



[Knowledge Base](#) > [Gym Management Software](#) > [Calendar & Scheduling](#) > [First Class Visit and Visitor Badges in Kilo GMS](#)

First Class Visit and Visitor Badges in Kilo GMS

Sandy Tannheimer - 2026-09-30 - [Calendar & Scheduling](#)

The **First Class Visit** and **Visitor** badges in Kilo GMS show you, right on the class roster, which athletes are attending their first class and which athletes are visiting your gym. Coaches and staff can see who may need extra attention before class starts, and you can set up an Automation Flow that alerts your team a day before a first-time athlete arrives.

What you can do with First Class Visit and Visitor badges

- See which athletes are attending their first class at your gym
- See which athletes have the Visitor status
- Spot likely drop-in visitors when both badges appear together
- Hover over a badge to see why an athlete is highlighted
- See the same badges on the Staff Kiosk while checking athletes in
- Build an Automation Flow that alerts your team before a first-time athlete's class
- Run onboarding or follow-up automations after an athlete's first class check-in

What do the First Class Visit and Visitor badges mean?

First Class Visit means the athlete is attending their first class at your gym. Visitor means the athlete has the Visitor status on their profile. The two badges are independent, so an athlete can have one, both, or neither.

Badge	What it means	Tooltip on hover
First Class Visit	The athlete is attending their first class	"Attending their first class."
Visitor	The athlete's status is Visitor	"Visitor."
Visitor and First Class Visit together	A Visitor attending their first class, most likely a drop-in	"This athlete is a Visitor attending their first class."

When an athlete shows both badges, treat them as a likely drop-in visitor. There is no separate drop-in badge or status; the combination of the two badges is how Kilo GMS highlights drop-ins.

Here's how the badges play out for common athletes:

Athlete	Badges you see
A Visitor attending their first class	Visitor and First Class Visit
A Visitor who has attended before	Visitor only
A member attending their first class	First Class Visit only
A member who has attended before	No badges

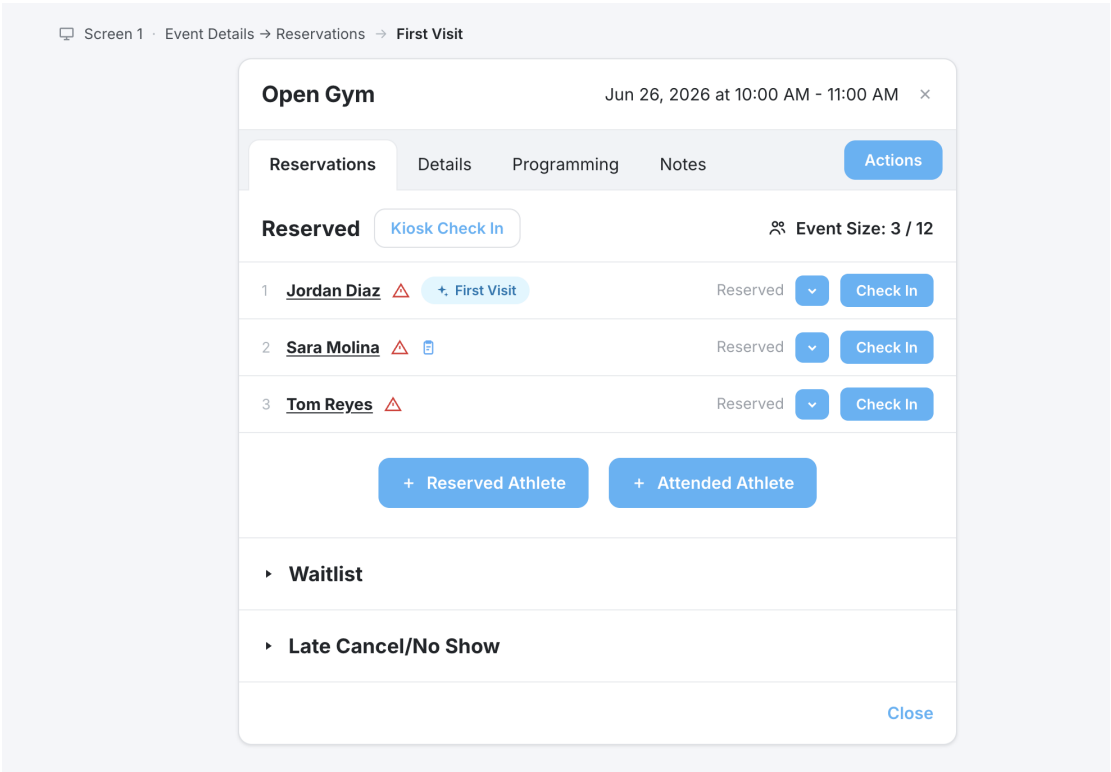
The First Class Visit badge is calculated from the athlete's attendance. It is not an athlete status, so you won't find it on the athlete's profile or in your status options.

