, endorsements, answers, messages, role changes, submissions, organisation requests, races and partner status.

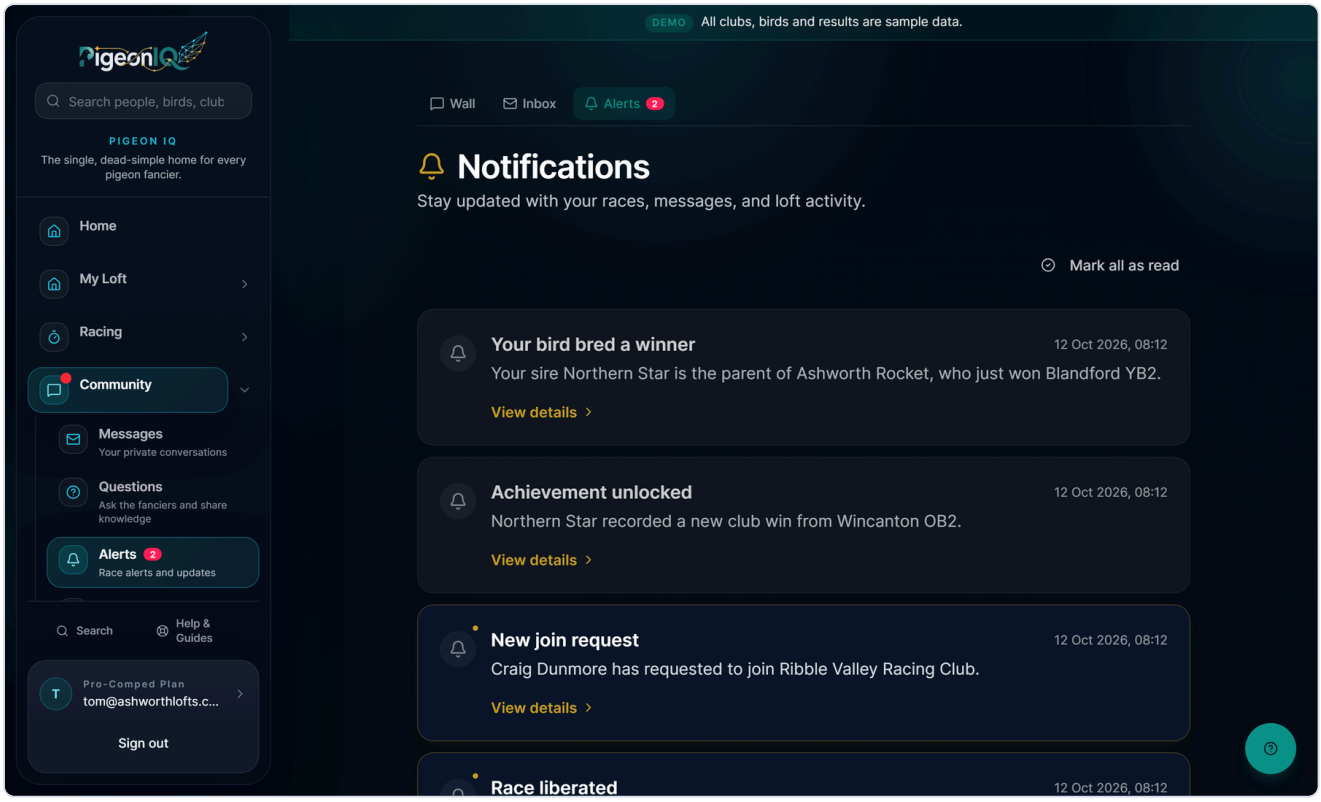


Figure 16.2 Notifications. Clicking a card marks it read and can open the detail.

- **Mark all as read** clears the unread state.
- Clicking a card marks it read. **View details** opens the source.
- There are no filters and no delete. The list is capped at 50.

Fancier profiles

The fanciers directory lists the top 100 profiles by reputation. It is not a complete member directory and it has no search. Open a profile to see Posts, About, Followers and Following.

Follow

Following changes what appears in your Following feed on the Wall. It does not send a notification to the other person.

Send Message

Starts a private thread. The same 50 MB attachment limit applies.

COMMUNITY STANDING IS NOT A RACING SCORE

It reflects activity and reputation on the platform. A high standing does not mean a fast loft, and a low standing does not mean a bad fancier.

WHAT YOU SHOULD SEE

An unread message shows in the inbox until you open the thread. A notification card loses its unread dot after you click it. Following a fancier adds their posts to the Following feed.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
An attachment will not upload	Keep it under 50 MB. Try a smaller file or a link.
A media link has stopped working	Links expire after one hour. Ask the sender to resend the file.
You cannot find a fancier	The directory shows the top 100 by reputation and has no search. Use the global search if you know the name.
Notifications are missing	The list shows the latest 50. Older events are not available in the app.
You cannot delete a thread	Messages have no delete action. Archive the information outside the app if you need a record.

Where to go next: Chapter 15, The Wall and Ask the Fanciers · Chapter 17, Search, bird database and leaderboards · Chapter 21, Account, privacy and help.

CHAPTER 17

Search, the bird database and leaderboards

You are here because you need to look up a ring, a fancier or a club, or because you want to see how a bloodline ranks.

EVERYONE FREE SEARCH CAP

BEFORE YOU START

Know the ring, name or club you are looking for. A full ring is much more reliable than a partial one.

Search is the front door. The bird database is the record. Leaderboards are the comparison. They use different data and different limits.

Global search

Search covers fanciers, birds and clubs. Results are grouped and limited to 10 per group.

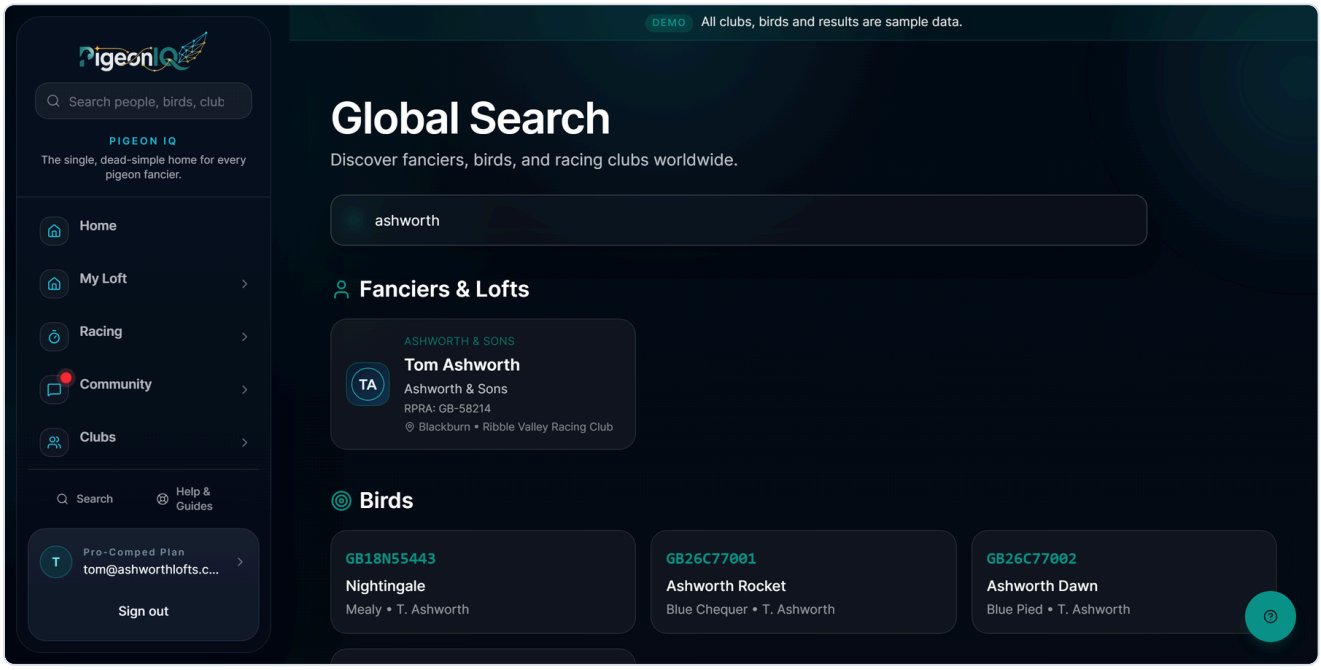


Figure 17.1 Global search. Free accounts have two searches a day; type the full term before you press Enter.

CURRENT BEHAVIOUR

The Free search cap is two searches per day, applied to each debounced query. Typing part of a word can consume a search before you finish. Pro removes the cap.

The bird database

Discover → **Birds** lists public birds. Search by ring or name. The list shows 48 per page and uses pagination. There are no filters or sorting controls.

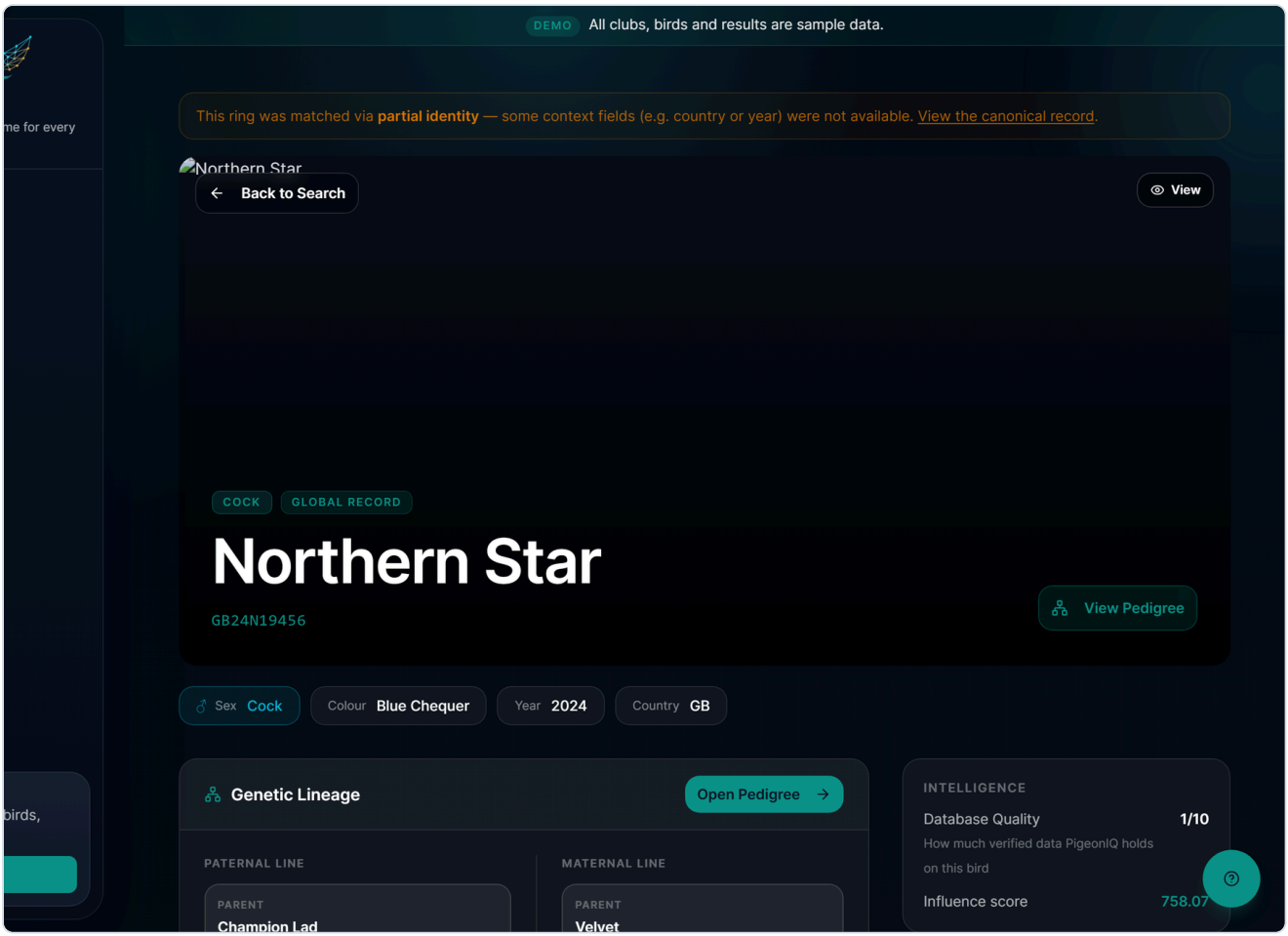


Figure 17.2 A public bird profile. Achievements added by other users are unverified.

