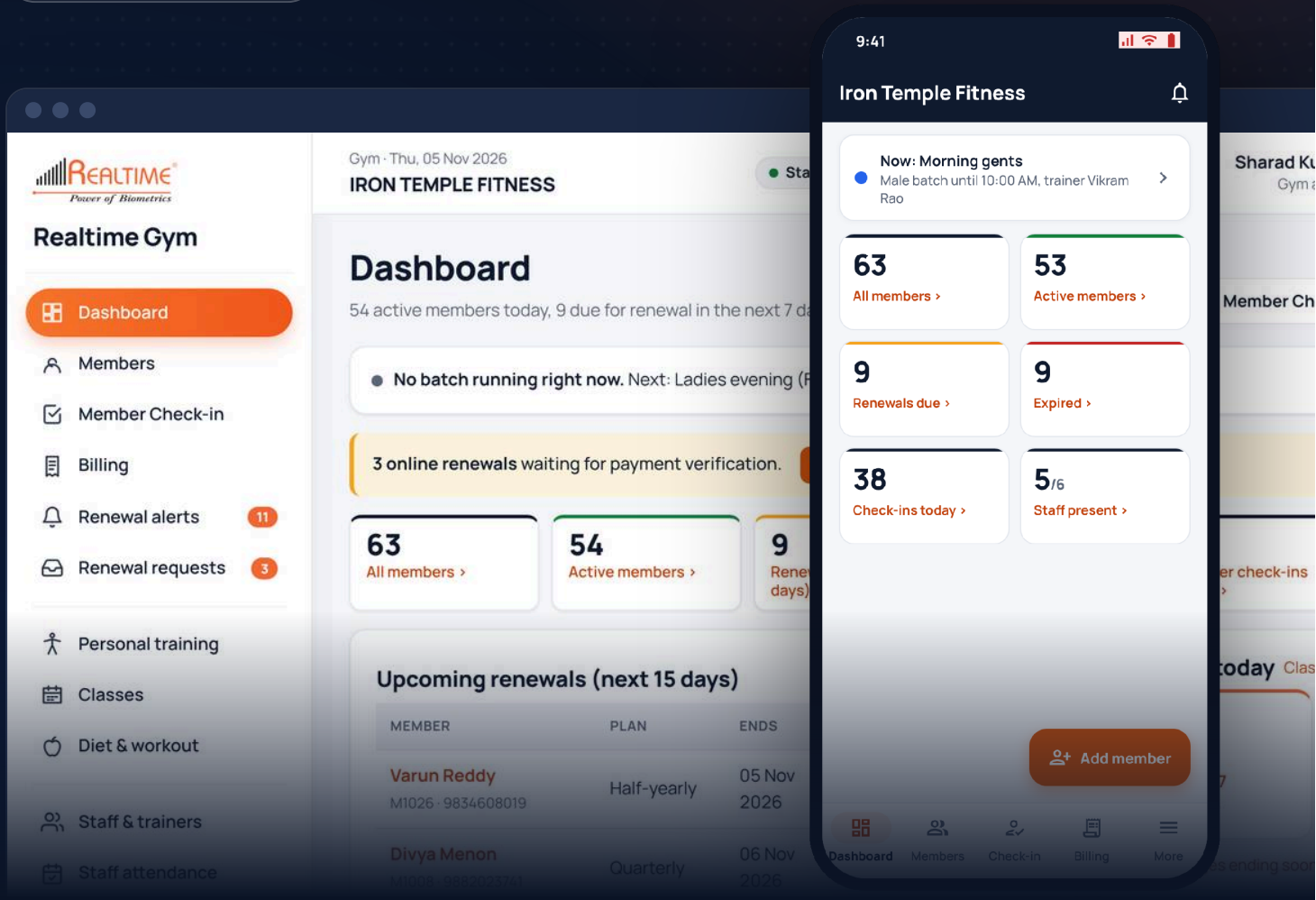
REALTIME®
Power of Biometrics

USER MANUAL · WEB & MOBILE

Realtime Gym User Manual

Memberships, GST billing, renewals, online payments, staff attendance and biometric check-in — for gym owners, staff, members and sales teams.

