Family-Linked Athlete Profiles

Sandy Tannheimer - 2026-11-03 - Manage Your Athletes

You can use **family-linked athlete profiles** when one person, usually the head of household, pays for other members of their family. The linked athletes, one primary account holder and one or more sub-accounts, are all charged to the primary account holder's payment methods in Kilo GMS. A sub-account is any athlete linked under the primary account holder's profile, such as a partner or child.

What you can do with family-linked profiles

- Link family members to one primary account holder who pays for everyone
- Choose a linked profile for family members with their own email address, or a dependent profile for those without one
- Charge packages to a sub-account using the primary account holder's payment methods
- Make a different family member the primary account holder
- Promote a dependent to a linked profile by adding an email address
- Disconnect an athlete from the family group

Linked vs. dependent profiles: which should you use?

Situation	Linked profile	Dependent profile
Email address	Has their own unique email	Shares the primary account holder's email
Typical family member	Spouse, partner, or older child	Child without an email address
Logs in to book classes	Yes, makes and changes their own reservations	No, the primary account holder books for them
Payment method	Primary account holder's	Primary account holder's
Can become primary account holder	Yes	Only after an email address is added

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How do I link athlete profiles?

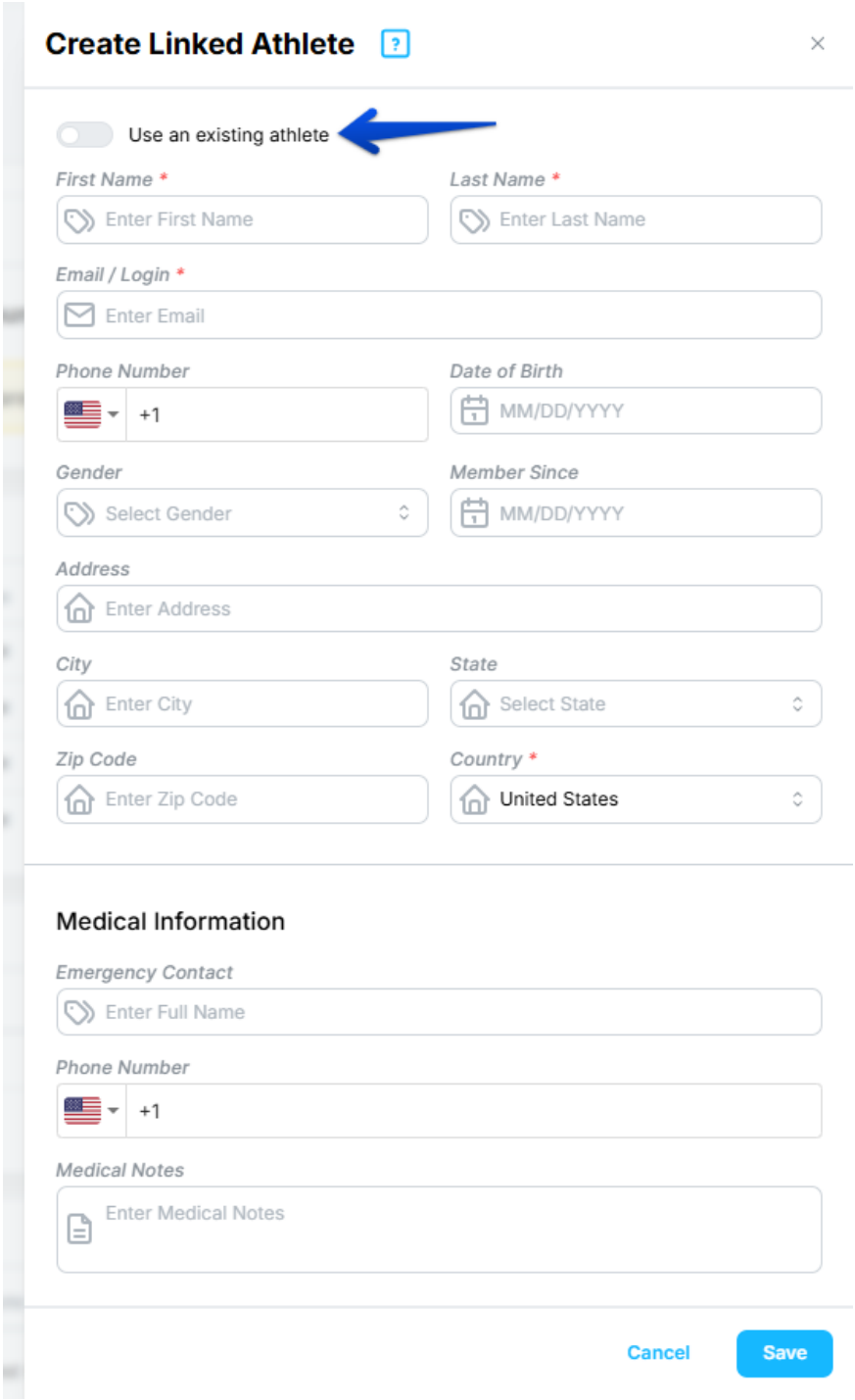
> Warning
>
> When you link an athlete as a sub-account, any payment methods already on their profile are deleted and replaced with the primary account holder's payment methods. Check the athlete's payment methods before you link them.

