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Setting Up and Using Committed Club in Kilo GMS

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Committed Club is a built-in loyalty program that gives every athlete at your gym a simple monthly check-in goal. You set one number — how many check-ins athletes should hit each month — and Kilo automatically tracks who's completed it, who's close, and who's still working toward it.

There's no campaign to build and nothing new to track. Committed Club uses check-ins your gym is already generating through kiosk check-ins, class bookings, and appointments.

What You Can Do with Committed Club

- Set a single monthly check-in goal that applies gym-wide
- Rename the program to match your gym's branding
- See real-time progress for every athlete without checking spreadsheets
- Identify athletes who are one check-in away from completing the goal
- Track consecutive-month streaks to recognize your most consistent athletes
- Review past months back to the month the program was created
- Export tracking data to CSV for outreach, recognition posts, or team reporting
- Control which staff members can view tracking data and which ones can change program settings

How Committed Club Works

- **Automatic enrollment.** You don't need to opt athletes in. Active, on-hold, and trial athletes are all enrolled automatically as soon as the program is set up.
- **No new check-in process.** Progress is calculated from check-ins that already exist — kiosk check-ins, class bookings, and appointments all count toward the monthly goal.
- **Mid-month protection.** If you raise or lower the check-in goal partway through a month, the change doesn't apply until the following month. No athlete is penalized mid-cycle for a goal they didn't know about.

What's Coming Next

Committed Club is a first version, and we're already evaluating how to build on it. Some of the improvements

we're *exploring for future releases*:

- Athlete visibility in the app, so athletes can follow their own progress and streak
- Notifications, to nudge athletes when they're close and recognize them when they finish
- Built-in rewards and a winners view for celebrating your most consistent athletes
- A management dashboard with completion rates and check-in trends

Setting Up Your Committed Club Program

1. From the sidebar, go to **Committed Club**. If this is your first time here, you'll land directly on the Settings screen.
2. Enter a **Program name**. This defaults to "Committed Club," but you can rename it to anything you'd like — the name you enter updates the screen headers immediately as you type.
3. Set **Check-ins required per month**. This defaults to 12 and can be set to any number of 1 or higher.
4. Leave **Athlete visibility** off. This toggle is reserved for a future release that will let athletes see their own progress in the mobile app — it isn't available yet.
5. Click **Save program**.

← **Set up your program**
Configure your gym's program

Program name

Committed Club

Check-ins required per month

12

Athlete visibility

Athlete experience will be available in a future version

Who's included in this program

Active, on-hold, and trial athletes are automatically enrolled. On-hold athletes receive no notifications while on hold.

Save program

You'll see a confirmation that your program is now active, with an option to go straight to the Tracking screen. Once saved, every eligible athlete's current-month progress is calculated immediately — including check-ins from earlier in the month, so no one starts at zero.

Changing Your Program Settings Later

1. From the Tracking screen, click **Settings** in the header. Or go to **Committed Club** → **Settings** from the sidebar.
2. Update the **Program name** or **Check-ins required per month** as needed.
3. Click **Save changes**. You'll be taken straight to the Tracking screen — there's no separate confirmation banner.

← **Committed Club Hello - Settings** 

Configure your Committed Club program

Program name

Check-ins required per month

 **Athlete visibility**

Athlete experience will be available in a future version 

 Changes will apply starting August 2026 — July 2026 is already in progress.

 **Who's included in this program**

Active, on-hold, and trial athletes are automatically enrolled. On-hold athletes receive no notifications while on hold.

[Reset program \(prototype\)](#) [Cancel](#) [Save changes](#)

About changing the monthly goal mid-month: If you change the check-in threshold on the 1st of the month, it applies right away. If you change it any other day, you'll see a notice explaining that the new threshold won't apply until the 1st of the following month — the current month keeps running on the old number.

