Athlete Reports

Laura Gibson - 2026-09-18 - Reports

The **Athletes** section of your Dashboard in Kilo GMS holds 10 reports that track where your athletes stand: how many you have, who joined or canceled this month, and who needs your attention. Click any tile to open the full report, where you can change the date range and export the results.

What you can do with the athlete reports

- See how many athletes hold a paying or non-paying membership today, or on a past date
- Track new, canceled, and reactivated athletes month to date
- Find athletes who have not checked in recently
- See which athletes have a package on hold, along with the hold dates and reason
- Spot athletes whose package is ending soon
- Change the date range on a report
- Export a report from the report screen

How athlete statuses drive these reports

Most athlete reports count athletes by the status they held on a given date, so the accuracy of every number on the card depends on your statuses being current. The exceptions are Total Members and Paying Members, which are explained below.

The statuses that matter most to these reports:

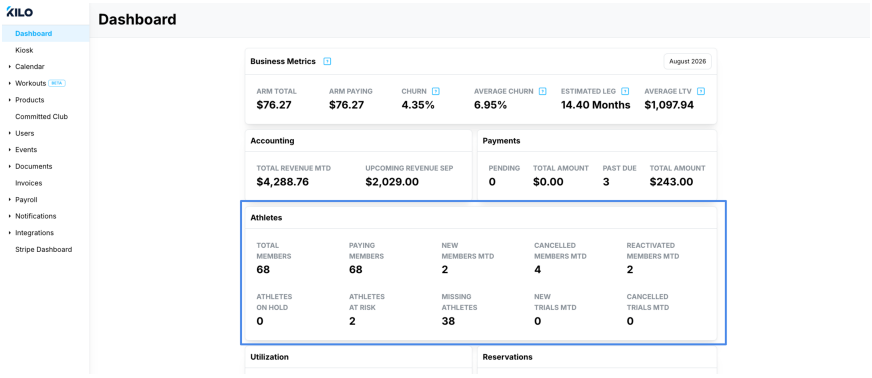
- **Member.** A paying athlete. Counted in both Total Members and Paying Members.
- **Non-Paying Member.** Counted in Total Members only.
- **Visitor.** Use this for short-term drop-ins so they do not inflate your membership counts.
- **Alumni.** Applied when an athlete cancels. This is what moves them into Cancelled Members MTD.
- **Trial.** Covers athletes on a short-term, front-end offer who may or may not roll into an ongoing membership. If you do not offer trials, the status also works for athletes in a Foundations or OnRamp program before you count them as full members.

Tip

Set short-term visitors to **Visitor** rather than **Member**, and move canceled athletes to **Alumni** either manually or by letting the package end date do it automatically. Both habits keep your Total Members and Cancelled Members MTD counts honest.

How do I open an athlete report?

1. Go to **Dashboard**.
2. Scroll to the **Athletes** section.



3. Click the tile for the report you want to open.

The 10 tiles in the Athletes section are:

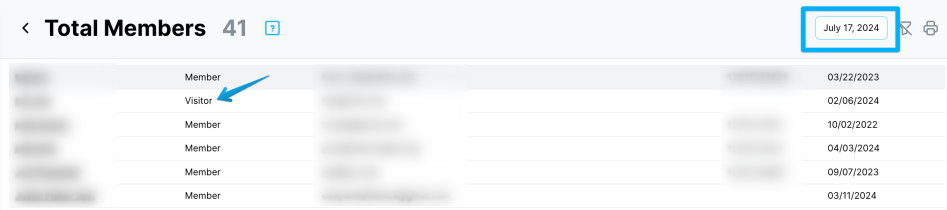
- Total Members
- Paying Members
- New Members MTD
- Cancelled Members MTD
- Reactivated Members MTD
- Athletes On Hold
- Athletes At Risk
- Missing Athletes
- New Trials MTD
- Cancelled Trials MTD

Membership totals: Total Members and Paying Members

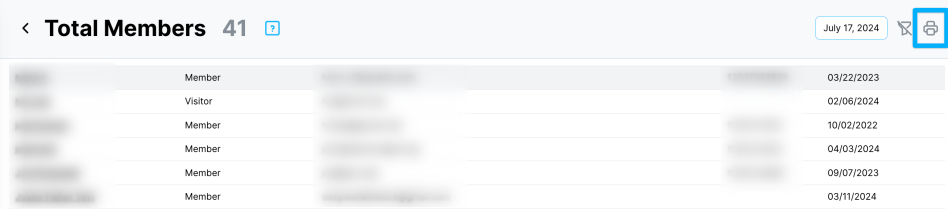
Total Members

Total Members counts every athlete with the status **Member** or **Non-Paying Member** on the current day.

Use the date selector to check a different date. When you look back at a past date, you may see an athlete whose current status is something other than Member or Non-Paying Member. That means they were a member on the date you selected and their status has changed since.



To export the list, click the **printer icon** in the upper right corner of the report.



Paying Members

Paying Members works the same way as Total Members with one difference: it counts only athletes with the status **Member**. Athletes with the status **Non-Paying Member** are excluded.

Month-to-date reports

These reports count status changes within the current month, or within whatever range you set on the date picker.

New Members MTD

New Members MTD shows every athlete who received the status **Member** for the first time during the current month.

If an athlete gained and lost the Member status within the same month, their current status may be something other than Member when you open the report. Use the date selector to set different start and end dates.

Athletes who previously held the **Alumni** status do not appear here. They are counted in Reactivated Members MTD instead.

Cancelled Members MTD

Cancelled Members MTD shows every athlete who received the status **Alumni** during the current month, or during the range you set on the date picker.