Free bird-detail views

Free accounts can open three bird detail views per day. The fourth view is blurred. The page content is still present behind the blur; the cap is a visual gate, not a data gate.

Public pedigrees

Ancestors opens the public pedigree. A private pedigree hides the lineage and relatives. The public page can show a claim link if the bird is yours.

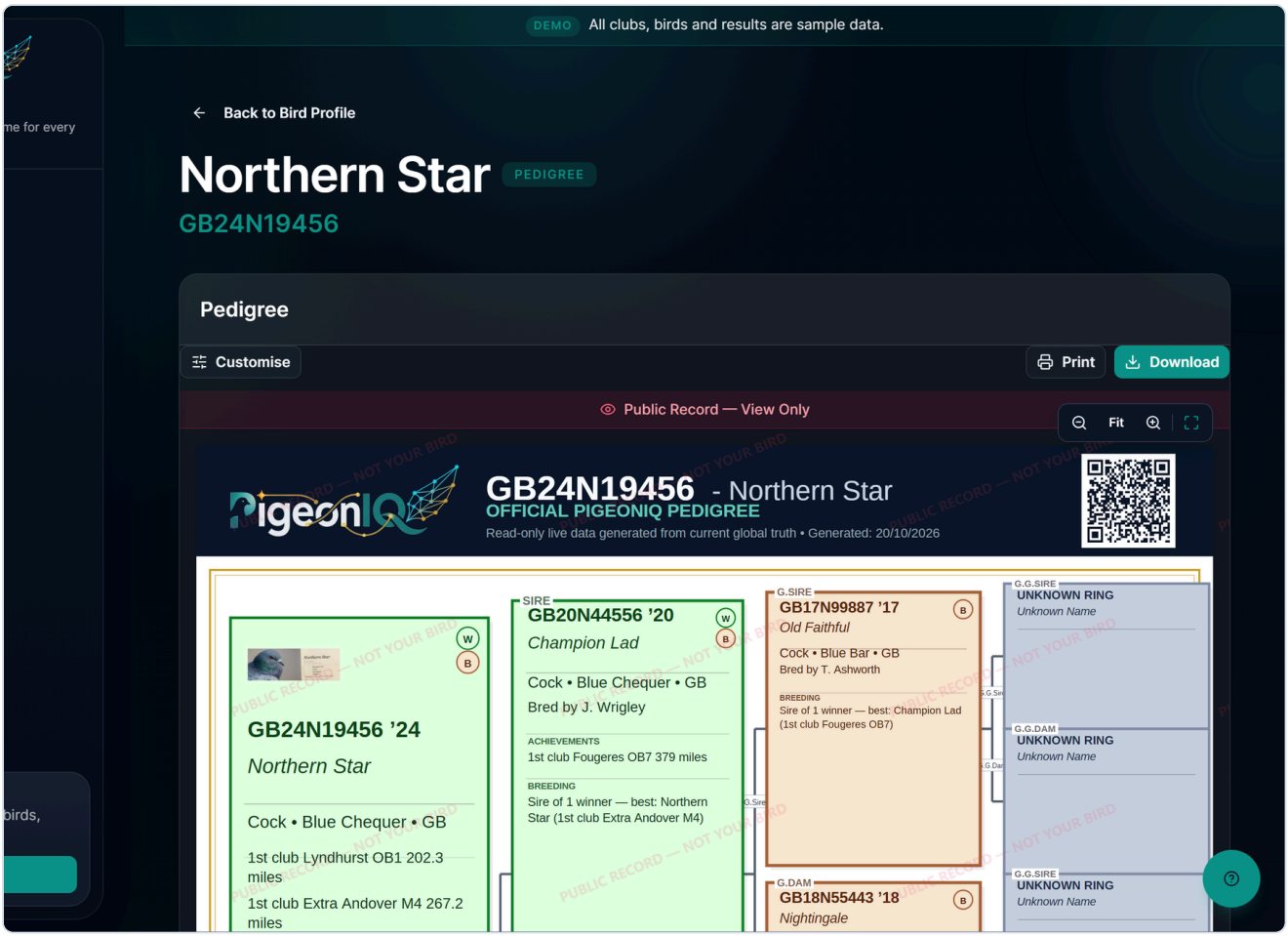


Figure 17.3 The public pedigree view. A private pedigree will not show this tree.

> **CURRENT BEHAVIOUR**
>
> Any signed-in user can add an unverified achievement to a public bird. The achievement is a claim until reviewed. The Compare and COI tools do not always respect a private pedigree, so do not treat a private bird as completely hidden.

Leaderboards

The bird leaderboard shows the top 50 by Influence, Performance, Breeding or Distinction. The country filter is URL-only; there is no visible country selector.

Influence
How widely a bird appears in other pedigrees.

Performance
Race results and achievements.

Breeding
Descendants and their results.

Distinction
Verified honours and awards.

> **WHAT YOU SHOULD SEE**
>
> A full-ring search returns the bird, its owner and its public pedigree. The bird database shows 48 cards per page. A blurred bird profile still scrolls; it just will not reveal the detail.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The search cap is reached	Wait until the next day, or use the direct bird URL if you already know the ring.
The bird is not in the database	It may be private or not yet added. Search the full ring, then check the spelling.
The pedigree is hidden	The owner set the bird to private. The public page will not show the tree.
An achievement looks wrong	It may be an unverified public claim. Check the verification marker before you rely on it.
The country filter is missing	The filter is URL-only. Add the country parameter to the address if you need it.

Where to go next: Chapter 18, Knowledge, invite, referrals and the agent network · Chapter 19, Analytics that works today · Chapter 7, Pedigrees.

CHAPTER 18

Knowledge, invite, referrals and the agent network

You are here because you want to learn something specific, bring another fancier onto PigeonIQ, or understand how the regional agent network works.

EVERYONE | PRO FOR PRINTED CARDS | AGENTS

BEFORE YOU START

For the knowledge library, choose a pathway or search a topic. For an invitation, decide whether you are sharing a link, a QR code or a printed card. For an agent application, know your territory and your postcode or Eircode.

The knowledge library is the reading side of PigeonIQ. Invite is the growth side. The agent network is the local side: one agent for each of nine territories, with a scoped portal for the agent's own patch. None of it is required to race, but all of it is useful.

The knowledge library

Discover → Knowledge holds 62 articles across beginner and advanced pathways. Filter by topic, save favourites and mark progress.

New to the loft

Start with Beginner foundations. Read the first three articles in order: terminology, loft setup and the daily routine. Then work through the full 11-step route.

Already racing

Use the Advanced flyer path for nutrition, ventilation and training load. If you know the topic, search for it instead of reading a whole pathway.

MAKE THE LIBRARY A ROUTINE

Add one article to This Week, choose a day and the minutes, then finish it before adding another. The plan is manual; the app does not schedule reading for you.

Library	All 62 articles and both pathways.
Favourites	Articles you saved for later.
This Week	Your manual reading plan: day and minutes.

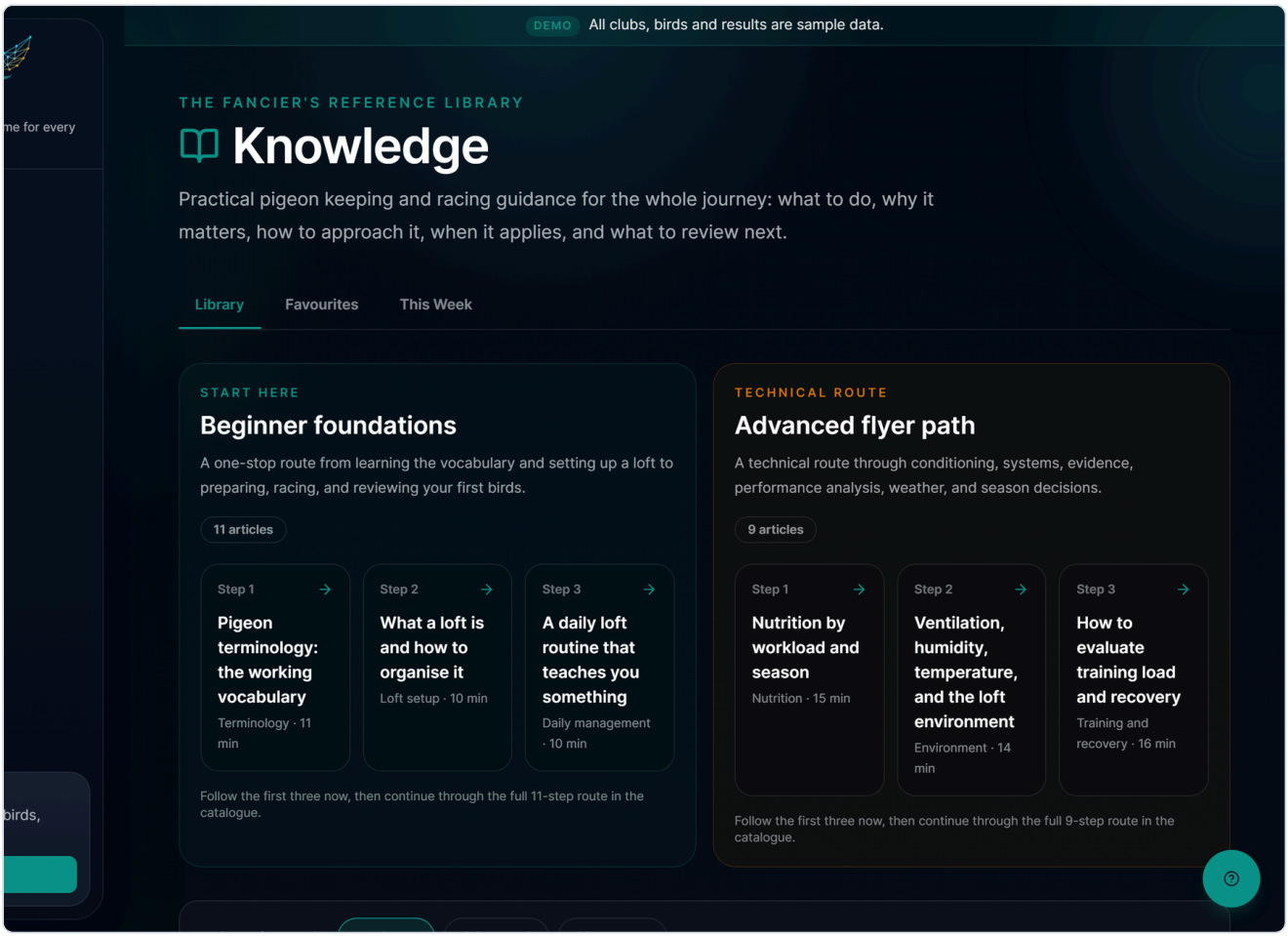


Figure 18.1 The knowledge library. The beginner pathway is the place to start if you are new.

