

Gym Owner Guide

From your first-day setup to everyday work, step by step

Your login link (bookmark it)

<https://app.mastergym.site/login>

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1 Signing in for the first time

You will be given three things: the **login link**, your **email** and a **temporary password**.

1 Open the link

On your phone or computer, open `app.mastergym.site/login` in the browser. Bookmark it so it is easy to find next time.

2 Enter your email and the temporary password

Then press **Sign in**.

3 Create your own password

The first time, the system asks for a new password. In "Current password" type the temporary password. The new password must be at least **10 characters**; type it twice. Then press **Change password**. Use the **Show** button next to the box if you want to check what you typed.

4 Look at the Dashboard

Everything starts from here.

How do I change the language?

At the top of the page you will see **EN** **AR** **BN**. Press the one you want and the whole site switches language.

Forgot your password?

On the sign-in page press **"Forgot your password?"**. Enter your email and a link to set a new password is sent to it. After 5 wrong passwords you are blocked for 15 minutes, so wait a little and try again.

Know your menu

After signing in you will see this menu at the top. Staff only see the items their role allows.

Dashboard Members Membership plans Attendance Invoices Expenses
Finance Reports Workouts Reminders Staff Settings

Menu	What it is for
Members	All members, adding new ones, renewals, member cards
Membership plans	Your packages and prices (for example 1 month, 3 months, 1 year)
Attendance	Who came and when; check in by code or QR
Invoices	Taking money, outstanding balances, printing invoices
Expenses / Finance	Record rent, salaries and so on; see the month's income, expenses and net
Reports	Income and expenses, members, attendance, dues (download as CSV)
Workouts	Exercise plans for trainers
Reminders	WhatsApp messages to members who are expiring, owe money or are absent
Staff / Settings	Staff accounts; gym name, logo, VAT and currency

Stay safe: 2-step login (optional, but recommended)

Press **"2-step login"** in the menu. Scan the QR on the page with any authenticator app on your phone (for example Google Authenticator), then type the 6-digit code from the app to confirm. Finally the page shows **8 recovery codes**. **Write them on paper** and keep them somewhere safe. If you lose your phone, these codes let you in. They are shown only once.

2 First-day setup

Before real work starts, do these 5 things **in this order**. It takes 20 to 30 minutes and you only do it once.

Step 1: Gym details (Settings)

Open **Settings** and fill in: **Gym name**, **logo** (**Upload logo** ; PNG, JPG or WebP, up to 1 MB), **Currency** (3 letters, for example **AED**), **VAT %**, **Tax registration number (TRN)** and **Time zone**. Then press **Save**.

Good to know

Prices already include VAT. If you change VAT or TRN later, it only applies to **new** invoices. The logo is printed on invoices and member cards.

Step 2: Create membership plans

Open **Membership plans** and add each plan with a **name**, the **number of days** and the **price**.

Plan name (example)	Days	Price (example)
Monthly	30	150
3 months	90	380
Yearly	365	1200

Remember

A plan cannot be deleted (this keeps old members' records correct). If you no longer want to sell it, **untick "Available"** and it will stop appearing for new members. A price change only applies to **future renewals**.

Step 3: Add your staff

Staff → **Add staff**. Enter name, email and **role** (Manager, Receptionist or Trainer). The system shows a **temporary password only once**, so send it to the person straight away (for example on WhatsApp) and ask them to change it after signing in.

Step 4: The QR poster for attendance

On the **Attendance** page press **Create QR poster**, then **Open / print QR poster**. Print it and put it up at reception. More details in section 5.

Step 5: Add your first member

See the next section.

For WhatsApp messages

Later, on the **Reminders** page, check the phone country code. For the United Arab Emirates it is 971 .

3 Adding and renewing members

Add a new member

1 **Members** → **Add member**

2 **Enter the details**

Name and **phone** are required. Email, date of birth, address, emergency contact and notes are optional.

3 Choose a membership plan

Set the start date. If you leave **Price** empty, the plan's own price is used. To give a discount, change the price (only the owner and manager see this box).

4 Take the payment

In "**Paid now**" type the amount received. If you leave it empty, the **full amount** is taken. Choose the **Payment method**: Cash, Card, Bank transfer or Other.