Web application | Android & iPhone app | Realtime face & fingerprint devices | Super Admin console



REALTIME GYM · USER MANUAL

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INTRODUCTION

01 Welcome to Realtime Gym

Realtime Gym is a complete gym management system from Realtime Biometrics. It runs memberships, billing, renewals, attendance and biometric check-in for one gym or a chain of gyms – on the web, on Android and iPhone, and on Realtime face and fingerprint machines.

Who this manual is for

G

Gym owners and staff
Owners (admin), managers and front-desk receptionists who use the software every day.

S

Sales and onboarding teams
People who demonstrate the product, answer questions and set up new customers (see chapter 19).

P

Provider administrators
The Super Admin who manages all gyms, subscriptions, payments and revenue (chapter 16).

How to use this manual

Each chapter covers one area of the product. Every task is written as numbered steps, followed by a screenshot of the real application. Where the mobile app works differently from the web, the app is shown next to it.

SIGN	MEANING
✓ Tip	A shortcut or good practice that saves time.
i Note	Background information you should know.
! Important	Something that affects money, data or access. Read it before you continue.
★ Sales	A selling point or talking point for demonstrations.
Button	A button, menu item or field name exactly as it appears on screen.

What is new in version 3.0

Training (new)
Personal training packages with trainers and session counts, group classes with rooms, bookings and waiting lists, and diet & workout plans with macros – chapter 12.

“May I help you?” robot
A support robot answers from this manual and your gym’s own status; it raises a ticket only when you say yes. Follow tickets in Help & support – chapter 18.

Cashfree and Autopay
Pay the licence, SMS credits and website orders with Cashfree. Autopay renews the licence by itself on the expiry date – chapter 15.

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Device communication

Upload users to many machines, remote enrol, open the door, download attendance by date and a command log – chapter 13.

Member Check-in log and staff time

Every entry with day / week / month filters and staff present, absent and late; staff shifts, week off and manual attendance – chapters 6 and 10.

SMS credits, import and export

Buy SMS packs, import members and staff from CSV, export every list to PDF or CSV and delete a wrong bill with a remark – chapters 5, 7 and 8.

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OVERVIEW

02 Realtime Gym at a glance

One system for the front desk, the owner and the members. Everything is stored centrally, so the web application and the mobile app always show the same information.

3
platforms: web, Android, iPhone

5
roles with their own access

1 month
free trial, up to 500 members

Multi-gym
one provider, many gyms

Key benefits

Never miss a renewal
The dashboard and renewal alerts list every member whose plan ends soon. Remind them on WhatsApp or SMS in one tap and renew at the desk or online.

Correct GST bills in seconds
Every membership, locker or personal-training sale creates a numbered tax invoice with CGST and SGST, part payments and dues.

Biometric attendance without effort
Realtime face and fingerprint machines send punches to the server. Members are checked in and staff attendance is marked automatically.

Separate male and female batches
Define gents, ladies and mixed timings. The check-in screen warns when a member arrives outside their batch.

Online renewals with verification
Members pay by UPI QR or payment link and upload the receipt. Staff verify the money before the membership is extended.

Run it from your phone
The owner sees collections, dues and attendance on the mobile app – from anywhere.

Feature map

AREA	WHAT YOU CAN DO	WEB	APP
Dashboard	Members, renewals due, expired, check-ins, staff present, lockers, collections, licence	✓	✓
Members	Add, photo, choose package, free demo, renew, CSV import, select and delete, export PDF / CSV, upload to devices	✓	✓
Member Check-in	Every entry (device + desk), day / week / month log, staff present / absent / late, warnings	✓	✓
Billing	GST invoices, part payments, record dues, print, WhatsApp receipt, delete a wrong bill (owner)	✓	✓
Renewal alerts & SMS	Ending soon, expired, locker rent, birthdays, unpaid bills, SMS all; SMS credits	✓	✓
Online renewals	Member login, UPI / link payment, receipt upload, approve / reject	✓	✓