Where do I see the badges?

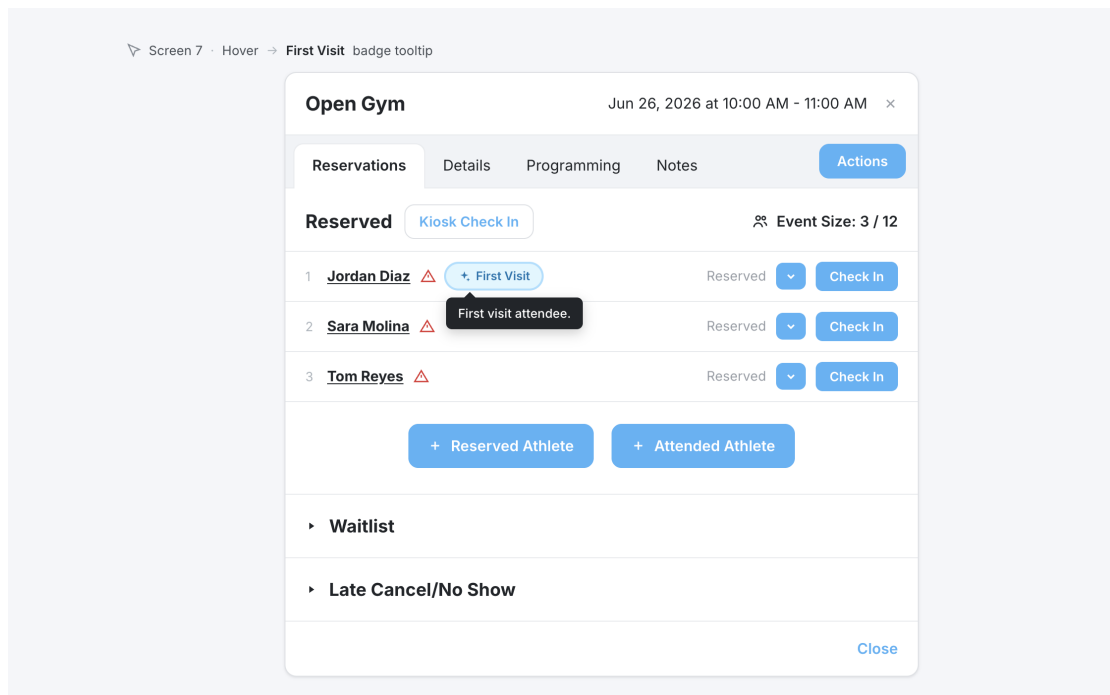
The badges appear next to athlete names on the class reservations list in Scheduling and on the Staff Kiosk.

To see badges on a class roster:

1. Go to **Scheduling**.
2. Open the class you want to review.
3. Open the **Reservations** tab.

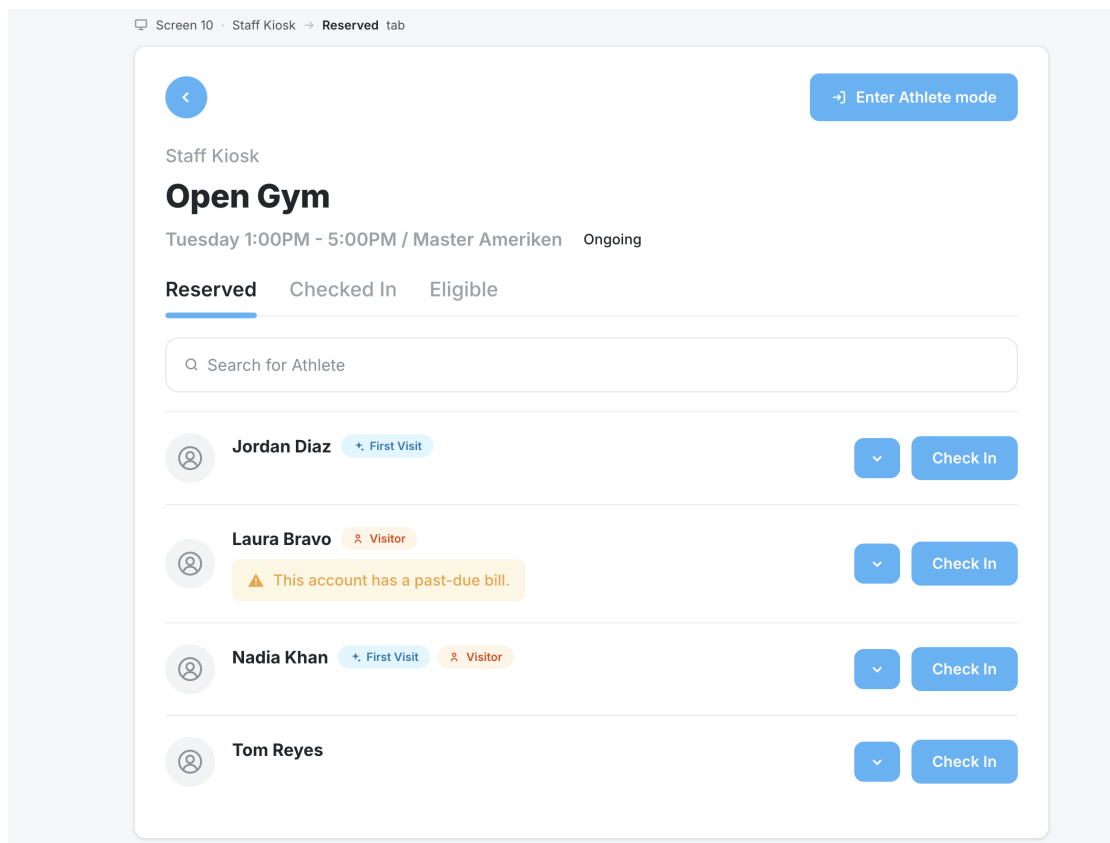


1. Hover over any badge to see its tooltip.



To see badges while checking athletes in:

1. Open the **Staff Kiosk**.
2. Select the class.
3. Open the **Reserved** tab.



The badges follow the same rules in both places, so what staff see on the roster before class matches what they see at check-in.

Who counts as attending their first class?

An athlete gets the First Class Visit badge when they have no class attendance at your gym yet, or when their only class attendance happened earlier that same day. Kilo GMS looks at the athlete's attendance history across all of your gym's locations.

These count toward an athlete's attendance history:

- Completed class check-ins
- Free or comped class check-ins, which count the same as paid classes
- Attendance records **imported** from your previous software, which are all treated as classes

These don't count:

- Appointment check-ins, such as personal training sessions
- No-shows
- Cancelled reservations

An athlete who has completed 20 personal training appointments but never attended a class still shows the First Class Visit badge on their first class reservation.

How long does the First Class Visit badge stay on?

The badge shows on the athlete's first class and on a second class that same day. Checking in to the first class doesn't remove it, so coaches can still see it during that class and on the athlete's second class later in the day. Once the athlete's second class attendance is recorded, the badge is removed.

The badge doesn't appear on any reservation for a later day. An athlete who attended one class two weeks ago and reserves another today won't show the badge, even though they have only one class on record.

If an athlete cancels a reservation, the badge no longer shows on that cancelled reservation. Their eligibility doesn't change, so the badge appears on their next qualifying reservation.

The Visitor badge follows the athlete's status. When you change an athlete's status from Visitor to something else, the Visitor badge no longer appears.

How do I get notified before a first-time athlete arrives?

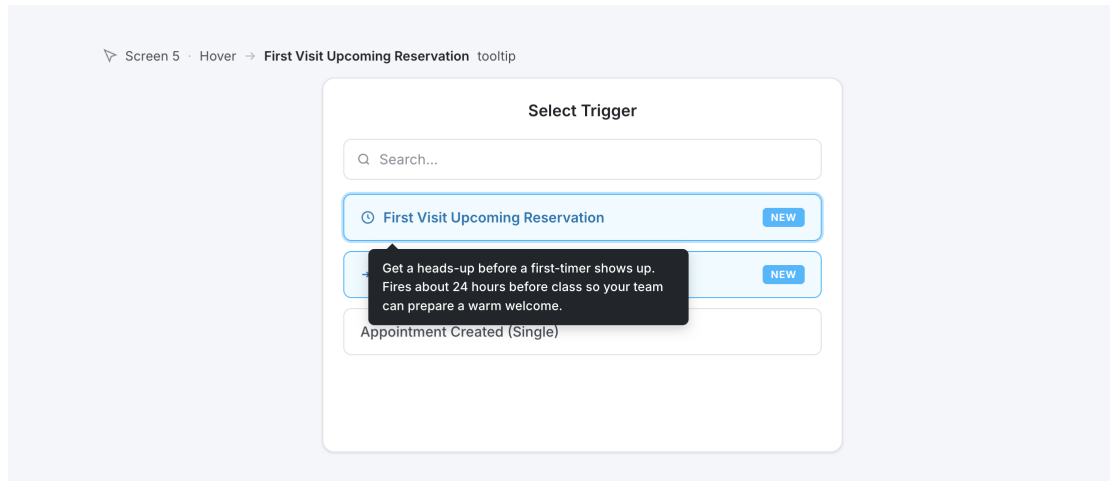
Build an Automation Flow on the 'First class reserved upcoming' trigger. It fires 24 hours before the start of a class reserved by an athlete who will be attending their first class, so your team has time to prepare.

