



GymDesk

User guide

Updated 16 October 2026

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Getting started

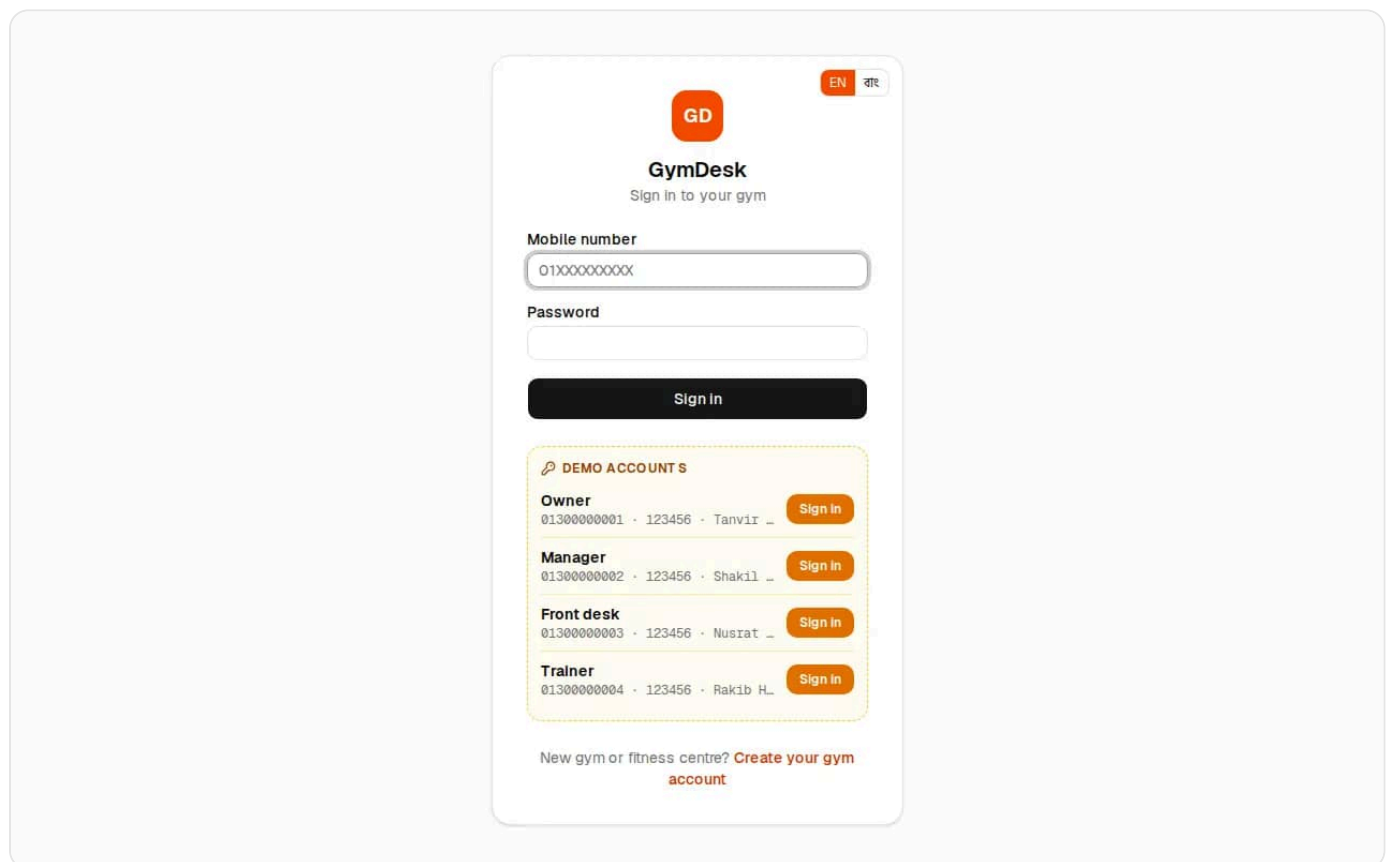
What GymDesk is, signing in, what is where on the screen, the dashboard, switching language and branch, your password, which menus each role sees, using it on a phone and starting a free trial

GymDesk runs a gym or fitness centre in one place: members and their memberships, renewals and freezes, the check-in desk with QR cards, money receipts and dues, personal training (PT) with trainer commission, group classes with booking and waitlist, the supplement shop, SMS reminders and reports. Members get their own **member portal** on their phone to see their plan, show their QR code, book classes and pay online. This chapter covers the first-day basics so everyone can start with confidence.

The guide uses the demo gym **Power Zone Fitness** as its example: two branches (Dhanmondi and Uttara), about 180 members, four trainers and a supplement counter.

Signing in

GymDesk runs in a web browser on a computer, tablet or phone. Chrome or Edge work best. Staff sign in with their **Mobile number** and **Password**.



Sign-in page

1. Open your gym's GymDesk address in the browser. The page says "Sign in to your gym".
2. Type your 11-digit number in **Mobile number** (for example 01XXXXXXXXX).
3. Type your **Password**.
4. Press **Sign in**.

Staff logins are created by the owner on the **Users & roles** page (see Owner setup). Members do **not** use this page: they sign in to the member portal at `/portal` with their mobile number and a PIN (see Member portal).

After signing in, each person lands on the page for their main job:

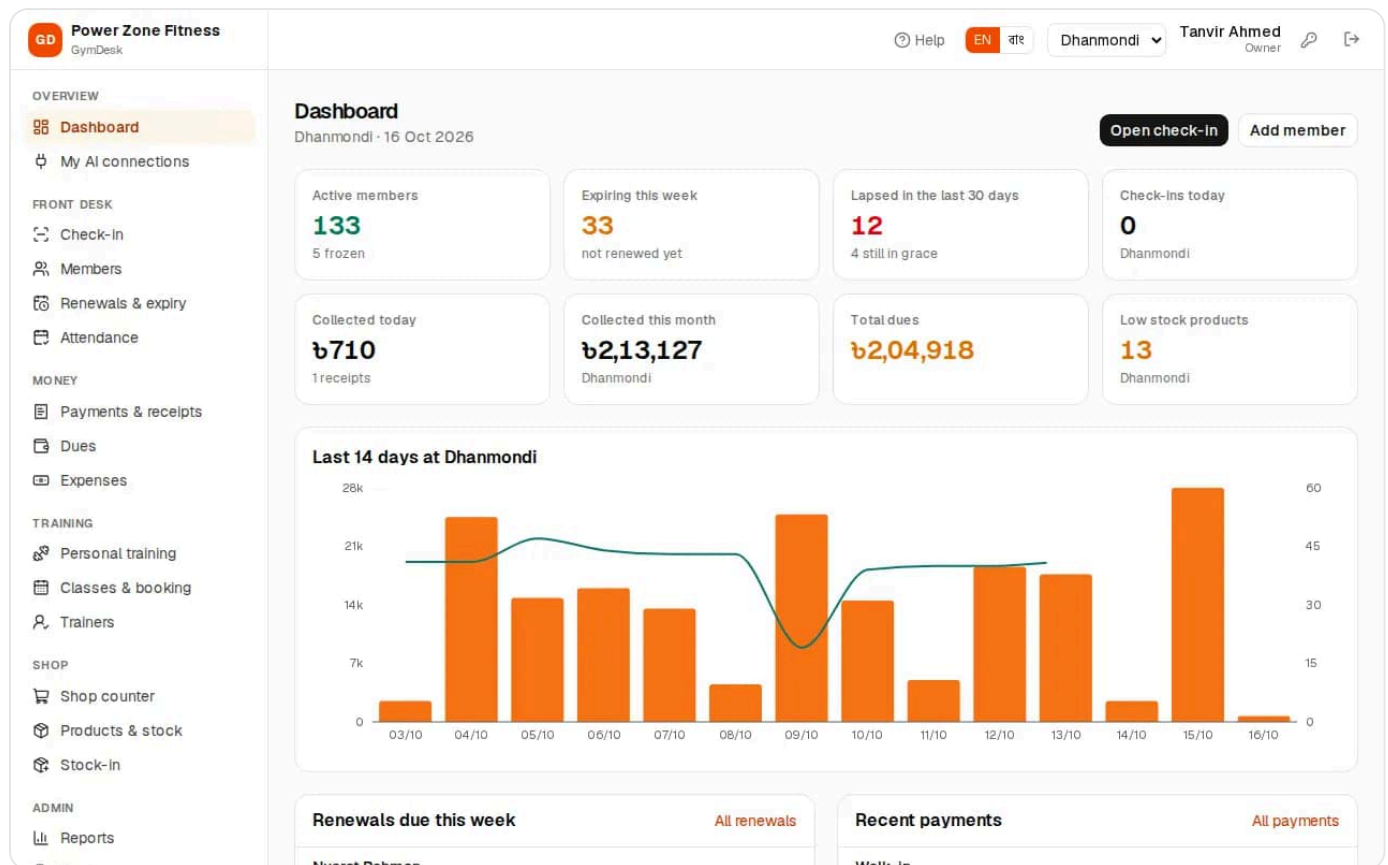
Role	Page that opens after sign-in
Owner, Manager	Dashboard
Front desk	Check-in
Trainer	My PT clients

Note

A wrong number or password shows "Wrong phone number or password". After 10 wrong tries in 15 minutes you see "Too many attempts. Wait 15 minutes and try again." If it says the account is disabled, the owner has deactivated your login — ask them.

The **EN | বাংলা** switch at the top right of the sign-in page lets you pick the language before signing in.

What is where on the screen



Dashboard

Left menu (sidebar): the gym's name at the top, then the menu in groups: **Overview**, **Front desk** (check-in, members, renewals, attendance), **Money** (payments, dues, expenses), **Training** (personal training, classes, trainers), **Shop** and **Admin** (reports, packages, SMS & WhatsApp, settings, branches, users, audit log). The page you are on is highlighted in orange. Menus your role may not use are not shown, and modules your gym's licence does not include are hidden too.

Top bar (header), left to right:

- **Help** (question-mark icon): opens the guide chapter for the page you are on, in a new tab, so a half-done sale or check-in is not lost.
- **EN | বাংলা**: the language switch.
- The branch name. If you may work in several branches, this is a drop-down.
- Your name and role, for example "Front desk".
- Key icon: change your own password.
- Door icon: sign out. Always press it before leaving a shared computer.

Yellow banner at the top: when the gym's licence has expired, GymDesk still works for a few grace days and every page shows "Your licence has expired. GymDesk keeps working until (date); please renew."

with a **Details** link. See Licence, online payments and AI.

The dashboard

The dashboard (owner, manager and front desk) shows the branch selected in the header and today's date. At the top are two shortcuts: **Open check-in** and **Add member**.

The tiles:

- **Active members** (with how many are frozen), **Expiring this week** (not renewed yet), **Lapsed in the last 30 days** (with how many are still in the grace period) and **Check-ins today**.
- For people who handle money: **Collected today** (with the number of receipts), **Collected this month** and **Total dues** — click the dues amount to open the **Dues** list.
- With the shop: **Low stock products** — click it to open **Products & stock**.

Below the tiles:

- **Last 14 days at (branch)**: orange bars are the money collected each day (left scale, ৳), the green line the check-ins (right scale).
- **Renewals due this week**: whose membership ends in the next few days. **All renewals** opens the full list.
- **Recent payments** and **All payments**.
- **Today's classes**: each class with its trainer, how many are booked and how many are waiting. Click a class to open its roster.

Switching language

1. Find the **EN | বাংলা** switch in the header.
2. Press **বাংলা** for Bangla or **EN** for English.

The whole app changes at once and the choice is saved to your account. Users who never chose a language see the gym's **Default language** (**Settings > Language**).

Switching branch

Each branch has its own check-in desk, cash, shop stock and class timetable. Members, packages and trainers are shared by all branches; a member's package may still be limited to some branches.

1. Open the branch drop-down in the header (for example **Dhanmondi** or **Uttara**).

2. Pick the branch you are working at. The page reloads.

If you see only a branch name instead of a drop-down, your login is tied to that one branch. In the demo, front desk Nusrat Jahan works only at Dhanmondi.

Changing your password

Everyone can change their own password.

The screenshot shows the 'Change my password' page in the Power Zone Fitness GymDesk system. The page has a sidebar on the left with a navigation menu. The main content area contains a form with three input fields: 'Current password', 'New password', and 'Repeat new password'. Below the 'New password' field, there is a note: 'At least 6 characters.' Below the 'Repeat new password' field, there is a 'Change password' button. The top of the page shows the user's name 'Nusrat Jahan' and the branch 'Dhanmondi'.

Power Zone Fitness
GymDesk

Help EN বাংলা Dhanmondi **Nusrat Jahan**
Front desk

OVERVIEW

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- My AI connections

FRONT DESK

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- Members
- Renewals & expiry
- Attendance

MONEY

- Payments & receipts
- Dues

TRAINING

- Personal training
- Classes & booking

SHOP

- Shop counter

Change my password
Nusrat Jahan · 01300000003. Other devices will be signed out.

Current password

New password

At least 6 characters.

Repeat new password

Change password

Change password page

1. Press the key icon in the header (owners and managers can also use the **My password** button on the **Settings** page).
2. Type your **Current password**.
3. Type a **New password** of at least 6 characters.
4. Type it again in **Repeat new password**.
5. Press **Change password**. "Password changed" means it worked.

You stay signed in on this device; all your other devices are signed out. Changing the password also disconnects any AI app linked to your account.

Note

Forgot the old password? Ask the owner: they set a new one from **Users & roles** > **Set password**.

What each role sees

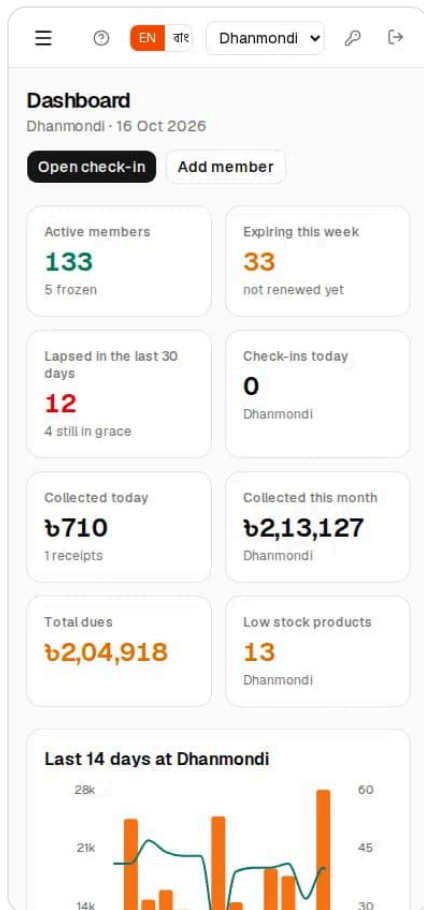
Every user has exactly one role. The role decides which menus appear and which buttons work.

Role	Main work	In the sidebar
Owner	Everything	Every menu, including Integrations , Online payments and Users & roles
Manager	Runs the gym: packages, discounts above the desk limit, cancellations and upgrades, voids, expenses, trainers, timetable, shop stock, reports, messages, settings	Everything except Integrations , Online payments and Users & roles
Front desk	Check-in, adding members, selling and renewing memberships, freezes, collecting payments, PT sales, class bookings, shop counter	Dashboard , Check-in , Members , Renewals & expiry , Attendance , Payments & receipts , Dues , Personal training , Classes & booking , Shop counter
Trainer	Only their own PT clients and their own classes: logging sessions, marking class attendance; members' basic profile and health notes (no money)	My PT clients , Check-in , Members , Personal training , Classes & booking

If a page says you have no access, it is not meant for your role. If you really need it, ask the owner to change your role. The full list of permissions is at the bottom of the **Users & roles** page under **What each role can do**.

Using it on a phone

GymDesk needs no separate app; it runs in the phone's browser.



Dashboard on a phone

- The sidebar is hidden. Tap the three-line (≡) button at the top left to open the menu; it closes by itself when you pick a page.
- To save space the header shows **Help** as a question-mark icon only and hides your name and role.
- Member lists turn into cards; wide tables (for example reports) scroll sideways with a finger.
- A tablet or phone at the reception works well as the check-in desk, with its camera as the QR scanner (see Check-in and attendance).

Starting a free trial

A new gym can start GymDesk on its own. Press **Create your gym account** at the bottom of the sign-in page.

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Start using GymDesk

Members, renewals, check-in, trainers, classes and the supplement shop for your gym.

Gym name
e.g. Iron Temple Fitness

Type of business
Gym

Your name

Mobile number (you sign in with this)
01XXXXXXXXXX

Password **Confirm password**

Address
Area, city

Create gym account

30-day free trial. Comes ready with common membership packages, PT packages, class types and expense categories — change anything any time.

Already have an account? [Sign in](#)

Create a gym account

1. Type the **Gym name**.
2. Pick the **Type of business**: **Gym**, **Fitness centre**, **Ladies gym**, **Yoga studio**, **Martial arts**, **CrossFit / functional** or **Other**.
3. Enter **Your name** and **Mobile number (you sign in with this)**.
4. Enter **Password** and **Confirm password** (at least 6 characters). **Address** is optional.
5. Press **Create gym account**. A few seconds later you are signed in as the owner on the dashboard.

A 30-day free trial starts. GymDesk comes ready with:

What	Starter setup
Branch	"Main branch" (code MAIN)
Membership packages	Monthly ₺2,500, Quarterly (3 months) ₺6,500, Half-yearly (6 months) ₺12,000, Yearly ₺22,000, Day pass ₺300
PT packages	PT 8 sessions (45 days), PT 12 sessions (60 days), PT 24 sessions (100 days)
Class types	Yoga, Zumba, HIIT

What	Starter setup
Expense categories	Rent, Staff salary, Trainer commission, Electricity, Water & gas, Internet & phone, Equipment & repair, Cleaning, Marketing, Other

Everything can be changed later.

Tip

After the trial starts, work through the checklist in Owner setup first, then set your own prices under Packages.

Where to go next

- Owners and managers: Owner setup, then Packages.
- Front desk: Members, Memberships and renewals and Check-in and attendance.
- Money: Payments, dues and expenses.
- Trainers: Personal training and trainers and Classes and booking.
- Members: Member portal.
- Something wrong? Troubleshooting. Unknown word? Glossary.