- **Favourites**: saved articles, available from the library.
- **Progress**: articles you have opened or completed.
- **Weekly plan**: add an article with a reading day and minutes. The plan is manual; you can reorder, complete or delete items.

> **CURRENT BEHAVIOUR**
> Guests hit a non-dismissible wall at 45% scroll. Sign in to keep reading. The weekly plan does not schedule itself; you choose the day and the minutes.

Invite a fancier

Community → Invite gives you a link, a QR code and share buttons for WhatsApp, Facebook, X and email. Pro users can print physical invite cards.

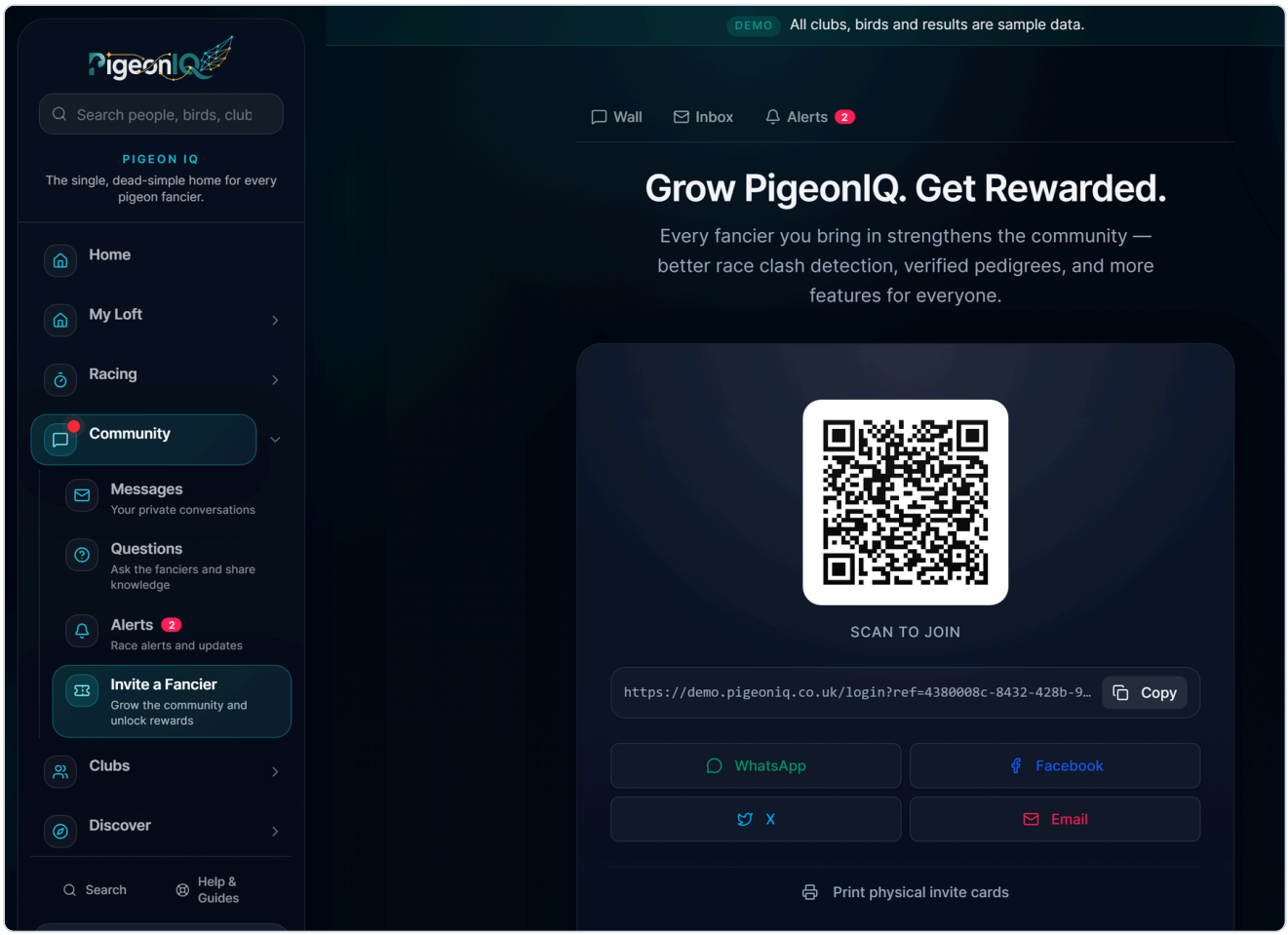


Figure 18.2 Invite on the demo account. The QR opens the same sign-up link; your live code uses your own **pigeoniq.co.uk** address.

Ambassador tiers

Fancier	0
Supporter	1
Advocate	5
Champion	15
Ambassador	30

One free Pro month per paid conversion. Trials do not count.

Partner programme

20% recurring commission, a £50 payout threshold, PayPal or UK bank transfer, paid quarterly. The partner programme is separate from the ambassador tiers.

> **WHAT YOU SHOULD SEE**
> An invited fancier who signs up through your link appears in your impact stats after they convert to a paid plan. A trial sign-up shows in the invite count but does not reward.

The agent network

PigeonIQ has nine territories: eight across the UK and one for the Republic of Ireland. Each territory has one agent. The boundaries are postcode areas, not counties, council areas or towns. Every UK postcode area belongs to exactly one territory, and no area is split between two agents.

TERRITORY	WHAT IT COVERS
North	29 postcode areas, including CA, LA, M, L, NE and S.
Midlands	15 postcode areas, including B, CV, DE, LE, NG and ST.
East	13 postcode areas, including AL, CB, CM, CO, IP and NR.
South East & London	30 postcode areas, including all London areas, BN, CT, GU, OX, PO, RG, SO and TN.
South West	12 postcode areas: BA, BH, BS, DT, EX, GL, PL, SN, SP, TA, TQ and TR.
Scotland	16 postcode areas, including AB, DD, EH, G, IV and PH.
Wales	5 postcode areas: CF, LD, LL, NP and SA.
Northern Ireland	1 postcode area: BT.
Republic of Ireland	The whole country. Eircode routing keys do not split it.

The map and the territory list

The `/agents` page shows the nine territories on a boundary map. The map is drawn from a bundled boundary file, not live map tiles, so it does not load a map service or track you. Each territory is marked **Open** or **Covered**. The map shows status only: it does not show agent earnings, commission rates or subscriber counts.

The same page lists every territory below the map. The list is the control to use, especially on a phone or with a keyboard. You do not need the map to apply.

What the job is

An agent shows PigeonIQ to the clubs, federations and fanciers in their territory. They help a club through its first race day, answer local questions and act as the name people know. The role is commission based and separate from the ambassador tiers and the partner programme.

How you are paid

Commission is 20–25% of recurring revenue, agreed with you for your territory. The public page shows the range, not a promised rate. The default threshold is £100 of net commission per territory per quarter. Commission is paid quarterly.

The quarter

Quarters end 31 March, 30 June, 30 September and 31 December. Statements go out within 14 days of the quarter end. Payment is due within 30 days.

Below the threshold

A balance under £100 rolls into the next quarter. It is not lost. A final payout on termination waives the threshold.

Commission is paid on net revenue: the amount paid after VAT and discounts. It is not paid on the gross invoice. A subscription starts to earn at its first positive paid invoice. Trials, £0 invoices and fully discounted invoices earn nothing.

The invoice date decides which agent earns, not the date the money reaches PigeonIQ's bank. If an annual invoice is dated before a replacement agent starts, the invoice belongs to the previous agent. There is no pro-rata split.

What does not earn commission

A subscription qualifies only if its first positive paid invoice is dated on or after the territory's commission start date. The start date is set when the territory's first agent is appointed. It does not restart when an agent is replaced.

The existing paying base is excluded. A subscription that paid its first invoice before the territory start never earns commission, even when it renews. If no agent is appointed when an invoice is dated, PigeonIQ keeps that revenue. A later agent is not paid for it.

When an agent is replaced

There is no grandfathering. The new agent earns commission on invoices dated from the replacement date, including qualifying subscriptions that started under the previous agent. The previous agent keeps commission already accrued for invoices dated before the change. Accrued and unpaid commission is paid; it is not transferred.

A refund or dispute reverses the commission. If the dispute is won, the commission is reinstated. If the commission was already paid, the adjustment comes off the next payout. A negative balance carries forward.

Apply to be an agent

Apply at `pigeoniq.co.uk/agents`. You do not need an account. Choose an open territory from the list or the map, then send your name, email, phone or WhatsApp number, postcode or Eircode, your connection to the sport and what you would bring.

The postcode field is labelled Postcode in Great Britain and Eircode in the Republic of Ireland. If your postcode falls in a different territory from the one you chose, the form says so and asks you to explain. It does not block the application.

A covered territory cannot be selected for a new application. Use **Reserve interest** to register your interest in that territory. Prefer email? Write to `hello@pigeoniq.co.uk`.

The agent portal

An appointed agent gets a scoped portal at `/agent`. It is separate from the PigeonIQ staff admin. It shows the agent's own territory only; another territory is not visible.

What is in the portal

Overview	Territory, commission rate, threshold, this quarter's commission, active, new and churned members, clubs and the next payout.

Members	The member directory for the current territory. Search by name, loft, town or postcode area.
Member detail	Limited profile and subscription status, notes, message history and a correction request.
Clubs	Club name, type, country, total member count and count in the territory.
Commission	Statements and payouts for every territory the agent has managed, including historical statements after access ends.
Settings	Contact details, agreement, payout method request and security.

What the portal shows, and what it does not

The member directory shows display name, loft name, town, postcode area, club, club-secretary role, plan, subscription status, join date, last active, commission status and note count. It never shows a full postcode, street address, email address, phone number, card data or invoice amount.

Commission status is one of four labels: **Trial** (not commissionable), **Paying** (commissionable), **Ineligible** (existing base or no territory, not commissionable) or **Free** (not commissionable).

There is no member export. The portal has no member-level CSV, API or bulk copy. Aggregate statements are available; member rows are not.

Contact and notes

Contact is in-app only. A message sent from the portal is labelled as coming from the regional agent. It appears in the member's Messages, and the member can reply there. The agent never sees the member's email address or phone number.

A member can opt out of agent contact on their profile. The portal then marks them **No agent contact** and disables the message action. The member still appears for support, and the opt-out does not change commission.

Agents can add internal notes and send in-app messages. Notes are visible to the agent and PigeonIQ admin; members do not see them. An agent cannot edit a member's identity, postcode, territory, plan, billing or role. If something is wrong, send a correction request to PigeonIQ admin. The request does not change the record by itself.

Security and access

Multi-factor authentication is required before the portal shows member data. Set it up on the Security page. A session without MFA is sent there first.

Access is tied to an active territory assignment and an active agent account. If the assignment ends or the account is suspended, member data stops immediately and commission stops accruing. The agent can still open the commission page to download their own historical statements. Do not keep copies of member data after access ends.

What members see

Members do not see the agent portal. Their profile and Billing page show one of the agent-network states: no postcode yet, no agent yet, covered by an agent, or outside the network. Chapter 2 covers the states

and what each one means.

