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Switch Profiles and Gyms in the Kilo App

Laura Gibson - 2026-08-20 - [Getting Started & Your Account](#)

The **Switch Profiles** screen is where you move between accounts in the Kilo 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. This works in the Kilo app and in a browser at **app.usekilo.com**.

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
 - Switch back to your own profile
-

Get to the Switch Profiles screen

1. Log in with your own email address and password.
2. Go to **Account**.
3. Select **Switch Profiles**.

10:47



Account



General Information

[Edit](#)

First Name

Laura

Last Name

Test

Email / Login

laura@gymleadmachine.com



Payment Methods

[Add](#)

No payment methods

You have not added any payment methods.

[Switch Profiles](#)[Log Out](#)

Packages



My Events



Schedule



Documents



Account

The **Select a Profile** screen opens. It lists the profiles and gyms available to you, and shows which account you are currently using.

Switch to a family member's profile

Select the family member you want from the **Select a Profile** screen.

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.

Note

You stay on your family member's profile until you switch back or log out. The **Select a Profile** screen is the only place that shows which profile you are using, so if you are not sure, go to **Account**, select **Switch Profiles**, and check before you reserve anything.

To switch back, go to **Account** while viewing their profile, select **Switch Profiles**, and choose your own name.

Switch between Kilo gyms

If you are a member at more than one gym that uses Kilo, each gym appears on the **Select a Profile** screen. 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.

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?

Go to Account and select Switch Profiles. The Select a Profile screen shows which account you are in. There is no other indicator, so 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 to **Switch Profiles** from where you are.

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 Select a Profile 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. A family group is billed to the payment method on the primary account. That covers packages and purchases for everyone in the group. Gyms are separate, so each gym you belong to has its own packages and payment methods.

Helpful tips

- Switch back to your own profile as soon as you are done booking for a family member
- Check the **Select a Profile** screen before reserving if you are not sure which profile or gym you are on
- Logging out returns you to your own profile the next time you log in
- 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](#)