Owner setup

First-day checklist for the owner — gym profile, membership rules, check-in rules, money and portal settings, branches, staff logins and roles, and the audit log

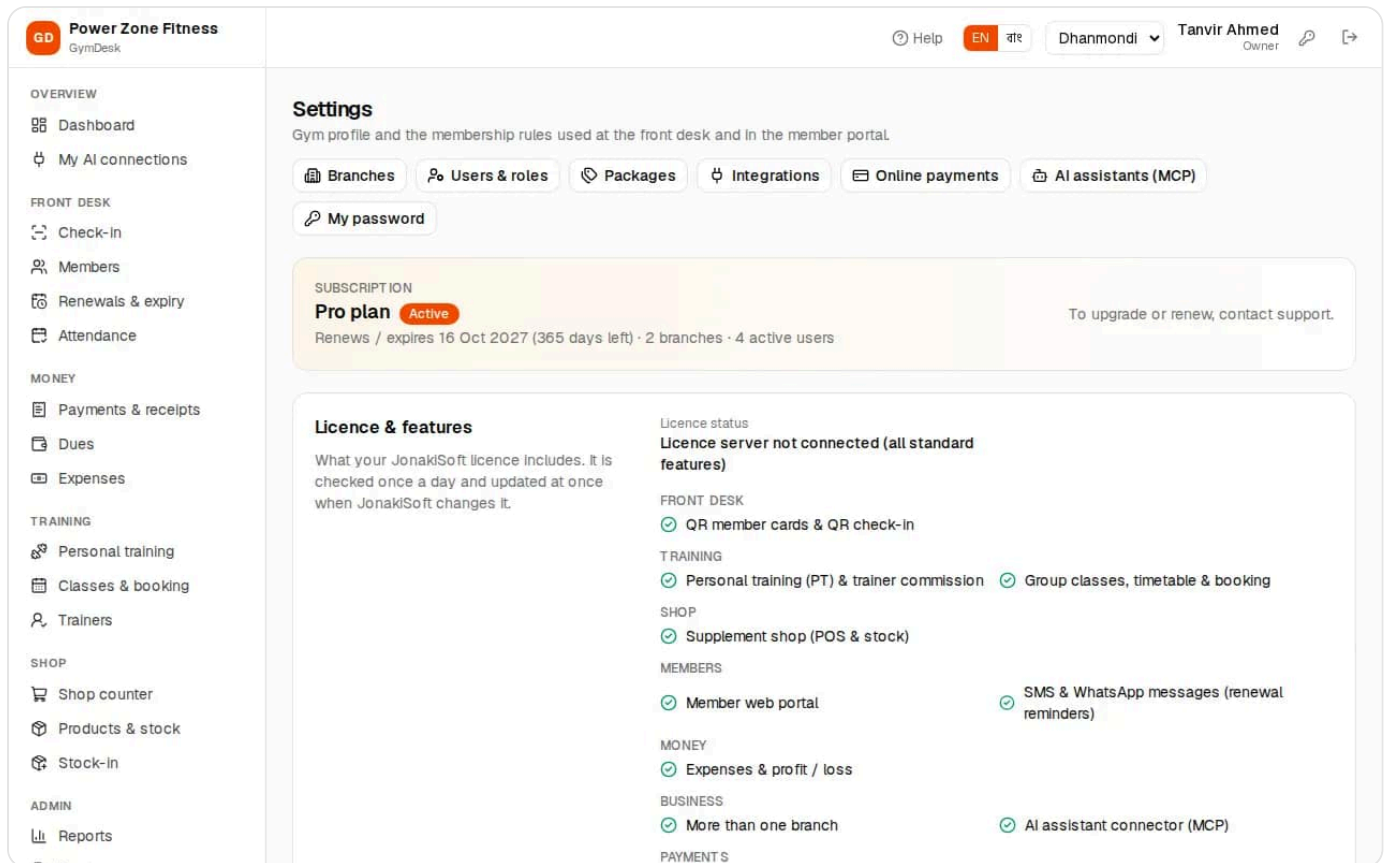
This chapter is for the owner (and the manager, who can change most settings). Work through it once when the gym starts on GymDesk; after that you only come back when something changes.

Checklist for the first day

1. **Settings > Gym profile**: name, phone, address — they are printed on receipts, member cards and the member portal.
2. **Settings > Memberships** and **Check-in**: admission fee, grace days, when a membership counts as expiring, and whether the desk refuses expired members or members with dues.
3. **Branches**: rename "Main branch" and add your other branches.
4. **Packages**: your own membership and PT prices (see Packages).
5. **Users & roles**: a login for every manager, front-desk person and trainer.
6. **Trainers**: a trainer profile for every trainer, linked to their login (see Personal training and trainers).
7. **Integrations**: the SMS gateway, so members get welcome messages, receipts, PINs and renewal reminders (see SMS and WhatsApp).
8. Add your members (see Members) and print their QR cards.

Settings

Open **Settings** in the sidebar. At the top are buttons to the other admin pages: **Branches**, **Users & roles**, **Packages**, **Integrations**, **Online payments**, **AI assistants (MCP)** and **My password**. Below them is the **Subscription** card (your plan and when it renews or expires) and the **Licence & features** card (see Licence, online payments and AI).



Settings page

Each card has its own save button.

Gym profile — "Printed on receipts, member cards and the member portal." **Gym name, Gym name in Bangla, Type of business, Phone, Email, Trade licence no., VAT registration (BIN), Website and Address.** Press **Save profile**.

Memberships:

- **Admission fee (b)** — charged with a member's first membership. A package can set its own fee (for example a day pass with no admission fee).
- **Grace days** — after the end date the member may still come in (with a yellow GRACE PERIOD flag), and a renewal continues from the old end date, so the member keeps their cycle.
- **Expiring soon (days)** — used for the "expiring this week" list, the dashboard tile and the check-in warning.

Check-in — what the front desk screen does when a member is expired or owes money. Staff can always let someone in; it is recorded.

- **Refuse expired members** — after the grace days the screen shows a red EXPIRED block.
- **Refuse members with dues** — off means dues are shown as a warning only.

Money:

- **Front desk discount limit (%)** — the largest discount a front-desk user may give on a membership. Bigger discounts need a manager.
- **Receipt footer** — a line printed at the bottom of every money receipt (for example your refund policy).

Member portal & class booking:

- **Member portal** — members see their plan, dues, attendance, PT sessions and QR code, and pay online.
- **Members may book classes, Booking opens (days ahead) and Members may cancel until (hours before).**

Language — the **Default language** everyone sees until they pick their own.

SMS & WhatsApp — a shortcut: **Open Settings → Integrations**. Only the owner can change the SMS gateway.

Press **Save settings** at the bottom to save the memberships, check-in, money, portal and language cards.

Branches

Each branch has its own check-in desk, cash, shop stock and class timetable. Members, packages and trainers are shared.

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Help

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Dhanmondi

Tanvir Ahmed

Owner

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Branches

Each branch has its own check-in desk, cash, shop stock and class timetable. Members, packages and trainers are shared.

+ Add branch

Name	Phone	Hours	Members	Users only here	
Dhanmondi DHN House 27, Road 7/A, Dhanmondi, Dhaka 1209	01300000010	06:00 – 22:00	100	2	
Uttara UTR House 12, Road 14, Sector 7, Uttara, Dhaka 1230	01300000020	06:00 – 22:30	78	0	

Users not tied to a branch (2) can switch between all branches.

Branches

1. Open **Branches** (sidebar, or the button on **Settings**).
2. Press **Add branch**.
3. Enter **Name** (for example "Uttara"), **Code** (2–6 letters, used in numbers), **Phone**, **Opens** and **Closes**, and **Address**.
4. Press save.

To rename or close a branch press **Edit** on its row. Untick **Active** to close it: "Closed branches disappear from the branch switcher." The list shows each branch's hours, how many members call it home and how many users are tied to it.

Note

"More than one branch is not part of your plan." means the licence covers one branch only. Contact JonakiSoft to add the multi-branch feature.

Staff logins and roles

Only the owner can open **Users & roles**.

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Users & roles

Everyone who can sign in. Each user has one role and may be limited to one branch. Trainers also need a trainer profile (Trainers) linked to their login.

+ Add user

Name	Mobile	Role	Branch	Language	Last sign-in	
Tanvir Ahmed Owner	You 01300000001	Owner	All	Gym default	16 Oct 2026, 11:02	
Shakil Hossain Gym manager	01300000002	Manager	All	Gym default	Never	Edit Deactivate
Nusrat Jahan Front desk executive	01300000003	Front desk	Dhanmondi	Gym default	16 Oct 2026, 00:59	Edit Deactivate
Rakib Hasan Senior trainer	01300000004	Trainer	Dhanmondi	Gym default	16 Oct 2026, 00:59	Edit Deactivate

To change your own password use [My password](#).

► What each role can do

Users and roles

1. Press **Add user**.
2. Enter **Full name** and **Mobile (login)** — the person signs in with this number. **Email** is optional.
3. Pick the **Role: Owner, Manager, Front desk** or **Trainer** (see What each role sees).
4. **Branch: All branches**, or one branch to restrict the user to it.
5. **Language** (blank = the gym default) and **Designation** (for example "Front desk executive").
6. **Password**: at least 6 characters. Share it with the user privately.
7. Press save. "User created" appears.

On each row:

- **Edit** — change name, role, branch, language or designation.
- **Set password** — give a new password when someone forgets theirs. "Password changed; the user is signed out everywhere."
- **Deactivate / Activate** — a deactivated user cannot sign in and is signed out at once. Use this when someone leaves; their history stays.

Tip

A trainer needs two things: a login with the **Trainer** role here, and a trainer profile under **Trainers** linked to that login. Without the link the trainer sees "Your login is not linked to a trainer profile yet."

At the bottom, **What each role can do** lists every permission and which roles have it.

Audit log

Audit log (owner and manager) records who did what and when: members, memberships, payments, voids, check-in overrides, settings, users and more.

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Help EN বাংলা Dhanmondi Tanvir Ahmed Owner

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- Shop counter
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- Stock-in

ADMIN

- Reports

Audit log
Who did what and when: members, memberships, payments, voids, check-in overrides, settings, users and more.

09/16/2026 – 10/16/2026 All users All actions All records

Q Action starts with... e.g. paymentvoid

When	Who	Action	Record	Branch	Details
16 Oct 2026, 00:37	Tanvir Ahmed	tenant.seed	Company cmv9vrnln0000j9h66b4ldely	Dhanmondi	members: 180 ▶ JSON

Audit log

- Filter by date range, **All users**, **All actions** (groups such as payments or memberships) and **All records**.
- Type the start of an action in the search box, for example `payment.void`, to see every voided receipt.
- Click a record id to see **All activity on this record**, for example everything done to one member.

Tip

Check the audit log weekly for voids, big discounts and "let in anyway" overrides at the desk.

Packages

Membership packages (duration, price, admission fee, visit limits, freeze rules, branch access, classes) and personal training packages with trainer commission

A **package** is what the front desk sells. There are two kinds, both on the **Packages** page (owner and manager):

- **Membership packages** — gym access for a period, for example Monthly, Quarterly (3 months), Yearly, Student monthly or a Day pass.
- **Personal training packages** — a number of PT sessions with a trainer, valid for some days, for example PT 12 sessions in 60 days.

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Dhanmondi

Tanvir Ahmed

Owner

Packages

Membership packages the front desk sells, and personal training packages.

+ Add package

Membership packages

Package	Duration	Price	Rules	Members now
Monthly মাসিক	1 month	৳2,500	—	62
Quarterly (3 months) ত্রৈমাসিক (৩ মাস)	3 months	৳6,500	freeze 10 days x 1	31
Half-yearly (6 months) ষাণ্মাসিক (৬ মাস)	6 months	৳12,000	freeze 20 days x 2	13
Yearly বার্ষিক	12 months	৳22,000	freeze 30 days x 3	9
Student monthly শিক্ষার্থী মাসিক	1 month	৳2,000	—	14
Morning 12 visits সকাল ১২ দিন	1 month	৳1,500	12 visits · no classes	7
Ladies monthly (Dhanmondi) মহিলা মাসিক (ধানমন্ডি)	1 month	৳2,200	Dhanmondi	2
Day pass এক দিনের পাস	1 day	৳300 admission ৳0	no classes	0

Personal training packages

+ Add PT package

Package	Sessions	Price	Valid for (days)	Commission / session
PT 8 sessions	8	৳8,000	45	Trainer's rate

Packages page

Membership packages

The table shows each package's **Duration**, **Price**, **Rules** (admission fee, visit limit, freezes, no classes) and **Members now** — how many members are on it today.

To add one:

1. Press **Add package**.

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2. **Name** (for example "Quarterly (3 months)") and **Name in Bangla**.
3. **Duration** and **Unit**: a number of **Months** or **Days**. A month package started on 15 March ends on 14 April
4. **Price (₹)**.
5. **Admission fee (₹)** — blank = the gym default from **Settings**. Type 0 for packages without an admission fee (a day pass).
6. **Visits allowed** — blank = unlimited. With a number (for example 12) the member may come that many days in the period; the check-in screen counts one visit per day and shows VISITS USED UP after the last one.
7. **Freeze days allowed** and **Freezes allowed** — for example 10 days in 1 freeze. 0 means the package cannot be frozen.
8. **Sort order** — smaller numbers show first in the sell dialog.
9. **Branch access: All branches**, or **Only these branches** and tick them. A member whose package does not cover a branch is flagged NOT VALID AT THIS BRANCH at that branch's desk.
10. **Description, Includes group classes** (untick for packages that do not allow class booking) and **On sale**.
11. Save.

To change a package press **Edit** on its row.

Note

A new price applies to new sales and renewals only; memberships already sold keep the price they were sold at. "Packages taken off sale keep their members." — untick **On sale** instead of deleting an old package.

Personal training packages

The second table lists PT packages: **Sessions**, **Price**, **Valid for (days)** and **Commission / session**.

1. Press **Add PT package**.
2. **Name** and **Name in Bangla** (for example "PT 12 sessions").
3. **Sessions**, **Price (₹)** and **Valid for (days)** — the sessions must be used within these days of the start date.
4. **Trainer commission per session (₹)** — blank = the trainer's own rate (set on the trainer's profile). Use it when one package pays differently, for example PT 24 sessions at ₹380 per session.
5. **Sort order** and **On sale**, then save.

The commission per session is worked out and fixed when the PT package is sold, so later changes to a trainer's rate do not change PT already sold. See Personal training and trainers.

How prices become bills

When the desk sells a membership GymDesk creates a bill for the package price (less any discount) and, on a member's first membership, an admission-fee bill. Payment can be taken at once, partly, or later; whatever is not paid becomes dues. See Memberships and renewals and Payments, dues and expenses.

Members

The member list and its filters, adding a member with the first membership and payment in one step, the member profile, photo, health notes, body measurements, QR cards, portal PIN and archiving

Every person who joins the gym is a **member** with a member number (for example `MEM-000123`), a home branch, a QR card and, if you want, a member-portal PIN. Their memberships, bills, receipts, check-ins, PT and class bookings all hang off the member profile.

The member list

Open **Members** in the sidebar.

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Front desk

+ Add member

Members

178 members. Search by name, phone or member no.

Q Name, phone or member no.

Dues: any

All

Active - 100

Expiring soon - 33

In grace period - 4

Frozen - 5

Starts later - 0

Expired - 26

No membership - 10

Archived

Member	Phone	Package	Ends	State	Dues
Anika Chowdhury MEM-000084	01547249960	Quarterly (3 months)	18 Oct 2026	Expiring soon - 2 days left	—
Arif Chowdhury MEM-000167	01528454499	Half-yearly (6 months)	13 Feb 2027	Active	৳11,928
Arif Chowdhury MEM-000040	01878709375	Yearly	19 Feb 2027	Frozen	—
Arif Hossain MEM-000024	01539939450	—	—	No membership	—
Arif Rahman MEM-000001	01811000001	Quarterly (3 months)	27 Dec 2026	Active	৳1,500
Ashik Bhuiyan MEM-000070	01349391608	Monthly	18 Oct 2026	Expiring soon - 2 days left	—
Ashik Sarker MEM-000149	01738621125	Monthly	09 Nov 2026	Active	—
Asif Haque MEM-000113	01525985472	Monthly	20 Oct 2026	Expiring soon - 4 days left	৳16,577
Asif Islam MEM-000158	01733571740	Quarterly (3 months)	21 Dec 2026	Active	—
Asif Khan MEM-000095	01565805697	Student monthly	19 Oct 2026	Expiring soon - 3 days left	৳2,000

Member list

- **Search** by name, phone or member no.
- **All branches** drop-down (gyms with several branches): members whose home branch is that branch.
- **With dues** (people who handle money): only members who owe money.
- The chips filter by membership state, each with a count: **All**, **Active**, **Expiring soon**, **In grace period**, **Frozen**, **Starts later**, **Expired**, **No membership** and **Archived**.

Each row shows the member's package, end date, state and (for money roles) dues in red. Click a name to open the profile. On a phone the list shows as cards.

What the states mean:

State	Meaning
Active	Membership running
Expiring soon	Ends within the "expiring soon" days (Settings)
In grace period	Ended, but still within the grace days — may come in, flagged
Expired	Ended and past the grace days
Frozen	On hold; the end date moves out by the frozen days
Starts later	Sold with a future start date
No membership	Never bought one, or the last one was cancelled

Adding a member

Front desk, manager and owner can add members. Details, the first membership and the payment are saved in one step.

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Dhanmondi

Nusrat Jahan

Front desk

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Dashboard

My AI connections

FRONT DESK

Check-in

Members

Renewals & expiry

Attendance

MONEY

Payments & receipts

Dues

TRAINING

Personal training

Classes & booking

SHOP

Shop counter

Add member

Details, first membership and payment in one step. The member gets a QR card and can be given a portal PIN later.

Member details

Full name

Name in Bangla

Mobile

Other mobile

Gender

Date of birth

Blood group

Occupation

Email

Joined on

How did they find us?

