Check In Athletes with the Kiosk and Schedule

Sandy Tannheimer - 2026-11-17 - Kiosk

You can check athletes into classes and appointments from the **Schedule** or from the **Kiosk** in Kilo GMS. Staff use the **Staff Kiosk** to see the day's classes, check athletes in, and review athlete alerts at the same time. You can also lock a front-desk iPad or computer in **Athlete Mode** so athletes check themselves in without seeing sensitive information.

Watch the video below for a walkthrough, or read on for the full guide.

What you can do with the Kiosk

- Check athletes in from an event on the Schedule
- See every class happening today in one view
- Find athletes who are eligible for a class even if they haven't reserved
- See athlete alerts, such as a past due bill or an unsigned document, at check-in
- Open the Staff Kiosk from the Kilo Staff app
- Lock a front-desk device in Athlete Mode for self check-in

How do I check in an athlete from the Schedule?

1. Go to **Schedule**.
2. Click the event. It opens on the **Reservations** tab so you can get straight to check-ins.



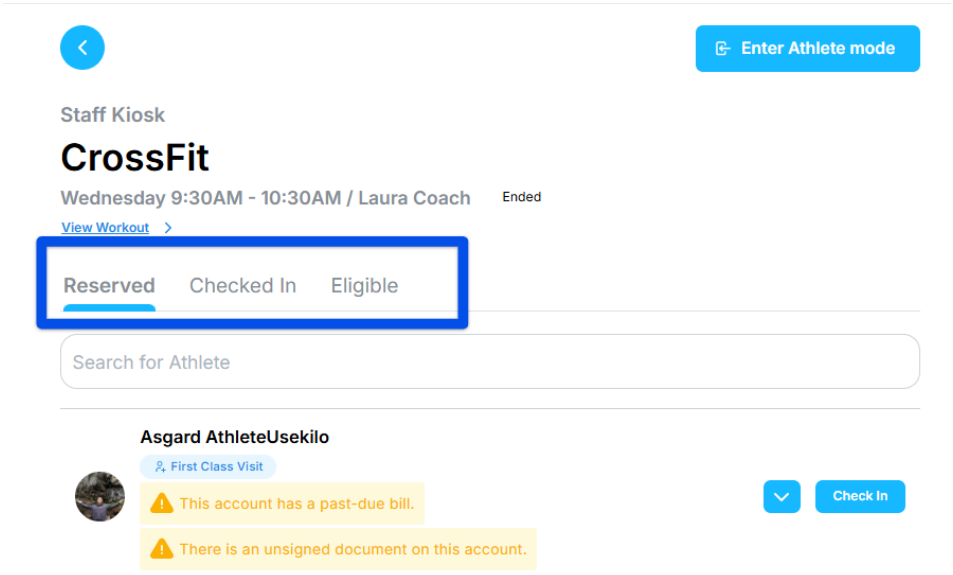
3. Click **Check-In** for the athlete.



How do I check in athletes from the Staff Kiosk?

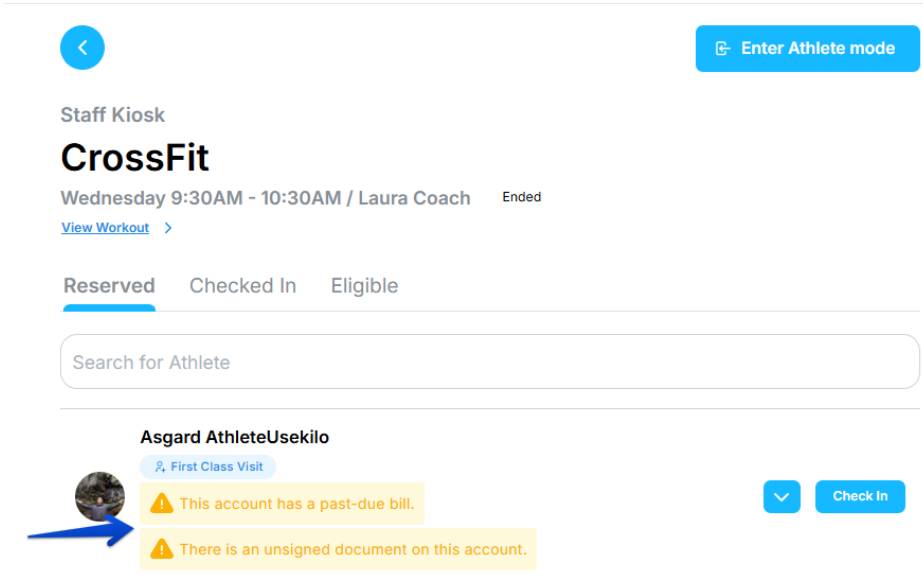
The **Staff Kiosk** shows all classes happening that day. Each class has three tabs:

- **Reserved:** athletes with a reservation for the class
- **Checked In:** athletes who have already checked in
- **Eligible:** athletes who can attend the class even though they haven't reserved



As you work in the Staff Kiosk:

- Athlete alerts, such as a past due bill or an unsigned document, stay visible under each tab, so you have full context at check-in.
- Once you check an athlete in, their name moves from the **Reserved** tab to the **Checked In** tab.
- When you search for an athlete and submit an action, such as a check-in or a no-show, the search bar clears and you stay on the tab you're working in.