1. Go to the athlete profile of the person who will pay for the family. This person becomes the primary account holder.

2. Click **Actions** in the upper right.

3. Select **Add Linked Profile** or **Add Dependent Profile**.

4. Add the family member. If they already have a profile, turn on **Use an existing athlete**, then search for and select them. If they're new, enter their information.



5. If the family member doesn't have their own email address, such as a young child, enter their first and last name and check **Use the same as the primary account holder?** instead of entering an email address.

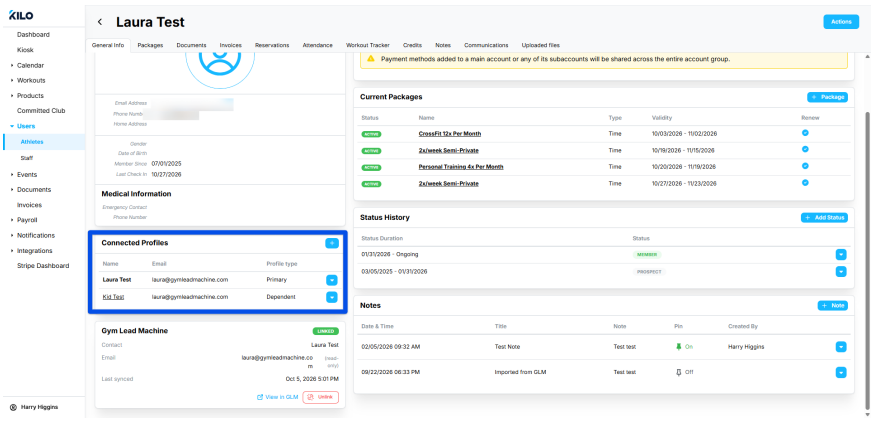
6. Click **Save**.

Repeat these steps for each family member you want to link.

After profiles are linked

Once athletes are linked, you'll see these changes on their profiles:

- The **Connected Profiles** box appears on the athlete profile of the primary account holder and every sub-account.



- The primary account holder's payment method appears in the **Payment Method** box on each sub-account.

- The **+ Payment Method** button is disabled on sub-accounts, so you can't add a separate payment method for them.

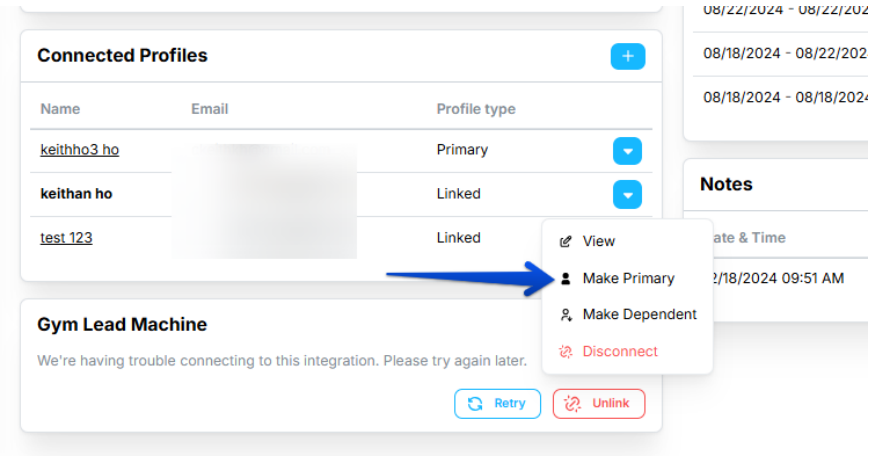
- **Profile Type** shows whether each athlete is **Primary**, **Linked**, or **Dependent**.