Address

Emergency contact

Emergency phone

Relation

Health notes

Goals

Add member form

1. Press **Add member** (on the member list or the dashboard).
2. **Member details:** **Full name** (required), **Name in Bangla**, **Mobile** (required, the member's portal login and SMS number), **Other mobile**, **Gender**, **Date of birth**, **Blood group**, **Occupation**, **Email**, **Home branch**, **Joined on** (blank = today), **How did they find us?**, **Address**, **Emergency contact**, **Emergency phone** and **Relation**.
3. **Health notes** — injuries, conditions, medicine. They are shown to trainers and on the check-in screen, so write anything the floor staff must know (for example "knee surgery 2024 — no deep squats").
4. **Goals** (for example "Weight loss") and **Note**.
5. **Membership & payment:** pick the **Package** (or **No package yet**), the **Start date** (blank = today), and tick **Waive the admission fee** if you are not charging it.
6. **Discount:** an amount (₳) or a percentage. The discount applies to the package price only, not the admission fee. Front desk can give up to the **Front desk discount limit** from Settings; bigger discounts need a manager.
7. **Paid now (₳)**, **Method** (Cash, bKash, Nagad, Card, Bank) and, for bKash / Nagad, the **Transaction ID**. If less is paid, "The rest stays as dues."
8. Press **Save member**.

GymDesk gives the member a number and a QR code, makes the bills and the money receipt, and (if the SMS gateway is set up and the welcome message is on) sends a welcome SMS with the member no., package and end date.

Tip

Two members may share a phone number (family). The check-in screen and the portal then ask which person it is. The same name with the same phone is refused as "This member is already registered" with the existing member no.

The member profile

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FRONT DESK

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- Attendance

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HelpENবাংলাDhanmondiNusrat JahanFront desk

Mitu AkterMEM-000002 · মিতু আক্তার

Expiring soon · 3 days leftDue ₳1,000

Mobile: 01811000002Home branch: DhanmondiGoals: General fitness

Package: Monthly (20 Sept 2026 – 19 Oct 2026)Joined on: 20 Jul 2026

RenewCollect payment

Memberships

No.	Package	Period	Status	Price
SUB-000005 Renewal	Monthly	20 Sept 2026 – 19 Oct 2026	Active	₳2,500
SUB-000004 Renewal	Monthly	20 Aug 2026 – 19 Sept 2026	Active	₳2,500
SUB-000003 New	Monthly	20 Jul 2026 – 19 Aug 2026	Active	₳2,500

Bills & duesAdd charge

Bill	Amount	Due
Monthly membership 2026-09-20 ... INV-000006 · 20 Sept 2026	₳2,500	₳1,000
Monthly membership 2026-08-20 ...	₳2,500	Paid

Receipts

Receipt	Method	Amount
RCT-000005 20 Sept 2026, 19:32	Cash	₳1,500
RCT-000004	Cash	₳2,500

Member profile

At the top: photo, state badge (with days left), dues in red, mobile, current package and period, home branch, join date, visits used (for limited packages) and goals. Health notes show in a yellow box with 🏥. Buttons: **Renew** (or **Sell membership**), **Collect payment**, **Edit** and **Print card**.

The cards below:

- **Memberships** — every membership with its number, period, status and price, and the **Freeze**, **Unfreeze**, **Upgrade** and **Cancel** buttons (see Memberships and renewals).

- **Bills & dues** and **Receipts** — only for people who handle money (see Payments, dues and expenses).
- **Recent check-ins** — date and time, branch, and whether the member was let in, let in by override, or refused.
- **Personal training** — PT packages with trainer and sessions used.
- **Class bookings** — booked, waitlisted, attended or no-show.
- **Body measurements** — see below.
- **Profile** — the personal details.
- **Access** — the member portal, the QR card and archiving (staff who manage members).

Trainers see the profile, health notes, check-ins, PT and measurements, but no money.

Photo: press **Change photo** on the photo box and pick a picture (on a phone or tablet you can take one with the camera). The photo appears on the check-in screen, so the desk can see it really is that person.

Editing details: press **Edit**, change what you need and press **Save**.

Body measurements

1. On the profile press **Add measurement**.
2. Enter the **Date** and whatever you measured: **Weight (kg)**, **Height (cm)**, **Body fat (%)**, **Chest**, **Waist**, **Hips**, **Arm**, **Thigh (cm)**, **Resting heart rate** and a **Note**.
3. Save.

The table shows every measurement with the BMI worked out from weight and height (the last height is reused if you leave it empty). Trainers use it to show progress.

QR member cards

Every member has a QR code for the check-in desk (with the **QR check-in** feature in the licence).

- **Print card** on the profile opens a printable card (credit-card size, 8 per A4 page) with photo, name, member no., branch and QR code. Print it on card paper or laminate it.
- To print the cards of every active member of the current branch at once, open </print/member-cards>.
- **Lost card?** Under **Access** > **QR card** press **New QR code**. "The old card will stop working." Then print a new card.

Members can also show the QR code from the member portal on their phone instead of a card.

Member portal access

Under **Access** > **Member portal**:

1. Press **Activate portal** (or **Reset PIN** if it is already active).
2. A dialog shows the new 6-digit PIN once. "Tell the member this PIN (it was also sent by SMS if a gateway is set up). They sign in at /portal with their mobile number."
3. **Turn off** stops the member's portal access.

The line under **Member portal** shows when the PIN was set and the member's last portal sign-in. See Member portal

Archiving a member

When someone leaves for good, archive them instead of deleting: under **Access** press **Archive** and confirm. "Archived members are hidden from lists and can't check in." Their history stays. Find them with the **Archived** chip and press **Restore** to bring them back.

Memberships and renewals

Selling and renewing memberships, start dates and the grace period, freezing and unfreezing, upgrading with credit, cancelling, the Renewals & expiry page and renewal reminder SMS

A **membership** is one package sold to one member for one period, for example "Quarterly (3 months), 1 Oct – 31 Dec". A member can have many memberships over the years; the profile's **Memberships** card lists them all, newest first. Faded rows are finished, cancelled or upgraded.

Selling or renewing

Front desk, manager and owner can sell. You can renew from the member profile (**Renew**), from the check-in screen (**Renew**) or straight from the **Renewals & expiry** list.

1. Press **Renew** (or **Sell membership** for a member without one).
2. Pick the **Package**. The member's current package is chosen already.
3. **Start date** — leave blank: "Blank = right after the current membership, or today." Type a date only for a special case (for example a member who wants to start next month); such a membership shows as **Starts later** until then.
4. The admission fee is added only on a member's first membership; tick **Waive the admission fee** to skip it.
5. **Discount**, **Paid now (b)**, **Method** and **Transaction ID** work as in Adding a member.
6. Press **Save**. "Membership saved."

Where a renewal starts. If the member renews early, on time, or within the **Grace days**, the new period starts the day after the old end date — the member keeps their cycle and pays for the grace days they used. If they come back later than that, the new period starts today.

Example: Mitu's monthly membership ended on 10 October and the gym allows 5 grace days. She renews on 13 October → the new month runs 11 October – 10 November. Had she come on 20 October, it would run 20 October – 19 November.

Freezing a membership

A freeze puts a membership on hold (travel, illness, exams). The end date moves out by the frozen days. Only packages with **Freeze days allowed** can be frozen, and only as many times as **Freezes allowed**.

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Mitu Akter

MEM-000002 · মিতু আক্তার

Edit

Print card

Expiring soon · 3 days left

Due ₳1,000

01811000002

Mobile: 01811000002

Home branch: Dhanmondi

Goals: General fitness

Renew

Collect payment

Package: Monthly (20 Sept 2026 – 19 Oct 2026)

Joined on: 20 Jul 2026

Memberships

No.	Package	Period	Status	Price
SUB-000005 Renewal	Monthly	20 Sept 2026 – 19 Oct 2026	Active	₳2,500
SUB-000004 Renewal	Monthly	20 Aug 2026 – 19 Sept 2026	Active	₳2,500
SUB-000003 New	Monthly	20 Jul 2026 – 19 Aug 2026	Active	₳2,500

Bills & dues

Add charge

Bill	Amount	Due
Monthly membership 2026-09-20 ... INV-000006 · 20 Sept 2026	₳2,500	₳1,000
Monthly membership 2026-08-20 ...	₳2,500	Paid

Receipts

Receipt	Method	Amount
RCT-000005 20 Sept 2026, 19:32	Cash	₳1,500
RCT-000004	Cash	₳2,500

Member profile with the Memberships card

1. On the profile's **Memberships** card press **Freeze** on the running membership. The dialog says how many freeze days and freezes are left.
2. **First frozen day** (today or later) and **Days**.
3. **Reason** (optional), then save. "Membership frozen."

During the freeze the member's state is **Frozen** and the check-in screen shows a blue FROZEN block. When the frozen days are over the membership becomes active again by itself.

Coming back early: press **Unfreeze**. "End the freeze today? Unused frozen days are given back." The end date moves back accordingly and the unused days can be used for a later freeze.

Upgrading

Manager and owner can move a member to another package now, for example from Monthly to Yearly halfway through the month.

1. Press **Upgrade** on the running membership.
2. Pick the **New package**. The dialog shows the unused value of the current membership (counted by days, in whole taka) and the new period.
3. Discount and payment as usual, then **Upgrade**. "Membership upgraded."

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The old membership is marked **Upgraded**; the new one starts today for the new package's full duration, and its bill is the new price less the credit.

Cancelling

Manager and owner only, for a membership sold by mistake or a member who leaves with a refund.

- 1. Press **Cancel** on the membership.
- 2. Type a **Reason**.
- 3. **Void its unpaid bill** is ticked: whatever has not been paid is wiped from the dues. "Money already paid is refunded by hand, outside GymDesk." If you give money back, also void the receipt (see Voiding).
- 4. Press **Cancel membership**.

Renewals & expiry

Open **Renewals & expiry** in the sidebar: "Members whose membership is ending or has ended and who have not renewed yet." Members who already renewed drop off the list.

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Front desk

Send reminders now

Renewals & expiry

Members whose membership is ending or has ended and who have not renewed yet.

Expiring in 7 days

In grace period (3 days)

Expired in the last 30 days

Member	Phone	Package	Ends	Dues
Nusrat Rahman MEM-000132	01888755278	Student monthly	16 Oct 2026 ends today	— Renew
Sabbir Hossain MEM-000100	01784079297	Half-yearly (6 months)	16 Oct 2026 ends today	— Renew
Sabbir Chowdhury MEM-000079	01331932691	Quarterly (3 months)	16 Oct 2026 ends today	— Renew
Sajid Bhuiyan MEM-000047	01580937894	Quarterly (3 months)	16 Oct 2026 ends today	— Renew
Fardin Khan MEM-000176	01329874492	Quarterly (3 months)	16 Oct 2026 ends today	— Renew
Mehedi Bhuiyan MEM-000019	01396922605	Moming 12 visits	16 Oct 2026 ends today	— Renew
Rakib Ahmed MEM-000129	01373152364	Monthly	17 Oct 2026 1 days left	— Renew
Rahim Rahman MEM-000008	01541848442	Half-yearly (6 months)	17 Oct 2026 1 days left	— Renew
Jannat Khan MEM-000178	01533098572	Ladies monthly (Dhanmondi)	17 Oct 2026 1 days left	— Renew
Sumaiya Sultana MEM-000050	01392576332	Ladies monthly (Dhanmondi)	17 Oct 2026 1 days left	— Renew
Mehedi Khan	01339905257	Monthlv	18 Oct 2026	— Renew

Renewals and expiry

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Three tabs:

- **Expiring in N days** (N = "Expiring soon" days from Settings).
- **In grace period (N days)**.
- **Expired in the last 30 days**.

Each row shows phone (tap to call on a phone), package, end date with days left or days ago, dues, and a **Renew** button that opens the sell dialog right there. Use the branch drop-down to see one branch.

Tip

Go through the "expiring" tab every morning and phone the members. A renewal before the end date keeps the member's cycle.

Renewal reminder SMS

With an SMS gateway and **Renewal reminder** turned on in **Settings > Integrations**, GymDesk sends each member a reminder SMS on its own:

- the chosen number of days before the end date, and
- the day after it ended, if they have not renewed.

Each reminder goes once per membership; members who renewed are skipped. To send today's reminders at once, press **Send reminders now** on the **Renewals & expiry** page and confirm. GymDesk reports how many were queued and how many were skipped (renewed, no phone or already sent today). Every message appears in **SMS & WhatsApp** (see SMS and WhatsApp).

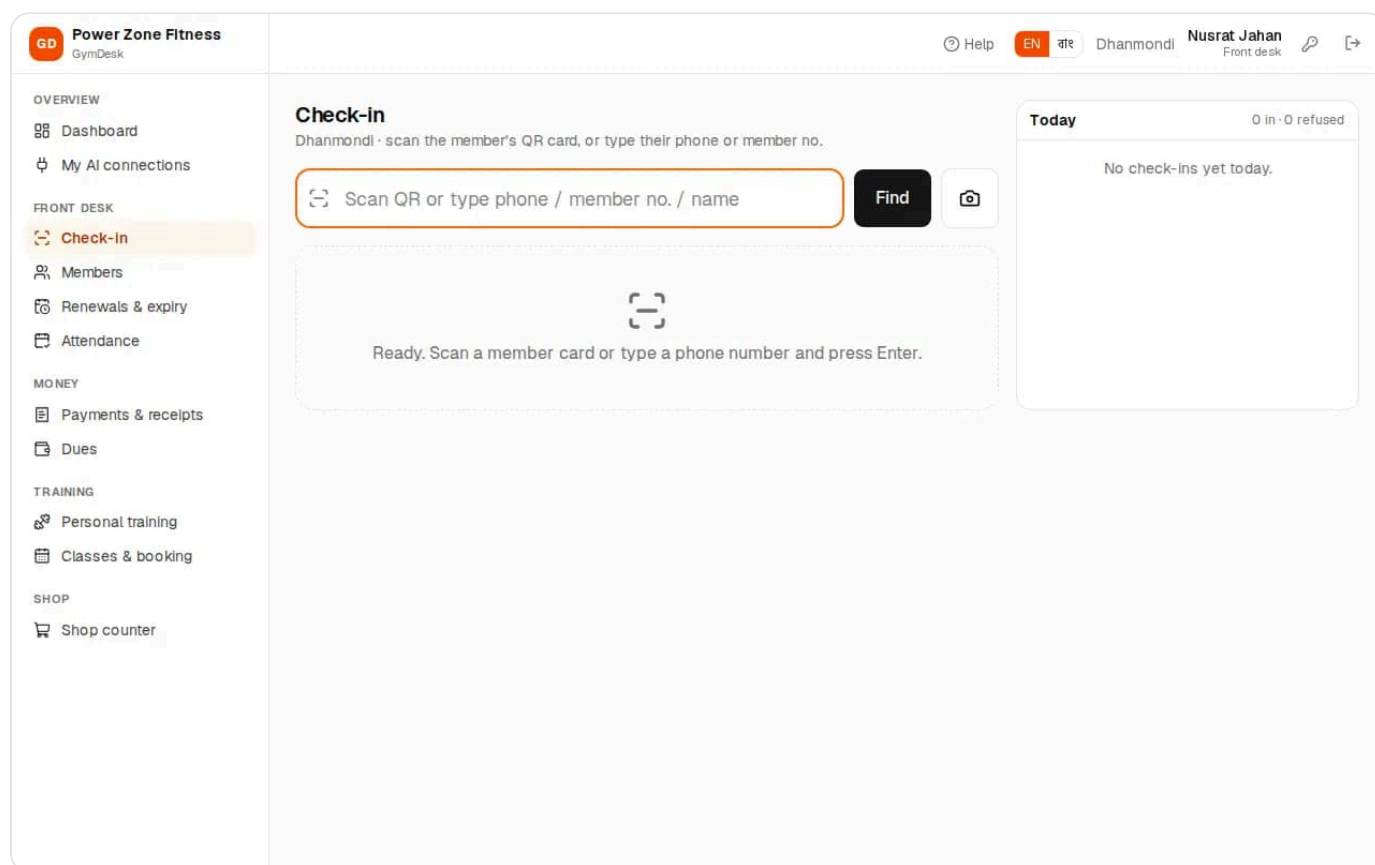
Check-in and attendance

The front-desk check-in screen — QR card with a camera or USB scanner, phone number or member no., the coloured flags, refusing and letting in anyway — and the Attendance page with peak hours

The **Check-in** screen is the front desk's main screen; it opens by itself when a front-desk user signs in. Every entry is recorded, refused ones too, so the owner can see exactly who came in and who was let in despite a problem.

A tablet or laptop at the reception works best. You can scan with:

- the device's **camera** (Chrome on Android, ChromeOS or Mac),
- a **USB or Bluetooth barcode scanner** — it types the code into the box like a keyboard, or
- the keyboard: the member's **phone number**, **member no.** or **name**.



Check-in screen

Checking a member in

1. Open **Check-in**. The cursor is already in the big box.

2. Scan the member's QR card (or their QR code on the member portal), or type their phone number or member no. and press **Enter** (or **Find**).
3. The member card appears: photo, name, member no., phone, state, package, **Start**, **End**, **Days left**, **Visits left**, **Dues**, PT sessions left, health notes and today's earlier entries.
4. Look at the coloured blocks:
 - green **OK TO ENTER** — press **Check in**. The card turns green with **IN**.
 - yellow or red flags — read them (below) and decide.

A **QR scan of a member with no blocking flag checks them in straight away** — the desk does not need to press anything. Typing a phone number always shows the card first.

If several members match (a family sharing a phone, or a name), "Several members match — pick one" appears; tap the right person. "No member found" means nothing matched — check the number or add the member.

Scanning the same member twice within 5 minutes does not create a second entry ("Already checked in a moment ago").

What the flags mean

The screenshot shows the GymDesk application interface. On the left is a sidebar with navigation options: OVERVIEW (Dashboard, My AI connections), FRONT DESK (Check-In, Members, Renewals & expiry, Attendance), MONEY (Payments & receipts, Dues), TRAINING (Personal training, Classes & booking), and SHOP (Shop counter). The main area is titled 'Check-in' and includes a search bar with the text 'Scan QR or type phone / member no. / name' and a 'Find' button. Below the search bar is a member card for 'Mitu Akter' (MEM-000002 · 01811000002). The card displays 'Expiring soon · 3 days left' and 'Monthly' package. It also shows 'Start' (20 Sept 2026), 'End' (19 Oct 2026), 'Days left' (3), and 'Visits left' (Unlimited). The dues are listed as 'Dues: ₳1,000'. At the bottom of the card are buttons for 'Check in', 'Collect payment', 'Renew', and 'Profile'. To the right of the member card is a 'Today' section showing '0 in · 0 refused' and 'No check-ins yet today.'