When you save the change	What happens
On the 1st of the month	New threshold applies immediately
On any other day (2nd-31st)	A notice appears; the new threshold takes effect on the 1st of next month

Example: You raise the threshold from 12 to 13 check-ins on May 15. May continues at 12 check-ins required. Starting June 1, the new threshold of 13 applies.

Monitoring Athlete Progress on the Tracking Screen

The Tracking screen is where you see exactly where every athlete stands for the current (or a past) month.

Filtering the view:

- **Month picker** — Choose the current month or any prior month back to the program creation month; earlier months are disabled.
- **Status filter** — Filter by All, Completed, Almost Done, or In Progress. For the current month, this

defaults to All. For past months, it defaults to Completed, so you can quickly pull up your list of finishers.

← Committed Club Hello

12 check-ins per month

⚙ Settings

Month

Goal status

April 2026

All statuses

Download CSV

Completed: 3 Almost Done: 1 Showing 8 athletes

ATHLETE	PACKAGE STATUS	PROGRESS	GOAL STATUS	STREAK
Sofia Martinez	ACTIVE	12/12	COMPLETED	6 months ⓘ
Diego Ramirez	ACTIVE	12/12	COMPLETED	3 months ⓘ
Camila Torres	ACTIVE	10/12	IN PROGRESS	4 months ⓘ
Mateo Lopez	ON HOLD	8/12	IN PROGRESS	2 months ⓘ
Valentina Cruz TRIAL	ACTIVE	5/12	IN PROGRESS	--
Sebastian Morales	ACTIVE	3/12	IN PROGRESS	--
Isabella Herrera	ACTIVE	11/12	ALMOST DONE	5 months ⓘ
Lucas Fernandez	ACTIVE	12/12	COMPLETED	8 months ⓘ

What each column shows:

Column	What it shows
Athlete	The athlete's name. A purple "Trial" tag appears next to trial athletes — this is just a label and doesn't affect their progress or status.
Package Status	Active or On Hold, based on the athlete's current package
Progress	A progress bar plus check-ins completed out of the number required
Club Status	Completed, Almost Done (exactly one check-in away), or In Progress
Streak	The number of consecutive months the athlete has completed the goal, with a tooltip showing the date range

Streaks start from your setup month. The first month an athlete completes the goal after setup shows a streak of 1 month. Pre-set months are not visible.

Exporting Tracking Data to CSV

1. From the Tracking screen, apply any filters you'd like (month, status).
2. Click the **CSV export** button to the left of the summary stats.
3. Your file downloads with the check-ins, progress, and streak data for everyone shown in the current view.

The exported file is named with the month and download date (for example, challenges-tracking-July-2026-2026-07-29.csv) and includes: Athlete, Check-ins, Required, Progress %, Club Status, Package Status, Trial, Consecutive Months, and Period.

Setting Staff Permissions for Committed Club

You can control which staff members can view Committed Club data versus change its settings.

1. Go to **Users → Staff**.
2. Click the edit icon on the staff member's row.

3. Scroll to the **Committed Club** section of the Edit Staff panel.
4. Toggle the permissions on or off, then save.

Permission	What it allows	Owner / Admin default	Coach default
View results and download reports	Access to the Tracking screen, including athlete progress, statuses, streaks, and the CSV export	On	On
Configure Committed Club settings	Access to the Settings screen — editing the program name and monthly check-in goal	On	Off

Owner and Admin roles always have full access to Committed Club and can't be restricted from this panel.

FAQ

What check-ins count toward the Committed Club goal?

Kiosk check-ins, class bookings, and appointments all count toward an athlete's monthly total. Every check-in counts individually — for example, if an athlete attends two classes in one day, that's two check-ins, not one.

Which athletes are automatically enrolled in Committed Club?

Active, on-hold, and trial athletes are all enrolled automatically — there's no opt-in step for you or your athletes. Enrollment happens as soon as the program is set up.

What happens if I change the monthly check-in goal in the middle of the month?