Two triggers work with First Class Visit events. You can use either one on its own or both together.

Trigger	When it fires	Good for
First class reserved upcoming	24 hours before the reserved class starts, or right away if the athlete reserves less than 24 hours before class	Preparing staff and coaches before the athlete arrives
First class attended	When the athlete checks in to their first class, only once per athlete	Onboarding messages and follow-up after the first class

To set up an alert before a first-time athlete's class:

1. Go to **Notifications → Automation Flows**.
2. Start a new Automation Flow.
3. Select **First class reserved upcoming** as the trigger.



1. Finish setting up the recipients and message the same way you would for any other Automation Flow.
2. Save the flow.

The 24-hour window is based on your gym location's time zone, the same time zone your class start times use.

Note

If you already use **First class attended**, your Automation Flows keep working with no changes needed. The trigger fires only once per athlete and counts attendance imported from your previous software, so athletes with imported class history don't trigger it when they check in.

Neither trigger sends anything on its own. An alert or message goes out only when you build an Automation Flow on the trigger.

Frequently asked questions

Do I need to set up an automation for the badges to appear?

No. The First Class Visit and Visitor badges appear on your class rosters automatically. They don't depend on any Automation Flow or trigger, so they show up whether or not you've built a flow on **'First class reserved upcoming'** or **'First class attended.'**

Do personal training appointments count toward an athlete's first class?

No. Only class attendance counts. Appointment check-ins, such as personal training or consultations, don't count toward or against the First Class Visit badge. An athlete with appointment history who books their first group class still shows the badge.

Why doesn't the First Class Visit badge show for an athlete who has only been in once?

Their first class already happened on an earlier day. The badge shows only through the day of an athlete's first class. It doesn't reappear on a reservation for a later day, even if the athlete has attended just one class so far.

Will the badge show if an athlete takes two classes on their first day?

Yes. If an athlete attends a class and then reserves another class later that same day, the First Class Visit badge shows on both reservations. It's removed once their second class attendance is recorded.

What happens to the badge if I delete or correct an athlete's attendance?

The badge updates right away to match the athlete's corrected attendance history. If you delete or correct an athlete's second class attendance, the First Class Visit badge shows again on their next qualifying reservation.

Does attendance at another location count?

Yes. Attendance history covers all of your gym's locations. An athlete who has attended a class at one location won't show the First Class Visit badge when they reserve at another location.

Do free or comped classes count as attendance?

Yes. A free or comped class check-in counts the same as a paid class check-in.

Do no-shows or cancellations count as attendance?

No. An athlete who reserved a class and didn't show up, or who cancelled, still qualifies for the First Class Visit badge on their next reservation.

Do imported attendance records count?

Yes. Attendance records imported from your previous software count toward an athlete's attendance history. Because imported records don't show whether the original visit was a class or an appointment, all of them are treated as classes.

Will the First class reserved upcoming trigger send a message automatically?

No. The trigger only sends something when you build an Automation Flow on it and choose who receives the message.

What time zone does the 24-hour alert use?

Your gym location's time zone. The 24 hours are counted from the class start time as set for that location, not from the time zone on an athlete's or staff member's device.

Helpful tips

- Check the roster before each class so coaches know who is new before athletes walk in
 - Greet athletes with both badges as likely drop-in visitors
 - Use **First class reserved upcoming** to alert your coach or front desk a day ahead
 - Use **First class attended** for welcome and onboarding messages after the first class
 - Keep athlete statuses current so the Visitor badge stays accurate
 - Hover over a badge any time you're unsure why an athlete is highlighted
-

When this feature is most helpful

- Preparing coaches for new athletes before a class starts
- Welcoming drop-in visitors from out of town
- Checking athletes in at the front desk on the Staff Kiosk
- Giving first-time athletes a consistent onboarding experience
- Following up with new athletes after their first class

If you have questions about First Class Visit and Visitor badges in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- [Gym Management](#)