Member card with flags

Flag	Colour	Blocks entry?
EXPIRING SOON	light yellow	No — a reminder to renew
GRACE PERIOD	yellow	No — membership ended but within the grace days
DUES - b...	yellow	Only if Refuse members with dues is on in Settings
EXPIRED	red	Only if Refuse expired members is on in Settings
NO MEMBERSHIP	red	Yes
FROZEN	blue	Yes — the membership is on hold
NOT STARTED YET	blue	Yes — the membership starts later
VISITS USED UP	red	Yes — a limited package has no visits left (one visit counts per day)
NOT VALID AT THIS BRANCH	red	Yes — the package does not cover this branch
ARCHIVED MEMBER	red	Yes

Refusing or letting in anyway

When a flag blocks entry, the card has a red border and two buttons:

- **Record refusal** — the member is turned away; the entry is recorded as refused (red **REFUSED**).
- **Let in anyway** — for front desk, manager and owner. The member goes in and the entry is marked as an override. Use it with judgement (for example a member who will pay in the evening); every override shows in the audit log and the attendance report.

On the same card:

- **Collect payment** — opens the member's profile to take the dues.
- **Renew** — opens the profile to sell the renewal.
- **Profile** — the full member profile.

Trainers can look members up and record entries, but cannot let in a blocked member.

Today's list

The right-hand panel **Today** lists every entry at this branch today, newest first, with time and flags, and the counts "N in · M refused". Click a name to bring their card back (for example to collect dues after they let you know they will pay).

Tip

Each branch has its own desk. Check that the branch in the header is the branch you are standing in, otherwise entries are recorded at the wrong branch.

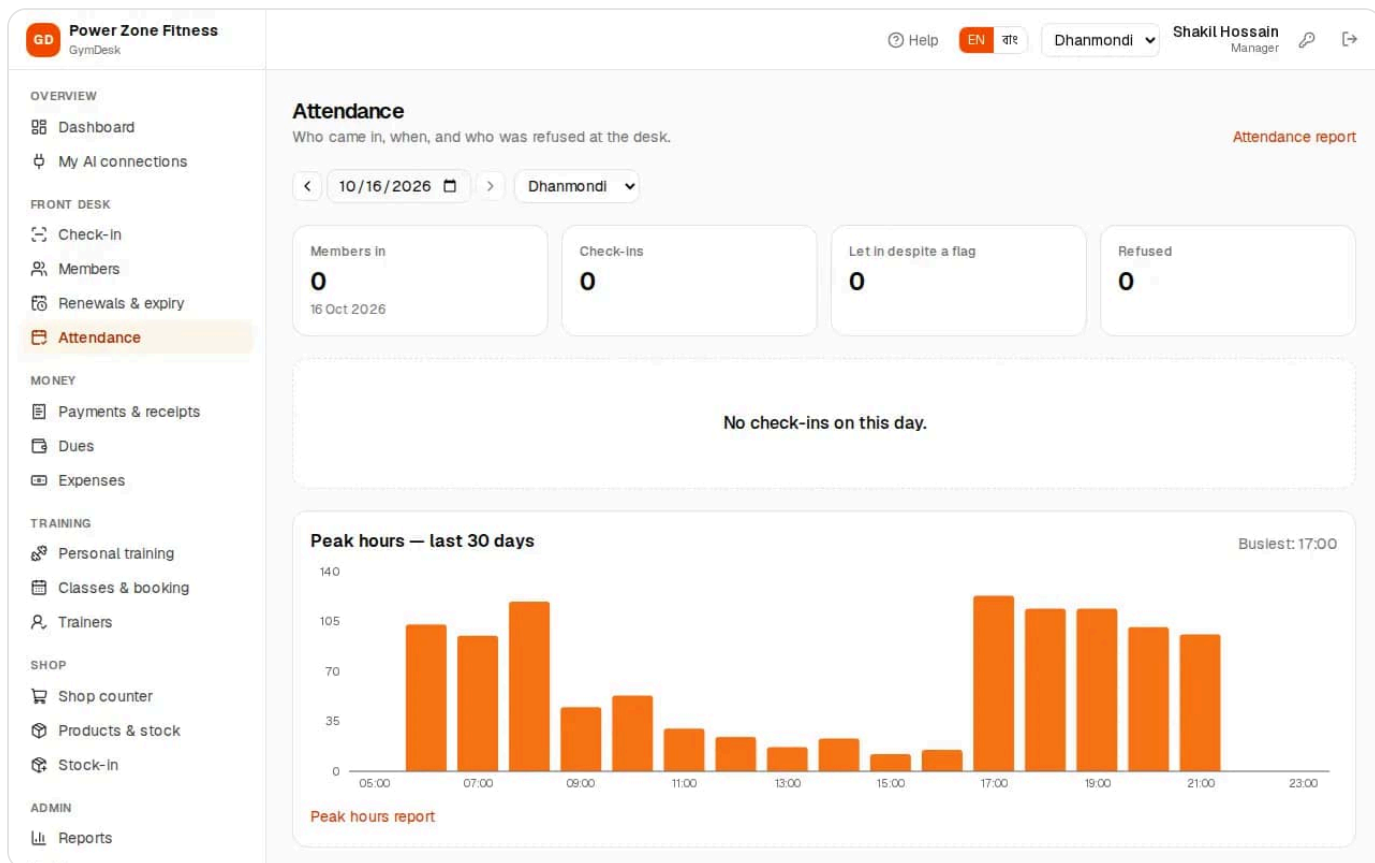
Scanning with the camera

1. Press the camera button next to **Find**.
2. Allow camera access the first time the browser asks.
3. Hold the QR card in front of the camera. When the code is read, the camera closes and the member card opens.

Press **Close camera** to stop. "This browser can't read QR codes with the camera" means the browser lacks the QR reader (for example Firefox or an iPhone browser): use a USB / Bluetooth scanner or type the phone number. "Camera permission was refused" — allow the camera in the browser's site settings.

Attendance

Attendance (owner, manager, front desk): "Who came in, when, and who was refused at the desk."



Attendance page

- Pick the day and branch at the top.
- Tiles: **Members in**, **Check-ins**, **Let in despite a flag** and **Refused**.
- The table: **Time**, **Member**, **Flags**, **Result** (In, Let in (override), Refused), **How** (QR, phone, member no., manual), **Branch** and **By** (the staff member).
- **Peak hours — last 30 days**: entries per hour of the day, with the busiest hour, to plan staff and trainers.

Attendance report and **Peak hours report** open the full reports for any date range (see Reports). A single member's entries are on their profile under **Recent check-ins**, and members see their own in the portal.

Payments, dues and expenses

How bills and receipts work, collecting dues and part payments, extra charges, printing and SMS receipts, voiding mistakes, the Payments & receipts and Dues pages, and recording expenses

GymDesk keeps money simple: **bills** are what a member owes, **receipts** are money received. Selling a membership, an admission, a PT package or a shop sale on account makes a bill; paying makes a receipt that is set against the bills. Whatever is not paid is **dues**.

Who sees what: owner, manager and front desk see and collect money; trainers never see money. Only the manager and owner can void.

Bills and receipts on the member profile

The member profile has two money cards:

- **Bills & dues** — every bill with its number, date, amount and what is still due (red), **Paid** or **Void**.
- **Receipts** — every receipt with number, date and time, method (with transaction ID) and amount, and a printer button.

A receipt is set against the oldest open bills first, unless you tick particular bills when collecting.

Collecting dues

1. Open the member's profile and press **Collect payment** (the check-in screen and the **Dues** page take you there too).
2. All open bills are ticked. Untick any you are not collecting now.
3. **Amount (b)** is filled with the total of the ticked bills: "Due on the ticked bills: ... A smaller amount is a part payment."
4. Pick the **Method: Cash, bKash, Nagad, Card** or **Bank**. For bKash and Nagad type the **Transaction ID**; for card or bank an optional **Reference**.
5. Press **Receive**. "Payment received · receipt (number)" appears with a **Print** button.

If the SMS gateway is set up and **Payment receipt** messages are on, the member gets an SMS with the amount, receipt no. and remaining dues.

Extra charges

For anything else a member owes — a locker, a towel, a replacement card:

1. On the profile's **Bills & dues** card press **Add charge**.
2. **For** (for example "Locker for October") and **Amount (b)**.
3. Save. "Charge added." Collect it now or later like any other due.

Printing a receipt

Press the printer button on a receipt (on the profile or the **Payments & receipts** page). The **Money receipt** opens in a new tab with the gym's name and address, receipt no., date, member, what was paid for, method, **Total paid**, **Dues now**, who received it and your **Receipt footer**. Press print, or save it as a PDF and send it on WhatsApp.

Voiding a mistake

Receipts are never edited. A wrong receipt is voided and entered again. Manager and owner only:

- **Void a receipt** — press **Void** on the receipt, type a **Reason** and confirm. Its money is taken off the bills, so they become due again. The receipt stays in the list, struck through.
- **Void a bill** — an unpaid bill (wrong charge, or waived) can be voided the same way. A bill that has money against it needs its receipt voided first.

Online payments made in the member portal cannot be voided in GymDesk; refunds are made from the gateway's merchant panel. Every void is in the audit log with the reason.

Payments & receipts

Payments & receipts: "Every money receipt: memberships, admission, PT, shop and online payments."

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ADMIN

Reports

Payments & receipts

Every money receipt: memberships, admission, PT, shop and online payments.

10/16/2026

–

10/16/2026

Any method

All branches

Total collected

৳4,593

6 receipts

Cash

৳4,593

Receipt	Member	Method	Received by	Amount		
RCT-000176 16 Oct 2026, 20:04	Fariha Rahman MEM-000077	Cash	Nusrat Jahan	৳13	🖨️	Void
RCT-000165 16 Oct 2026, 19:43	Shirin Sultana MEM-000072	Cash	Nusrat Jahan	৳10	🖨️	Void
RCT-000672 16 Oct 2026, 17:44	Walk-in	Cash	Shakil Hossain	৳710	🖨️	Void
RCT-000674 16 Oct 2026, 08:56	Walk-in	Cash	Nusrat Jahan	৳810	🖨️	Void
RCT-000673 16 Oct 2026, 08:20	Nusrat Rahman MEM-000142	Cash	Nusrat Jahan	৳550	🖨️	Void
RCT-000335 16 Oct 2026, 07:11	Shirin Akter MEM-000144	Cash	Nusrat Jahan	৳2,500	🖨️	Void

Payments and receipts

- Filter by date range, **Any method** (cash, bKash, Nagad, card, bank, SSLCommerz online) and branch.
- Total collected** for the period, with the number of receipts.
- Each row: receipt no., member (or **Walk-in** for a shop customer), method (**Online** for portal payments), **Received by**, amount, print and void.

At day end, compare the cash total for today and your branch with the cash in the drawer.

Dues

Dues: "Members who owe money for memberships, admission, PT, shop or other charges."

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Dues

Members who owe money for memberships, admission, PT, shop or other charges.

Total dues

৳94,917

Members with dues

19

Q Name, phone or member no.

Member	Phone	Bills	Oldest bill	Due	
Asif Haque MEM-000113	01525985472	1	30 Aug 2026	৳16,577	Collect
Lamia Islam MEM-000141	01838167872	1	22 Jun 2026	৳11,952	Collect
Fardin Mahmud MEM-000009	01573954870	1	16 Aug 2026	৳10,000	Collect
Nusrat Rahman MEM-000020	01761839909	1	31 Aug 2026	৳10,000	Collect
Mitu Khan MEM-000046	01377518893	1	08 Jun 2026	৳6,500	Collect
Rumana Haque MEM-000030	01521166036	1	15 Oct 2026	৳6,175	Collect
Asif Talukder MEM-000110	01757022763	1	19 Aug 2026	৳6,138	Collect
Ishrat Haque MEM-000007	01797458770	1	10 Oct 2026	৳5,500	Collect
Rumana Sultana MEM-000140	01991782333	2	20 Aug 2026	৳3,050	Collect

Dues list

- **Total dues** and **Members with dues** at the top.
- Search by name, phone or member no., and filter by branch.
- Each row: phone (tap to call), the number of open **Bills**, the **Oldest bill** date and the amount **Due**. **Collect** takes the payment.

Tip

Members with dues get a yellow DUES flag at check-in. Turn on **Refuse members with dues** in Settings if your gym wants to stop entry until they pay.

Expenses

Expenses (manager and owner): "Rent, salaries, bills and other spending, per branch. They count in the profit & loss report."

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Power Zone Fitness

GymDesk

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Dhanmondi

Shakil Hossain

Manager

OVERVIEW

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Reports

Expenses

Rent, salaries, bills and other spending, per branch. They count in the profit & loss report.

Add category

Add expense

10/01/2026

10/16/2026

All categories

All branches

Total expenses

৳5,65,961

10 entries

Staff salary

৳2,55,000

Rent

৳2,10,000

Electricity

৳83,461

Date	Category	Paid to	Method	Branch	Amount	
16 Oct 2026 EXP-000035	Cleaning	Cleaning supplies	Cash	Uttara	৳5,000	Void
16 Oct 2026 EXP-000034	Cleaning	Cleaning supplies	Cash	Dhanmondi	৳6,000	Void
13 Oct 2026 EXP-000033	Internet & phone	Amber IT	bKash	Uttara	৳3,000	Void
13 Oct 2026 EXP-000032	Internet & phone	Link3	bKash	Dhanmondi	৳3,500	Void
11 Oct 2026 EXP-000031	Electricity	DESCO	bKash	Uttara	৳32,401	Void
11 Oct 2026 EXP-000030	Electricity	DPDC	bKash	Dhanmondi	৳51,060	Void
07 Oct 2026 EXP-000029	Staff salary	Staff (Uttara)	Bank	Uttara	৳1,10,000	Void
07 Oct 2026 EXP-000028	Staff salary Front desk, cleaners, guard, 2 floor tr...	Staff (Dhanmondi)	Bank	Dhanmondi	৳1,45,000	Void
05 Oct 2026						

Expenses

To record one:

1. Check the branch in the header — the expense is saved for that branch.
2. Press **Add expense**.
3. **Date**, **Amount (৳)**, **Category** (Rent, Staff salary, Trainer commission, Electricity ...), **Paid by** (cash, bKash ...), **Paid to** and **Note**.
4. Save. "Expense saved."

Add category creates your own category (with a Bangla name). The list filters by date, category and branch and shows **Total expenses**. A wrong entry is removed with **Void**.

Trainer commission is worked out by GymDesk (see Personal training and trainers); when you pay it, record it here under **Trainer commission** so the profit & loss report is right.

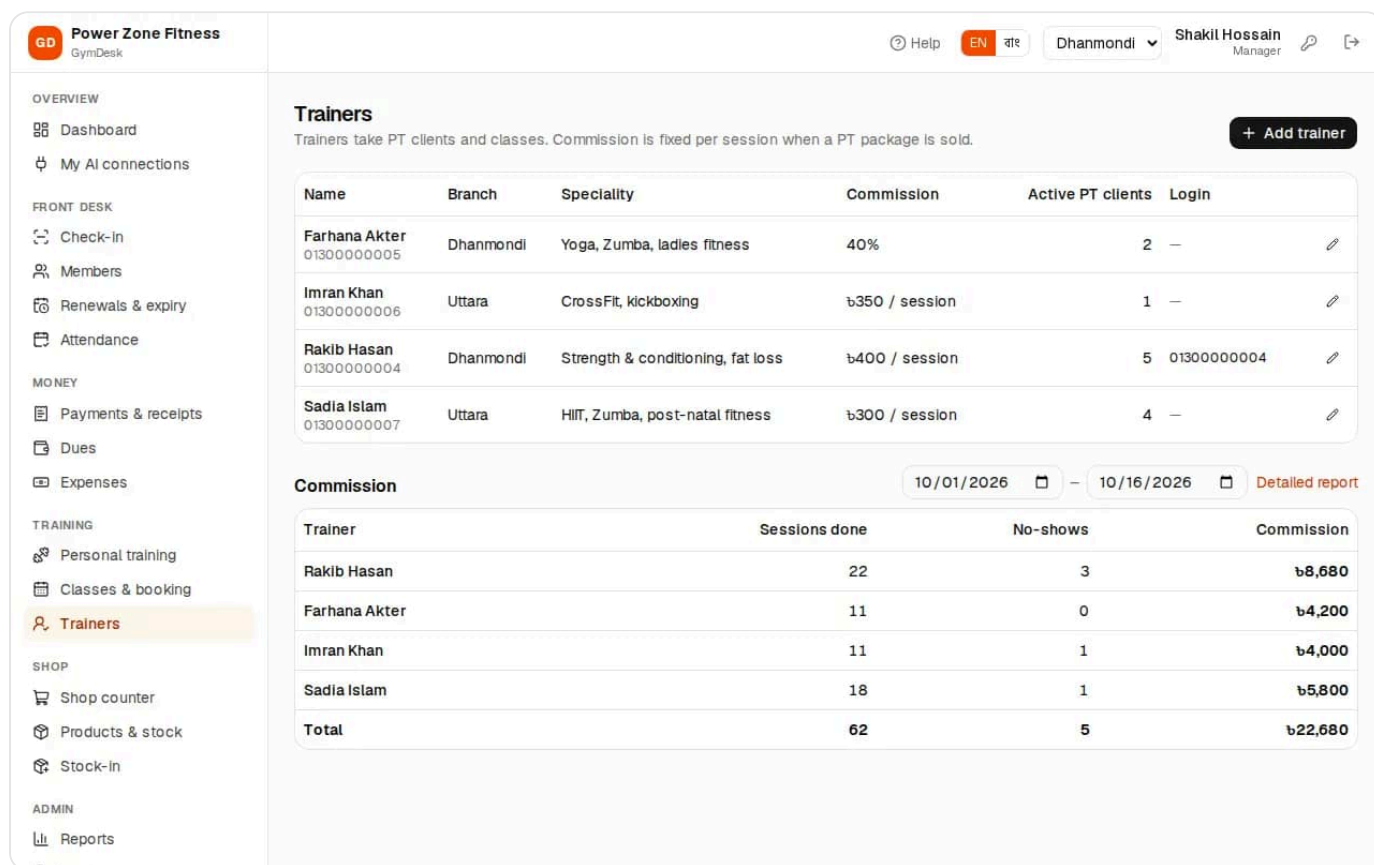
Personal training and trainers

Trainer profiles and commission rates, selling (assigning) a PT package, logging sessions and no-shows, the trainer's own page, cancelling PT and the commission report

Personal training (PT) is a package of sessions a member buys with one trainer, for example "PT 12 sessions" with Rakib Hasan, to be used within 60 days. The trainer marks each session as done; GymDesk counts what is left and works out the trainer's commission.

