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Update Your Account Settings in Kilo GMS

Laura Gibson - 2026-09-28 - [Onboarding & New Users](#)

Your **account settings** in Kilo GMS control your business information, how athletes reserve and cancel, what athletes see in the Kilo app, and how your notification emails appear in a recipient's inbox. This article walks through each group of settings and where to find it.

How do I open my account settings?

1. Log in to app.usekilo.com.
2. Click your user name in the bottom left of your screen.
3. Select **Settings**.

The Settings editor appears on your screen.

General settings

In the general settings for your account, update the fields specific to your business name, location, and contact information.

The **Notify Email** field should hold the email address that receives payment-related notifications for failed, successful, and refunded payments. This address receives notifications when the **Staff** checkbox is selected.

Reservation, waitlist, and cancellation settings

Warning

Updating reservation, waitlist, and cancellation settings at the account level or the event level does not change events that are already on your calendar. If classes or appointments are already scheduled, go to today on the Schedule and edit all future instances of the event so the change takes effect.

Note

In these settings, a toggle shown in blue is on.

Classes

Gym Settings Edit

General

Gym Information

Gym Name: Harry's Standard Gym

Gym Type: Gymnastics

Home Address: address, city, AK, 99999

Time Zone: US/Eastern

Website:

Phone: +1

Gym Email: harrysstandard@kilo.com

Notification Email: harh@kilo.com

[Reconnect to Gym Lead Machine](#)

In Person Payments [How to?](#)

Accept tap-to-pay card payments instantly with a Stripe card reader.

Reservation, Waitlist, and Cancellation Settings Cancel Save

Classes

5 Maximum amount of athletes allowed in waitlist

13 (Day(s)) Time before a class when reservations will be accepted

5 (Min(s)) Time before a class when reservations will no longer be accepted

☐ Disable athlete reservations if they have a past due bill

☒ Allow late cancellations

45 (Min(s)) Time before the start of a class when a cancellation is considered late

☒ Auto-charge fee for late cancellation \$1.00

☐ Deduct credit for late cancellation

☒ Auto-charge fee for no show \$5.00

☒ Deduct credit for no show

Appointments

☒ Allow late cancellations

4 (Hour(s)) Time before the start of an appointment when a cancellation is considered late

☒ Auto-charge fee for late cancellation \$5.00

☐ Deduct credit for late cancellation

1. Set the **reservation window** for classes to determine how far out from a class session members can book.
2. Set the number of athletes allowed on the class **waitlist**, if you choose to enable it.
3. Toggle on **Disable athlete reservations if they have a past-due bill** if you want to block reservations for athletes carrying a past-due bill.
4. Decide whether cancellation is allowed for **Classes**.
5. If you allow late cancellations, set the time before the start of a class when a cancellation is considered late.
6. Decide whether a fee applies for canceling inside that window. A \$0.00 fee lets athletes cancel late without being charged. Any other amount is shown to the athlete and charged automatically.
7. Toggle on **Deduction of credit** if the system should deduct the credit for a late cancellation. You can pair this with a fee, use it in place of a fee, or leave it off.
8. Enter a fee for when an athlete is marked as a **No Show**, or leave it at \$0 for no penalty.
9. Toggle on **Deduction of credit** if the system should deduct the credit for a No Show. You can pair this with a fee, use it in place of a fee, or leave it off.

Appointments

KILO

Dashboard

Kiosk

- Calendar
- Workouts [beta](#)
- Products
- Committed Club
- Users
- Events
- Documents
- Invoices
- Payroll
- Notifications
- Integrations
- Stripe Dashboard

Harry Higgins

Home Address address, city, AK, 00000

Time Zone US/Eastern

Website

Phone +1

Gym Email herry+standard@usekilo.com

Notification Email herry@usekilo.com

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In Person Payments [How to?](#)

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[Purchase Card Reader](#)

Already received the card reader?

[Register Card Reader](#)

Athlete App

- ☐ Hide list of reserved athletes on events in athlete view
- ☐ Schedule only shows events that the athlete has access to
- ☐ Allow athletes to see their invoices on the app

Appointments

- ☒ Allow late cancellations
- 4 (Hours) Time before the start of an appointment when a cancellation is considered late
- ☒ Auto-charge fee for late cancellation \$5.00
- ☐ Deduct credit for late cancellation
- ☒ Auto-charge fee for no show \$30.00
- ☐ Deduct credit for no show

Cancellation Tax Rate

0.000 % Applied to Late Cancel and No Show fees

[Edit](#)

1. Decide whether cancellation is allowed for **Appointments**.
2. If you allow late cancellations, set the time before the start of an appointment when a cancellation is considered late.
3. Decide whether a fee applies for canceling inside that window. A \$0.00 fee lets athletes cancel late without being charged. Any other amount is shown to the athlete and charged automatically.
4. Toggle on **Deduction of credit** if the system should deduct the credit for a late cancellation. You can pair this with a fee, use it in place of a fee, or leave it off.
5. Enter a fee for when an athlete is marked as a **No Show**, or leave it at \$0 for no penalty.
6. Toggle on **Deduction of credit** if the system should deduct the credit for a No Show. You can pair this with a fee, use it in place of a fee, or leave it off.

Reservation, waitlist, and cancellation settings for classes and appointments can be overridden on an individual event basis, either when the event is created or when specific sessions are added to the calendar.