If an agent is appointed after a member subscribed, the member sees: “A local agent now covers your area. Your existing subscription is unchanged.” The plan, price and renewal date stay the same.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The knowledge article is locked	Sign in. The guest wall appears at 45% scroll and cannot be dismissed.
Your invite link does not credit you	The other person must use the link before signing up, and must become a paid conversion for the reward.
The printed card option is missing	Printing is Pro. Free users can still share the link or QR code.
The QR code will not scan	Increase screen brightness and hold the phone steady. Use the share link if the camera still fails.
The territory map is not showing	Use the territory list below it. The list is complete and is the control for choosing a territory.
You cannot select a covered territory	That is deliberate. Use **Reserve interest** to register your interest instead.
You cannot see member data in the portal	Set up multi-factor authentication on the Security page. If MFA is active, check that your territory assignment is still in place.
A member shows No agent contact	The member opted out of agent messages. The message action is disabled by design. Do not try to contact them another way.
Your payout is below £100	It rolls into the next quarter. A final payout on termination waives the threshold.

Where to go next: Chapter 17, Search, bird database and leaderboards · Chapter 19, Analytics that works today · Chapter 21, Account, privacy and help.

PART 5

Analytics and account

What the numbers can tell you, what they cannot, and how to manage the account behind them.

19 Analytics that works today

20 Billing, plans and limits

21 Account, privacy and help

CHAPTER 19

Analytics that works today

You are here because you want to know what the numbers can tell you, and what the app cannot yet answer.

PRO

BEFORE YOU START

Link your results and clockings first. Analytics reads the records you have. An empty loft or unlinked results produce empty charts, not insight.

PigeonIQ has working analytics and roadmap pages. This chapter separates them. The working tools are useful. The roadmap pages are placeholders, and the book says so.

The analytics hub

Analytics shows loft size, breeding, racing and health checks. The tools are Search, Database, Compare, COI Calculator, Performance and Season Review.

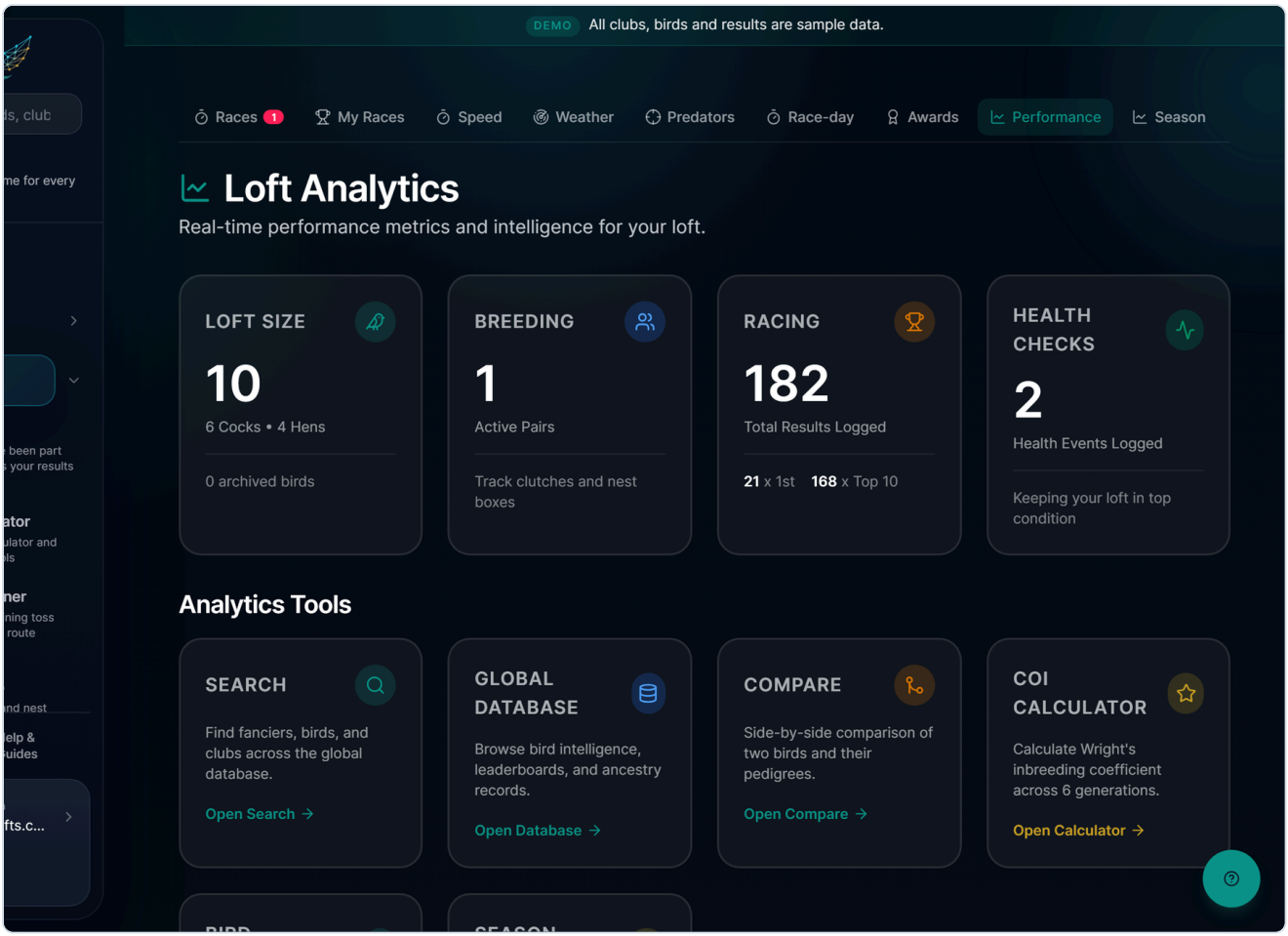


Figure 19.1 The analytics hub. The roadmap cards are marked Coming Soon or In Development.

WORKING TODAY

Performance, Season Review, COI Calculator, Compare. Each has data requirements. Read them before you trust a blank result.

COMING SOON

Velocity Trends, Bloodline, Race Difficulty and Predictive Pairing. The pages exist, but they are placeholders. Do not plan a season around them yet.

Performance

Performance filters by season, distance, verification, race type, date range and bird category. It shows days recorded, feed total, training sessions, road distance and observations, plus bird performance, training trends, feeding trends and management context.

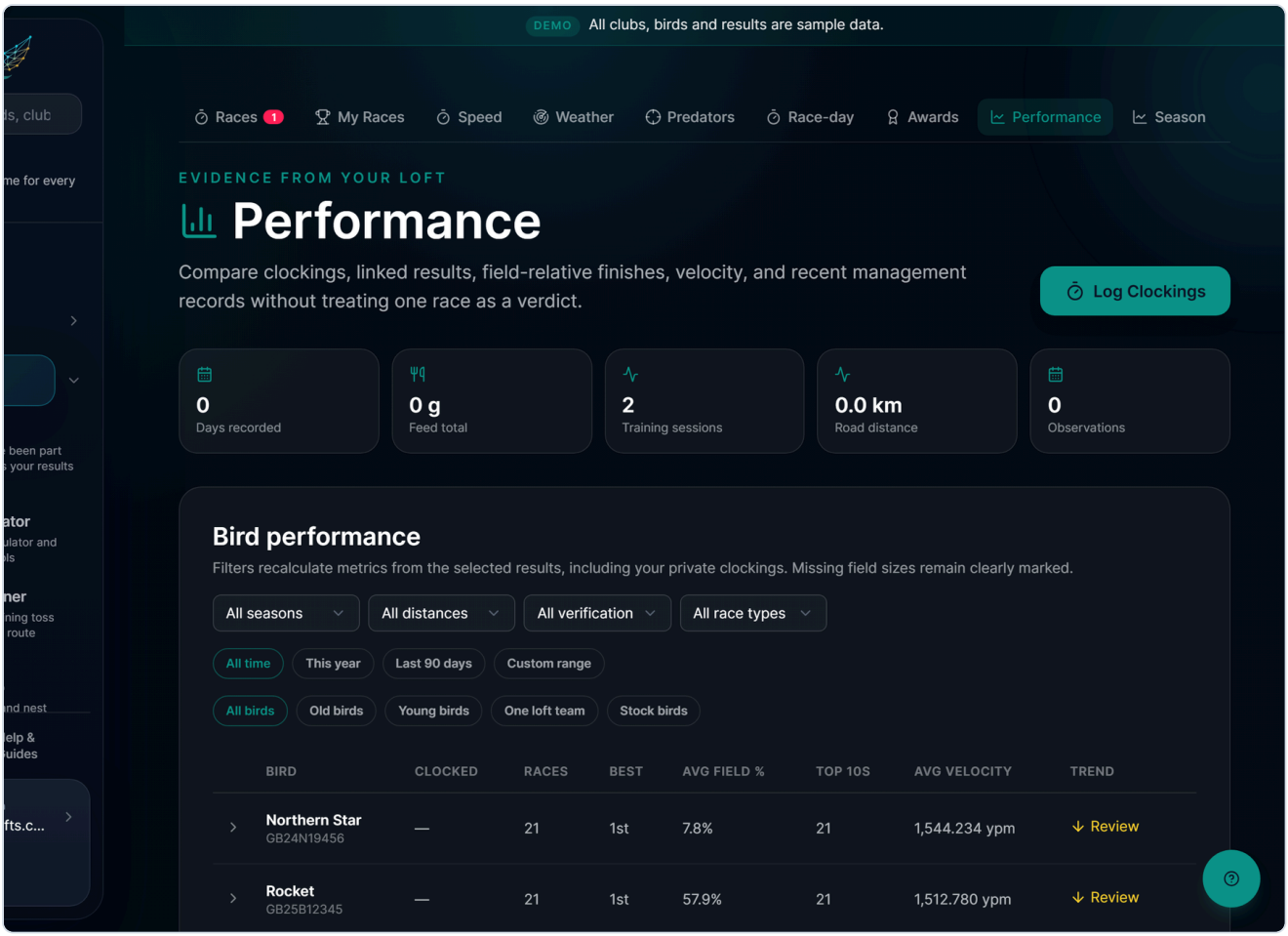


Figure 19.2 Performance. The filters change the whole page, so set them before reading the cards.

Performance needs linked results and linked clockings. The daily care records supply feed and training context. If a bird has no linked race or clocking, it can still appear in care summaries but not in race performance.

Season Review

Season Review uses a season and cohort selector. It shows six summary cards, three charts, a pair leaderboard and every bird. It needs linked offspring and results. A sample under three offspring is flagged as small, because a percentage built on two birds is not evidence.

COI Calculator

The COI Calculator takes a cock and a hen and calculates a simplified Wright coefficient across six generations. It shows common ancestors and labels a complete outcross when it finds none.