Trainers

Trainers (manager and owner): "Trainers take PT clients and classes. Commission is fixed per session when a PT package is sold."



Power Zone Fitness
GymDesk

Help EN বাংলা Dhanmondi Shakil Hossain Manager

Trainers
Trainers take PT clients and classes. Commission is fixed per session when a PT package is sold. [+ Add trainer](#)

Name	Branch	Speciality	Commission	Active PT clients	Login
Farhana Akter 01300000005	Dhanmondi	Yoga, Zumba, ladies fitness	40%	2	—
Imran Khan 01300000006	Uttara	CrossFit, kickboxing	₳350 / session	1	—
Rakib Hasan 01300000004	Dhanmondi	Strength & conditioning, fat loss	₳400 / session	5	01300000004
Sadia Islam 01300000007	Uttara	HIIT, Zumba, post-natal fitness	₳300 / session	4	—

Commission 10/01/2026 — 10/16/2026 [Detailed report](#)

Trainer	Sessions done	No-shows	Commission
Rakib Hasan	22	3	₳8,680
Farhana Akter	11	0	₳4,200
Imran Khan	11	1	₳4,000
Sadia Islam	18	1	₳5,800
Total	62	5	₳22,680

Trainers page

1. Press **Add trainer**.
2. **Name**, **Name in Bangla**, **Phone**, **Branch** (or **All branches**) and **Speciality** (for example "Strength, fat loss, yoga").

3. **Commission: Fixed ₪ per session** (for example ₪400 per session) or **% of the PT price** (for example 40% of the package price, spread over its sessions). Enter the **Rate (₪ or %)**. "A PT package can set its own rate per session."
4. **Login (trainer role)**: pick the trainer's login, or **No login**. "Create the login under Users & roles with the Trainer role."
5. **Bio** and **Active**, then save.

The list shows each trainer's commission rate, active PT clients and whether a login is **Linked**. Untick **Active** when a trainer leaves.

Selling a PT package

Front desk, manager and owner can sell PT.

1. Open **Personal training** and press **Assign PT**.
2. Pick the **Member**, the **Trainer** and the **PT package** (it shows "N sessions, valid D days").
3. **Start date** and an optional **Note** (for example the member's goal).
4. **Discount**, **Paid now (₪)** and **Method** as with memberships.
5. Press **Assign**. "PT package assigned."

A PT bill is added to the member's dues, and the commission per session is fixed now from the package or the trainer's rate.

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Personal training

PT packages sold, sessions used and what is left. Trainers mark sessions as done.

Active

All trainers

+ Assign PT

Member	Trainer	Package	Sessions	Valid until	Price	Status
Imran Ahmed PT-000006 · MEM-000010	Rakib Hasan	PT 8 sessions	6/8 2 left	14 Nov 2026	৳8,000	Active
Sharmin Sultana PT-000014 · MEM-000003	Sadia Islam	PT 8 sessions	5/8 3 left	15 Nov 2026	৳7,000	Active
Mim Khan PT-000002 · MEM-000006	Rakib Hasan	PT 24 sessions	19/24 5 left	17 Nov 2026	৳20,000	Active
Nafis Khan PT-000011 · MEM-000016	Imran Khan	PT 12 sessions	11/12 1 left	17 Nov 2026	৳10,000	Active
Arif Rahman PT-000001 · MEM-000001	Rakib Hasan	PT 12 sessions	5/12 7 left	20 Nov 2026	৳11,000	Active
Fardin Mahmud PT-000005 · MEM-000009	Rakib Hasan	PT 24 sessions	18/24 6 left	23 Nov 2026	৳20,000	Active
Nafis Khan PT-000016 · MEM-000016	Sadia Islam	PT 12 sessions	7/12 5 left	25 Nov 2026	৳11,000	Active
Nabila Kabir PT-000015 · MEM-000014	Sadia Islam	PT 12 sessions	4/12 8 left	05 Dec 2026	৳11,000	Active
Nusrat Rahman PT-000008 · MEM-000020	Farhana Akter	PT 24 sessions	11/24 13 left	08 Dec 2026	৳20,000	Active
Ishrat Haque PT-000003 · MEM-000007	Rakib Hasan	PT 12 sessions	5/12 7 left	08 Dec 2026	৳11,000	Active
Fardin Rahman PT-000004 · MEM-000004	Sadia Islam	PT 24 sessions	17/24 7 left	10 Dec 2026	৳20,000	Active

Personal training list

The **Personal training** list shows every PT client: member, trainer, package, sessions used and left, valid until, price and status. Filter by **Active**, **Completed**, **Cancelled** or **All**, and by trainer. Trainers see only their own clients.

Logging sessions

Open a PT client (click the member in the list) to see sessions left, valid until, commission per session, what the trainer has earned so far, and the session history.

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< Personal training

Imran Ahmed

PT-000006 · PT 8 sessions · with Rakib Hasan

Log session

Cancel PT

Member profile

Sessions left

2 / 8

Valid until

14 Nov 2026

Started 01 Oct 2026

Commission per session

৳400

Earned so far: ৳2,000

Status

Active

Price ৳8,000

Type 2 diabetes

Goals: Body toning

Date	Result	Note	Commission	Logged by
14 Oct 2026 14 Oct 2026, 19:00	No-show		৳0	Rakib Hasan
13 Oct 2026 13 Oct 2026, 08:00	Done		৳400	Rakib Hasan
12 Oct 2026 12 Oct 2026, 08:00	Done		৳400	Rakib Hasan
09 Oct 2026 09 Oct 2026, 07:00	Done		৳400	Rakib Hasan
02 Oct 2026 02 Oct 2026, 18:00	Done		৳400	Rakib Hasan
01 Oct 2026 01 Oct 2026, 08:00	Done		৳400	Rakib Hasan

PT client page

The trainer, the manager or the owner logs sessions (the front desk can see them but not log them).

1. Press **Log session**.
2. **Date**, **Result**: **Done**, or **No-show** (uses a session).
3. **Note** (for example "Leg day, increased squat to 60 kg") and **Save**. "Session logged."

A **Done** session earns the trainer's commission; a **No-show** uses up a session but earns nothing. When all sessions are used the PT package becomes **Completed**. After the **Valid until** date it shows as **Expired**; a session dated after that day cannot be logged.

A session logged by mistake: press **Undo** on it. The session goes back to the client. A trainer can undo only the same day; older sessions need a manager.

The trainer's own page

A trainer who signs in lands on **My PT clients**: "Your PT clients, classes and commission."

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GymDesk

Help EN বাংলা Dhanmondi **Rakib Hasan** Trainer

OVERVIEW

- My PT clients**
- My AI connections

FRONT DESK

- Check-In
- Members

TRAINING

- Personal training
- Classes & booking

Hello, Rakib Hasan
Your PT clients, classes and commission.

Active PT clients: **5**

Sessions this month: **22**
3 no-shows

Commission this month: **₹8,680**

My PT clients

- Imran Ahmed** (MEM-000010-01812624348) 2 sessions left
Body toning
† Type 2 diabetes
Valid until 14 Nov 2026 **Session done**
- Mim Khan** (MEM-000006-01937400878) 5 sessions left
Weight loss
† Knee surgery 2024 (left)
Valid until 17 Nov 2026 **Session done**
- Arif Rahman** (MEM-000001-01811000001) 7 sessions left
Rehab after Injury
† Mild lower back pain — warm up well
Valid until 20 Nov 2026 **Session done**
- Fardin Mahmud** (MEM-000009-01573954870) 6 sessions left
Lower blood sugar
† Type 2 diabetes
Valid until 23 Nov 2026 **Session done**
- Ishrat Haque** (MEM-000007-01797458770) 7 sessions left
General fitness
Valid until 28 Nov 2026 **Session done**

Trainer's page

- Tiles: **Active PT clients**, **Sessions this month** (with no-shows) and **Commission this month**.
- **My PT clients**: each client with sessions left and valid until. After a session press **Session done** and confirm — it is logged for today. **Done today** shows it is already logged. Click the name to log a no-show or another date.
- **My classes this week**: the trainer's classes with booked places and waitlist; click one to mark attendance (see Classes and booking).

If the page says "Your login is not linked to a trainer profile yet", ask the manager to pick your login on your trainer profile under **Trainers**.

Cancelling PT

Manager and owner: on the PT client page press **Cancel PT**, type a **Reason** and confirm. "An unpaid bill is voided. Money already paid is refunded by hand if agreed."

Trainer commission

The **Commission** section at the bottom of **Trainers** shows, for the chosen dates, each trainer's **Sessions done**, **No-shows** and **Commission**, with a **Total**. **Detailed report** opens the **Trainer commission** report with every session (see Reports).

Pay the commission outside GymDesk (for example with the salary) and record it under **Expenses** › **Trainer commission**.

Classes and booking

Class types and the weekly timetable per branch, the day view, booking members, the waitlist, cancelling, marking attendance and walk-ins, and how members book in the portal

Group classes — Yoga, Zumba, HIIT, Spinning, CrossFit, Kickboxing — run on a **weekly timetable** at each branch. Each class has a capacity; when it is full, members go on a **waitlist** and the first one gets a place as soon as somebody cancels.

Setting up the timetable

Manager and owner: open **Classes & booking** and press **Timetable setup**: "Class types and the weekly timetable of each branch."

The screenshot shows the 'Classes & booking' section of the GymDesk interface. The left sidebar contains navigation links: OVERVIEW (Dashboard, My AI connections), FRONT DESK (Check-In, Members, Renewals & expiry, Attendance), MONEY (Payments & receipts, Dues, Expenses), TRAINING (Personal training, **Classes & booking**, Trainers), and SHOP (Shop counter, Products & stock, Stock-in). The main content area is titled 'Timetable setup' and includes a sub-header 'Class types and the weekly timetable of each branch.' There are two tables: 'Class types' and 'Weekly timetable'. The 'Class types' table lists six classes with their respective lengths, capacities, and descriptions. The 'Weekly timetable' table lists specific class times for Sunday and Monday at the Dhanmondi branch.

Class	Length	Capacity	Description
CrossFit	60 min	16	Functional strength WOD.
HIIT	45 min	14	30-40 minute interval circuit.
Kickboxing	60 min	16	Pads, bags and footwork. Gloves available.
Spinning	45 min	12	Indoor cycling to music. 12 bikes.
Yoga	60 min	18	Hatha flow for flexibility and breathing. Mats provided.
Zumba	45 min	25	Latin dance cardio. Fun, high energy.

Day	Time	Class	Trainer	Branch	Capacity	Room
Sunday	07:30 (45 min)	Spinning	Rakib Hasan	Dhanmondi	12	Spin room
Sunday	18:30 (45 min)	Zumba	Farhana Akter	Dhanmondi	25	Studio A
Monday	07:00 (60 min)	Yoga	Farhana Akter	Dhanmondi	18	Studio A
Monday	19:00 (45 min)	HIIT	Rakib Hasan	Dhanmondi	10	Turf zone

Timetable setup

Class types — what you teach:

1. Press **Add class type**.
2. **Name** (for example "Zumba"), **Name in Bangla**, **Length (minutes)**, **Default capacity**, **Colour** and **Description**.
3. **Save**.

Weekly timetable — when each class runs:

- 1. Press **Add class time**.
- 2. Pick the **Class**, the **Branch**, the **Day** (for example Saturday) and **Starts at** (for example 07:00).
- 3. **Length (minutes)** and **Capacity** (filled from the class type; change them for this time if needed).
- 4. **Trainer** (or **No trainer**) and **Room** (for example "Studio A").
- 5. Save. Add one row for every day and time the class runs.

To change a time press **Edit class time**. Untick **Active** to drop it: "Inactive classes disappear from the timetable; past bookings are kept."

The day view

Classes & booking shows the classes of one day at the branch in the header.

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GymDesk

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Dhanmondi

Shakil Hossain

Manager

Classes & booking

Saturday, 17 Oct 2026

Timetable setup

<

10/17/2026

>

Dhanmondi

Today

Sat

Sun

Mon

Tue

Wed

Thu

16

17

18

19

20

21

22

Yoga

07:00 · 60 min · Studio A

Farhana Akter

18/18

Full

3 waiting

HIIT

19:00 · 45 min · Turf zone

Rakib Hasan

4/10

6 free

Classes of the day

- Pick a day from the row of days (the first one is **Today**) or with the date box.
- Each class shows time, length, trainer, room and either **N free** or **Full**, plus **N waiting** and, after the class, **N attended**.
- Trainers can press **Only my classes**.

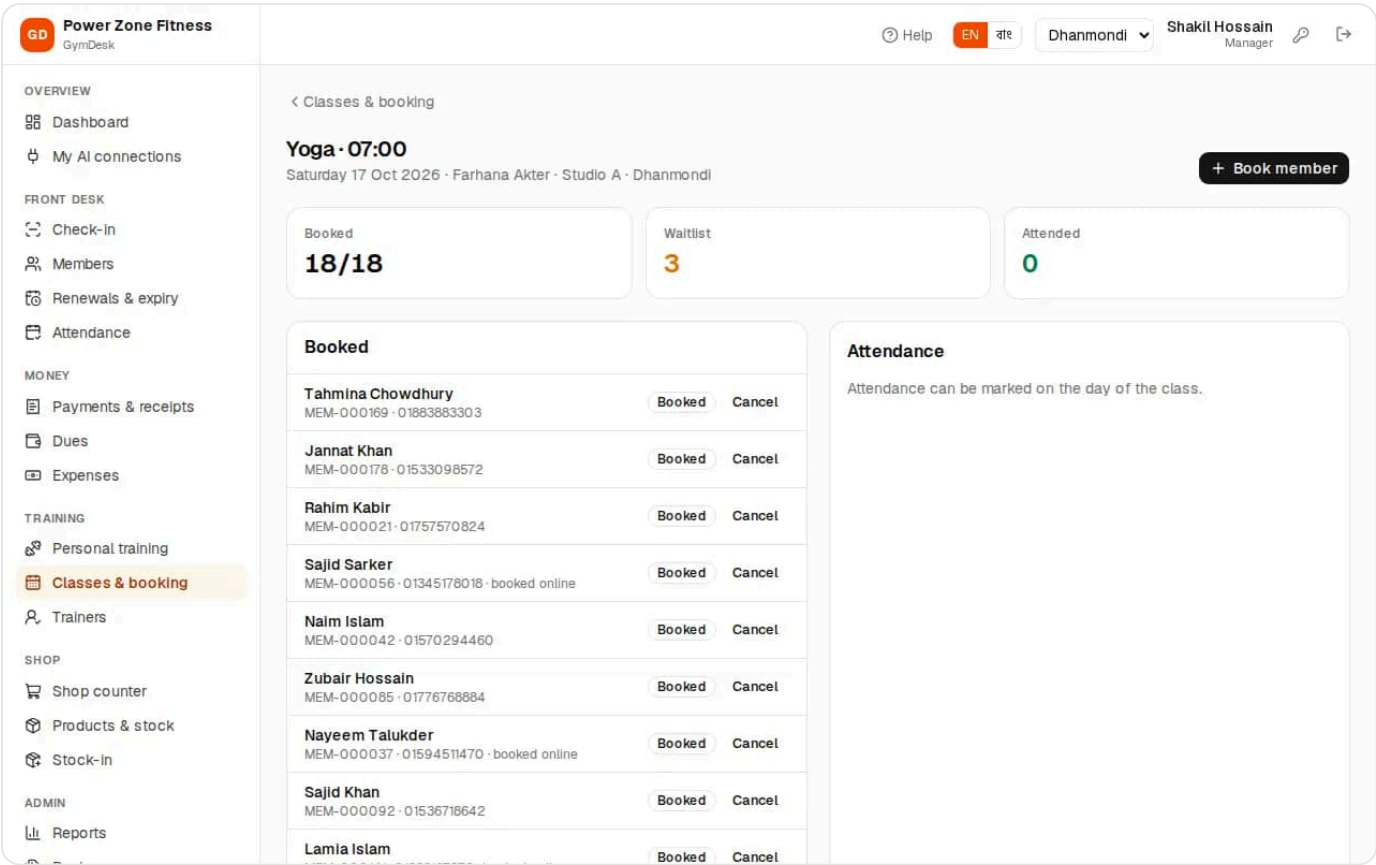
GymDesk

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Click a class to open its **Class roster**.

Booking a member

Front desk, manager and owner.



Class roster

1. Open the class on the right day.
2. Press **Book member**, pick the member and press **Book**.
3. "When the class is full the member goes on the waitlist and gets the first free place."

The roster has two lists: **Booked** (with "booked online" for portal bookings) and **Waitlist** in order. Classes can be booked as many days ahead as **Booking opens (days ahead)** in Settings, and not after the class has started.

Cancelling: press **Cancel** next to the member and confirm. If anyone is waiting, "Cancelled — the first member on the waitlist got the place", and that member gets an SMS if class booking messages are on.

Marking attendance

The trainer of the class, the front desk, the manager or the owner marks who came. "Attendance can be marked on the day of the class."

1. Open the class roster.
2. Under **Attendance** mark each booked member **Attended** or **No-show**.
3. Somebody came without booking? **Add a walk-in**: pick the member.
4. Press **Save attendance**. "Attendance saved."

No-shows and attendance are counted in the **Class attendance** report. A member's bookings and attendance are on their profile under **Class bookings**.

Note

A trainer can mark attendance only for their own classes: "Only the class trainer, the front desk or a manager marks attendance."

Members booking in the portal

When **Members may book classes** is on in Settings, members book from **Classes** in the member portal. The portal applies these rules:

- the member needs a running membership on the class day whose package **Includes group classes**, valid at that branch;
- booking opens the set number of days ahead;
- members can cancel until the set number of hours before the class ("Cancel at least N hours before the class").