5 Press **Save**

The system creates the **member code** and the **invoice** for you.

Two people with the same phone number?

For family members, tick the box under the phone ("Same phone number as another member is OK"). Without it the system will stop you.

Photo and card

Click a member's name to open their page. Use **Upload photo** to add a picture (JPG, PNG or WebP); it is cropped square automatically. **Member card** gives a card with photo, code and QR, and **Print** prints it.

Renew when the membership ends

- 1 Open the member's page.
- 2 In the **Renew / start membership** section choose the new plan and take the payment.
- 3 Press the **Renew / start membership** button. The end date is extended automatically.

Member status

Status	What it means
Active	Membership is valid; the member can check in
Expiring soon	Ending shortly; ask them to renew
Expired	Membership ended; no check-in until renewed
Frozen	Paused for a while (for example illness or travel). Buttons Freeze and Unfreeze
Cancelled	Membership cancelled. The member's details and history are kept

Careful

Think before pressing "Cancel membership"; the system will ask you to confirm. To renew a frozen member, first press "Unfreeze".

4 Taking payments and invoices

The **Invoices** menu lists all invoices. At the top you see "**Outstanding dues**" and "**Collected this month**". Use the filters **All** **Open (dues)** **Paid** **Void**, or search by name, phone, member code or invoice number.

Invoice status	Meaning
Unpaid	No money received yet
Partially paid	Some money received, a balance is left
Paid	Fully paid
Void	The invoice was cancelled

Collecting a balance later

- 1 Open the invoice from the **Invoices** menu (the filter **Open (dues)** makes it easy to find).
- 2 Under **Add payment** type the **amount**, choose the **payment method** (Cash, Card, Bank transfer, Other) and add a note if you like.
- 3 Save. When you see "**Payment recorded.**" it is done and the balance goes down by itself.

Remember

You cannot enter more than the balance. The system will refuse it.

Printing an invoice

On the invoice page press **Print**. The print shows your **logo**, **tax number** and **VAT**. On a computer, choose "Save as PDF" in the print window if you want a PDF copy.

Cancelling a wrong invoice

Open the invoice and press **Void invoice**. The system asks you to confirm. Voiding also cancels **all payments on that invoice**, so think first. Only the owner and manager can do this.

5

Attendance

There are three easy ways to record a member's visit. Pick whichever suits your gym.

A. Type the code

Open **Attendance**. Type the member code in the code box and press **Check-in**. The member's name and end date appear.

B. Scan a QR

Press **Scan QR with camera** and point the camera at the QR on the member's card or phone. The browser asks for camera permission; choose "Allow".

C. Members check in by themselves (most convenient)

Nobody has to stand at reception. There are two ways:

- **Reception screen:** open "Reception screen (QR for members)" on the reception computer or tablet and leave it open. It shows a QR that changes by itself. Members scan it with their own phone camera to check in.
- **Fixed QR poster:** press **Create QR poster**, then **Open / print QR poster**. Print it and stick it on the wall. This one does not change.

After scanning, the member types their **member code** and the **last 4 digits of their phone number**. After the first time, their phone remembers them, so next time they just scan and press **"Check in"**.

Is the poster safe?

Even if someone photographs the QR, they cannot check in without a member code and the last 4 digits of that member's phone. If the poster is damaged or leaked, create a **"New QR (old prints stop working)"**. The old print will stop working.

Important rules

- A second check-in on the same day shows **"already checked in today"**. It is not counted twice.
- An **expired** or **frozen** member cannot check in. Renew, or unfreeze, first.
- For special cases the owner or manager can use **"Allow anyway (manager override)"**. The list marks it as a special permission.
- If you forgot to record a day, use **"Manual entry"** to add an earlier date (within the last year).

When the internet goes down (offline check-in)

1

On the reception device, while online, press **Open offline check-in** on the Attendance page. **Leave that page open** once.

- 2 If the internet drops, you can still record check-ins on that page.
- 3 When the internet is back, the check-ins are sent to the server **automatically** and are marked "Offline" in the list.

Careful

If you **sign out** on that device, the stored member list is deleted from it (for security). So leave reception signed in.

