Get your gym running in about 45 minutes.

Every step below is the exact sequence of clicks, with the words you will see on screen. Work through it at my.ivenza.app on a laptop. The first five steps end with real money in your bank account.

READ THIS FIRST

Whoever creates the gym is who gets paid. The account that creates it becomes the gym's owner record, and only that account can connect Stripe and turn on dues. If a coach or your front desk sets the gym up but you hold the bank account, payouts cannot be switched on later without starting over. If that is you, do step 1 yourself.

Red boxes are links. Tap one to land on that exact screen. **Gray labels** are the words printed on screen.

Set up on the web

No install, any browser: my.ivenza.app. Also where your members join, sign waivers, and pay. If a link asks you to sign in first, it takes you straight back to where you were going.

Add the app for the front desk

The mobile app adds the two things a browser cannot do: kiosk check-in by QR code or PIN, and push notifications.

PART 1 Your first payment

about 45 minutes

Do these five in order. Each one unlocks the next, and there is no way to shortcut them. Your **Getting started** checklist ticks each one off by itself as you finish it.

☐ 1. Create your gym

Go to my.ivenza.app/create-org

1. Under **Type**, choose **Gym / academy** (or **Team / program** if you run a school or club team).
2. Type your gym's name into **Name**.
3. **Open Sports and tick every sport you teach.** Do not skip this. It decides what the whole app shows you: combat sports turn on belts, ranks, and promotions; team sports turn on positions instead.
4. Fill in **City**, **State / region** and **Country**. They are marked optional, but they are what makes your gym findable by local athletes.
5. Press **Create**.

You land on your gym's page. Note the **Join code** shown at the top, you will use it in step 4.

> **Skip the sports and we default you to combat** - belts, ranks and promotions - and changing it later means redoing parts of your setup.

2. Turn on payments

Go to my.ivenza.app/coach/booking-settings

1. Find the **Payouts** panel at the top of the page.
2. Press **Connect Stripe / payouts**. A Stripe window opens.
3. Work through Stripe's questions. Have ready: your business or sole-trader details, your tax ID, and the bank account you want money paid into.
4. When Stripe returns you to iVenza, check the panel now reads **Payouts active** and the button has changed to **Manage Stripe account**. **That green badge is the only confirmation that counts.**

This is the step everything else hangs off. The same connection powers membership dues, paid bookings, event tickets, payment links, class packs, and the front-desk card reader. **Money moves from your members to your bank account directly** and never sits with us. We take a 1% platform fee on top of Stripe's processing rate (50¢ minimum on a small one-time payment; membership dues are always a flat 1%).

> **Not ready for cards?** Skip to step 3. Everything else works and you can record cash dues by hand. Come back whenever you are ready.

3. Add your membership plans

Gyms and teams → your gym → Manage → Billing & memberships

1. Find the **Plans** section. On a new gym it reads **No plans yet**.
2. Fill in **Plan name** (the box suggests **e.g. Unlimited**), then **Price**, then **Billing**: **Monthly** or **Yearly**.
3. Press **Add plan**.
4. Repeat for every plan you sell: Unlimited, Two-a-week, Kids, Student, Drop-in.

Two things that save a support ticket later:

- **The minimum price is 50 cents.** That is a card-network floor, not ours.
- **Price it the way you sell it.** If you charge $150 a month, set **Price** to 150 and **Billing** to **Monthly**, rather than an annual figure divided up, so renewal dates and revenue reports read correctly.

> Seeing a **Set up online payments** banner on this page means step 2 did not finish. Go back and get to **Payouts active**.

4. Get your members in

Gyms and teams → your gym → Manage → Members

Four ways in. Use whichever fits, and mix them:

1. **Share your join code.** Copy the **Join code** from the top of the Manage page and post it to your WhatsApp or Facebook group. Members enter it when they sign up and land in your **Requests & invites** list to approve.
2. **Invite one person.** Press **Invite member**, enter their name and email or mobile number, and send.
3. **Bring your whole roster over** from another platform: my.ivenza.app/migrate. Members and schedule come across together.
4. **Add your coaches and staff separately.** Press **Invite team member** (you will only see this as the owner). It seats them with the right role and permissions.
   - Do not put coaches through the member join code, it seats them as athletes.

Approve people as they arrive from your roster, filtering by **Requests & invites**. Do not wait for everyone: get five or ten real members in and keep moving.

5. Put your first member on a plan

Gyms and teams → your gym → Manage → Billing & memberships → Set up a member

1. Under **Member**, press **Select a member...** and pick the person. Not on the list yet? Add them right here.
2. Choose their **Plan**.
3. Answer **How are they paying?**:
   - **Cash or check (record it now)** starts their plan on the spot and works with no Stripe at all.
   - **Card (send them their payment link)** sends them a secure link to pay the first period themselves. **Use this one by default.**
   - **Card entered by staff (type it in)** for a member standing at your desk who wants you to do it.
   - **Card in person (tap on the reader)** if you have a card reader.
   - **Free membership (comp)** for staff and family. Still counts as active in your numbers, so your headcount stays honest.
4. Confirm. They now appear under **Members** with their renewal date.

Members can also enroll themselves from your gym's page without you doing anything.