When booking is off, the portal says "Online booking is turned off. Please book at the front desk." See Member portal.

Supplement shop

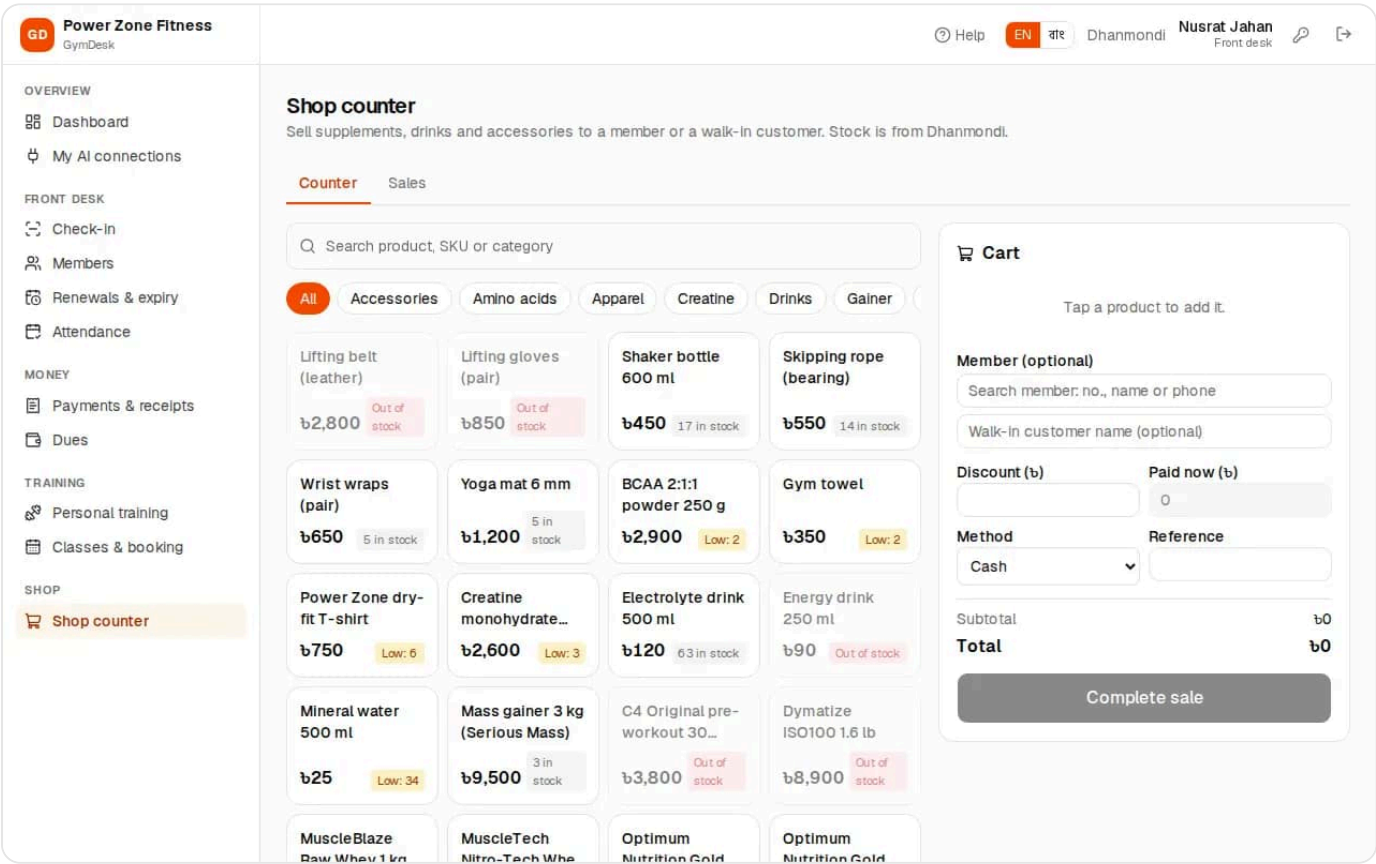
Selling supplements, drinks and accessories at the counter to members or walk-ins, sales on a member's account, the sales list and voids, products and low stock, stock-in from suppliers and stock adjustments

Many gyms sell protein, drinks, shakers, gloves and belts at the reception. GymDesk's shop keeps the stock of each branch, takes the money like any other receipt, and can put a member's purchase on their account to pay later.

The shop pages have tabs at the top: **Counter**, **Sales**, **Products & stock** and **Stock-in**. Front desk sees **Counter** and **Sales**; manager and owner see all four.

Selling at the counter

Open **Shop counter**. "Sell supplements, drinks and accessories to a member or a walk-in customer. Stock is from (branch)."



Shop counter

1. Find the product: search by name, SKU or category, or tap a category chip. Each product shows its price and stock (**Low: N** in yellow, **Out of stock** greyed out).

- 2. Tap the product to add it to the **Cart**. Use **More / Less** for the quantity, **Remove** to take it out.
- 3. **Member (optional)**: pick the member, or type a **Walk-in customer name (optional)**.
- 4. **Discount (b)** if any.
- 5. **Paid now (b)** and **Method** (cash, bKash, Nagad, card, bank; bKash / Nagad need the **Transaction ID**).
- 6. Press **Complete sale**. "Sale (number) saved." Press **Print receipt** if the customer wants one.

Paying later: for a member, pay less than the total (even 0). The rest goes **On the member's account** — it is added to their dues and collected like any other bill. "A walk-in customer must pay the full amount. Pick a member to sell on account."

GymDesk refuses to sell more than is in stock at this branch: "Not enough stock of (name) (in stock: N)."

Sales and voids

Sales lists every counter sale with its items: "A void puts the stock back and cancels its receipt."

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Power Zone Fitness

GymDesk

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Dhanmondi

Shakil Hossain

Manager

Shop sales

Every counter sale with its items. A void puts the stock back and cancels its receipt.

Counter

Sales

Products & stock

Stock-in

10/09/2026

–

10/16/2026

Dhanmondi

Sales

10

Sales amount

৳72,875

Margin

৳14,455

Time	No.	Customer	Items	Discount	Total
16 Oct 2026, 11:43	SAL-000243	Walk-in	Gym towel × 1, Electrolyte drink 500 ml × 3		৳710
15 Oct 2026, 21:11	SAL-000239	Sumaiya Sultana MEM-000050	Dymatize ISO100 1.6 lb × 1, Electrolyte drink 500 ml × 2, Optimum Nutrition Gold Standard Whey 2 lb × 1		৳25,640
15 Oct 2026, 12:00	SAL-000240	Asif Talukder MEM-000110	Gym towel × 1		৳350
13 Oct 2026, 13:34	SAL-000234	Walk-in	Peanut butter 1 kg (crunchy) × 1, Protein bar (chocolate) × 1, Gym towel × 1		৳1,550
13 Oct 2026, 08:46	SAL-000236	Shuvo Kabir MEM-000043	Lifting belt (leather) × 1, Shaker bottle 600 ml × 1		৳3,250
13 Oct 2026, 08:34	SAL-000235	Sakib Khan MEM-000023	Protein bar (chocolate) × 1, Lifting belt (leather) × 1, MuscleBlaze Raw Whey 1 kg × 1		৳7,850
12 Oct 2026, 17:32	SAL-000231	Mehedi Mahmud	Optimum Nutrition Gold Standard Whey 2 lb × 1, Peanut butter 1 kg (crunchy) × 1		৳8,750
12 Oct 2026, 17:16	SAL-000233	Walk-in	Power Zone dry-fit T-shirt × 1, MuscleBlaze Raw Whey 1 kg × 1		৳5,550
12 Oct 2026, 10:10	SAL-000232	Mahmud Haque MEM-000102	Peanut butter 1 kg (crunchy) × 1, Mineral water 500 ml × 3, Power Zone dry-fit T-shirt × 1		৳1,770

Shop sales

- Filter by date and branch. Tiles show **Sales** (count), **Sales amount** and, for manager and owner, **Margin** (sales less cost).
- Each sale: time, number, customer (member or **Walk-in**), items, discount, total and a print button.

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- **Void** (manager and owner): type a **Reason** and press **Void sale**. "The items go back into stock and the receipt is cancelled. Give any money back by hand."

Products and stock

Products & stock (manager and owner): "Products with stock at each branch. Stock changes only by stock-in, sales and adjustments."

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Products & stock
Products with stock at each branch. Stock changes only by stock-in, sales and adjustments.

+ Add product

Counter Sales **Products & stock** Stock-in

Q Search product, SKU or category Low stock here (13)

Product	Category	Price	Cost	Dhanmondi	Uttara
Lifting belt (leather) PZ-020	Accessories	৳2,800	৳1,900	0 pcs	5 pcs
Lifting gloves (pair) PZ-019	Accessories	৳850	৳520	0 pcs	0 pcs
Shaker bottle 600 ml PZ-018	Accessories	৳450	৳260	17 pcs	7 pcs
Skipping rope (bearing) PZ-022	Accessories	৳550	৳320	14 pcs	0 pcs
Wrist wraps (pair) PZ-021	Accessories	৳650	৳380	5 pcs	3 pcs
Yoga mat 6 mm PZ-023	Accessories	৳1,200	৳780	5 pcs	9 pcs
BCAA 2:1:1 powder 250 g PZ-009	Amino acids	৳2,900	৳2,200	2 pcs	4 pcs
Gym towel PZ-024	Apparel	৳350	৳210	2 pcs	0 pcs
Power Zone dry-fit T-shirt PZ-025	Apparel	৳750	৳420	6 pcs	1 pcs
Creatine monohydrate 300 g PZ-007	Creatine	৳2,600	৳1,900	3 pcs	4 pcs
Electrolyte drink 500 ml PZ-016	Drinks	৳120	৳85	63 pcs	3 pcs
Energy drink 250 ml PZ-017	Drinks	৳90	৳65	0 pcs	0 pcs

Products and stock

To add a product:

1. Press **Add product**.
2. **Name**, **Name in Bangla**, **Category** (for example "Protein"), **SKU / code** and **Unit**.
3. **Low-stock level** — when the branch's stock falls to this number the product is counted as low stock (dashboard tile, the **Low stock here** filter and the **Low stock** report).
4. **Selling price (৳)** and **Cost price (৳)** — the cost is updated by each stock-in.
5. **Sold at the counter** — untick to stop selling it (history stays).

Low stock here (N) shows only products at or below their level at this branch.

Adjusting stock (damaged, expired, a stock count): press **Adjust** on the product. It shows the stock "At (branch) now". Enter the **Change (+ add / - remove)**, for example **-2** , and a **Reason** (for example "damaged"), then save.

Stock-in

Stock-in: "Products received from suppliers at (branch). Each stock-in adds stock and updates the product's cost."

GD

Power Zone Fitness

GymDesk

OVERVIEW

Dashboard

My AI connections

FRONT DESK

Check-In

Members

Renewals & expiry

Attendance

MONEY

Payments & receipts

Dues

Expenses

TRAINING

Personal training

Classes & booking

Trainers

SHOP

Shop counter

Products & stock

Stock-in

ADMIN

Reports

Help

EN

বাংলা

Dhanmondi

Shakil Hossain

Manager

Stock-in

Products received from suppliers at Dhanmondi. Each stock-in adds stock and updates the product's cost.

New stock-in

Counter

Sales

Products & stock

Stock-in

07/18/2026

-

10/16/2026

Date	No.	Supplier	Products	Method	By
04 Oct 2026	PUR-000003	Sports Gear Banani	BCAA 2:1:1 powder 250 g × 4, Multivitamin (Animal Pak) 30 packs × 2, Protein bar 50g × 10	bKash	Shakil Hossain
06 Sept 2026	PUR-000002	Muscle Nutrition Ltd.	Optimum Nutrition Gold Standard Whey 2 lb × 3, Optimum Nutrition Gold Standard Creatine 500g × 1	bKash	Shakil Hossain
23 Jul 2026	PUR-000001	Supplement Hub BD	Optimum Nutrition Gold Standard Whey 2 lb × 4, Optimum Nutrition Gold Standard Creatine 500g × 1	Cash	Shakil Hossain

Stock-in

- 1. Check the branch in the header — stock is added to that branch.
- 2. Press **New stock-in**.
- 3. **Supplier**, **Date** and **Paid by**.
- 4. For each product: pick the **Product**, the **Qty** and the **Unit cost (b)**. **Add line** for more products.
- 5. **Note** if needed, check the **Total** and press **Save stock-in**.

The list shows each stock-in with date, number, supplier, products, method, who entered it and the total. Stock purchases count as spending in the profit & loss report.

Member portal

For members — signing in with mobile number and PIN, your membership and dues, your check-in QR code, paying dues and renewing online, booking classes, PT sessions, attendance, receipts and changing your PIN

The **member portal** is the gym's website for its members. It works on any phone browser — nothing to install. Members see their own membership, dues, attendance, PT sessions and QR code, book classes and pay online. They see only their own data.

The gym turns it on under **Settings** > **Member portal** (and it must be part of the gym's licence). This chapter is written for members; staff can share it with them.

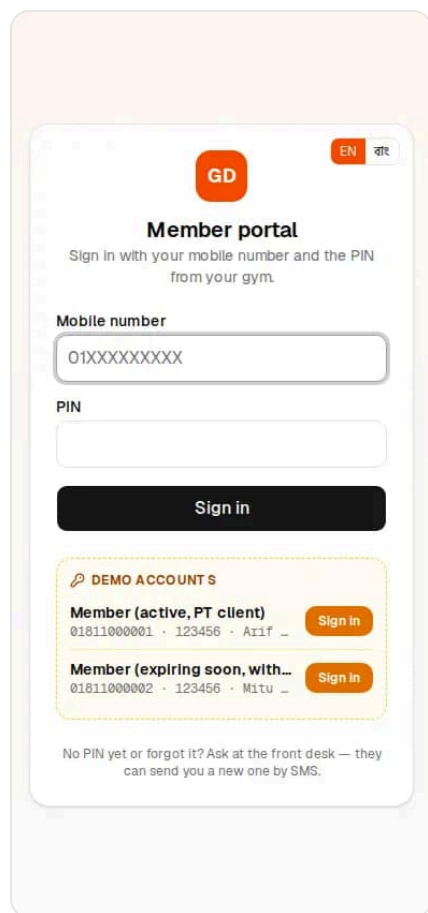
Getting a PIN

The portal uses your **mobile number** and a **PIN** (no password).

1. Ask at the front desk to activate the portal for you.
2. The desk presses **Activate portal** on your profile. You get a 6-digit PIN by SMS (or the desk tells you).
3. Change it to your own PIN after the first sign-in (see Changing your PIN).

Forgot the PIN? "No PIN yet or forgot it? Ask at the front desk — they can send you a new one by SMS."

Signing in



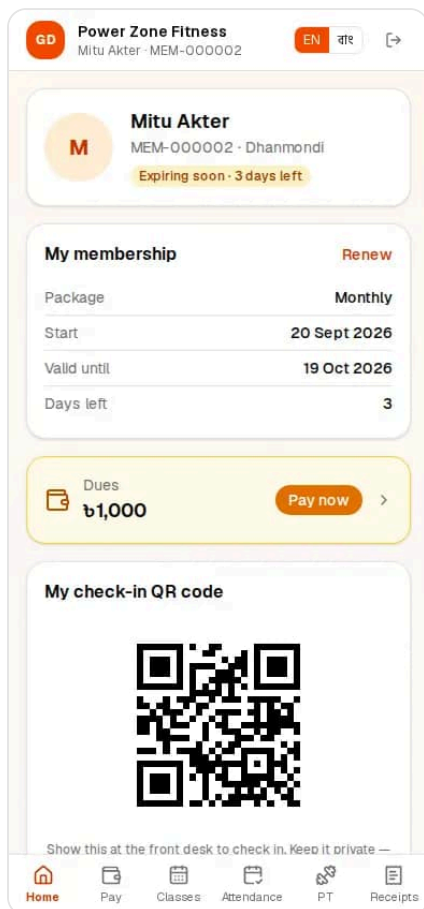
Member portal sign-in

1. Open your gym's GymDesk address followed by `/portal` (for example `https://gym.jonakisoft.com/portal`). Add it to your phone's home screen for next time.
2. Type your **Mobile number** and your **PIN**.
3. Press **Sign in**.

If your family shares one number, the portal asks "This number has more than one membership. Who are you?" — tap your name.

"Wrong mobile number or PIN" — check both. After 10 wrong tries you must wait 15 minutes. "The member portal is turned off for this gym" — ask at the front desk.

Home: my membership

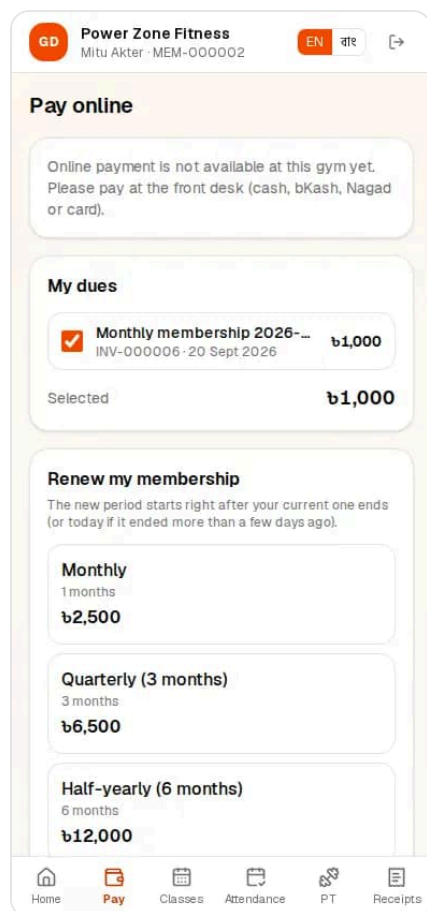


Member portal home

- **My membership:** your **Package**, **Start**, **Valid until**, **Days left** and, for packages with a visit limit, **Visits used**. While frozen it shows the freeze dates and **Freeze days left**. A **Renew** button takes you to online payment.
- **Dues:** what you owe, or **Nothing due**. **Pay now** opens the payment page.
- **My check-in QR code:** show it at the front desk to check in. "Keep it private — it works like your member card."
- **Group classes:** your next booked class and **Book a class**.
- **Personal training:** sessions left with your trainer.
- **Change my PIN.**

The portal menu: **Home**, **Pay**, **Classes**, **Attendance**, **PT** and **Receipts**. **Classes** and **PT** appear only if the gym offers them.