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AREA	WHAT YOU CAN DO	WEB	APP
Staff	Staff and trainers, attendance, shifts, week off, manual attendance, monthly report, batch timings	✓	✓
Training	PT packages and sessions, classes with rooms, bookings and waiting list, diet and workout plans	✓	✓
Lockers	Locker map, give to member with bill, extend, release	✓	✓
Biometric	Device master, device users, upload / remote enrol, download attendance, command log, punch log	✓	✓
Settings	Gym profile, GST, admission fee, payment options, logins, plans	✓	✓
Subscription	Licence, renew, upgrade, Autopay, Cashfree payments, invoices (gym owner)	✓	✓
Help & support	Robot agent, support tickets, user manual download	✓	✓
Super Admin	All gyms, CRM, payments, revenue, Autopay, SMS sales, partners, tickets, inquiries, AI	✓	✓

Roles and permissions

Each person signs in with their own mobile number. What they can see depends on their role:

TASK	OWNER (ADMIN)	MANAGER	RECEPTIONIST	MEMBER
Dashboard, members, check-in, billing, lockers	✓	✓	✓	–
Renewal alerts and reminders	✓	✓	✓	–
Deactivate / re-activate members	✓	✓	–	–
Verify online renewals (approve / reject)	✓	✓	–	–
Payment options (UPI, link, QR)	✓	✓	–	–
Staff, salaries, attendance, plans, batch timings, devices	✓	✓	View	–
Sell PT, mark sessions, book classes, give diet / workout plans	✓	✓	✓	–
PT packages, rooms, classes, diet / workout templates, PT report	✓	✓	–	–
Delete a wrong bill, buy SMS credits	✓	–	–	–
Ask the support robot, raise and follow tickets	✓	✓	✓	–
Gym settings and logins	✓	–	–	–
Software subscription: renew, upgrade, invoices	✓	View	View	–
Own membership, renew online, book classes, own PT / diet / workout	–	–	–	✓

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Super Admin

The provider (Realtime or its reseller) has a separate Super Admin login that manages all gyms on the server. Gym staff never see other gyms.

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GETTING STARTED

03 Create your account and sign in

A new gym is ready to use in about five minutes: create the account, verify the code and complete the first-day checklist.

What you need

- A computer, tablet or phone with a current browser (Chrome, Edge, Safari or Firefox).
- The web address of your Realtime Gym server (for example **https://gym.yourcompany.com**) – your provider gives you this.
- A mobile number for the gym owner (email is optional, used for welcome emails and invoices).
- Optional: the Realtime Gym app for Android or iPhone, and a Realtime face or fingerprint machine.

Create a new gym account

1. Open the web address and click **Create your gym account** on the sign-in page.
2. Enter the gym name, city, your name, mobile number, email (optional) and a password (6 characters or more).
3. Click **Continue & verify**. A 6-digit code is sent by SMS to your mobile. No code is sent by email.
4. Type the code and click **Verify and create gym**. The gym is created and you are signed in as the owner (admin).