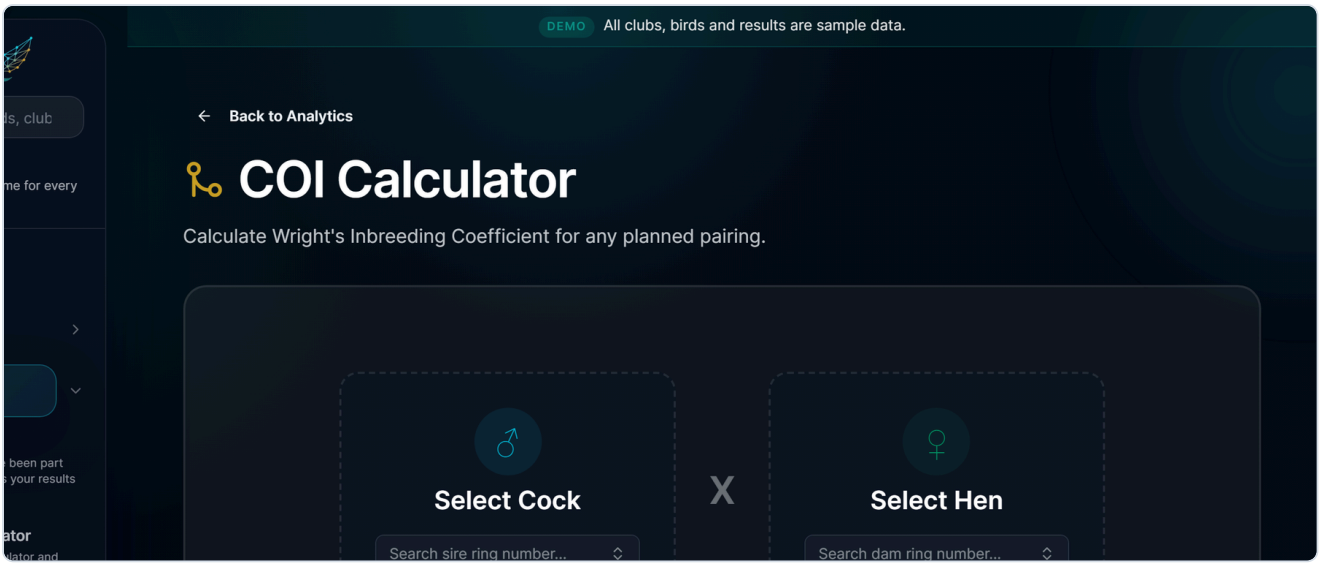


Figure 19.3 The COI Calculator. It assumes ancestral inbreeding is zero, so treat the number as a rough guide.

> **CURRENT BEHAVIOUR**
> The COI calculation assumes ancestral inbreeding is zero. No common ancestor looks like a complete outcross, even when the birds share a distant line. The calculator does not respect a private pedigree.

Compare

Compare puts two birds side by side: details, achievements and lineage. It does not give a verdict, highlight differences or save the comparison.

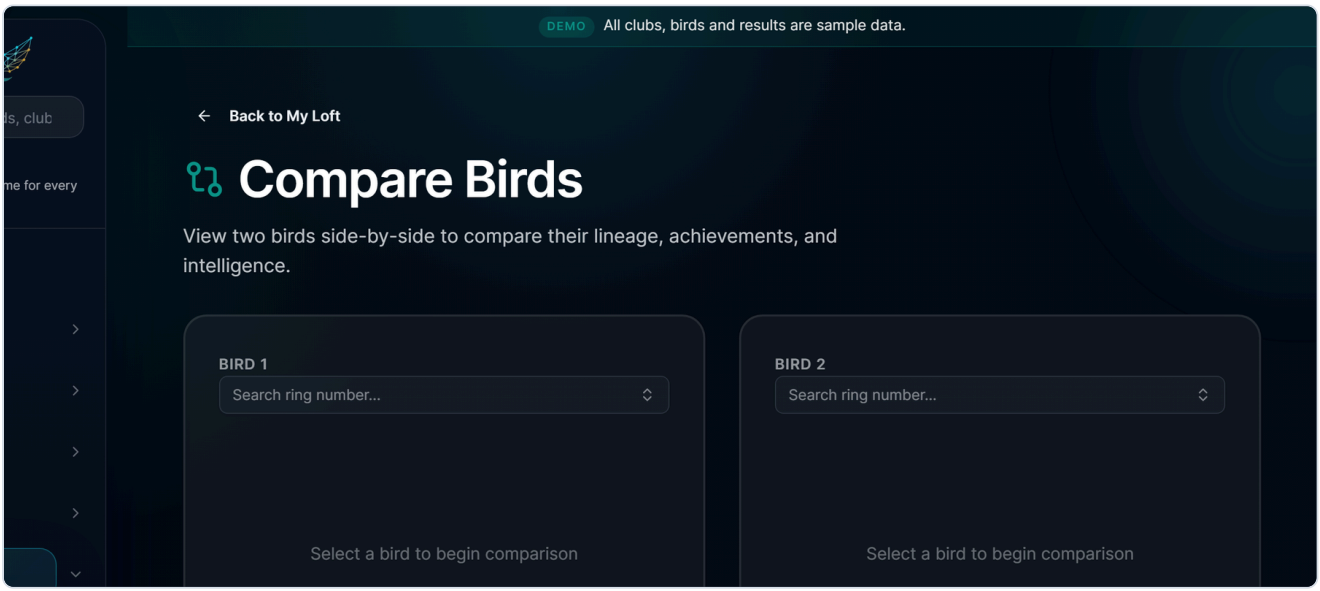


Figure 19.4 Compare. You make the judgement; the page only puts the records next to each other.

> **SAMPLE SIZE MATTERS**
> A 100% success rate from one youngster is not a trend. Season Review flags samples under three offspring. Treat any small cohort as a question, not an answer.

WHAT YOU SHOULD SEE

Performance fills once results and clockings are linked. Season Review shows charts after a cohort is selected. COI returns a percentage and a list of common ancestors, or “Complete Outcross”. Compare fills both columns after you pick two birds.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
Performance is empty	Link results and clockings. Check the season and date filters.
Season Review has no charts	Select a season and cohort with linked offspring and results. Small samples are flagged.
COI says Complete Outcross	Check the six-generation links. A missing ancestor can look like no common line.
Compare shows different data from the profile	The private pedigree is not respected by Compare. Check the public record, not the private notes.
A roadmap card does nothing	It is a placeholder. The four roadmap pages are not built yet.

Where to go next: Chapter 14, Ace Awards · Chapter 20, Billing, plans and limits · Chapter 21, Account, privacy and help.

CHAPTER 20

Billing, plans and limits

You are here because a payment failed, a trial is ending, or you need to cancel without losing the rest of the month.

EVERYONE

BEFORE YOU START

Know which plan you are on and whether it is monthly, annual or trial. The Billing page shows the current state at the top.

Chapter 4 is about choosing a plan. This chapter is about living with one: renewals, cancellations, failed cards and the limits that change when the plan changes.

Open **Billing** from the account area, or go to `/billing`. The current plan is at the top of the page.

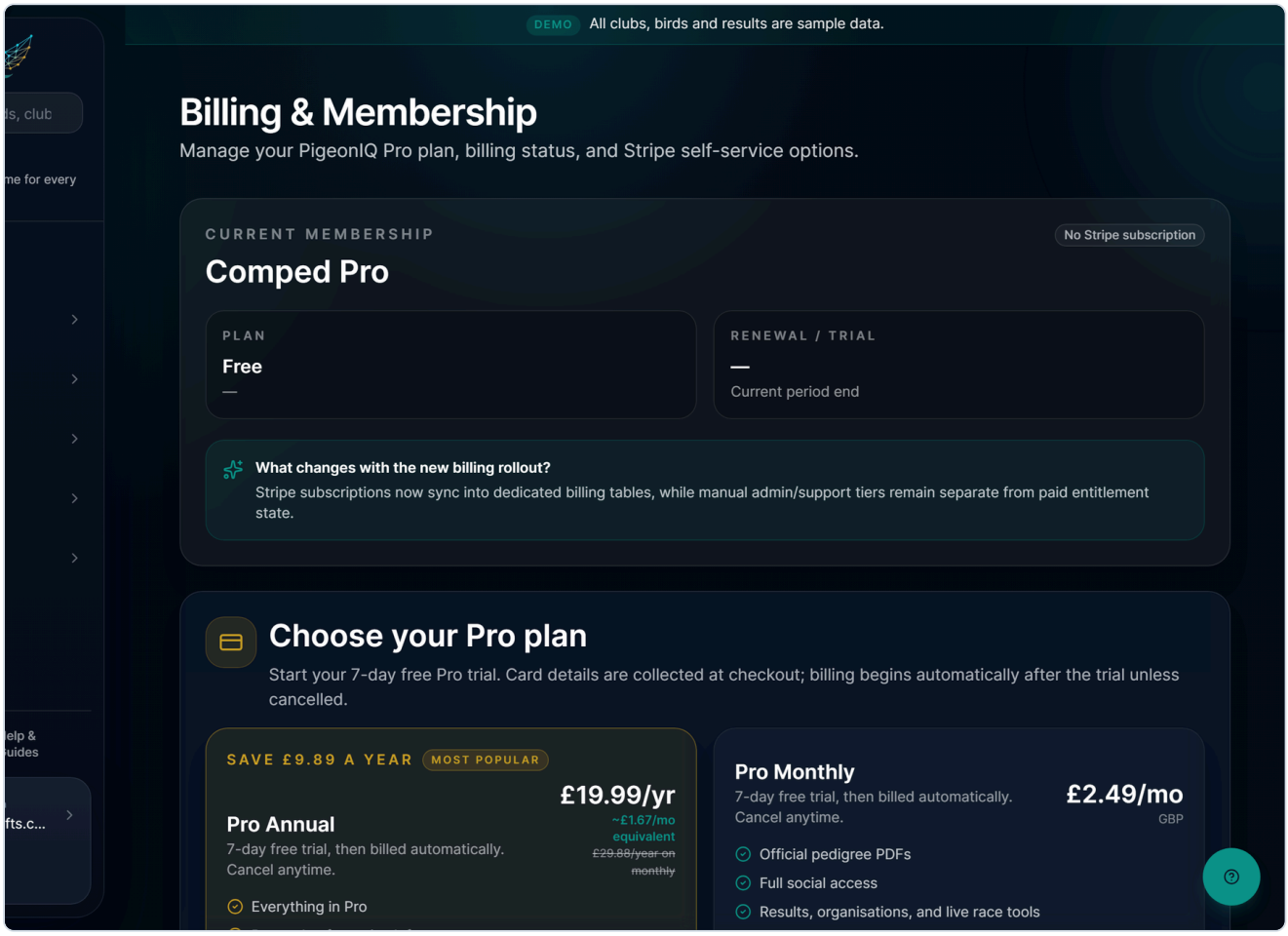


Figure 20.1 Billing and Membership. The current plan is at the top; the actions are below.

What the page shows

- **Current membership**: plan, interval, renewal or trial date, and status.
- **Pro Monthly**: £2.49 a month.
- **Pro Annual**: £19.99 a year, which saves £9.89 against monthly.
- **Trial**: 7 days, or 30 days with a creator promo.
- **Actions**: start, cancel, resume, open the Stripe portal, apply a promo.

Cancel without losing the month

Cancel subscription sets the plan to cancel at the end of the current period. Pro stays active until that date. The page shows the date. **Resume subscription** clears the cancellation if the period has not ended.

WHAT YOU KEEP

Pro features until the period ends. Your birds, pedigrees and results stay in the loft after the plan ends. The limits return; the data does not disappear.

WHAT STOPS

New result uploads, full pedigree exports and the full Ace board stop when the plan ends. Existing records remain readable within the Free limits.

The Stripe portal

PigeonIQ does not store card details. **Open Stripe billing portal** opens Stripe, where you can change the card, download invoices and see payment history. If the portal will not open, try a desktop browser and allow Stripe.

Agents, clubs and your bill

Your subscription is between you and PigeonIQ. A regional agent does not change the plan, the price or the renewal date. If an agent is appointed for your area after you subscribe, your existing subscription is unchanged.

If your area has no agent, or is outside the agent network, PigeonIQ bills you directly. The same applies when a territory is between agents. There is no agent fee on your invoice.

