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What Your Athletes Can Do in the Kilo - Members App

Sandy Tannheimer - 2026-10-07 - [Manage Your Athletes](#)

The **Kilo - Members app** is the mobile app your athletes use to reserve classes, follow their workouts, buy packages, book appointments, and manage their own account with your gym. This article covers what athletes can do in the Kilo - Members app, how they find and install it, and where they'll find their account details, so you can answer their questions and point them in the right direction.

What athletes can do in the Kilo - Members app

- See the class schedule day by day, including which classes still have space
 - Reserve a spot in a class, or join the waitlist when a class is full
 - Cancel a reservation
 - View today's class workout, log their results, and see the leaderboard
 - Book their own appointments and see the full appointment details
 - Purchase packages and track how many credits they have left
 - Add and manage their payment methods
 - View and sign contracts and waivers, and view their invoices
 - Manage their athlete profile
 - Switch the app between light and dark mode
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How do athletes find the Kilo - Members app?

Athletes download the Kilo - Members app by searching for it by name in the App Store or Google Play. Once it's installed, the name under the app icon reads **Kilo**.

Athletes need to download the Kilo - Members app by **October 30, 2026**.

Note

For direct links to the App Store, see [Download the Kilo - Members App on your Phone](#) for Athletes.

How the Kilo - Members app is organized

The Kilo - Members app groups everything an athlete needs into a few clear areas, which makes it easier to tell an athlete exactly where to look when they ask you a question.

Class schedule and reservations

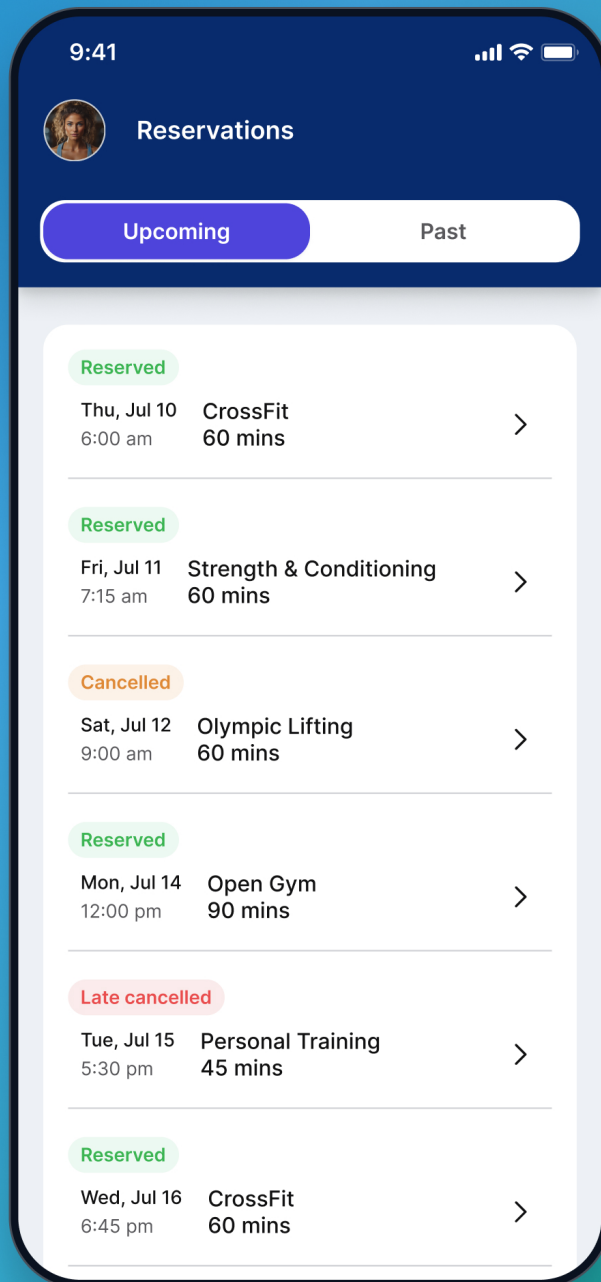
The schedule shows classes day by day, along with which ones still have space. Athletes reserve a spot, join a waitlist, or cancel a reservation from here.



RESERVATIONS

Every booking in one place

Upcoming and past classes, attendance
history and one-tap cancellation.