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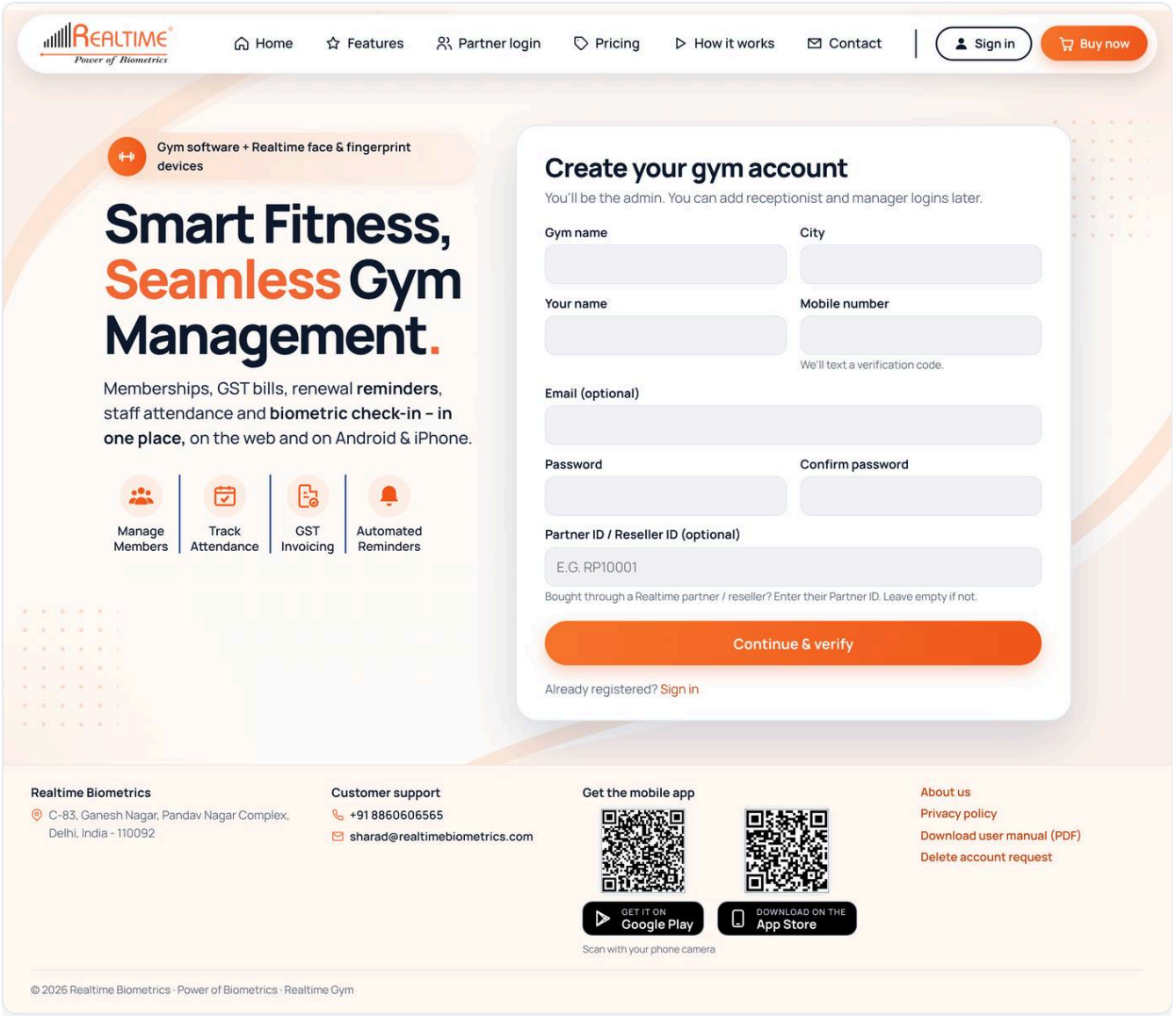

Figure 3.1 — Create your gym account (web)

