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Download the Kilo - Members App on Your Phone

Sandy Tannheimer - 2026-09-10 - [Getting Started & Your Account](#)

The **Kilo - Members app** is where you manage your schedule, reservations, workouts, packages, payment methods, appointments, and documents from your phone. Your gym creates your account and sends you an activation email, and you use the same email address and password to sign in to the app.

Which Kilo app should you download?

Download Kilo - Members. There are two Kilo apps in the app stores, and only one of them is for you.

- **Kilo - Members** is the athlete app. It is the one you use to book classes, check your package, and pay for things at your gym.
- **Kilo Gyms** is the app your gym's staff use to run the business. 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.

Download the app

On iPhone

1. Open [Kilo - Members on the App Store](#), or open the App Store and search for **Kilo - Members**.
2. Check that the developer is listed as **Kilo, Inc.**
3. Tap **Get**.
4. Open the app once it finishes installing.

On Android

1. Open [Kilo - Members on Google Play](#), or open the Google Play Store and search for **Kilo - Members**.
2. Check that the developer is listed as **Kilo, Inc.**
3. Tap **Install**.
4. Open the app once it finishes installing.

Once installed, you will find it on your home screen under the name **Kilo**.

Note

Installing Kilo - Members is a separate step from updating an app you already have. Your phone will not turn an existing Kilo app into this one, so install it directly from the store.

Frequently asked questions

I have two Kilo apps on my phone. Which one do I use?

Use Kilo - Members. That is the athlete app, and it is where your schedule, reservations, packages, and payments live. Kilo Gyms is for your gym's staff. If you are still not sure which icon is which, check the app name under the icon on your home screen.

Should I delete the Kilo Gyms app?

Yes, once Kilo - Members is installed and you have signed in. You will not need Kilo Gyms, and removing it means you cannot open the wrong app by mistake.

Do I need a new password for Kilo - Members?

No. Sign in with the same email address and password you already use. If you have never signed in before, your gym sends you an activation email first, and you set your password from there.

Helpful tips

- Search for **Kilo - Members** by that exact name to find the right listing
 - Check that the developer is **Kilo, Inc.** before you install
 - Remove the Kilo Gyms app once you are signed in to Kilo - Members
 - Contact your gym administrator if you are unsure which app to use
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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.

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