Have Athletes Sign Documents

Laura Gibson - 2026-11-04 - Documents (Waivers & Contracts)

Athlete documents, such as waivers and contracts, are signed in Kilo GMS or in the Kilo app. You can have an athlete sign on your screen during a visit, email a document so they can sign on their own device, send a waiver to many athletes at once, or set up an automatic reminder. The Kilo app does not prompt athletes to sign when they log in, so sending the document is how your gym lets them know something is waiting.

What you can do with athlete documents

- Have an athlete sign on your computer during a visit
- Email an unsigned document so the athlete can sign remotely
- Send a waiver to many athletes at once from the Athletes list
- Set up an automatic reminder for documents that have not been signed
- Pull up any athlete's documents from their profile
- See every issued document and its status in one report

How do athletes know they have a document to sign?

Athletes are not prompted to sign when they open the Kilo app, and they do not get a push notification. They find out when your gym emails them the document, sends a waiver in bulk, or sends a reminder. Until then, an unsigned document waits in the app for the athlete to find it on their own.

Email one document to one athlete

Open the document from the Documents Issued report or the athlete's profile and click **Email to Athlete**. The athlete receives a link to log in and sign on their own device. The steps for both starting points are in the sections below.

Send a waiver to many athletes at once

Go to **Athletes**, apply the **Has No Waiver** filter, and click **Send Waiver**. You choose one waiver template and review who will receive it, and every checked athlete gets an email with a link to sign. Athletes who already have an unsigned waiver on file receive that existing waiver, so no duplicates are created. For the full walkthrough, see Send Waivers to Athletes in Bulk.

Send Waiver sends waivers only. Contracts are issued when an athlete buys a package that has a contract associated with it, and you can send one for signing with **Email to Athlete**.

Remind athletes automatically

An automation flow built on the **Unsigned document reminder** trigger sends an email or SMS a set amount of time after a document is sent. If the document has been signed by then, no reminder goes out. Setup is covered in the next section.

Where athletes sign

In the Kilo app, athletes open their **Account**, select **Documents**, and sign anything on the **Not signed** tab. An emailed link takes them to log in and sign the same document. If someone needs to be walked through it, send them Sign Your Documents and Waivers in the Kilo App, which covers it from their side.

Set up an unsigned document reminder

The reminder is an automation flow. You choose how long after a document is sent the reminder goes out, who receives it, whether it goes by email or SMS, and which message template it uses. A document counts as sent once it is assigned to the athlete, including a contract that comes with a package purchase. When the reminder time arrives, Kilo GMS checks the document first and sends nothing if it has already been signed.

1. Go to **Notifications → Automation Flow Builder**.
2. Click **select trigger**.
3. Search for "unsigned" and select **Unsigned document reminder**.
4. Under delivery, click **wait**.
5. Enter a number in **Reminder time** and choose a unit in **Select time**. The delivery step then shows the full schedule, for example “2 days after the document is sent at 09:00 AM.”
6. Click **select recipients** and select Athletes to remind the person who needs to sign, or Staff to notify your team.
7. Click select notification type and select **Email or SMS.**
8. Click **select notification template** and choose the message to send.
9. Enter a name in **Flow name**.

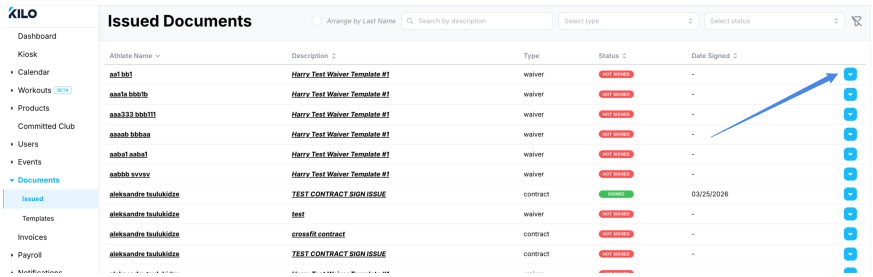
10. Click **Save**.

Each flow sends one reminder. To follow up more than once, for example at 2 days and again at 7 days, create a separate flow for each reminder time.

Signing from the Documents Issued report

Use this when you want a view of every document your gym has issued, or when an athlete is with you, and you want to sign from your own screen.

1. Go to **Documents → Issued**.
2. Review the list. Each row shows who the document is for, what type it is, and its current status.
3. Find the document you need signed and click the blue action button on that row.



4. Click **Edit**.

The document opens with its variables filled in, including the athlete's name, package information, and billing date. From here, you can sign in person or send it out.

