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Switch Profiles and Gyms in the Kilo App

Laura Gibson - 2026-09-10 - [Getting Started & Your Account](#)

The **Switch Account** screen is where you move between accounts in the **Kilo - Members** app. If your gym has set your family up as a group, you can switch to a family member's profile to book for them. If you train at more than one Kilo gym, you can switch between those gyms from the same screen. You can also set which profile and which gym the app opens with.

What you can do

- See everyone in your family group
 - Switch to a family member's profile
 - Reserve and cancel classes on their behalf
 - Switch between Kilo gyms you belong to
 - Set a default profile so the app opens on the right person
 - Switch back to your own profile
-

Open the Switch Account screen

1. Open **Kilo - Members** and log in with your own email address and password.
2. Tap the person icon in the top left corner to open your **Account**.
3. Scroll to the bottom of the Account screen, past **About**, and tap **Switch account**.

9:59



Account

Recent and pending charges.

Documents



View and sign your documents.

Appearance

Dark Mode

Switch between light and dark appearance.



About

App Version

v1.1.0

 Up to date

Switch account ⇌

Log out



Schedule



Workout



Reservations

The **Switch Account** screen opens. It lists your profiles under **Profiles** and your gyms under **Gyms**, with a check mark beside the profile and the gym you are currently using.

10:02



Switch Account

Choose how to continue

Choose a profile or enter a gym

Profiles



Laura Test

Athlete

★ Default



Kid Test

Athlete

Make default

Gyms



Harry's Standard Gym

Laura Test

★ Default Gym



Edit Login

Logout



Schedule



Workout



Reservations

Switch to a family member's profile

Select the family member you want from the **Profiles** list.

Your view changes to that family member's profile. Anything you do from this point, including reserving and canceling classes, applies to them and not to you.

To switch back, open the **Switch Account** screen again and choose your own name.

Note

You stay on your family member's profile until you switch back or log out. If you are not sure which profile you are on, open the **Account** screen and check the name at the top before you reserve anything.

Switch between Kilo gyms

If you are a member at more than one gym that uses Kilo, each gym appears under **Gyms**. Select the gym you want, and your view changes to your account at that gym: their schedule, your packages there, and your reservations with them.

Your login is the same for every gym on this screen. You do not need a separate account or password for each one.

Set your default profile

Your default profile is the one the app opens on when you log in. It is marked with a star and the word **Default**.

1. Open the **Switch Account** screen.
2. Find the profile you want as your default under **Profiles**.
3. Select **Make default** below that person's name.

Your default gym works the same way and is marked **Default Gym** under the **Gyms** list.

Who can log in, and who you book for

Whether a family member can log in on their own depends on the email address on their account.

- **Family members with their own email address** can log in with their own password and manage their own reservations. You can still switch to their profile if you want to.
- **Family members who share your email address** cannot log in separately. You reserve and cancel classes for them by switching to their profile.

Note

Your gym sets up and changes family groups. If someone is missing from your list, or a family member needs their own login, contact your gym administrator.

Frequently asked questions

How do I know which profile or gym I am currently using?

Open the Switch Account screen and look for the check mark. The profile you are on and the gym you are in are both marked. It is worth checking before you reserve a class if you have switched recently and are not certain you switched back. The **Account** section is available on whichever profile you are viewing, so you can always get there from where you are.

How do I stop the app opening on the wrong person?

Set your own profile as the default. Open the **Switch Account** screen, find your name under **Profiles**, and select **Make default**. The app will open on that profile from then on, whichever profile you were using when you last logged out.

I reserved a class and it went on the wrong person or the wrong gym. What do I do?

Contact the gym administrator where the reservation was made. They can move or cancel it and sort out any credits involved. This usually happens when you switched profiles earlier and were still on that profile when you booked.

Why can one family member log in on their own but another cannot?

It depends on whether they have their own email address on their account. A family member with a unique email address can log in with their own password. A family member who shares your email address cannot log in separately, so you book for them by switching to their profile. If someone needs their own login, contact your gym administrator.

Why do I only see one gym on the Switch Account screen?

Only Kilo gyms where you have an account appear there. If a gym you train at is missing, contact that gym and ask them to check the email address on your account, since a different address would create a separate login.

Can I add a family member to my group myself?

No, your gym sets up family groups. Contact your gym administrator to add someone, remove someone, or give a family member their own login.

Do we all share one payment method?

Yes, within a family group. Payment methods are shared across everyone linked in the group, and that covers packages and purchases for all of you. Gyms are separate, so each gym you belong to has its own packages and payment methods.

Helpful tips

- Set your own profile as the default so the app opens on you
- Switch back to your own profile as soon as you are done booking for a family member
- Check the **Switch Account** screen before reserving if you are not sure which profile or gym you are on
- Remember that packages and credits belong to the gym you bought them from, not to your login
- Contact your gym administrator for anything that changes the family group itself

If you have questions about your account, your membership, or the classes at your gym, contact your gym

administrator. They manage your account in Kilo and can help you directly.

- Tags
- [Gym Management](#)