Activate Your Account and Log In to the Kilo App

Laura Gibson - 2026-10-06 - Getting Started & Your Account

If your gym added you, they will send you an activation email. If you created your account while buying a package online from your gym, it's already active, and you can skip to downloading the Kilo - Members app.

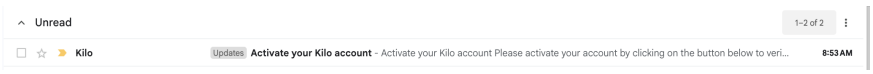
What you can do once your account is active

- Browse your gym's schedule and reserve classes
- View and manage your upcoming and past reservations
- See your package and track how many credits you have left
- Update your contact details and payment methods
- Sign and download documents your gym sends you

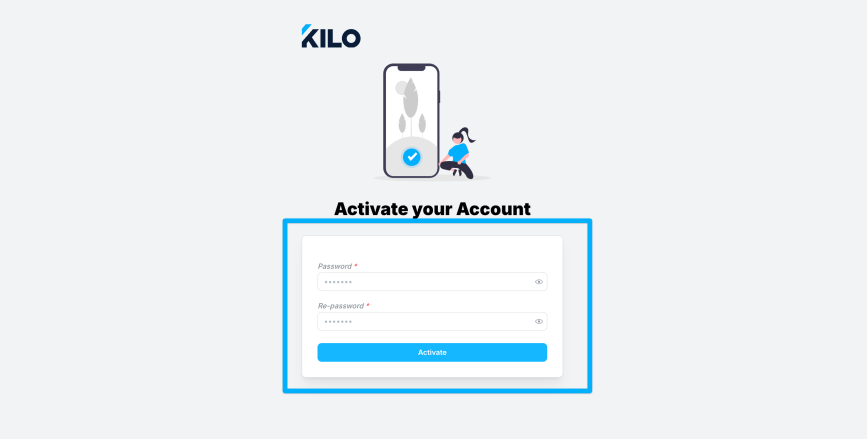
Activate your account

Your gym creates your account and sends you an activation email. You cannot create a Kilo account yourself.

1. Find the activation email in your inbox. If you do not see it, check your spam or junk folder.
2. Click the activation button in the email.



3. Set your password when prompted.



Note

Activation is not finished until you set a password. If you click the button in the email but close the page before choosing a password, you will not be able to log in. If that happens, contact your gym administrator, and they can get you back in.

Download the Kilo - Members app

Once your password is set, download **Kilo - Members** on your phone. This is the app built for athletes, and it is the one you use to reserve classes, check your package, and manage your account.

Note

There are two Kilo apps in the app stores. **Kilo - Members** is yours. **Kilo Gyms** is the app your gym's staff use to run the business, and it will not give you what you need. Searching for "Kilo" on its own returns both, so search the full name or use the links below.

1. Open the App Store on iPhone or Google Play on Android.
2. Search for **Kilo - Members** if you did not use the link above.
3. Check that the developer is listed as **Kilo, Inc.** before you install
4. Install the app and open it.

If you would rather not install anything, you can use Kilo in a web browser instead. Go to **app.usekilo.com** and log in with the same details.

Log in

Your login is the same on your phone and on the web.

1. Open **Kilo - Members**, or go to **app.usekilo.com** in a browser.
2. Enter the email address your gym has on file for you.

3. Enter the password you created during activation.

4. Log in.

What you will find once you are logged in

Your dashboard is organized into a few main areas.

- **Account.** Update your contact details and manage your payment methods.
- **Packages.** View your current package and track your credit usage.
- **My Events.** See your upcoming and past reservations, and cancel a reservation if you need to.
- **Schedule.** Browse available classes and reserve the ones included in your package.
- **Documents.** Sign waivers and contracts, and download them later if you need a copy.

Frequently asked questions

I never received my activation email. What should I do?

Check your spam or junk folder first, since activation emails often land there. If it is not there either, contact your gym administrator. They can confirm which email address is on your account and send the activation email again.

I clicked the link in the email, but I still cannot log in. Why?

Most likely, you clicked the activation button but did not finish setting a password. Activation takes both steps, and the account stays inactive until a password is set. Contact your gym administrator, and they can help you finish activating.

Do I have to download the app, or can I use a web browser?

Either works. Go to **app.usekilo.com** in any browser, or download **Kilo - Members** on your phone. Your email address and password are the same in both places, so you can switch between them whenever you want.

What is the app called in the app store?

Kilo - Members. It is available in both the Apple App Store and the Google Play Store, published by Kilo, Inc. Searching for "Kilo" on its own brings up more than one result, so search the full name, check the developer, or use the download links above.

I already have the Kilo Gyms app. Do I need to download Kilo - Members?

Yes. Kilo - Members is the athlete app, and Kilo Gyms is the app your gym's staff use for administration.** Download Kilo - Members and sign in with the same email address and password you already use. Nothing about your account, your reservations, or your package changes.

Do I create my own Kilo account?

Usually, your gym creates it for you. You'll receive an activation email once your gym adds you. If your gym sends you a link to buy a package online, you create your own account during checkout instead. If you haven't received an activation email and you expect to be set up, contact your gym administrator.

What email address do I log in with?

The email address your gym has on file for you, which is the same address your activation email arrived at. This is the address your activation email arrived at, or the one you used when you bought a package online.

I created my account when I bought a package. Will I get an activation email?

No. Your account became active when you set your password during checkout. Log in with the email address and password you used when you bought your package.

Helpful tips

- Activate your account as soon as the email arrives, so you are ready when you want to book
- Set a password you will remember, since you will use it on both your phone and the web
- Add **app.usekilo.com** to your phone's home screen if you would rather not install the app
- Keep **Kilo - Members** installed even if you usually book on the web, since it is faster for checking your schedule on the way to the gym

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If you have questions about your account, your membership, or the classes at your gym, contact your gym administrator. They manage your account in Kilo and can help you directly.

- Tags
- Gym Management