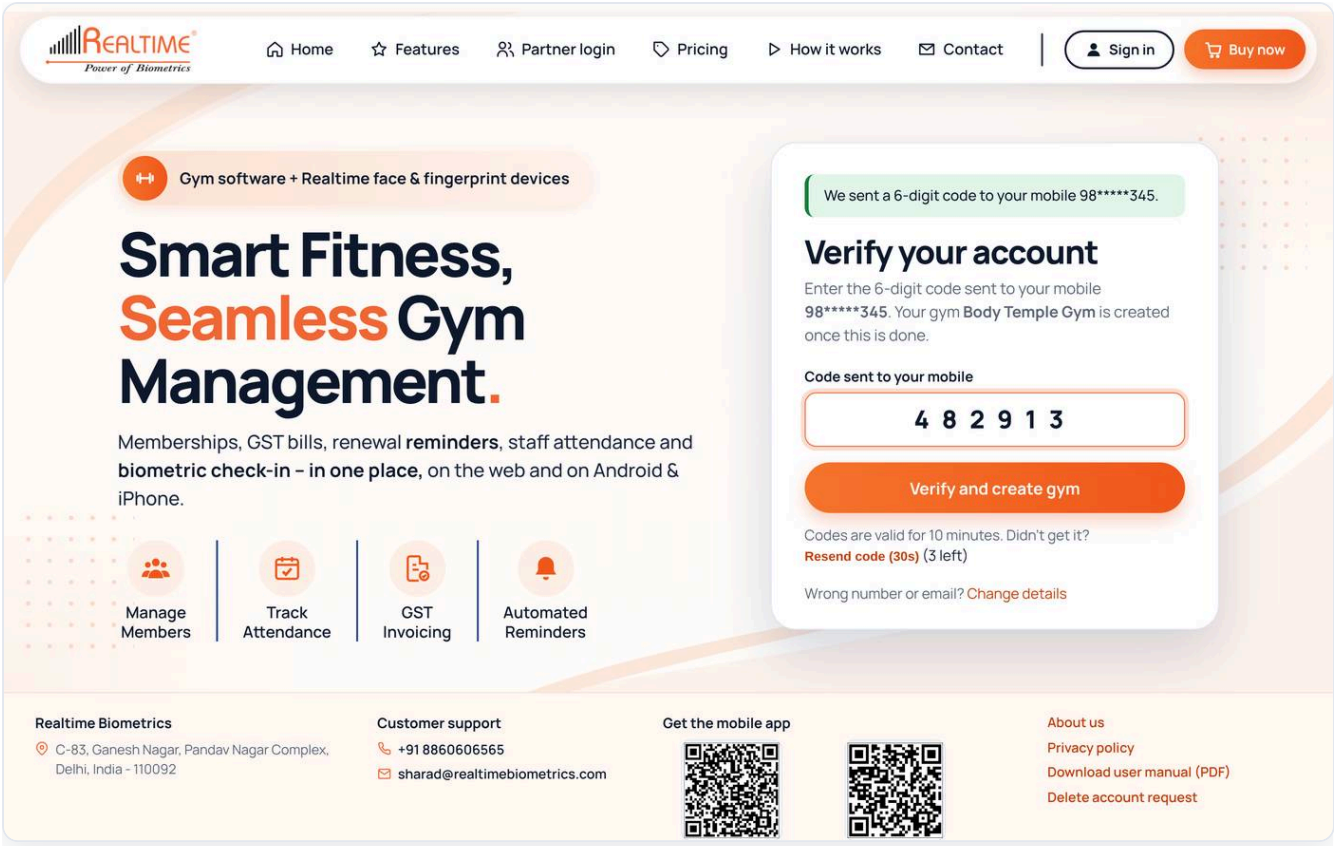

Figure 3.2 — One SMS code verifies the mobile number

Free trial

Every new gym starts with a **1-month free trial for up to 500 members**. You get a welcome email with the trial dates. Nothing is charged until you choose a subscription (chapter 15).

Code not received?

Codes are valid for 10 minutes. Wait for the countdown and use **Resend code**. After too many wrong attempts, fill in the form again.

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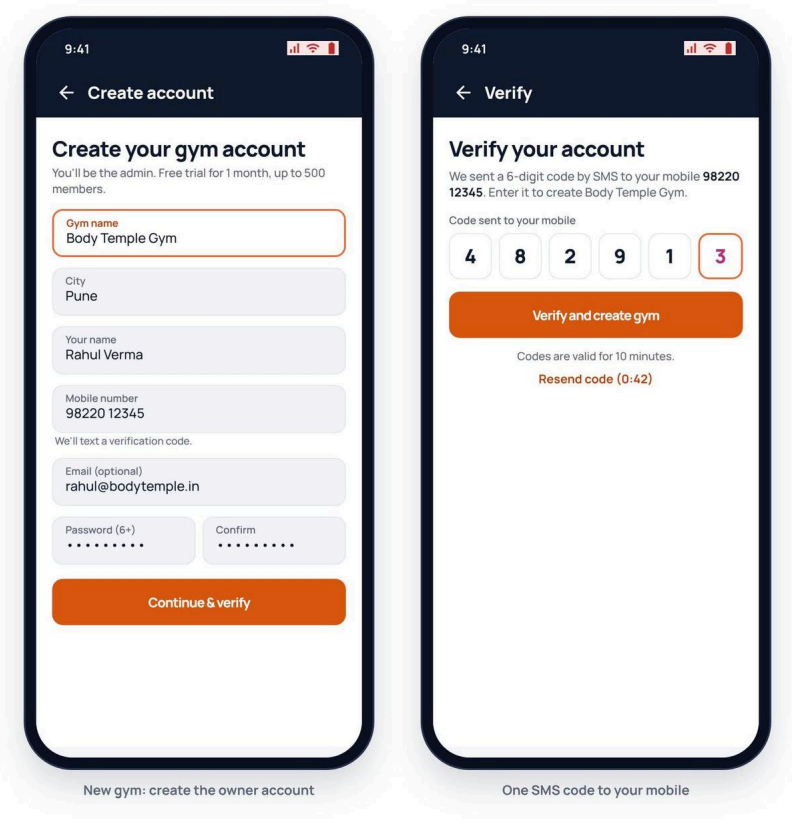