6 Reminders (WhatsApp messages)

The **Reminders** menu shows separate lists: who is about to expire, who owes money and who has not come for a long time. This is the easiest way to keep your members.

List	Who is shown
Expiring soon	Members whose membership ends shortly
Expired	Members whose membership has ended
Dues	Members who owe money
Absent 14+ days	Active members who have not come for two weeks or more

- 1 Open **Reminders** and choose the list you need.
- 2 Press the **WhatsApp** button next to the member.
- 3 WhatsApp opens with the message **already written**, in the member's own language (English, Arabic or Bengali). You only press **Send**.

Remember

The system never sends messages by itself. A message goes only when you press Send in WhatsApp, so a wrong message cannot go out by mistake. The "last reminder" column shows who you already contacted and when.

Changing the message text

At the bottom of the Reminders page there is "**Message templates**". You can edit the text for each language. Write these words and the system fills in the right details:

{name} member name {gym} gym name {code} member code {date} date {days} days
 {amount} amount

Leave a box empty to use the system's standard message. A message can be up to 600 characters.

If the phone number is not valid

the WhatsApp button will not work and you will see "No valid phone number". Open the member's page and fix the number. Also check the country code (for example 971 for the UAE) on the Reminders page.

7 Expenses, finance and reports

Recording expenses

In **Expenses** press **Add expense**. Choose the **category**: Rent, Salary, Utilities (electricity, water, internet), Equipment, Maintenance, Marketing or Other. Enter the date and amount, and save. If you made a mistake, use **Delete** and enter it again.

Finance (the month's profit and loss)

The **Finance** menu shows at a glance:

Label	Meaning
Collected	Money you received this month
Expenses	Expenses you recorded this month
Net	What is left after subtracting expenses from collections
Outstanding dues (now)	Total still owed by all members

Below that you also see "Collected by method" (cash, card, bank) and "Expenses by category".

A good habit

At the end of each day, record that day's expenses (tea and snacks, repairs and so on). Balancing the month will be easy.

Reports

The **Reports** menu has four tabs. Choose the period with the **From** and **To** dates at the top.

- **Income & expenses:** money collected and spent, day by day.
- **Members:** how many are active, how many on each plan, how many are new.
- **Attendance:** how many came, who comes most, who has not come for 14 days or more.
- **Dues & renewals:** unpaid invoices, members ending in the next 30 days, members who ended in the last 30 days.

Any report can be downloaded with [Download CSV](#) and opened in Excel, or printed.

8 Staff and what they can do

Give every staff member their **own account**. Never let people share one password. That way you can tell who did what.

Adding and managing staff

In the **Staff** menu (only the owner sees it):

- [Add staff](#) : enter name, email and role. The temporary password is shown **only once**; give it to the person.
- [Reset password](#) : if someone forgets their password, create a new temporary one.
- [Disable](#) : when someone leaves, disable their account. You can switch it back on with [Enable](#) .

Who can do what

Task	Owner	Manager	Receptionist	Trainer
View members	✓	✓	✓	✓
Add, edit, renew members	✓	✓	✓	—
Freeze / cancel membership	✓	✓	—	—
Membership plans and changing prices	✓	✓	—	—
Record attendance	✓	✓	✓	—
View invoices, take payments	✓	✓	✓	—
Void invoices	✓	✓	—	—
Reminders (WhatsApp)	✓	✓	✓	—
Expenses, finance, reports	✓	✓	—	—
Workout plans	✓	✓	—	✓
Staff and settings	✓	—	—	—

A simple rule

Give the receptionist the everyday counter work. Keep money reports for yourself or a manager you trust. A trainer can only see and write workouts for **their own members** and never sees any money pages.

Workout plans (for trainers)

In **Workouts** create a **New template**: plan name, day, exercise, sets and reps (or time). Press

Add exercise for more rows; empty rows are dropped automatically. You can then give the template to a member from the member's page and write down their progress.

9 Member portal

Every member can see their own information on their phone. Members like it, and you get asked fewer questions.

- 1 Open **Settings**. You will see a link called "**Member portal link**".
- 2 Copy it and give it to your members: in a WhatsApp group, on your website or on a poster.
- 3 The member opens the link and signs in with their **member code** and the **last 4 digits of their phone number**.