Tax rate for no-show and cancellation fees

KILO

Dashboard

Kiosk

- Calendar
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- Payroll
- Notifications
- Integrations
- Stripe Dashboard

Harry Higgins

Notification Email herry@usekilo.com

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Cancellation Tax Rate

0.000 % Applied to Late Cancel and No Show fees

[Edit](#)

Email Sender Details [Edit](#)

From Name Harry's Gym

From Email herry+gym@usekilo.co

Reply to Email herry+gym@replies.usekilo.com

Additional Settings [Edit](#)

There is a placeholder tax rate of 0.0% applied to any late cancellation or no-show fee. If you require a percentage higher than 0.0%, based on your local rules, update the percentage amount accordingly, and save.

Athlete app settings

The screenshot shows the Kilo dashboard with a sidebar menu on the left containing: Dashboard, Kiosk, Calendar, Workouts (with a 'beta' tag), Products, Committed Club, Users, Events, Documents, Invoices, Payroll, Notifications, Integrations, and Stripe Dashboard. The main content area is titled 'Athlete app settings' and includes several sections: 'Accept tap-to-pay card payments instantly with a Stripe card reader.' with a 'Purchase Card Reader' link and a 'Register Card Reader' button; 'Already received the card reader?' with a 'Register Card Reader' button; 'Auto-charge fee for late cancellation' set to '\$0.00'; 'Deduct credit for late cancellation' with a toggle; 'Auto-charge fee for no show' set to '\$0.00'; 'Deduct credit for no show' with a toggle; 'Cancellation Tax Rate' set to '0.000' with a note '% Applied to Late Cancel and No Show fees'; 'Athlete App' settings with three toggles: 'Hide list of reserved athletes on events in athlete view' (off), 'Schedule only shows events that the athlete has access to' (off), and 'Allow athletes to see their invoices on the app' (on); 'Email Sender Details' with fields for 'From Name' (Harry's Gym), 'From Email' (harrys-gym@usekilo.co), 'Reply to' Email (harrys-gym), and '@replies.usekilo.com'; and 'Additional Settings' with fields for 'Days' (15) and 'Days' (30) for missing time and auto-renewal, and a 'Set the start date for your Churn, Average Churn, Estimated LEO, and LTV metrics.' field set to 'December 2023'. The 'Athlete App' section is highlighted with a blue box.

By default, athletes can see which other athletes are registered for a class on the schedule. To hide this, toggle on **Hide list of reserved athletes on events in athlete view**.

Athletes may see all calendar events, or only the events their package type gives them access to. To limit the schedule to events they can access, toggle on **Schedule only shows events that the athlete has access to**.

Note

Note: To limit athletes to viewing only the programming in their package, enable "**Schedule only shows events that the athlete has access to**" in **Athlete App Settings**. Without this setting enabled, athletes will see programming outside of their package on the schedule.

By **allowing athletes to see their invoices on the app**, they are able to email themselves past receipts and to fulfill failed or past-due invoices that require follow-up. You manage this visibility and can opt to toggle off athletes' ability to see and manage their invoices.

Sender details settings

These settings control how your notification emails appear to the person receiving them.

This screenshot is similar to the one above but highlights the 'Email Sender Details' section with a blue box. The 'Athlete App' section is no longer highlighted. The 'Email Sender Details' section shows the same fields as before: 'From Name' (Harry's Gym), 'From Email' (harrys-gym@usekilo.co), 'Reply to' Email (harrys-gym), and '@replies.usekilo.com'. The 'Additional Settings' section remains the same.

- **From Name.** The name displayed in the recipient's inbox alongside the subject line, typically your

business name.

- **From Email.** The email address shown when the recipient hovers over the sender details in their inbox.
- **Reply-To Email.** The address where replies to your notification emails are sent. This can be different from the From Email.

When we create these settings for your account, we pre-configure them as follows:

- From Name is set to your business name
- From Email matches your business email
- Reply-To Email uses the same email username as the From Email

You can customize these settings at any time:

1. Log in to app.usekilo.com.
2. Click your name in the lower left corner.
3. Select **Settings**.
4. Find **Sender Details**.
5. Click **Edit**.
6. Update the settings and save your changes.

Additional settings

The screenshot shows the Kilo app settings interface. On the left is a sidebar with navigation links: Dashboard, Kiosk, Calendar, Workouts, Products, Committed Club, Users, Events, Documents, Invoices, Payroll, Notifications, Integrations, and Stripe Dashboard. The main content area is titled 'Purchase Card Reader' and includes a toggle for 'Already received the card reader?' with a 'Register Card Reader' button. Below this is the 'Athlete App' section with three toggles: 'Hide list of reserved athletes on events in athlete view', 'Schedule only shows events that the athlete has access to', and 'Allow athletes to see their invoices on the app'. The 'Email Sender Details' section is highlighted with a blue border and contains fields for 'From Name' (Harry's Gym), 'From Email' (harrys-gym@usekilo.co), 'Reply to' Email (harrys-gym), and '@replies.usekilo.com'. Below this is the 'Additional Settings' section, also highlighted with a blue border, which includes three settings: '15 Days' for 'The amount of time an athlete is considered missing', '30 Days' for 'Time-based packages with Auto-renew ON will be automatically renewed ___ days prior to the package end date.', and 'December 2023' for 'Set the start date for your Churn, Average Churn, Estimated LEO, and LTV metrics.' The 'Additional Settings' section has 'Cancel' and 'Save' buttons.

Enter the number of minutes, hours, or days that should pass before an athlete appears on the **Missing Athlete report** on the Dashboard. That report shows the athletes who have not checked in to an event within the timeframe you set here.

For packages with **Auto-renew** on, set the number of days before the package end date when the package

should renew. This is when an Upcoming version of the package becomes available.

Set the start date for the Business Metrics on your Kilo Dashboard. The start date is best set for your first full month using the Kilo GMS system and can be updated at any time.

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

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- [Gym Management](#)