Reactivated Members MTD

Reactivated Members MTD counts athletes whose status changed from **Alumni** to **Member** within the selected date range.

These athletes do not appear on New Members MTD. To see your total growth for the month, add the New

Members MTD and Reactivated Members MTD figures together.

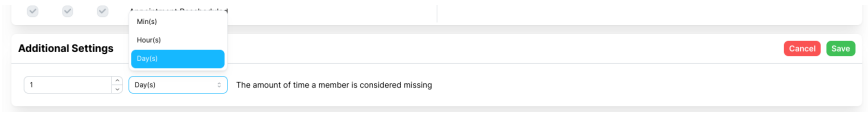
Reports that flag athletes needing attention

Missing Athletes

Missing Athletes lists athletes who have not checked in to an event on the Schedule within the timeframe set in your account settings.

To change that timeframe:

1. Click your name in the lower left corner of the screen.
2. Select **Settings**.
3. Scroll to **Additional Settings**.
4. Edit **The amount of time a member is considered missing**. You can adjust both the number and the unit of time.



5. Save your changes.

Athletes On Hold

Athletes On Hold lists athletes who currently have a package on hold. The report shows athlete details, package details, the hold start and end dates, and the hold reason where one was given.

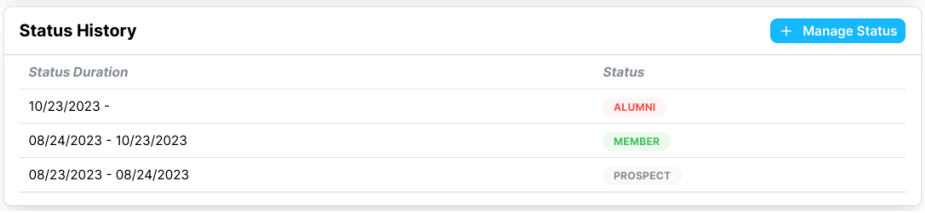
Athletes At Risk

Athletes At Risk counts currently active athletes who have no package on or after a date two weeks from today. It is most useful for spotting athletes on non-renewing or one-time packages so you can talk to them about their next purchase before their membership runs out.

Click the tile to open the full report. On the report screen you can adjust the date range to any date starting from tomorrow.

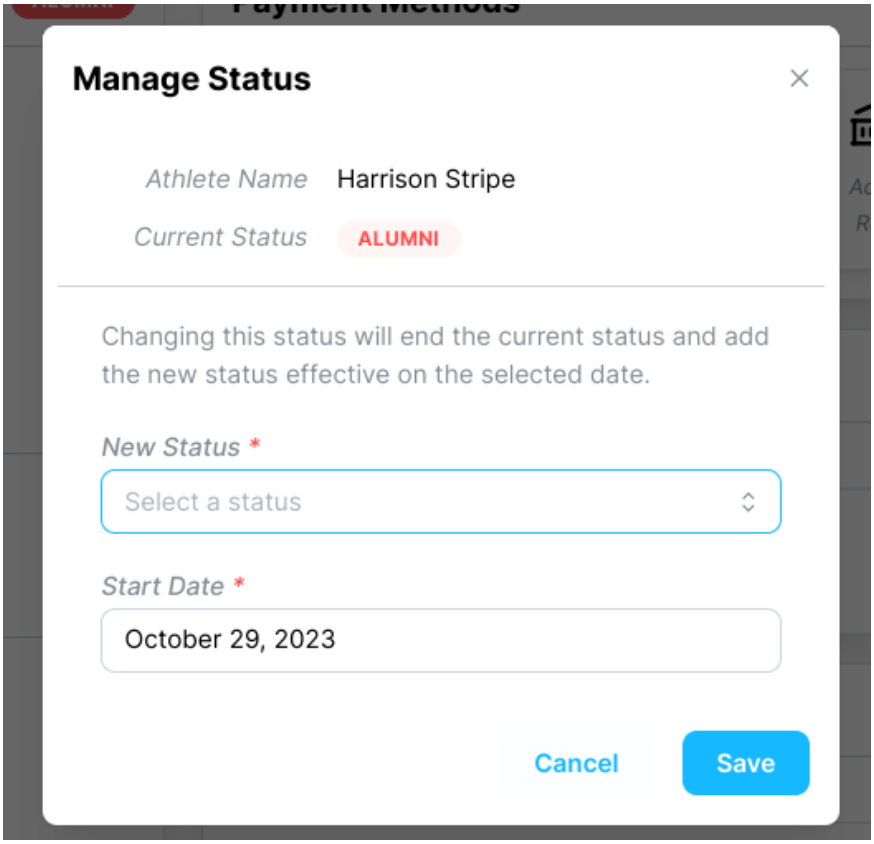
Where do I see one athlete's status history?

Every athlete profile carries its own Status History report on the front page of the profile. It shows the date, or date range, of every status change for that athlete.



To change an athlete's status manually:

1. Open the athlete's profile.
2. Click **+ Manage Status**.
3. Select the new status.
4. Select the date the change takes effect.



5. Save the change.

If you have set your packages to make no change to athlete status at the start or end of a package, this is where you update athletes to Member or Alumni yourself.

Helpful tips

- Give short-term drop-ins the **Visitor** status so they stay out of your membership counts.
- Move canceled athletes to **Alumni** promptly, or let the package end date handle it, so Total Members and Cancelled Members MTD stay accurate.
- Add New Members MTD and Reactivated Members MTD together for the month's full growth picture.
- Check Athletes At Risk before the end of each week so you have time to reach athletes whose packages

are ending.

- When a past-dated report shows an unexpected current status, that is the status history doing its job rather than an error.

If you have questions about athlete reports in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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