Paying online



Pay online

Open **Pay**:

- **My dues** — all your unpaid bills are ticked; untick any you do not want to pay now. Press **Pay with bKash**, **Pay with Nagad** or **Pay with SSLCommerz** (card / internet banking).
- **Renew my membership** — pick a package. "The new period starts right after your current one ends (or today if it ended more than a few days ago)." The amount includes the admission fee on a first membership. Press a pay button.

You are taken to the gateway's page to pay. When it is done you come back to the gym's page and the receipt appears under **Receipts**. "Payments are confirmed with the gateway before your receipt is issued. Refunds are handled by the gym."

If the gym has not set up online payment you see "Online payment is not available at this gym yet. Please pay at the front desk (cash, bKash, Nagad or card)."

Booking classes

Open **Classes**:

- **My bookings** — your booked classes (and your **Waitlist #N** place).
- Below, the classes of the coming days with **N places free**, or **Full · N waiting**. Tap **Book** to book a place ("Booked! See you in class."), or **Join waitlist** when it is full. If someone cancels, the first person on the waitlist gets the place and an SMS.
- To cancel, tap **Cancel** on your booking. "Cancel at least N hours before the class."

You need a running membership that includes group classes on that day. "Online booking is turned off. Please book at the front desk." means the gym takes bookings only at the desk.

PT, attendance and receipts

- **PT** — your trainer, **Sessions left**, **Valid until** and **Session history (Done or Missed)**.
- **Attendance** — days you came in the last 30 and 60 days, and every check-in of the last 60 days.
- **Receipts** — every payment; open one to see the **Money receipt** and press **Print** (or save it as PDF).

Changing your PIN

1. Press **Change my PIN** on the home page.
2. Type your **Current PIN**, then **New PIN (4–8 digits)** and **New PIN again**.
3. Press **Change PIN**. "Your PIN is changed. Use the new PIN next time you sign in."

Easy PINs like 1234 or 0000 are refused. Changing the PIN signs you out on every other phone.

For staff: when the portal is paused

If the gym's licence is locked the portal shows "The member portal is paused" — members' data is safe and the portal opens again as soon as the licence is active. See Licence, online payments and AI.

SMS and WhatsApp

Setting up the SMS gateway and WhatsApp, the automatic messages (welcome, receipts, renewal reminders, class bookings), the message log, sending a message by hand and WhatsApp click-to-chat

GymDesk can text members on its own: a welcome when they join, a receipt after each payment, a reminder before the membership ends, and class booking news. It also sends portal PINs. Every message is kept in a log, and any message can be forwarded through WhatsApp with one tap.

Setting up the SMS gateway

Only the owner can do this, under **Integrations**: "SMS gateway, WhatsApp and connected systems."

The screenshot shows the 'Integrations' page in the GymDesk interface. The page is titled 'Integrations' and has a subtitle 'SMS gateway, WhatsApp and connected systems.' There is a 'Message log' button in the top right corner.

SMS gateway

Bangladeshi SMS providers. Without one, messages are still logged and staff can forward them with WhatsApp click-to-chat.

- SSL Wireless:** API key = API token, Sender ID = SID.
- BulkSMSBD:** API key and the approved Sender ID (number or masking name).
- Other:** an HTTP GET URL with these placeholders: {to} {message} {senderId} {apiKey} {user} (and {to_local} for 01XXXXXXX000). Any 2xx answer counts as sent.

Provider

None (log only)

Sender ID / SID

API URL

https://aplexample.com/send?user={user}&key={apiKey}&to={to}&text={message}&from={senderId}

Required for "Other". For SSL Wireless / BulkSMSBD leave blank to use their standard endpoint.

API key / token

Not set

API user (if required)

Automatic messages

Which events send a message to the member, and in which language.

- ☒ **Welcome**
Member no, package and end date when a new member joins.
- ☒ **Payment receipt**
Amount, receipt no, and remaining dues after each payment.
- ☒ **Renewal reminder**
Before the membership ends, and the day after it ended (if not renewed).
- ☐ **Class bookings**
Booked, waitlisted, and when a waitlisted member gets a place.

Remind this many days before the end

3

Message language

English

WhatsApp

Click-to-chat links (wa.me) always work from the message log, no setup needed. The Meta

WhatsApp API

None (click-to-chat links only)

Phone number ID

Integrations

1. Buy an SMS package from a Bangladeshi provider and ask for an API key and an approved **Sender ID** (a number or a masking name such as "POWERZONE").
2. In **SMS gateway** pick the **Provider: SSL Wireless (SMS Plus), BulkSMSBD, or Other (HTTP GET URL)** for any other provider.

3. Fill **Sender ID / SID** and **API key / token** (and **API user** if your provider needs one). For SSL Wireless the API key is the API token and the Sender ID is the SID. For "Other" paste the provider's **API URL** with the placeholders shown on the page.
4. Press **Save messaging settings**.
5. Press **Send a test**: it "checks the saved gateway settings end to end and shows the provider's answer."

Saved keys are shown only as "..... (last 4)" — leave the box blank to keep the saved key, or tick **Remove the saved key**.

Without a gateway (**None (log only)**) messages are still written to the log and staff can forward them with WhatsApp click-to-chat.

Automatic messages

On the same page, under **Automatic messages**, tick which events send a message:

- **Welcome** — member no., package and end date when a new member joins.
- **Payment receipt** — amount, receipt no. and remaining dues after each payment.
- **Renewal reminder** — before the membership ends, and the day after it ended (if not renewed). Set **Remind this many days before the end**.
- **Class bookings** — booked, waitlisted, and when a waitlisted member gets a place.

Message language: English, or বাংলা. A Bangla SMS holds 70 characters per part instead of 160, so it costs more parts.

Save with **Save messaging settings**.

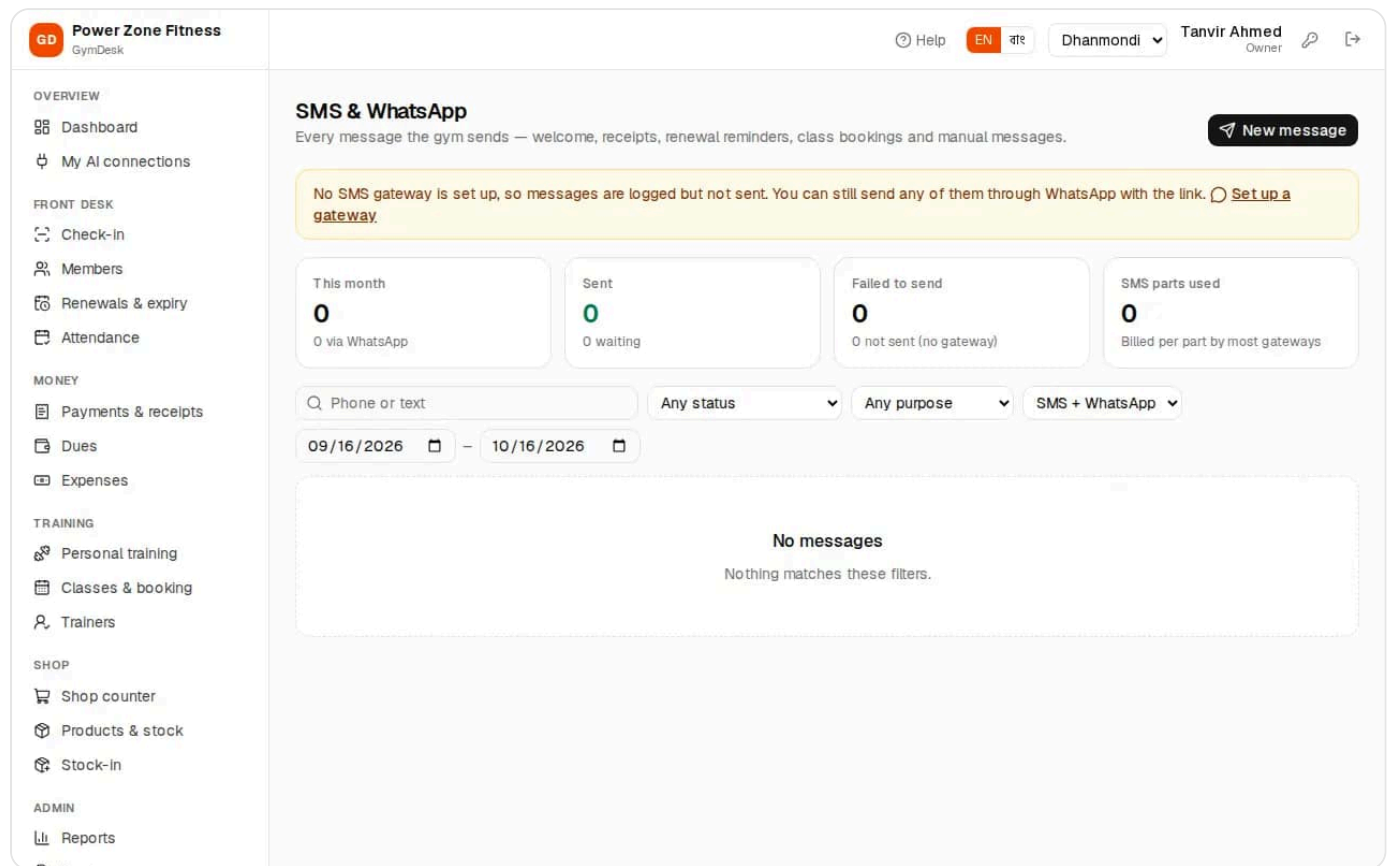
WhatsApp

"Click-to-chat links (wa.me) always work from the message log, no setup needed." They open WhatsApp on the staff member's phone or computer with the text filled in; staff press send.

To send automatically through WhatsApp, pick **WhatsApp Cloud API (Meta)** under **WhatsApp API** and enter the **Phone number ID** and **Permanent access token** from Meta. Meta only delivers free text inside 24 hours of the person's last message — otherwise it needs an approved template, so failures will show in the log.

The message log

SMS & WhatsApp (manager and owner): "Every message the gym sends — welcome, receipts, renewal reminders, class bookings and manual messages."



Message log

- **This month:** messages **Sent** (and via WhatsApp), **Failed to send**, waiting or not sent because there is no gateway, and **SMS parts used** — most gateways bill per part.
- Filters: phone or text, **Any status**, **Any purpose** (welcome, payment receipt, renewal reminder, class booking, manual ...), channel and dates.
- Each row: when, who it was sent to (with a link to the member), the message with its SMS parts, the status and the number of attempts.
- The WhatsApp button opens WhatsApp with the same text — handy when the SMS failed or there is no gateway.
- Failed messages are retried by themselves; **Retry now** tries again at once.

If no gateway is set up the page says so at the top, with **Set up a gateway** for the owner.

Sending a message by hand

1. On **SMS & WhatsApp** press **New message**.

2. Pick a **Member**, or **Any number** and type the **Mobile number**.
3. Type the **Message** in English or Bangla. Below it you see the characters and SMS parts.
4. Press **Send** — or **Open in WhatsApp** to send it from WhatsApp on this device instead (no API needed).

"Message sent" means the gateway took it; "Logged, but no gateway is configured" means it is only in the log.

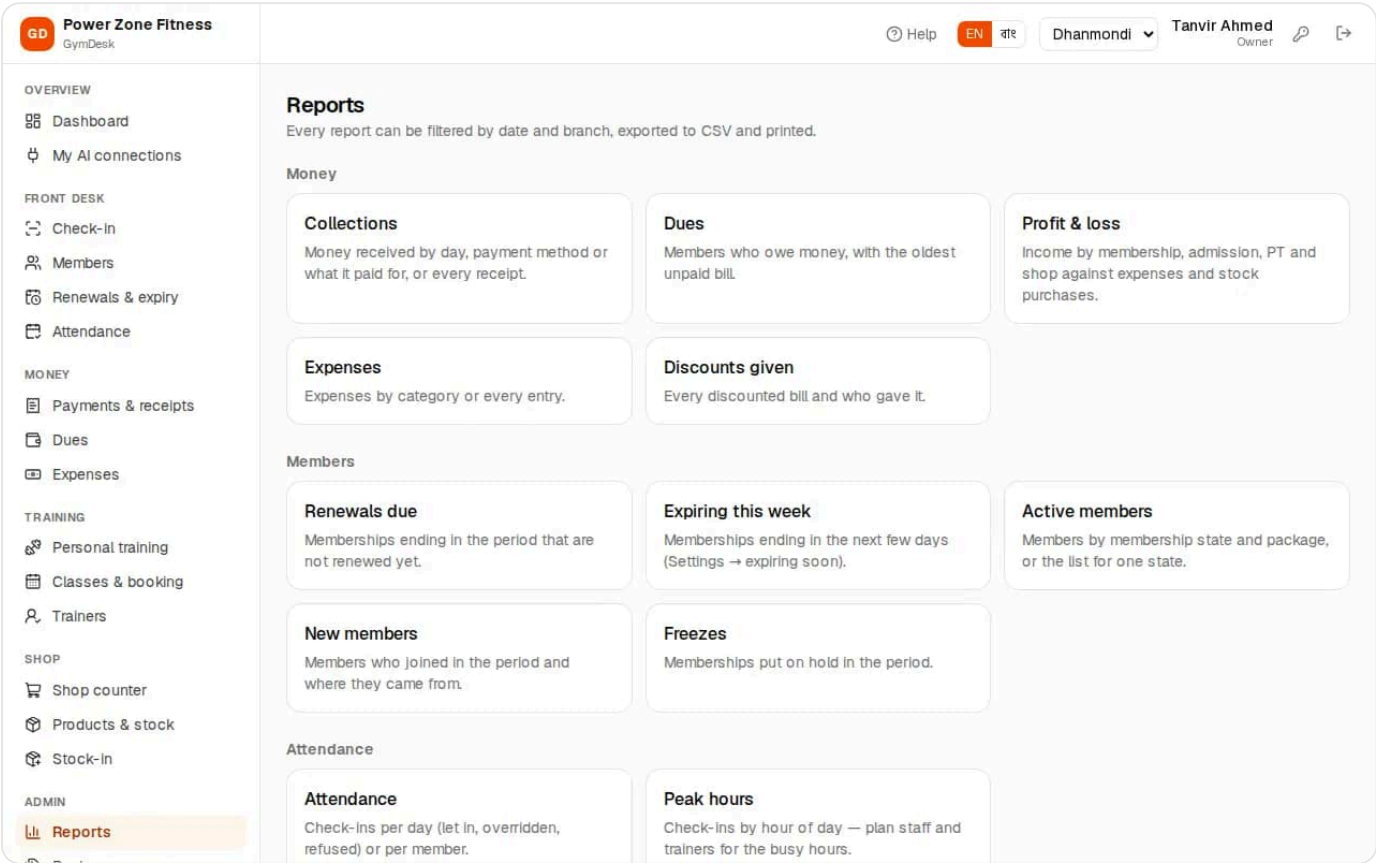
Tip

Renewal reminders are covered in Memberships and renewals. An AI assistant can also prepare a reminder as a draft for you to check and send (see Licence, online payments and AI).

Reports

Every report — collections, dues, profit & loss, expenses, discounts, renewals due, expiring, active and new members, freezes, attendance, peak hours, trainer commission, class attendance, shop sales and low stock — with filters, CSV export and printing

Reports (manager and owner): "Every report can be filtered by date and branch, exported to CSV and printed." Reports of modules your licence does not include (for example the shop) are hidden.



Reports

Using a report

1. Open **Reports** and click a report.
2. Set the **dates** (reports without dates show the state "as of" today).
3. Pick the branch, or **All branches** (users tied to one branch see only theirs).
4. Some reports have a **Show** choice — for example **By day**, **By payment method**, **By what it paid for** or **Every receipt**.
5. Read the table; the last row has the totals.

GD

Power Zone Fitness

GymDesk

Help

EN

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Dhanmondi

Tanvir Ahmed

Owner

OVERVIEW

Dashboard

My AI connections

FRONT DESK

Check-In

Members

Renewals & expiry

Attendance

MONEY

Payments & receipts

Dues

Expenses

TRAINING

Personal training

Classes & booking

Trainers

SHOP

Shop counter

Products & stock

Stock-In

ADMIN

Reports

< Reports

Collections

Money received by day, payment method or what it paid for, or every receipt.

10/01/2026

–

10/16/2026

Dhanmondi

Show

By payment method

Total collected

₹2,13,127

Receipts

52

Method	Amount
bKash	₹44,813
Cash	₹1,28,314
Nagad	₹35,000
Card	₹5,000
Total	₹2,13,127

Collections report

- **CSV** downloads the same table for Excel or Google Sheets (Bangla opens correctly).
- **Print** prints it with the gym's name, the filters and "Printed (date) by (name)" — or save as PDF.

Money

Report	What it shows
Collections	Money received by day, payment method or what it paid for (membership, admission, PT, shop, other), or every receipt
Dues	Members who owe money, with the oldest unpaid bill
Profit & loss	Income by membership, admission, PT and shop against expenses and stock purchases
Expenses	Expenses by category or every entry
Discounts given	Every discounted bill and who gave it

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Power Zone Fitness

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Tanvir Ahmed

Owner

OVERVIEW

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FRONT DESK

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Members

Renewals & expiry

Attendance

MONEY

Payments & receipts

Dues

Expenses

TRAINING

Personal training

Classes & booking

Trainers

SHOP

Shop counter

Products & stock

Stock-in

ADMIN

Reports

< Reports

Profit & loss

Income by membership, admission, PT and shop against expenses and stock purchases.

10/01/2026 - 10/16/2026 Dhanmondi

Income

Expenses

Net profit

Collected online

Section	Head	Amount
Income	Membership	₹81,022
Income	Personal training	₹33,500
Income	Shop	₹98,605
Expenses	Staff salary	-₹1,45,000
Expenses	Rent	-₹1,20,000
Expenses	Electricity	-₹51,060
Expenses	Cleaning	-₹6,000
Expenses	Internet & phone	-₹3,500
Expenses	Shop stock purchases	-₹48,665
Net profit		-₹1,61,098

Cash basis: income is money received in the period; dues not yet paid are not counted.