> **Moving cash members onto cards?** Open their record and press **Set up card payments**. They save a card on a secure Stripe page, then you press **Start card billing**. Billing anchors to the date they are already paid through, so the changeover month is never charged twice.

PART 2 Running the gym day to day

about 30 minutes

Four settings that stop the small stuff turning into admin.

6. Add your liability waiver

Gyms and teams → your gym → Manage → Waivers

1. Fill in **Title**. The box suggests **Liability waiver**.
2. Either type your terms into **Waiver text**, **or upload the PDF your lawyer already gave you** under **Waiver PDF** and drag the signature, initial, name and date boxes onto the document itself.
3. Leave it marked required rather than **Optional**, so unsigned members surface on your dashboard automatically.
4. Save. Every member now sees it, and each row shows **Signed** or **Not signed**.
5. For someone who has not signed up yet, copy the **Public signing link** and text it to them. They sign without an account.

> **Editing a waiver bumps its version** and signatures are re-collected automatically, so a change to your terms never leaves half your roster on the old wording. Dragging boxes onto an uploaded PDF is a web job; on mobile an uploaded PDF gets a default signature block.

7. Build your class timetable

Gyms and teams → your gym → Manage → Class timetable

1. On a new gym the page reads **No classes yet**. Fastest route: press **Build the timetable with AI**, paste or photograph your existing schedule, and check what it produces.
2. Or add each class by hand: **Class name** (the box suggests **e.g. Adult BJJ**), **Day**, **Start time**, **Duration (min)**.
3. Set **Capacity (blank = unlimited)** on any class that fills up. Once it is full the next athletes join a **waitlist and are promoted automatically** when someone cancels. Nobody has to watch it.
4. Add **Location** and **Notes** if it helps, for example the mat, or "gi required".
5. Save. It repeats every week from here.

Reservations feed attendance, which feeds your reports and your who-needs-attention signals, so setting a capacity on your busy classes pays for itself in data.

8. Set the address replies go to

Gyms and teams → your gym → Manage → Reply-to email

1. Scroll to the **Reply-to email** section.
2. Type your gym's real inbox into **Reply-to address** and save.

Everything the gym sends, from broadcasts to payment reminders to waiver requests, goes out from our sending domain. Set this and a member who hits Reply reaches you instead of an unmonitored mailbox. Twenty seconds, and it prevents the most annoying kind of missed message.

9. Set up check-in

Pick whichever fits how your front desk actually works:

1. **A coach marks the class off (web).** Open your **Class timetable** and press **Roll** on a class to tick off who is in the room.
2. **Members check themselves in (mobile app).** Leave a tablet or spare phone at the door running kiosk mode. Members scan a QR code or type a PIN. Set it up while online so the roster caches, then it keeps working if your Wi-Fi drops.
3. **Optionally gate the door.** In your gym settings you can block past-due members, or require a signed waiver before someone can check in. Both are off by default, and both show a clear "see the front desk" message rather than an error.

PART 3 The rest of your first week

at your pace

Bring your old gym across

my.ivenza.app/migrate

The import wizard walks through members, schedule, waivers, attendance and payments from a spreadsheet export, one screen each, with a review step before anything is saved.

More than about thirty members? Book white-glove onboarding and our team moves your gym for you on a call. It is free, and it is faster than a spreadsheet.

Lesson plans

my.ivenza.app/coach/lesson-plans

Build a plan for a class and share it with the team or a single athlete. They can log the session straight from the plan, so attendance and their training log stay in step.

Your teaching schedule

my.ivenza.app/coach/schedule

Add the classes and sessions you personally run so your coach calendar is accurate and your athletes can see when you are on the mat.

Private sessions and personal training

my.ivenza.app/coach/booking-settings

On the same page you connected Stripe: add what you offer under **Offerings** with a **Duration (minutes)** and **Price**, then set **Weekly availability**. Athletes book and pay in one go.

- [ ] **Watch your dashboard**

  my.ivenza.app/coach

  After a week of data, **Needs attention** starts surfacing athletes who need a nudge: quiet for a while, a missed check-in, a past-due card, a lapsing membership, an unsigned waiver. You set the thresholds. Each one comes with a one-tap message tuned to the actual reason, so a member with a declined card gets a payment reminder rather than a "we miss you" note.

FAQ What everyone asks

When do I get paid?
Stripe pays out to your bank on its normal schedule, directly. See your balance and change your deposit frequency from **Billing & memberships**.

What does it cost me per transaction?
Stripe's processing rate plus our 1% platform fee (50¢ minimum on a small one-time payment; membership dues are always a flat 1%, no minimum). No separate fee on cash you record by hand.

Can my front desk do all this?
They can check members in, record payments, and send payment links. Connecting Stripe, changing plans, and setting up card billing stay with owners and coaches, on purpose.

Does it work without internet?
Yes. Log sessions, check members in, and record payments offline; it syncs when you are back online.

Can I text my members?
Yes, and it is off by default per gym. Email help@susos.co before you turn it on so we can confirm your number is fully carrier-verified first.

Where is everything else?
The help center covers every tool in the app, article by article. Start with Getting paid: your first dollar.

Any questions, any issues

Email **help@susos.co** and tell us the step number you are stuck on. We will get you moving the same day. If you would rather we did the setup with you, send two times that work and we will book a call.