How do I change the primary account holder?

1. Go to the current primary account holder's athlete profile.

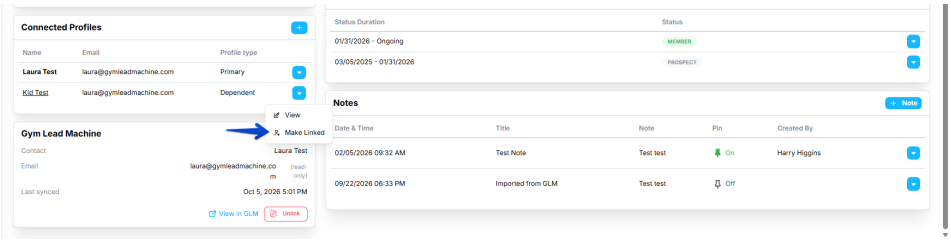
2. In the **Connected Profiles** box, click the blue arrow button next to the athlete who will become the new primary account holder.

3. Select **Make Primary**.



The selected athlete becomes the primary account holder, and the payment methods transfer to their profile.

A dependent can't become the primary account holder without their own email address. To promote a dependent to a linked profile, enter their email address in the pop-up that appears and click **Continue**.



How do I unlink an athlete from a family?

An athlete can only be unlinked if they have their own email address. If they currently share the primary account holder's email address, open their athlete profile and enter a unique email address before you continue.

1. Go to the primary account holder's athlete profile.
2. In the **Connected Profiles** box, click the blue arrow button next to the athlete you want to unlink.
3. Select **Disconnect**.
4. Confirm your selection.

   Warning

   An athlete who has been unlinked no longer has a payment method on file. Collect a new payment method from them right away so their billing can continue.

Frequently asked questions

How do I charge a sub-account for a package?

Add the package from the sub-account's own athlete profile, and it's charged to the primary account holder's payment method.

1. Go to the sub-account's athlete profile.
2. Add the package as you normally would.
3. Select a billing plan.
4. In the payment method field, select the primary account holder's payment method. If they have more than one on file, choose the right one.

Why can't I add a payment method to a sub-account?

Sub-accounts always use the primary account holder's payment methods, so the + Payment Method button is disabled on their profile. To give a family member their own payment method, unlink them first, then collect a new payment method on their now-independent profile.

What happens to a sub-account's existing card or bank account when I link them?

It's deleted. Linking replaces a sub-account's payment methods with the primary account holder's. This applies whether you're adding a partner, a child, or any other family member to the family account.

Can linked and dependent athletes log in and book their own classes?

Linked athletes with their own email address can log in to the athlete portal and make and change their own reservations. Dependent athletes share the primary account holder's email address, so they can't log in. The primary account holder can switch to a dependent's profile from their own login and book or change reservations on the dependent's behalf.

Can a child or dependent become the primary account holder?

Not while they share the primary account holder's email address. Promote the dependent to a linked profile by adding their own email address first. Once they have a unique email address, you can make them the primary account holder.

Can I unlink a dependent athlete?

Yes, once they have their own email address. Open the dependent's athlete profile, enter a unique email address, then disconnect them from the **Connected Profiles** box on the primary account holder's profile.

Helpful tips

- Review a family member's payment methods before linking, since linking deletes them
- Give each family member their own email address if they'll book their own classes
- Use **Profile Type** to confirm at a glance whether an athlete is Primary, Linked, or Dependent
- Collect a new payment method as soon as you unlink an athlete

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

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