If you are a club secretary, the role is free. You still pay for Pro like any other member. There is no separate club plan in this release, and the club does not need its own subscription.

Promo codes

Enter the code on Billing and select **Apply**. Some codes extend a trial; others discount a paid plan. The page will say which. A code that has expired or does not apply to your plan is rejected.

Limits after a plan change

Birds	Pro is unlimited. Free stops at 25. Existing birds above 25 are not deleted, but you cannot add another until you archive or upgrade.
Pedigree OCR	Pro monthly 45/month; annual 200/year. Free 3/month.
Pedigree PDF	Pro full six generations. Free three generations with a watermark.
Ace Awards	Pro full board. Free top three.
Result upload	Pro only.

CURRENT BEHAVIOUR

There are no invoices or payment-method screens inside PigeonIQ. The Stripe portal is the only place to see them. The onboarding trial button does not start a trial; Billing does.

WHAT YOU SHOULD SEE

After cancelling, the status says it will cancel on the period end date. After resuming, the cancellation notice disappears. After a failed payment, the plan may show a past-due state and Stripe will ask for a new card.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
The card is declined	Open the Stripe portal and update the card. PigeonIQ cannot take card details over support.
You were charged after cancelling	Check the period end date. A cancellation stops the next charge, not the current period.
The plan says Pro but a feature is locked	Sign out and back in, then refresh Billing. If it persists, contact support with the invoice date.
The promo code is rejected	Check the expiry and the plan it applies to. Some codes are trial-only or annual-only.
The portal will not open	Disable tracking protection for Stripe, or try another browser.

Where to go next: Chapter 4, Choose Free or Pro · Chapter 21, Account, privacy and help · Chapter 19, Analytics that works today.

CHAPTER 21

Account, privacy and help

You are here because you need to change how the account behaves, understand what is public, or find help without leaving the app.

EVERYONE

BEFORE YOU START

Decide whether you are changing a setting, checking what others can see, or looking for a help article. The three are in different places.

The account page is small on purpose. Most settings live on the profile. Privacy is split between the profile and the public pages. Help is a separate library.

Open your account by selecting your account card at the bottom of the sidebar, or go to `/profile`.

Profile
Name, photo, loft pin, language, display and public details.

Billing
Plan, renewal date, payment method and invoices through Stripe.

Help & Guides
Live guides, search and the install instructions for a phone.

What you can change here

Can change	Name, photo, loft pin, email preferences, language, display and password (through the forgot-password flow).
Cannot change	Email address, account deletion or data export. These go through support.
Billing	Plan, card and invoices are handled by Stripe from Billing.

Email and notifications

Email preferences have five categories: weekly digest, messages and mentions, club announcements, race results and liberation, and loft reminders. They save immediately. **Unsubscribe from all emails** turns every category off; **Re-subscribe to emails** turns them back on.

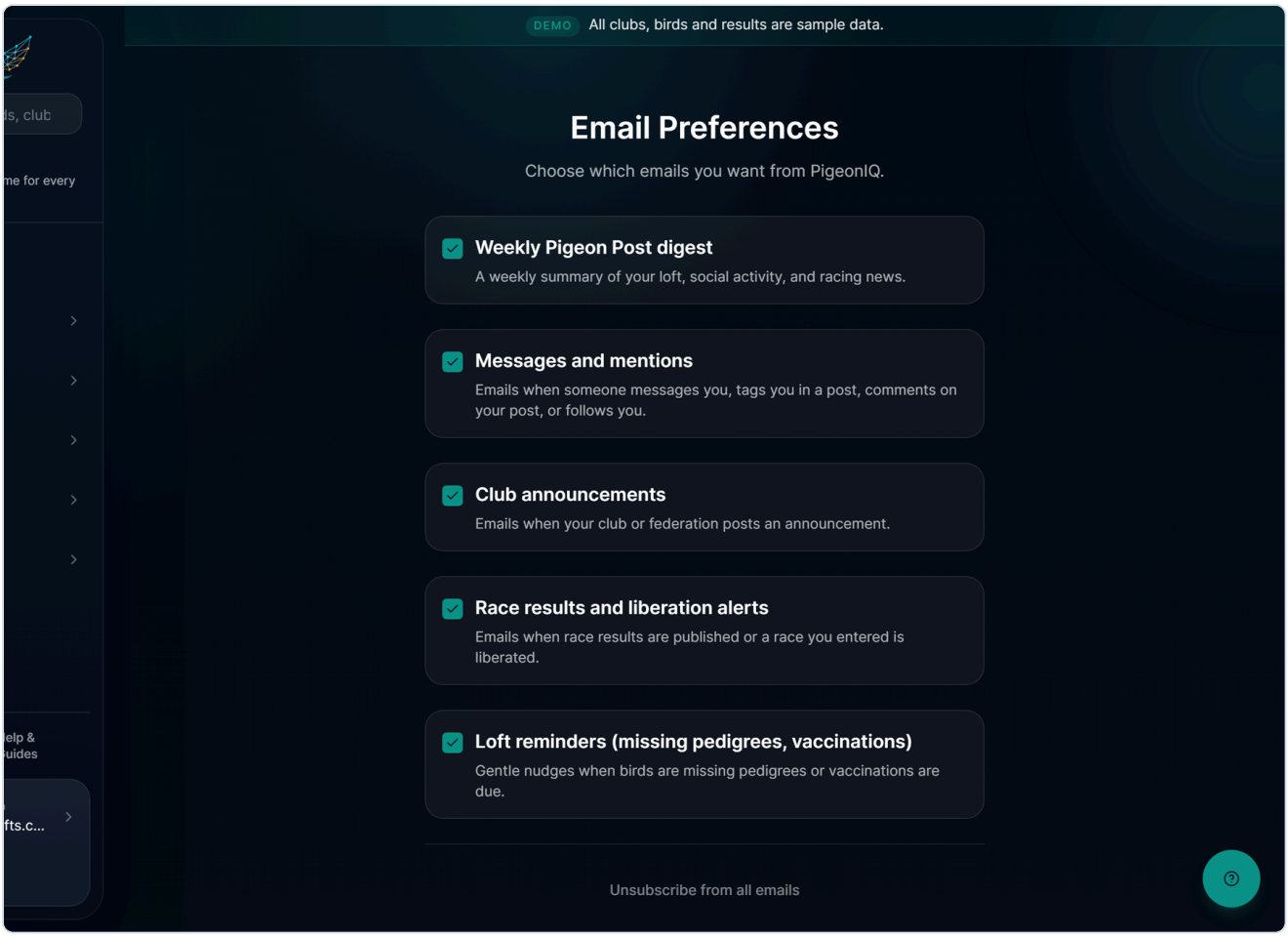


Figure 21.1 Email Preferences. These are separate from browser push notifications.

Push notifications are controlled by the profile toggle and by the browser's own permission. If the toggle is on and nothing arrives, check the browser's site settings first.

Language and display

Language and light mode are on the profile. The language setting changes the interface, not the content other people write. Light mode is a display preference; it does not change the data.

What is public

Public	Owner name, loft name, country, racing specialty, year started, biography, profile photo, loft logo, public bird profiles and public pedigrees.
Private by default	Home address, postcode or Eircode, contact email, contact number, loft notes, pedigree notes, private clockings, billing details and notification settings.
Club-only	Club room posts and club notices. A public club page shows only what the club publishes.

Postcode, the agent network and your data

Your postcode or Eircode is used to connect you with the PigeonIQ agent for your area and to attribute commission. It is not used for race distances; your loft pin or official coordinates are. It is not shown on

your public profile.

If your area has a regional agent, they can see a limited support profile: display name, loft name, town, postcode area (for example `SW`), club, club-secretary role, plan, subscription status, join date, last active, commission status and any notes they have added. They cannot see your full postcode, street address, email address, phone number, card details or invoice amounts. They also cannot query the member database directly; the portal returns only the limited support profile.

The agent contacts members through PigeonIQ's in-app messages. A message sent from the agent portal is labelled as coming from your regional agent. It appears in your Messages, and you can reply there. The agent does not see your email address or phone number. You can turn this off with **Agent may contact me by in-app message** on your profile. The opt-out stops agent messages; it does not change your subscription or the commission attributed to your area.

Agents work under a data processing and confidentiality agreement. They may use member data only to support members and administer their territory, not for their own marketing. They cannot export, scrape or bulk-copy member records. Member requests for access, correction or deletion go through PigeonIQ; an agent cannot action them directly.

How long we keep records

Commission and payout records	6 years plus the current tax year.
Agent access logs	2 years.
Location data	For the life of the account, then a short wind-down period.
Rejected agent applications	12 months, unless a legal hold applies.

> **CURRENT BEHAVIOUR**
> There is no in-app account deletion, password change, email change or data export. The password flow is the forgot-password screen. Email and account changes go through support. Private pedigree data is not fully respected by Compare or the COI calculator.

Help and guides

Help & Guides in the sidebar opens the help centre. The live guides are at `/help/guides`. The install guide at `/help/install` covers adding PigeonIQ to a phone home screen.

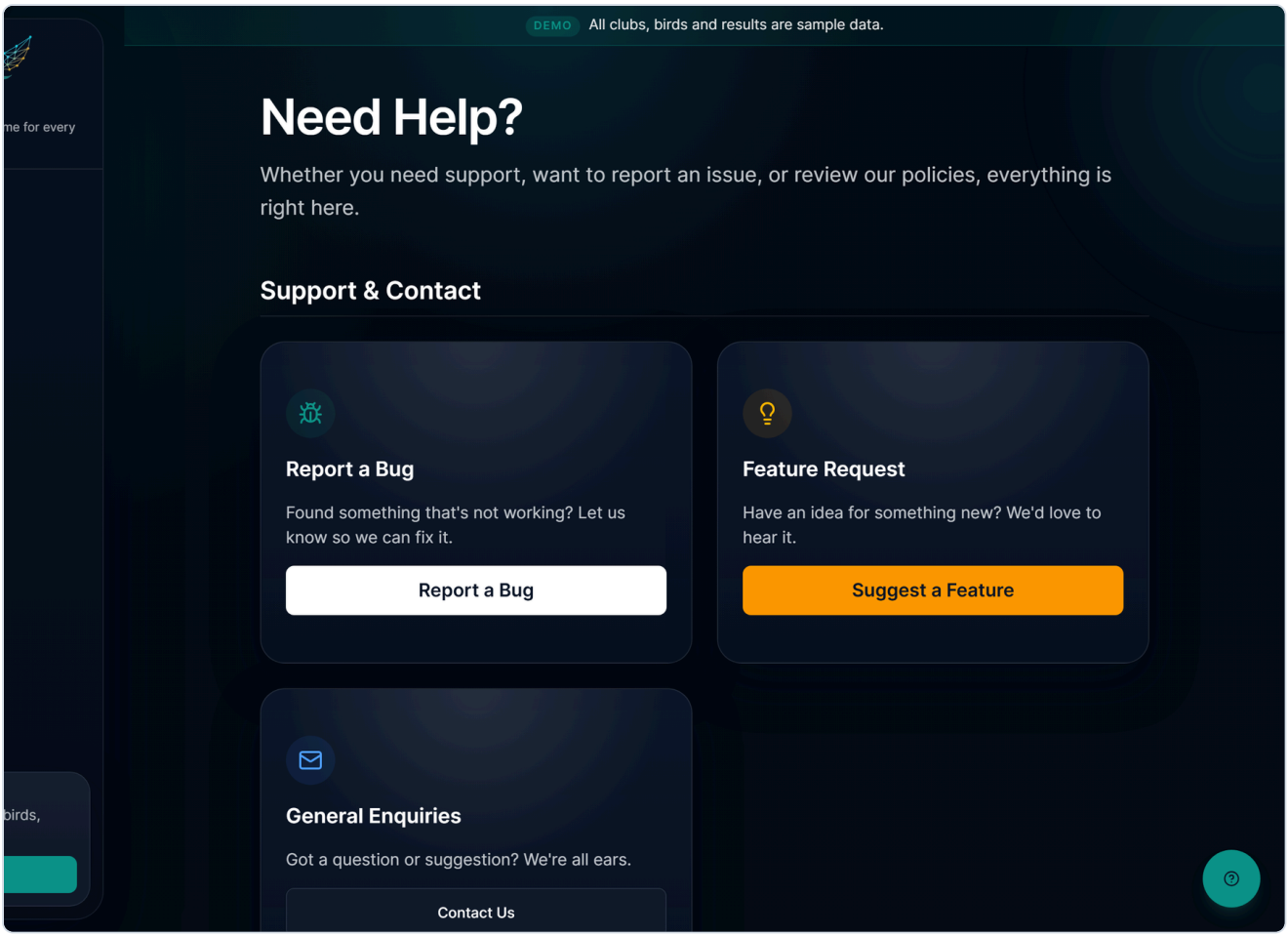


Figure 21.2 The help centre. The PDF you are reading is the stable reference; the in-app guides are the live version.