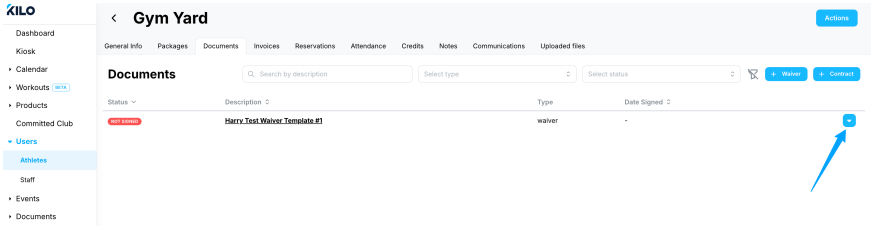
To sign in person, have the athlete sign in the **Signature** box on your screen, then click **Execute** to submit it. **Execute** stays unavailable until a signature has been drawn.

To send it instead, click **Email to Athlete**. They receive a link to log in and sign on their own device.

Signing from the athlete's profile

Use this when you are already working in an athlete's profile, or when you want one athlete's documents rather than the full list.

1. Go to **Users → Athletes**.
2. Find the athlete.
3. Click the **Documents** tab on their profile.



4. Find the unsigned document and click the blue action button on that row.

5. Click **Edit**.

6. Have the athlete sign in the **Signature** box and click **Execute**, or click **Email to Athlete** to send it to them.

Signing works the same way as it does from the Documents Issued report. The only difference is where you started.

Which method should you use?

Situation	Use this
The athlete is in front of you	Documents Issued or their profile, signing on your computer
One athlete needs to sign later, from home	**Email to Athlete** from Documents Issued or their profile
Many athletes need the same waiver	**Send Waiver** from the Athletes list
You want follow-up on unsigned documents without doing it by hand	An **Unsigned document reminder** automation flow
You need to see documents for many athletes at once	Documents Issued
You are already in one athlete's profile	Their profile Documents tab

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Frequently asked questions

Can an athlete sign at home rather than at the gym?

Yes. Open the document from the Documents Issued report or their profile and click **Email to Athlete**. They receive a link, log in, and sign on their own device. Until they sign, the document stays on the **Not signed** tab under **Account → Documents** in the Kilo app.

Can I have an athlete sign on my computer during a visit?

Yes. Open the document from Documents Issued or their profile, click the blue action button, then **Edit**. The athlete signs in the **Signature** box on your screen and you click **Execute** to submit it.

How do I find every athlete with an unsigned document?

The Documents Issued report shows every issued document with its status. Filter or sort by status to see which ones are still outstanding. For waivers, the **Has No Waiver** filter on the Athletes list shows every athlete without a signed waiver, including athletes who have no waiver document at all.

What does the athlete see when they open the document?

Their own details, filled in. Variables such as their name, package information, and billing date are populated, so they are signing an accurate personal copy rather than a generic template.

Can I resend a document if the athlete does not sign the first time?

Yes. Open it again from Documents Issued or their profile and click **Email to Athlete** again. To follow up automatically, set up an automation flow with the **Unsigned document reminder** trigger.

Can I send more than one reminder for the same document?

Yes, by creating one automation flow per reminder. Each **Unsigned document reminder** flow sends a single reminder at the time you set. For a second follow-up, build another flow with a later reminder time. Any flow that reaches its reminder time after the document is signed sends nothing.

What happens after a document is signed?

Its status updates to signed and the signed copy stays attached to the athlete's profile. You can view it from Documents Issued or their Documents tab at any time.

Do these methods work for both waivers and contracts?

Signing in person and Email to Athlete work for both. Waivers and contracts live in the same Documents system. **Send Waiver** on the Athletes list sends waivers only. Contracts are issued when an athlete buys a package that has a contract associated with it.

Helpful tips

- Send a document as soon as it is issued, since athletes are not prompted to sign when they open the Kilo app
- Set up an **Unsigned document reminder** flow once, so follow-up on unsigned documents happens without staff time
- Pair a short reminder with a later one, each in its own flow, if athletes tend to need a second nudge
- After onboarding or migrating a group of athletes, apply the **Has No Waiver** filter and run **Send Waiver** so no one starts training without a signed waiver
- Use the Documents Issued report as a weekly cleanup view, scanning for anything that has been unsigned for a while
- When signing in person, have the athlete check the filled-in name, package, and billing date before signing, which catches onboarding data entry errors
- Pull a signed copy from the athlete's Documents tab whenever they ask for one
- Show new athletes where documents live in the Kilo app (**Account → Documents**) at signup, since the app does not point them there

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When this is most helpful

- Onboarding a new member and getting their waiver signed on day one
- Getting a contract signed when an existing member's package changes

- Clearing a backlog of unsigned documents after a busy sales week
- Signing with an athlete in person during a scheduled appointment
- Following up remotely with someone who was rushed at signup
- Collecting waivers from a large group of athletes after migrating to Kilo GMS

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

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