Open the Staff Kiosk from the Kilo Staff app

1. Open the Kilo Staff app.
2. Tap the **screen icon**.

Upcoming Events

November 17, 2026

Enter Athlete mode

Classes | Appointments

Select a class to check in

Search for class or coach

Open Gym — Starts in 8 Mins

Tuesday 2:00PM - 3:00PM

No Coach (Coach) · 60 Mins

0 / 10 · -

Open Gym — Starts in 2 Hours

Tuesday 3:00PM - 4:00PM

No Coach (Coach) · 60 Mins

0 / 10 · -

Open Gym — Starts in 3 Hours

Tuesday 4:00PM - 5:00PM

No Coach (Coach) · 60 Mins

Dashboard | Athletes | Schedule | Products | Account | Strip

3. Choose an upcoming event to check athletes in.

Enter Athlete mode

Open Gym

Tuesday 2:00PM - 3:00PM / No Coach

View Workout >

Pinned Notes

Reserved | Checked In | Eligible

Search for Athlete



Asgard AthleteUs... Check In

⚠ This account has a past-due bill.

⚠ There is an unsigned document on this account.

Mateo Real Test Check In

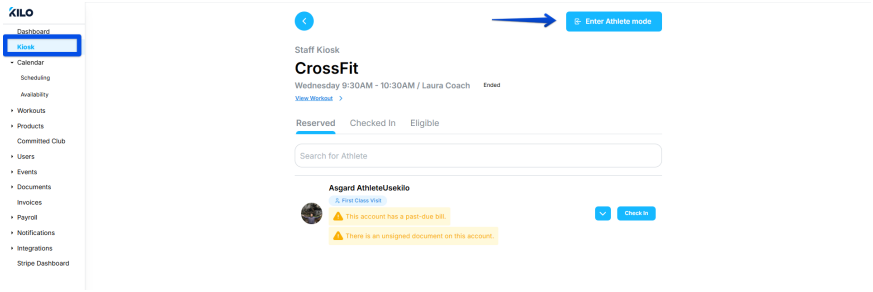
⚠ This account has a past-due bill.

Dashboard | Athletes | Schedule | Products | Account | Strip

How do I set up the Kiosk for athlete self check-in?

Lock the Kiosk in **Athlete Mode** on a front-desk iPad or computer. Athlete Mode lets athletes check themselves in to classes and appointments without seeing sensitive information about other athletes.

1. Open the Kiosk on your front-desk iPad or computer.
2. Click **Athlete Mode** in the top right.



How athletes check in

To check in, an athlete opens an upcoming class with **See Class**, finds their name on the **Reserved** list, and clicks **Check-In**. No searching is needed for athletes who reserved. Athletes who can't spot their name can search the **Reserved** or **Eligible** lists.

In Athlete Mode:

- Once an athlete checks in, the **Check-In** button changes to **Checked in** with a check mark, and their name moves from the **Reserved** tab to the **Checked In** tab.
- After a successful check-in, the screen returns to the class list.
- Classes and appointments that have passed their end time are removed from the list.
- Athletes can still check in if they have a past due bill or an unsigned document.
- Athlete alerts are hidden to protect athlete privacy.

  Note

  Because Athlete Mode hides athlete alerts, a past due bill or an unsigned document won't stop an athlete from checking in. Staff can see those alerts in the Staff Kiosk.

Staff Kiosk vs. Athlete Mode: which should you use?

Topic	Staff Kiosk	Athlete Mode
Who uses it	Staff at the front desk or on the floor	Athletes checking themselves in
Athlete alerts	Visible under each tab	Hidden for privacy
After an action	Search clears and you stay on the same tab	Screen returns to the class list

Best for	Managing check-ins and reviewing alerts	A shared front-desk iPad or computer

Frequently asked questions

Can an athlete check in at the kiosk if they have a past due bill or an unsigned document?

Yes. In Athlete Mode, athletes can check in even with a past due bill or an unsigned document. Those alerts are hidden from the athlete-facing screen to protect their privacy. Staff can still see the alerts in the Staff Kiosk.

How do I check in an athlete who didn't reserve a spot?

Use the Eligible tab. It lists athletes who are eligible for the class even if they haven't reserved. The Eligible view is available in the Staff Kiosk and on the Reservations tab of an event on the Schedule.

Why did an athlete's name disappear from the Reserved tab?

The athlete has been checked in. Once someone checks in, their name leaves the Reserved tab and appears only on the Checked In tab. This happens in both the Staff Kiosk and Athlete Mode.

Why did a class disappear from the kiosk in Athlete Mode?

The class has passed its end time. In Athlete Mode, classes and appointments are removed from the list once they end, which keeps the check-in screen limited to sessions athletes can still check in to.

How can I tell whether an athlete is checked in?

Look for "Checked in" with a check mark where the Check-In button was, or find their name on the Checked In tab.

Helpful tips

- Lock any shared front-desk device in Athlete Mode so athletes don't see sensitive information.
- Check the Eligible tab before turning away an athlete without a reservation.
- Review athlete alerts in the Staff Kiosk, since Athlete Mode doesn't show them.
- Use search on the Reserved or Eligible tab when a class list is long.
- Open the Staff Kiosk from the Kilo Staff app to check athletes in away from the front desk.

When this feature is most helpful

- Running self check-in from a front-desk iPad or computer
- Checking in a full class quickly at the start of a session
- Handling athletes who arrive without a reservation
- Checking athletes in from the floor with the Kilo Staff app

- Spotting past due bills or unsigned documents at check-in

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

- Tags
- Gym Management