Inside they can see their **end date, plan, attendance, progress** and **invoices**. They cannot see anyone else's information. They can also scan the gym's QR to check in.

What to tell members

"Keep your member code. With it and the last 4 digits of your phone you can see your membership on your phone." The code is also printed on the member card.

10 Your data: download a backup

Your members' data belongs to you. From time to time you can download a copy of everything, called a **backup**. Do it once a month, and always before a big change.

- 1 Open **Settings** and find the card "**Download my data (backup)**". Only the owner sees it.
- 2 Type your password in "**Confirm with your password**".
- 3 Press **Download backup**. A ZIP file downloads to your device. With many members it can take a minute.
- 4 Save the file in a safe place: your computer, plus a copy on a USB stick or in a private cloud folder.

Inside the ZIP	What it is for
Folder readable	Members, invoices, payments, expenses and attendance as CSV files . Double-click to open them in Excel.
Folder data and files	The complete data, your logo and the member photos. This is what we use to restore your gym.
Staff list	Names, e-mails and roles of your staff. No passwords and no 2-step login codes are ever included.

Keep the file private

It contains your members' names and phone numbers. Do not post it in a WhatsApp group, and delete old copies you no longer need.

Good to know

You can make one backup per minute. After 5 wrong passwords you must wait 15 minutes.
You can still download your data even if your subscription has expired.

If you ever need to restore

You cannot restore by yourself, and that is on purpose (it protects your data). Send the ZIP to MasterGym support on WhatsApp **+971 58 156 5050**. We restore it into a new, empty gym account. Afterwards your staff get new temporary passwords, everyone turns 2-step login on again, and you print the QR poster again and share the member portal link again.

11 If something goes wrong

What you see	What to do
"You do not have permission to do this"	Your role cannot do this task. Ask the owner.
"Session expired. Please go back and try again."	Go back, reopen the page and try again. Sign in again if needed.
"Too many failed attempts"	Wait 15 minutes, then try again.
"No member found with this code."	Check the code. Search the member by name or phone in Members to see the code.
A member cannot check in	Look at the member's status. Renew if expired; unfreeze if frozen.
QR scan by camera does not work	Check that the browser's camera permission is "Allow". If not, type the member code.
A staff member forgot their password	Staff → Reset password and give them the new temporary password.
You forgot your own password	On the sign-in page press "Forgot your password?". A link is sent to your email.
You lost the phone used for 2-step login	Sign in with a recovery code you saved during setup. If you have none, contact us.
"This gym account is suspended"	Contact our support.
Backup: "Wrong password."	Type your current password again. After 5 wrong tries wait 15 minutes.
Backup: "A backup was made a moment ago"	Wait one minute and press the button again.
"Your subscription has expired"	You can only view data, not change it. Contact MasterGym to renew the subscription. None of your data is lost.

Need help? Write to us any time

WhatsApp: +971 58 156 5050

info@junedweb.com

When you contact us, a **screenshot** showing the problem, the page and the message on screen helps us fix it faster. Never send your password or recovery codes.

12 Daily / weekly / monthly routine

Every day

- ☐ Sign in in the morning and look at the Dashboard
- ☐ Check attendance is running (QR screen or poster)
- ☐ Add new members and renewals
- ☐ Record every payment on the invoice straight away
- ☐ At the end of the day, record the day's expenses
- ☐ On a shared computer, **sign out** when you finish

Once a week

- ☐ Open **Reminders** and look at the four lists
- ☐ WhatsApp members whose membership is ending
- ☐ Follow up members who owe money
- ☐ Check on members who have not come for 14 days

Once a month

- ☐ Record fixed costs such as rent and salaries
- ☐ Open **Finance** and check collected, expenses and net
- ☐ Download a CSV from **Reports** and keep it
- ☐ Download a **backup** (Settings → Download my data)
- ☐ See who left and who joined

5 safety rules

- ☐ A separate account for every staff member
- ☐ Never tell anyone your password
- ☐ When staff leave, **disable** their account at once
- ☐ Turn on 2-step login
- ☐ Keep recovery codes on paper in a locked place

An easy way to start

In the first week do just four things: set up Settings, create plans, add members and take attendance. Learn the rest little by little.