



[Knowledge Base](#) > [Gym Management Software](#) > [Onboarding & New Users](#) > [Invite Athletes to Activate Their Kilo App Profile](#)

Invite Athletes to Activate Their Kilo App Profile

Mavilyn Carlos - 2026-09-10 - [Onboarding & New Users](#)

When athletes should activate their Kilo accounts depends on your migration plan. This article covers how to decide the right activation timing for your gym, the two ways to send **activation emails**, what athletes do when the email arrives, and which app they need to download.

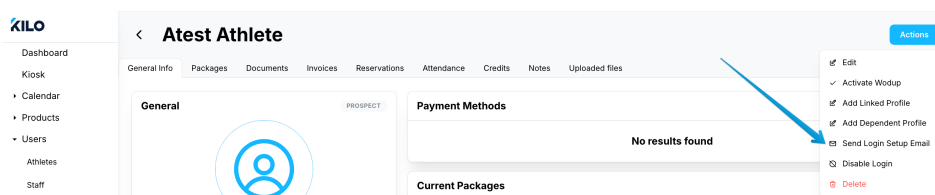
Understanding your migration plan

- **New gyms or gyms without imported data:** if you're starting fresh, you'll add athletes one at a time. As each athlete is added, they will automatically receive an activation email.
- **Gyms collecting new payment methods (partial migration):** if you need athletes to re-enter their payment methods, you'll likely want them logging in early. This allows you to track who has updated their payment information before your full transition.
- **Gyms with full data migration (including payment methods):** if your athletes are imported with their Stripe ID and existing payment methods, you may choose to have them activate their accounts on the day they start using Kilo for reservations and payments.

How do I invite athletes to activate their accounts?

There are two ways to send activation emails to your athletes.

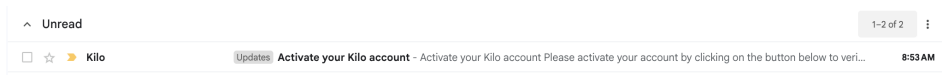
- **Mass activation email:** your onboarding advisor can send a bulk activation email to all athletes in your system on a chosen date.
- **Individual activation from the athlete's Action button:** if you're adding athletes manually, you can send activation emails one at a time using the **Action** button when assigning membership packages.



Inform your athletes in advance

To avoid confusion or missed emails, notify your athletes before sending activation emails. Let them know:

- You're switching to a new system
- When they can expect an activation email
- What the email will look like in their inbox
- That they should download **Kilo - Members** once they've set a password

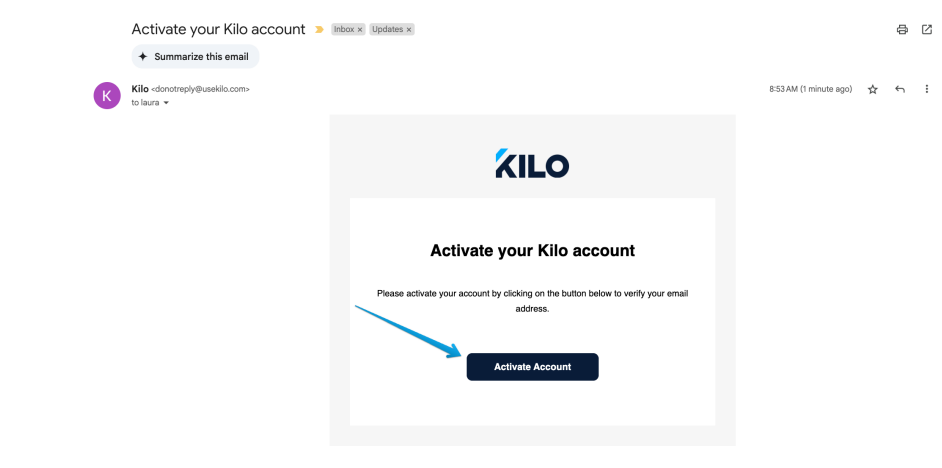


The Kilo Help Center includes an introductory email template and detailed activation and login instructions you can copy, edit, and send. See [Athlete Email Templates for Launching Kilo GMS](#). A well-communicated transition makes for a smoother launch.

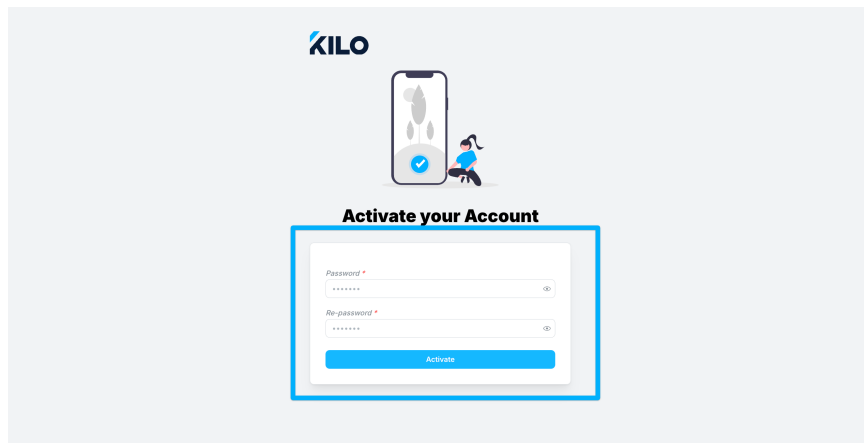
What athletes do to activate

When athletes receive the activation email, they complete two steps to activate their account.

1. Click the activation link in the email.



2. Set a password.



Note

If an athlete clicks the activation link but never sets a password, they will not be able to log in. Email our Support team at hello@usekilo.com and we can set a temporary password for them.

Once the password is set, the athlete's account is active, and they can download the **Kilo - Members app**.

Which Kilo app your athletes download

Kilo - Members is the athlete app. It is available in the Apple App Store and Google Play, published by Kilo, Inc. Athletes sign in with their email address and the password they set during activation.

Kilo Gyms is the separate app you and your staff use to run the gym. An athlete who downloads Kilo Gyms by mistake will not be able to access their membership, reservations, or payment methods, so name the correct app every time you communicate about the transition.

Note

If you or your staff also train at the gym, you will need both apps installed. Kilo Gyms and Kilo - Members use separate logins, so an athlete account is separate from your staff account. This is also how you can see the athlete experience for yourself.

Frequently asked questions

Can I send activation emails to all my athletes at once?

Yes. Your onboarding advisor can send a bulk activation email to every athlete in your system on a date you choose. Individual activation from the **Action** button is for athletes you add manually after that initial send.

What happens if an athlete never activates?

They cannot log in or use the app until they set a password. Activation is the step that creates their login. Resend the activation email, or contact our Support team to have a temporary password set so they can get in and change it.

Helpful tips

- Decide your activation date before your onboarding advisor sends the bulk email, so athletes are not logging in weeks before you're ready

- Tell athletes what the activation email looks like and who it comes from, which cuts down on messages sitting unopened in spam
- Name **Kilo - Members** specifically in every message you send, rather than saying "the Kilo app"
- Brief your front desk staff on the two-app difference before activation emails go out
- Watch for athletes who click the activation link but stop before setting a password; they will appear to have started and will still be locked out

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

- Tags
- [Gym Management](#)