



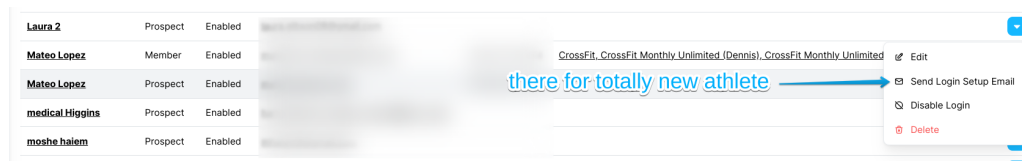
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Enable or Disable Users

Mavilyn Carlos - 2026-09-08 - [Manage Your Athletes](#)

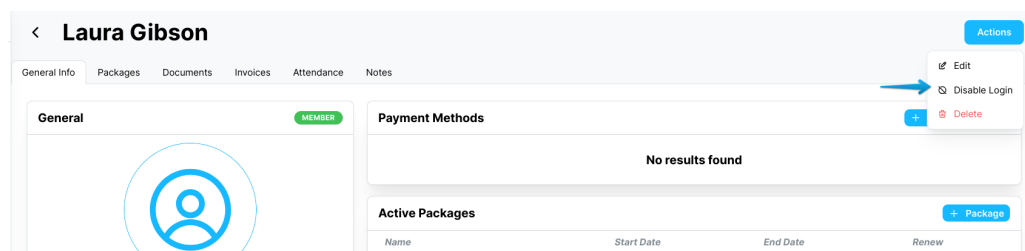
Initial Activation

- When an Athlete or Staff member is first added to Kilo, they will receive an activation email.
- The user should click on the link in that email and set a password for Kilo.
- Then, they will be able to use their email and password to log in to app.usekilo.com or may download the Kilo app and log in.
- If a new athlete loses track of their activation email, you can resend it.
- Note: This email can only be resent for athletes who have never been Enabled in Kilo. If a former member is returning, please see the instructions in the "Enable a Returning Athlete" section below.



Disable an Athlete

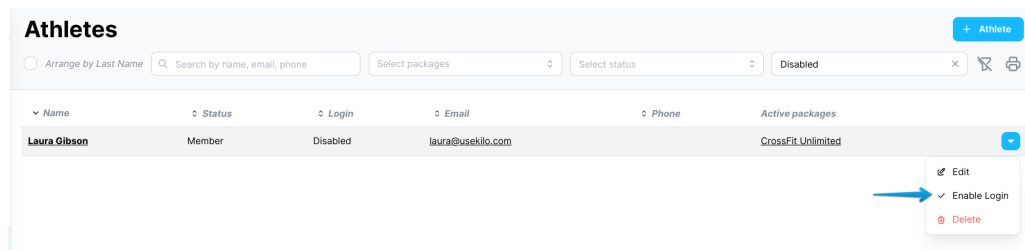
- When an athlete ends their membership, you may opt to Disable their login capabilities for the Kilo app.
- To do so, click on the blue arrow option to the far right of the athlete's name or the Action button within their athlete profile and select "Disable Login."



- Disabled athlete can not use their email and password to log in to Kilo and they also cannot utilize the Forgot Password option.

Enable a Returning Athlete

- Search for the athlete in your User -> Athlete list.
- Use the blue arrow option to the far right of the athlete's name or the Action button within their athlete profile and select "Enable Login."



- The athlete can now go to app.usekilo.com and use the Forgot Password option to reset their password and log in.

If you have further questions regarding enabling and disabling users in Kilo, please email our Support team at hello@usekilo.com.