Profit and loss

Members

Report	What it shows
Renewals due	Memberships ending in the period that are not renewed yet
Expiring this week	Memberships ending in the next few days (Settings → expiring soon)
Active members	Members by membership state and package (Summary), or the list for one state: active, expiring soon, in grace, frozen, expired, no membership
New members	Members who joined in the period and where they came from ("How did they find us?")
Freezes	Memberships put on hold in the period

Attendance

Report	What it shows
Attendance	Check-ins per day (let in, overridden, refused) or per member
Peak hours	Check-ins by hour of day — plan staff and trainers for the busy hours

Training and shop

Report	What it shows
Trainer commission	PT sessions and commission per trainer, or every session
Class attendance	Bookings, attendance, no-shows and waitlists per class
Shop sales	Products sold, revenue, cost and margin
Low stock	Products at or below their reorder level

Which report for which question

Question	Report
How much cash came in today?	Collections , today, By payment method
Who owes us money?	Dues
Did we make money this month?	Profit & loss , this month
Who do I call for renewals this week?	Expiring this week , or the Renewals & expiry page
Where do new members come from?	New members
When is the gym busiest?	Peak hours
How much commission do trainers get?	Trainer commission , last month, By trainer
Which classes are popular?	Class attendance
What must we reorder?	Low stock

Licence, online payments and AI

The JonakiSoft licence and its features, grace period and lock screen, setting up online payments (SSLCommerz, bKash, Nagad) for the member portal, JonakiSoft's central account, and connecting AI assistants (Claude, ChatGPT) with MCP

This chapter covers three things the owner sets up once: the **licence** (what your GymDesk plan includes), **online payments** (members paying from the portal), and **AI assistants** (asking Claude or ChatGPT questions about your gym's data).

Your licence and features

GymDesk is licensed by JonakiSoft. The **Licence & features** card on **Settings** shows "What your JonakiSoft licence includes. It is checked once a day and updated at once when JonakiSoft changes it."

The screenshot shows the GymDesk interface for 'Power Zone Fitness'. The left sidebar contains navigation links: OVERVIEW (Dashboard, My AI connections), FRONT DESK (Check-In, Members, Renewals & expiry, Attendance), MONEY (Payments & receipts, Dues, Expenses), TRAINING (Personal training, Classes & booking, Trainers), SHOP (Shop counter, Products & stock, Stock-In), and ADMIN (Reports). The main content area is titled 'Settings' and includes tabs for Branches, Users & roles, Packages, Integrations, Online payments, AI assistants (MCP), and My password. The 'SUBSCRIPTION' section shows a 'Pro plan' that is 'Active', with a renewal date of 16 Oct 2027 (365 days left) and 2 branches / 4 active users. The 'Licence & features' section explains that the licence is checked daily and lists the following features:

- Licence status:** Licence server not connected (all standard features)
- FRONT DESK:** QR member cards & QR check-in
- TRAINING:** Personal training (PT) & trainer commission, Group classes, timetable & booking
- SHOP:** Supplement shop (POS & stock)
- MEMBERS:** Member web portal, SMS & WhatsApp messages (renewal reminders)
- MONEY:** Expenses & profit / loss
- BUSINESS:** More than one branch, AI assistant connector (MCP)
- PAYMENTS:**

Licence and features

- **Licence status, Plan, Valid until** (with the grace date, if any) and **Last synced**.
- The features, by group, each ticked or marked "(not in plan)": QR member cards & QR check-in, personal training & trainer commission, group classes, supplement shop, member web portal, SMS & WhatsApp messages, expenses & profit / loss, more than one branch, online payments, AI assistant connector (MCP).

- **Sync licence now** fetches the latest licence at once — use it after JonakiSoft tells you they changed your plan.

A module that is not in your plan disappears from the menu. Opening its page shows "(module) is not part of your plan — Contact JonakiSoft to add it to your licence. Everything else keeps working." Staff other than the owner see "Ask your gym's owner, or contact JonakiSoft to add it to the licence."

When the licence expires

1. **Grace period:** after the end date GymDesk keeps working for a few days. A yellow banner on every page says "Your licence has expired. GymDesk keeps working until (date); please renew." Contact JonakiSoft to renew.
2. **Locked:** after the grace period, staff see the **Licence status** page instead of the app: "All your members, memberships, payments and attendance records are saved. They open again as soon as the licence is active. The member portal is paused until then." It shows JonakiSoft's phone and email.

Nothing is deleted. As soon as JonakiSoft renews the licence (or you press **Sync licence now** afterwards) everything opens again.

Online payments for the member portal

With the **online payments** feature, members pay their dues and renewals from the member portal with bKash, Nagad or SSLCommerz (cards, internet banking, mobile wallets). The owner sets it up under **Online payments**: "Your own SSLCommerz, bKash and Nagad merchant accounts. Members pay their dues and renewals online in the member portal; these accounts receive the money."

Power Zone Fitness
GymDesk

Help EN **रारे** Dhanmondi Tanvir Ahmed Owner

OVERVIEW

- Dashboard
- My AI connections

FRONT DESK

- Check-in
- Members
- Renewals & expiry
- Attendance

MONEY

- Payments & receipts
- Dues
- Expenses

TRAINING

- Personal training
- Classes & booking
- Trainers

SHOP

- Shop counter
- Products & stock
- Stock-in

ADMIN

- Reports

Online payments

Your own SSLCommerz, bKash and Nagad merchant accounts. Members pay their dues and renewals online in the member portal; these accounts receive the money.

Which account takes the money

When you set up your own account for a gateway, payments go straight to you. Without one, JonakiSoft's central account may be used if your licence allows it; JonakiSoft then pays the money to you.

Gateway	Status
SSLCommerz	Not available
bKash	Not available
Nagad	Not available

Saved passwords and keys are encrypted and never shown again; leave a box empty to keep the saved one. Refunds are made from the gateway's merchant panel.

SSLCommerz — cards, internet banking, mobile wallets Off

☐ Use SSLCommerz

☒ **Sandbox (test mode)**
Turn off when SSLCommerz gives you live credentials.

Store ID

Store password

bKash online payment (tokenized checkout) Off Test connection

☐ Use bKash online payment

☒ **Sandbox (test mode)**
Turn off when bKash gives you live credentials.

App key

App secret

Username

Password

Online payments

Which account takes the money: "When you set up your own account for a gateway, payments go straight to you. Without one, JonakiSoft's central account may be used if your licence allows it; JonakiSoft then pays the money to you." The table shows each gateway as **Your account**, **JonakiSoft central** or **Not available**.

To use your own account:

1. Get merchant credentials from SSLCommerz, bKash (tokenized checkout) or Nagad (merchant checkout).
2. In that gateway's box tick **Use SSLCommerz** (or **Use bKash online payment** / **Use Nagad online payment**).
3. Enter the credentials: SSLCommerz **Store ID** and **Store password**; bKash **App key**, **App secret**, **Username** and **Password**; Nagad **Merchant ID**, **Merchant number**, **Merchant private key** and **Nagad public key**.
4. Keep **Sandbox (test mode)** ticked while testing; untick it when the gateway gives you live credentials.
5. Press **Save payment settings**.

"Saved passwords and keys are encrypted and never shown again; leave a box empty to keep the saved one. Refunds are made from the gateway's merchant panel."

Recent online payments lists what members started in the portal — date, member, for (renewal or dues), gateway, account, amount and status. "Only payments confirmed by the gateway become receipts." Confirmed payments appear in **Payments & receipts** marked **Online**, exactly like counter receipts.

Payments collected by JonakiSoft (when the central account was used) shows how much JonakiSoft collected for you, the gateway fees, what has been settled and what is still payable.

AI assistants (MCP)

With the **AI assistant connector (MCP)** feature you can connect Claude, ChatGPT or another AI app to GymDesk and ask questions in plain language, for example "Which members expire this week and owe money?", "How much did we collect this month?" or "Who are Rakib's PT clients with few sessions left?". The AI app signs in as you and sees only what your role can see.

The screenshot displays the 'AI assistants (MCP)' settings page in the GymDesk interface. The sidebar on the left contains navigation links for Overview, Front Desk, Money, Training, Shop, and Admin. The main content area is titled 'AI assistants (MCP)' and includes a green banner indicating that the feature is 'Included in your plan'. Below this, the 'Connect an AI app' section provides instructions for connecting an AI app and shows the 'CONNECTOR URL' as 'http://localhost:3700/mcp'. The 'Rules' section allows users to apply rules to every connected AI app, with options to 'Allow safe actions' and 'Roles allowed to connect'. The 'Roles allowed to connect' section shows checkboxes for 'Owner', 'Manager', and 'Front desk'.

AI assistants settings

Owner / manager — Settings › AI assistants (MCP):

- Whether the connector is **Included in your plan** or **Not in your plan**.
- The **Connector URL** with a **Copy** button: `https://gym.jonakisoft.com/mcp` (your gym's own address followed by `/mcp`).

- **Rules: Allow safe actions** (on: the AI app may add a member note or prepare an SMS / WhatsApp or renewal reminder as a **draft** — nothing is ever sent or paid automatically; off: read only) and **Roles allowed to connect**.
- **Connected apps** (who connected which app, with **Revoke**) and **Recent activity** (the last requests from AI apps).

Connecting Claude:

1. In Claude (web or desktop) open **Settings → Connectors → Add custom connector**.
2. Give it a name (for example "GymDesk") and paste the connector URL. Leave the advanced OAuth fields empty.
3. Press **Connect**. GymDesk's sign-in page opens: sign in with your normal mobile number and password.
4. GymDesk asks whether to allow the app, showing the app's name and what it may do (read your data, take safe actions). Press **Allow**.
5. In a chat, turn the connector on from the tools menu and ask your question.

Connecting ChatGPT: open **Settings → Apps & Connectors → Advanced**, turn on **Developer mode** (needs a plan that allows custom connectors), create a connector with the connector URL and authentication **OAuth**, then sign in and press **Allow**.

My AI connections (in the sidebar for every staff role that may connect) lists the AI apps connected to your own account, with **Revoke** to disconnect one. Changing your password also disconnects them all.

Note

The AI app can never take payments, delete anything, or change settings, users or the licence. Drafts it prepares must be checked and sent by a person. If the feature is not in the plan, a connected app only sees a message saying so.

Troubleshooting

Common problems and their fixes — sign-in, check-in and the camera, members who cannot get in, discounts, freezes, money mistakes, shop stock, SMS, the member portal, online payments, trainers, missing menus and the licence

Find your problem below. If it is not here, note what you clicked and the exact message, and contact the person who set up GymDesk for you or JonakiSoft.

Signing in

Problem	What to do
"Wrong phone number or password"	Check the number (11 digits, starting 01) and the password. Ask the owner to set a new password under Users & roles > Set password .
"Too many attempts. Wait 15 minutes and try again."	Wait 15 minutes.
The account is disabled	The owner deactivated your login — ask them to press Activate .
I was signed out on my other phone	Someone changed your password, or you did. Sign in with the new one.

Check-in

Problem	What to do
The camera button is missing	The licence does not include QR check-in. Type the phone number or member no. instead.
"This browser can't read QR codes with the camera"	Use Chrome on Android, a Chromebook or a Mac, or a USB / Bluetooth scanner, or type the phone number.
"Camera permission was refused"	Allow the camera in the browser's site settings (padlock icon next to the address) and reload.
The old QR card no longer works	Someone pressed New QR code on the member's profile. Print a new card.

Problem	What to do
NOT VALID AT THIS BRANCH	The member's package covers other branches only. Check the branch in the header, or sell a package that covers this branch.
VISITS USED UP	The member's limited package has no visits left this period. Renew, or Let in anyway if the manager agrees.
FROZEN	The membership is frozen. If the member is back early, press Unfreeze on their profile.
NOT STARTED YET	The membership was sold with a future start date.
Entries show at the wrong branch	The header branch was wrong on the desk computer. Pick the right branch before scanning.
I cannot press Let in anyway	Trainers cannot override. Ask the front desk or the manager.

Members and memberships

Problem	What to do
"This member is already registered (MEM-...)"	Someone with the same name and phone exists. Search for them instead of adding again.
"Discounts above N% need a manager"	The front desk discount limit is set in Settings > Money . Ask a manager to sell it.
There is no Freeze button	The package allows no freezes, all freezes are used, or the membership is not running.
"A freeze cannot start in the past"	Pick today or a later date as the first frozen day.
The renewal starts on an old date	The member came back within the grace days, so the renewal continues their cycle. Type a Start date to change it.
A member does not show in the list	They may be archived — use the Archived chip.

Money

Problem	What to do
A receipt was entered wrongly	A manager voids it with a reason, then enter the correct one. Receipts are never edited.
I cannot void a bill	Bills with money against them need the receipt voided first.
I cannot void an online payment	Online receipts are refunded from the gateway's merchant panel, not voided.
The cash total does not match the drawer	Open Payments & receipts for today, your branch and Cash ; check each receipt and the Received by column.

Shop

Problem	What to do
"Not enough stock of ..."	The branch shows less stock than you are selling. Record the Stock-in , or fix the count with Adjust .
"A walk-in customer must pay the full amount"	Pick the member to put the rest on their account, or take the full amount.
A product is missing at the counter	It may be marked not Sold at the counter , or it has no stock at this branch.

SMS and messages

Problem	What to do
Messages show "not sent (no gateway)"	No SMS gateway is set up. The owner sets it under Integrations ; until then use the WhatsApp button in the log.
Messages fail	Press Send a test on Integrations to see the provider's answer: usually the balance is finished, the API key is wrong or the Sender ID is not approved.

Problem	What to do
Members do not get renewal reminders	Check Renewal reminder is ticked under Automatic messages , and that the member has a valid mobile number.
Bangla SMS cost more	A Bangla SMS part holds 70 characters instead of 160. Keep messages short or send in English.

Member portal

Problem	What to do
"Wrong mobile number or PIN"	Check both. The desk can press Reset PIN on the member's profile.
"The member portal is turned off for this gym"	Turn on Member portal in Settings .
"Online payment is not available at this gym yet"	No gateway is set up under Online payments , and the licence has no central account.
A member paid online but has no receipt	The payment is still waiting for the gateway's confirmation, or it failed. Check Online payments > Recent online payments . Only confirmed payments become receipts.
"You need an active membership on that day to book"	The member's membership ends before the class, or their package does not include classes.
"The member portal is paused"	The gym's licence is locked. See Licence, online payments and AI.

Trainers, menus and licence

Problem	What to do
"Your login is not linked to a trainer profile yet"	The manager opens Trainers , edits the trainer and picks the login.

Problem	What to do
A trainer sees no clients	PT clients belong to the trainer chosen when the PT package was sold.
A menu is missing	Your role does not allow it, or the licence does not include that module.
"... is not part of your plan"	Contact JonakiSoft to add the feature, then press Sync licence now .
A yellow licence banner	The licence has expired and is in its grace days. Renew with JonakiSoft.

Glossary

The words GymDesk uses — membership, package, grace period, freeze, dues, override, PT, waitlist, member portal, PIN, stock-in, MCP and more

Word	Meaning
Member	A person registered at the gym, with a member no., a home branch and a QR card.
Member no.	The member's number, for example MEM-000123. Can be typed at the check-in desk.
Home branch	The branch the member belongs to. Packages may still let them use other branches.
Package	What the gym sells: a membership package (access for a period) or a PT package (sessions with a trainer).
Membership	One package sold to one member for one period (start and end date).
Admission fee	A one-time fee charged with a member's first membership, unless waived.
Renewal	A new membership after the current one; it continues from the old end date if renewed in time.
Expiring soon	The membership ends within the "expiring soon" days in Settings.
Grace period / grace days	Days after the end date when the member may still come in (flagged) and a renewal keeps their cycle.
Expired	Ended and past the grace days.
Freeze	Putting a membership on hold; the end date moves out by the frozen days. Unfreeze ends it early.
Upgrade	Moving to another package now, with the unused value of the current membership as credit.
Visits allowed	A package limit on how many days a member may come in during the period.

Word	Meaning
Bill	What a member owes: membership, admission, PT, shop on account or another charge.
Receipt	Money received, set against bills. Printed as a money receipt .
Dues	Unpaid bills.
Part payment	Paying less than the bills; the rest stays as dues.
Void	Cancelling a wrong receipt, bill, expense or sale. It stays on record, struck through, with the reason.
Check-in	Recording a member's entry at the desk, by QR, phone, member no. or name.
Flag	A coloured warning on the check-in card (EXPIRED, DUES, FROZEN ...). Some flags block entry.
Override / Let in anyway	Letting a member in despite a blocking flag. Recorded in the audit log.
Peak hours	The hours of the day with the most check-ins.
PT (personal training)	One-to-one training sessions bought as a PT package with one trainer.
No-show	A PT client or class member who did not come. A PT no-show uses a session.
Commission	What a trainer earns per PT session done, fixed when the package is sold.
Timetable	The weekly class schedule of a branch.
Waitlist	The queue for a full class; the first in line gets the next free place.
Walk-in	A shop customer who is not a member, or a class attendee without a booking.
On account	A shop sale to a member not paid now; it is added to their dues.
Stock-in	Products received from a supplier; adds stock and updates the cost.

Word	Meaning
Low-stock level	The stock at which a product counts as low.
Member portal	The members' own website (<code>/portal</code>), signed in with mobile number and PIN.
PIN	The member portal's 4–8 digit code.
SMS part	One SMS unit: 160 English or 70 Bangla characters. Long messages use several parts.
Gateway	The SMS provider, or the online payment company (bKash, Nagad, SSLCommerz).
Sandbox	A gateway's test mode; no real money moves.
Licence	Your GymDesk plan from JonakiSoft: which features you have and until when.
Feature	A module that can be on or off in the licence (shop, classes, PT, portal ...).
MCP	Model Context Protocol: the standard way AI apps like Claude and ChatGPT connect to GymDesk.
Connector URL	The address an AI app needs to connect: your GymDesk address followed by <code>/mcp</code> .
Safe action	Something an AI app may do: add a note or prepare a draft. Never payments, deletions or settings.
Audit log	The record of who did what and when.