Troubleshooting A to Z

Blank page or spinner	Refresh once. If it persists, sign out and back in. Check that the browser allows cookies for PigeonIQ.
Email not arriving	Check spam, resend the confirmation, and ask your email administrator to allow PigeonIQ.
Image upload fails	Use JPG, PNG or HEIC under 5 MB. For messages, attachments can be up to 50 MB.
Wrong loft distance	Check the loft pin and official coordinates. Official coordinates override the pin.
Result not linked to you	Add the exact racing name as an alias in My Races, and check your union number.
Cannot add a bird	Check the 25-bird Free cap. Archive a bird or move to Pro.
Live race missing	Use Racing → Races. `/live-races` is Race Control, not the fancier ticker.
Payment problem	Open the Stripe billing portal from Billing. PigeonIQ support cannot take card details.
Account change	Password changes use the forgot-password flow. Email changes and deletion go through support.

WHAT YOU SHOULD SEE

Email preferences save without a Save button. The profile shows the language and light-mode state after a refresh. Help search returns articles and guides. The install guide shows the browser-specific steps.

If it goes wrong

WHAT YOU SEE	WHAT TO TRY
You cannot change your email	The app has no email-change screen. Contact support from the email address on the account.
You cannot delete the account	There is no in-app deletion. Contact support and ask for a data request.
You still receive email after unsubscribing	Check the five categories and the unsubscribe-all state. Transactional account email may still be sent.
The app language did not change	Refresh after saving. Some user-written content stays in its original language.
A help article is out of date	The live guide is newer than this PDF. Use the in-app guide and check the edition date on the cover.

Where to go next: Reference, Known limitations · Reference, Task index · Club Handbook, Chapter 1.

REFERENCE

Glossary

The words the app uses, in plain English. The first group is loft and racing language. The second is app and data language.

Loft and racing

Ace Awards. A season-long consistency ranking based on the best counted results.

Alias. Another name you race under, used to link results to your loft.

Basketting. Putting birds into baskets for transport to the liberation point.

Bird group. Stock, Old Birds, Young Birds or One Loft Team. It controls the My Loft tab.

Clocking. A recorded arrival time. It can come from an ETS, a paper sheet or a result.

Clocking sheet. A list of arrivals with times, but no positions or velocities.

Coefficient. Position divided by birds sent, multiplied by 100. Lower is better.

COI. Coefficient of inbreeding. A rough measure of shared ancestry.

Combine. A group of federations or clubs that race together.

Convoy. The person or vehicle that transports birds to the release point.

ETS. Electronic timing system. Benzing, Bricon and Unikon are common.

Federation. A parent organisation above a club.

Liberation. The release of the birds. The app stores the status as Released.

Loft. Your account's home for birds, and the physical building the pin sits on.

One Loft Race. A race where birds from many lofts are housed and raced together.

Pedigree. The family tree behind a bird, usually three to six generations.

Reference-only. An ancestor with no official ring. It can sit in a pedigree but cannot be raced.

Ring. The full identification number, including the country or union prefix.

Road toss. Training from a release point away from the loft.

Racepoint. The liberation location used for a race.

Race score. The Race Control route and weather risk score, not a bird's result.

Section. A club or federation subsection used in result columns.

Velocity. Speed in yards per minute (ypm). Higher is faster.

Yard. The unit used for race distance and velocity. 1,760 yards = 1 mile.

App and data

Agent. A self-employed regional contractor who promotes PigeonIQ and earns commission in one territory.

Agent portal. The scoped /agent area for an agent's own territory.

Alias. A matching rule, not a second account.

Archived. A bird removed from the active loft but kept in the record.

Attribution. The decision that a subscription belongs to a territory. It is fixed by the first paid invoice.

Claim. Adding a bird from a published result to your loft.

Company-retained. Revenue that could earn commission but had no agent on the invoice date. PigeonIQ keeps it.

Current behaviour. A note in this book that a feature is partial, missing or surprising.

DEMO. The banner that marks sample clubs, birds and results.

Eligible. A subscription that may earn commission. It does not mean an agent is currently appointed.

Free. The plan with 25 birds and monthly tool caps.

Handicap. A result field. It is not used by the Ace coefficient.

Ineligible. A subscription that cannot earn commission, usually because its first paid invoice predates the territory start.

Leaderboard. The ranked table of results or season standings.

Notification. An app event in the latest-50 list.

OCR. Optical character recognition. The app's read of a photo or PDF.

Pending. A bird whose ring is not verified. It still works.

Postcode area. The leading one or two letters of a UK postcode, such as SW or BB.

Private. Visible to you and the people you choose, not the public.

Pro. The paid plan with unlimited birds and advanced tools.

Public. Visible to anyone with the link, including guests.

Race Controller. The role that can open Race Control and release birds.

Result sheet. A finished result with positions, distances and velocities.

Secretary. The club role with full workspace access, stored as org_admin.

Submission. A result or pedigree upload waiting to be processed.

Tag. A link from a post to a person, result or bird.

Territory. One of the nine fixed agent areas: eight across the UK and the Republic of Ireland.

Threshold. The minimum net commission before a quarterly payout. £100 for agents; £50 for the separate partner programme.

Wall. The social feed with Fancier Chat, Club Room and Race Results modes.

REFERENCE

Status and badge dictionary

A chip is a promise about what the record is doing. These are the chips you will see most often.

Race statuses

SCHEDULED
The race is on the calendar. The countdown runs to liberation.

RELEASED
The birds are liberated. The database stores this as Liberated.

WEATHER HOLD
The release is paused. The database stores this as Weather Warning.

SCHEDULE CONFLICT
The route clashes with another race. The database stores Clash Detected.

COMPLETED
The race is finished. The result may still need publishing.

CANCELLED
The race will not run. It stays in the record.

EXPIRED
The date passed without a release.

LIVE
The race is released and the ticker is calculating.

Bird statuses

PENDING	The ring is not verified. The bird works normally.
VERIFIED	The ring has been verified against the record.
ARCHIVED	The bird is out of the active loft but kept in the record.
Active Racer	A loft status, not a verification state.
Breeding Stock	A loft status for a breeder.
Retired, Sold, Lost, Deceased	Loft statuses that usually accompany an archive.

Submission and pedigree badges

FROM PHOTO	The value came from the scan. Check it against the paper.
DATABASE MATCH	The app found an existing bird. Confirm the ring before accepting.
PHOTO INFERENCE	The value was inferred, not read directly.
NEEDS RING	The slot is incomplete. Add a ring or mark reference-only.
REFERENCE ONLY	No official ring. The ancestor stays in the tree but cannot be raced.

VERIFIED ETS	The result came from an ETS record.
TRANSCRIBED	The result was typed or read from a sheet, not imported from an ETS.

Role and plan badges

Roles

- **Member**: club member. Can see the club page and room.
- **Secretary**: full club workspace, stored as org_admin.
- **Race Controller**: Race Control and release tools.
- **Platform Admin**: the /admin allowlist. Not a club role.

Plans

- **Free**: 25 birds, capped tools.
- **Trial**: 7 days, or 30 with a creator promo.
- **Pro Monthly**: £2.49 a month.
- **Pro Annual**: £19.99 a year.
- **Pro-Comp**: a manually comped account. It behaves like Pro.

> **STATUS IS NOT PERMISSION**
> A bird can be Verified and Archived at the same time. A race can be Completed before its result is published. Read the label and the surrounding text, not just the chip.

REFERENCE

Units, formulas and scores

The numbers in the app are not arbitrary. These are the formulas and the units behind them.

Distance and velocity

DISTANCE

1 mile = 1,760 yards

Race distances are stored in miles and yards. A missing distance blocks velocity calculation.

VELOCITY

yards ÷ minutes = ypm

Higher is faster. A bird flying 186 miles in 3 hours 44 minutes is flying about 1,460 ypm.

Live velocity

RACE-DAY ESTIMATE

(great-circle miles × 1,760) ÷ minutes since liberation

The ticker uses the liberation time and the race distance. It estimates the leader, not your bird. The ETA baseline is 1,320 ypm before weather adjustment.

Race score

Race Control scores seven factors. The weights total 105, so a perfect score can exceed 100.

Weather	45
Route clash	20
Wind	15
Visibility	10
Space weather	5
Sunrise	5
Sunset	5
Total	**105**

CURRENT BEHAVIOUR

The Weather Planner uses a separate 85-point scale because route clashes are excluded. A failed weather fetch can produce a high score because missing data is treated as safe.

Ace Awards

ACE COEFFICIENT

position ÷ birds sent × 100

Lower is better. Only the top 20% of a race counts. Best N: Sprint 4, Middle 3, Long 2, Marathon 1, Open 4.

FANCIER SCORE

sum of the loft's top three birds

A single exceptional bird cannot carry the whole loft. A diploma is a snapshot, not a permanent certificate.

COI

INBREEDING COEFFICIENT

simplified Wright calculation · six generations

The calculator assumes ancestral inbreeding is zero. It labels a complete outcross when it finds no common ancestor. That is a rough guide, not a breeding guarantee.

Agent and partner programmes

Agent commission	20–25% of net revenue, agreed per territory.
Agent threshold	£100 net commission per territory per quarter. Below it rolls forward.
Agent payout	Quarterly. Statements within 14 days of quarter end; payment within 30 days.
Partner commission	20% recurring, £50 threshold. Separate programme.

Agent commission is on new subscriptions only. Trials, £0 invoices and the existing paying base are excluded.

Free limits

Birds	25
Pedigree OCR	3/month
AI research	6/month
AI budget	$0.80/month
Global searches	2/day
Bird detail views	3/day
Pedigree PDF	3 generations, watermarked
Ace Awards	Top 3

All formulas are shown as the app uses them at the time of writing. If a number looks impossible, check the input distance and date before you blame the maths.

REFERENCE

Known limitations at a glance

These are the behaviours most likely to surprise a new user. None of them stops you using the app. Each has a workaround.