Workouts

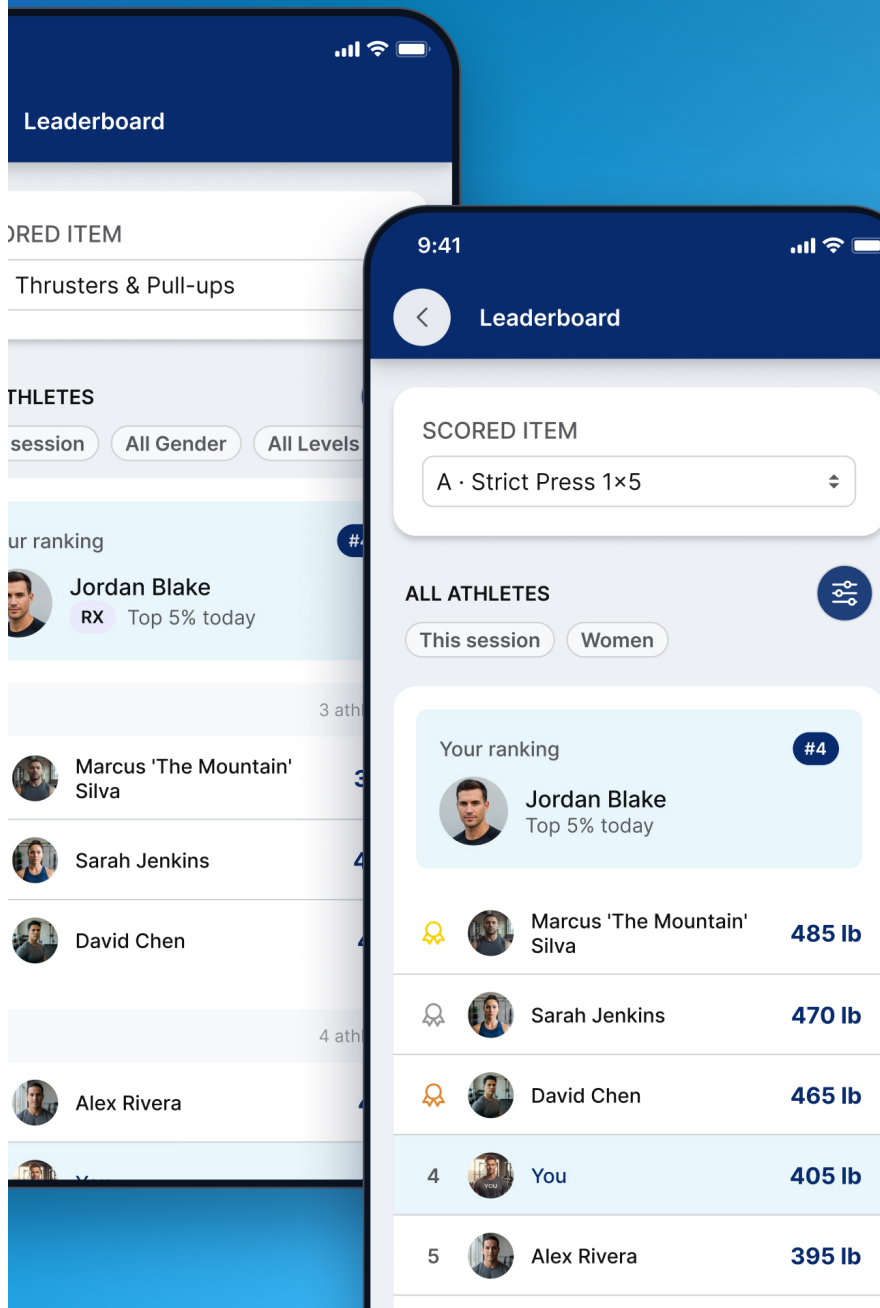
Workouts have their own **Workouts** section. Athletes see today's class workout, log their results, and check where they landed on the leaderboard.



LEADERBOARD

See where you stand

Compare your scores with the whole gym —
by division, by level, by movement.



Account details

Everything about an athlete's own account sits in one place: their packages and remaining credits, billing and payment methods, documents, and profile.

Invoices are grouped by status (past due, upcoming, refunds, paid, and void), so anything that needs attention appears first.

Appointments

Athletes book their own appointments and can open any appointment to see its full details.

Appearance

Athletes switch between light and dark mode in the **Account** section.

Frequently asked questions

Will athletes be reminded to download the Kilo - Members app?

Yes. Kilo sends athletes a weekly pop-up notification reminding them to download the Kilo - Members app from the App Store or Google Play. Athletes need to download it by October 30, 2026. You can reinforce the reminder by sharing the store name with your athletes directly.

Can my staff use the Kilo - Members app to manage the gym?

No. The Kilo - Members app is built for athletes and doesn't include tools for gym owners, coaches, or staff. You and your team manage classes, packages, appointments, and athlete accounts in Kilo GMS.

Can athletes join a waitlist from the Kilo - Members app?

Yes. When a class is full, athletes can join the waitlist for it from the class schedule. They can also cancel a reservation from the app.

Can athletes book their own appointments?

Yes. Athletes can self-book appointments in the Kilo - Members app and open any booked appointment to see its full details.

Where do athletes see how many credits they have left?

In their account details in the Kilo - Members app. Packages, remaining credits, billing, payment methods, documents, and profile information are all kept together in one place.

How are invoices organized in the Kilo - Members app?

Invoices are grouped by status: past due, upcoming, refunds, paid, and void. Invoices that need attention, such as past due ones, appear first so athletes can spot them right away.

Can athletes log their workout results?

Yes. In the **Workouts** section, athletes can view today's class workout, log their results, and see the leaderboard.

How are payment methods stored when athletes add them in the Kilo - Members app?

Payment methods added in the Kilo - Members app use Kilo's tokenized payment processing, the same as payment methods added in Kilo GMS. Tokenization replaces card and bank details with a secure token, so the full details aren't stored with the athlete's account.

Can athletes switch the app to dark mode?

Yes. Athletes can choose light or dark mode in the **Account** section of the Kilo - Members app.

Helpful tips

- Use the store name **Kilo - Members** in any message that tells athletes where to download the app
- Point athletes to their account details when they ask about remaining credits, invoices, or a signed waiver, since all of it lives in one place
- Let athletes know they can join the waitlist when a class is full
- Tell athletes the app icon reads **Kilo** once installed, so they can find it on their home screen

When this feature is most helpful

- Onboarding a new athlete and getting them set up on their phone
- Answering an athlete's question about where to find an invoice, contract, or waiver
- Helping an athlete check how many credits are left on their package
- Explaining how waitlists work when a popular class fills up
- Encouraging athletes to log their workout results and follow the leaderboard

If you have questions about the Kilo - Members app and your athletes' accounts in Kilo GMS, our Support team is happy to help. Reach us at hello@usekilo.com.

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