The change won't take effect until the 1st of the following month. The current month keeps running on the previous goal, so athletes already working toward it aren't penalized. See the *Changing Your Program Settings Later* section above for details.

I changed my monthly goal and now an earlier month shows different results. Why?

Months from before you set up the program are measured against your current goal, so they update when your goal changes. For example, if you set your goal to 12 and later raise it to 15, an athlete with 13 check-ins in a pre-launch month moves from Completed to In Progress. Months from your setup month onward are saved permanently and never change, no matter how many times you update the goal.

What does "Almost Done" mean in Committed Club?

"Almost Done" means the athlete is exactly one check-in away from completing the monthly goal. Once they hit their required number of check-ins, their status changes to Completed.

How does the Committed Club streak work?

A streak counts the number of consecutive months an athlete has completed the monthly goal. If an athlete misses a month, the streak resets — the next month they complete the goal, their streak starts over at 1 rather than continuing from where it left off.

When does an athlete's streak start counting?

Streaks start from the month you set up the program. The first month an athlete completes the goal after setup shows a streak of 1 month, even if they'd been consistent for a long time before that.

What happens to an athlete's streak while their membership is on hold?

The streak is frozen, not broken. A month spent on hold doesn't count against the athlete's streak or add to it. Once the athlete returns to active status and completes a full month, their streak picks back up from where it was.

Do on-hold athletes still show progress in Committed Club?

Yes. On-hold athletes stay enrolled and their check-ins still count toward the monthly goal. Their Package Status shows as On Hold on the Tracking screen, but their progress is tracked exactly like anyone else's.

Does Committed Club send notifications or emails to athletes?

No. Committed Club doesn't send any notifications in this version. Nothing is emailed or pushed to athletes or staff when someone completes the goal, gets close to it, or builds a streak. If you want to recognize athletes, use the Tracking screen or the CSV export and reach out however you normally do. Notifications are planned for a future release.

What happens if an athlete leaves the gym or requests their data be deleted?

Their row is removed from the current month's tracking view right away. Past months that have already been finalized aren't affected — those records are preserved. If an athlete specifically requests data deletion, their name is replaced with "Deleted athlete" in those historical records, with no other personal information retained.

What's the difference between an athlete's Package Status and their Trial tag?

Package Status (Active or On Hold) reflects the package assigned to the athlete, while the Trial tag is a separate label that simply flags whether the athlete has an active trial. An athlete can be a trial athlete and have an on-hold package at the same time — the two don't affect each other.

Can athletes see their own Committed Club progress?

Not yet. In this first version, Committed Club is a staff tool. Athletes don't see their own progress, streaks, or standing anywhere. We're planning to bring this to the athlete app as we release new functionality there, and the Athlete Visibility toggle in Settings is the switch that will turn it on when it's ready.

Who can access Committed Club in Kilo GMS?

Owners and Admins have full access by default. For everyone else, access is set per staff member in **Users** → **Staff**, not by role. Role only determines the starting point: coaches can view tracking data by default but can't change program settings unless you grant them that permission.

Can I turn Committed Club off after setting it up?

There's no off switch in this version. Once the program is set up, it keeps tracking check-ins in the background.

Helpful Tips

- Use the **Almost Done** filter regularly to find athletes who just need a nudge to finish the month strong.
- When reviewing a past month, the status filter automatically defaults to Completed — a quick way to pull a list for a recognition post or shout-out.
- Export the CSV before making outreach calls or building a social post so you're working from the exact numbers your athletes see.
- If you're planning to raise the monthly goal, do it before the 1st of the month if you want it to apply right away — otherwise it'll roll over to the following month.

When This Feature Is Most Helpful

Committed Club is especially useful if you want to:

- Give every athlete a consistent, easy-to-understand engagement goal without building a full campaign
- Spot who's falling off pace early enough in the month to reach out
- Publicly recognize athletes with long consistency streaks

- Pull attendance-based reporting without exporting raw check-in data and calculating it yourself

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

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