WHAT YOU MIGHT EXPECT	WHAT ACTUALLY HAPPENS
A public live-race page	`/live-races` opens Race Control. Fanciers follow races on Racing.
Live clockings in Race Control	There is no live arrival feed, penalty or dispute tool. Results are published separately under Club Results.
Release Birds can be undone	It cannot. It notifies every member and posts to the Wall.
Complete Race publishes the result	It does not. Completing is terminal; publishing is a separate step.
Race score is out of 100	The weights total 105. The Weather Planner is a different 85-point scale.
Missing weather lowers the score	A failed fetch can produce a high score because missing data is treated as safe.
Member ETAs are race entries	They include every member with coordinates, not just the birds entered.
Health reminders	They cannot be created. Overdue and Upcoming stay empty.
Clutch and egg records	Breeding records the pair and the young bird, not the eggs.
Search is free to type	Free credits are consumed per debounced query, including partial typing.
Bird detail is truly hidden	The Free cap is a visual blur. The content is present behind it.
Private pedigrees stay private everywhere	Compare and the COI calculator do not always respect the privacy flag.
Achievements are verified	Any signed-in user can add an unverified achievement to a public bird.
Every fancier is in the directory	The directory shows the top 100 by reputation and has no search.
The knowledge article stays open	Guests hit a non-dismissible wall at 45% scroll.
A hidden post says it was removed	There is no user-visible moderation status. The post simply disappears.
Notifications keep everything	The list shows the latest 50 and has no filters or delete.
Trials count for the invite reward	Only paid conversions count.
You can delete your account in the app	There is no in-app deletion, password change, email change or data export.
The onboarding Pro button starts a trial	It is a completion screen only. Start the trial from Billing.
Editing a result keeps pools and prize	The edit form does not include them, so saving wipes those fields.
Uploading a result is all or nothing	Rejected rows can be dropped while the app still reports success.

Publishing stops when the network fails	It can keep running. Check Results before you retry.
Official coordinates and the map pin agree	Official coordinates override the pin everywhere.
A profile has tabs	The loading skeleton shows tabs; the page is one long scroll.
AI bio waits for your approval	It can fill an empty biography on save. Read it before publishing.
Club membership is instant	The secretary has to approve the request.
There is a club owner role	The closest role is Secretary, stored as org_admin.
A trial can be restarted forever	A trial is per account. Do not create a second account to get another one.

WHY THIS PAGE EXISTS

A manual that hides the rough edges is worse than no manual. If a feature changes, the next edition updates this page first.

Check the page

The table names the chapter or reference page that owns the behaviour. The workaround is there.

Use Help & Guides

Search the live help centre for the same symptom before you report it.

Report it

Send the page, the exact label and the steps to support from the account email.

What to include in a report

- ☐ The page name and the exact button or label.
- ☐ What you expected and what happened.
- ☐ A screenshot or a short screen recording.
- ☐ The time, device and browser.

Login or account	The email on the account, device and browser.
Race or result	The race name, date, club and what the result should show.
Bird or pedigree	The ring number and a photo of the paper, if you have one.
Billing	The plan, the last four digits and the charge date.

NEVER SEND YOUR PASSWORD

Support will never ask for it. Send the account email and the page instead.

REFERENCE

Task index

Start with the job. Each line points to the chapter that owns it.

Create an account	11	Chapter 1
Reset a password	11	Chapter 1
Set a loft pin	14	Chapter 2
Add official racing details	14	Chapter 2
Join a club	19	Chapter 3
Request a missing club	19	Chapter 3
Choose Free or Pro	22	Chapter 4
Start a trial	22	Chapter 4
Add a bird by ring	26	Chapter 5
Scan a paper pedigree	34	Chapter 7
Find an archived bird	31	Chapter 6
Change a bird's group	31	Chapter 6
Remove or restore a bird	43	Chapter 9
Build a three-generation pedigree	34	Chapter 7
Export a pedigree PDF	34	Chapter 7
Log feed or training	39	Chapter 8
Import clockings	39	Chapter 8
Record a health event	43	Chapter 9
Create a breeding pair	43	Chapter 9
Follow a live race	47	Chapter 10
Read a result sheet	50	Chapter 11
Claim a bird from a result	50	Chapter 11

Upload a result sheet	54	Chapter 12
Link results to my name	57	Chapter 13
Calculate live velocity	57	Chapter 13
Plan a route with weather	57	Chapter 13
Report a predator	57	Chapter 13
Understand Ace Awards	62	Chapter 14
Post to the Wall	66	Chapter 15
Ask a question	66	Chapter 15
Read a message	71	Chapter 16
Find a fancier	71	Chapter 16
Look up a ring	74	Chapter 17
Read a public pedigree	74	Chapter 17
Read the knowledge library	78	Chapter 18
Invite a fancier	78	Chapter 18
Understand the agent network	78	Chapter 18
Apply to be an agent	78	Chapter 18
Open Performance analytics	86	Chapter 19
Calculate COI	86	Chapter 19
Compare two birds	86	Chapter 19
Cancel or resume Pro	91	Chapter 20
Change email preferences	94	Chapter 21
Find help	94	Chapter 21
Publish club results		Club Handbook 6
Run a race day		Club Handbook 7

Page numbers are generated from the final layout. The chapter number is printed beside each line, so the index still works if a future edition moves the page.

QUICK CARD 1

First day

Account to first bird in eight steps.

START HERE pigeoniq.co.uk → Sign In → Create Account

1. **Create the account**
   Sign up, confirm the email, sign in.

2. **Complete the profile**
   Select your account card at the bottom of the sidebar. Add your name, town and photo. Use the name you race under.

3. **Drop the loft pin**
   On the profile page, scroll to the loft map. Put the pin on the loft, not the house.

4. **Add racing details**
   On the same page, fill in your union number, club number, timing system and PMV date.

5. **Join your club**
   Open **Clubs**, then use **Find a club** to search by name or town. Open the club, select **Ask to join this club**, then wait for the secretary.

6. **Add your first bird**
   My Loft → Add a New Bird → Enter Details.

7. **Check the plan**
   Open **Billing** from the account area. Free is usable. Pro removes the cap and opens advanced tools.

8. **Bookmark three pages**
   My Loft, Racing and Billing.

IF YOU ONLY DO ONE THING

Set the loft pin. Every distance and velocity estimate depends on it.

NOTES

CUT HERE · PIGEONIQ QUICK CARD

QUICK CARD 2

Add a bird or pedigree

The three routes and the fields that matter.

START HERE Sidebar → My Loft → Add a New Bird

Enter Details

No paper. Type ring, sex, colour, group. Photo is optional.

Scan a Pedigree

One paper. Read the whole sheet, check 15 slots, save.

Scan Parent Pedigrees

Two papers and a youngster. Sire, dam, new bird, review.

Before you save

- ☐ Ring includes the country or union prefix.
- ☐ Sex and group are right.
- ☐ Every ancestor has a ring or a reference-only mark.
- ☐ No red “Needs ring” badge remains.
- ☐ Duplicate warning checked.

CURRENT BEHAVIOUR

OCR reads a first draft. The review screen is the truth. Free stops at 25 birds.

WHAT YOU SHOULD SEE

The bird appears in My Loft with a Pending badge. The pedigree preview fills after save.

NOTES

CUT HERE · PIGEONIQ QUICK CARD

QUICK CARD 3

Race day for fanciers

Waiting for birds without watching the wrong screen.

START HERE Sidebar → Racing → Races

1. **Open Racing → Races**
   This is the fancier ticker. Do not open Race Control.
2. **Find your club and race**
   Check the status: Scheduled, Released, Weather Hold, Completed.
3. **Read the flight time**
   Time flying and live velocity are estimates, not arrivals.
4. **Wait for the result**
   The club publishes under Recent Results after the race.
5. **Log your own clockings**
   My Loft → Log Clockings, if you use the Pro tool.

DO NOT

Do not open Race Control unless you are the controller. Do not press Release Birds to “see what happens”.

IF THE RACE IS MISSING

Check the date and club. The hub shows current and recent races, not every race in history.

NOTES

QUICK CARD 4

Race day for controllers

The release sequence, in order.

START HERE Sidebar → Race-day Tools

1. **Open Race Control**
   In the side navigation, select **Race-day Tools**. Check Needs Attention, Today and Upcoming.
2. **Open the race room**
   Select **Open Race Room** on the race card. Check the score, route, weather, sunrise and sunset.
3. **Confirm the time and site**
   Edit details or move the site before release, not after.
4. **Release Birds**
   Irreversible. Notifies every member and posts to the Wall.
5. **Hold or resume if needed**
   Hold sets Weather Warning. Resume continues the race.
6. **Complete Race**
   Terminal. It does not publish the result.
7. **Publish the result**
   Open the club workspace, then **Results** → **Upload Results**. This is separate from Complete.

TWO SEPARATE ACTIONS

Complete Race ends the race. Publishing the result is a different screen. Do not assume one does the other.

NOTES

QUICK CARD 5

Upload results

From paper to published leaderboard.

START HERE Club workspace → Results → Upload Results

1. **Choose the race**
   Open **Results** → **Upload Results**, then choose the scheduled race. The race must be in the schedule; add it first if it is missing.
2. **Choose the method**
   Photos, timing file (CSV/XML) or finished sheet.
3. **Check the metadata**
   Date, club, race point, members sent and birds.
4. **Check every row**
   Ring, fancier, arrival, distance, velocity.
5. **Fix missing distances**
   Add miles and yards before you calculate.
6. **Publish**
   Confirm & Publish Results. The race moves to Completed.

BEFORE PUBLISH

Check the top three, the bottom of the list, every ring and every distance. Editing later can wipe pools, prize and points.

CURRENT BEHAVIOUR

Rejected rows can be dropped while the app reports success. Compare the published list with the paper sheet.

NOTES

QUICK CARD 6

Club setup

The order a secretary should do it in.

START HERE Sidebar → Clubs → Find a club

1. **Find the club**
   In the side navigation, select **Clubs**. Use the **Find a club** search box and type the club name or town.

2. **Claim or open it**
   Open the club. If it is unmanaged, select **Claim as Club Secretary**. If you already manage it, select **Manage club**.

3. **Set the club details**
   In the club workspace, open **Club settings**. Fill in the name, contact email, website and logo URL, then save.

4. **Add the hierarchy**
   Open **Hierarchy**. Link the parent federation or combine, if there is one.

5. **Approve members**
   Open **Members** → **Pending**. Approve requests and add directory members who do not have an account.

6. **Set race distances**
   Open **Race distances**. Choose the race point, then enter miles and yards for every member. Save each row. Missing distances block publishing.

7. **Build the schedule**
   Open **Race schedule**. Fill a draft row with the race name, point, date, time and type. Select **Save race schedule**.

8. **Test one result**
   Open **Results** → **Upload Results**. Run the full upload flow before the first real race.

NOTES

THE OTHER BOOK

Your Club Handbook

If you run a club, the fancier manual stops where your real work starts. The Club Handbook is the separate book for secretaries and race controllers.

What is inside

- Which club role you are, and what it can do.
- Setting up a club, hierarchy and public identity.
- Members, roles and approvals.
- Race schedule, race points and distances.
- Club results: photos, timing files and publishing.
- Race day: dashboard, route planner and race room.

START HERE

Open the Club Handbook

If you can see **Members** in the club workspace, you are a secretary. Start with Chapter 1, Which club role are you? If you can see Race-day tools but not Members, you are a race controller. Start with Chapter 7.

THE SAME SIX BLOCKS

The Club Handbook uses the same chapter shape as this book: you are here because, before you start, step by step, what you should see, if it goes wrong, and where to go next.

The Club Handbook is supplied as a separate PDF so fanciers do not carry club-only pages. The quick card at the back of this book covers the club setup order.