Figure 3.3 — The same sign-up on the mobile app

Sign in

Owners, managers and receptionists sign in on the same page. There are two ways:

Password
Mobile number (or email) and password. Tick **Keep me signed in** on your own device only.

One-time password (OTP)
Enter the mobile number and type the 6-digit code from the SMS. No password to remember.

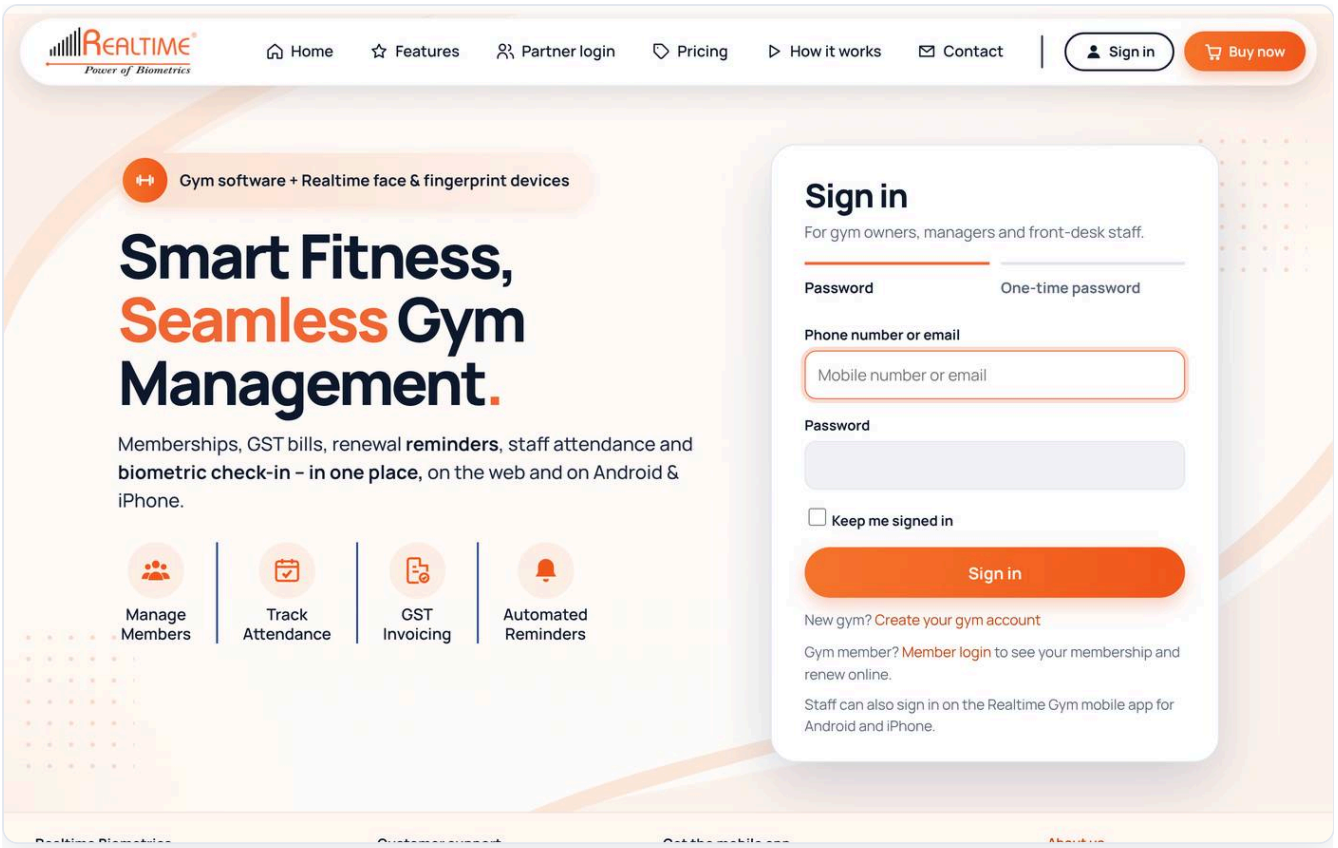

Figure 3.4 — Sign in with password or one-time password

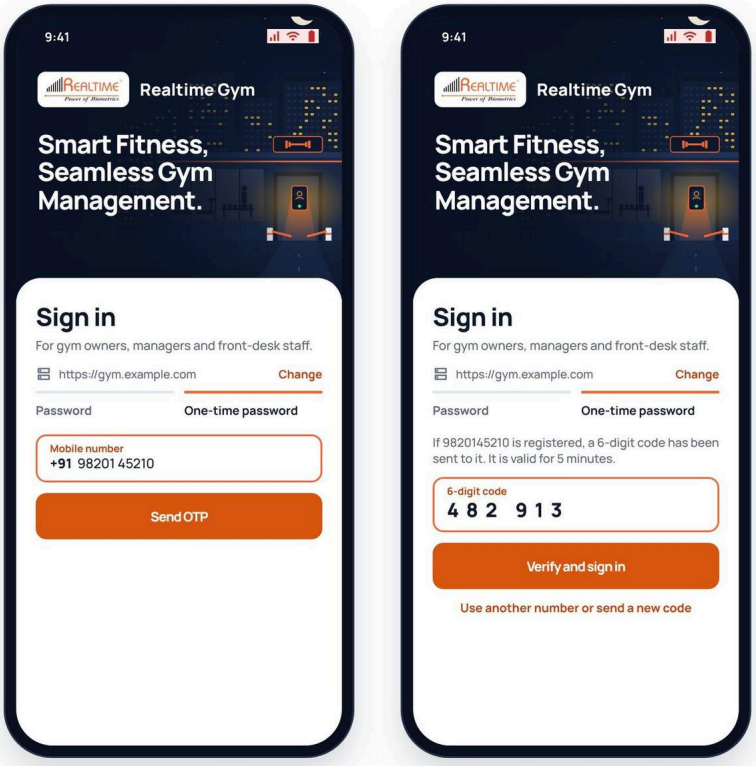

Figure 3.5 — Sign in on the mobile app

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Gym members
Members do not use this page. They use **Member login** (link under the sign-in button) – see chapter 9.

First-day setup checklist

Complete these steps once, in this order. Each is explained later in the manual.

#	TASK	WHERE	CHAPTER
1	Gym profile: address, GSTIN, GST %, admission fee, reminder days	Gym settings	14
2	Membership plans and prices (free demo plans are already created)	Membership plans	14
3	Batch timings: gents, ladies and mixed hours	Batch timings	10
4	Staff and trainers, with their Biometric IDs	Staff & trainers	10
5	Logins for managers and receptionists	Logins	14
6	Payment options: UPI ID, payment link, QR (for online renewals)	Gym settings › Payment options	9
7	Lockers (if you rent lockers)	Lockers	11
8	Connect the Realtime biometric machine	Device master	13
9	Add or import your members	Members	5

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DAILY OVERVIEW

04 The dashboard

The dashboard is the first screen after sign-in. It answers the owner's daily questions: how many members are active, who must renew, who came in today and how much was collected.

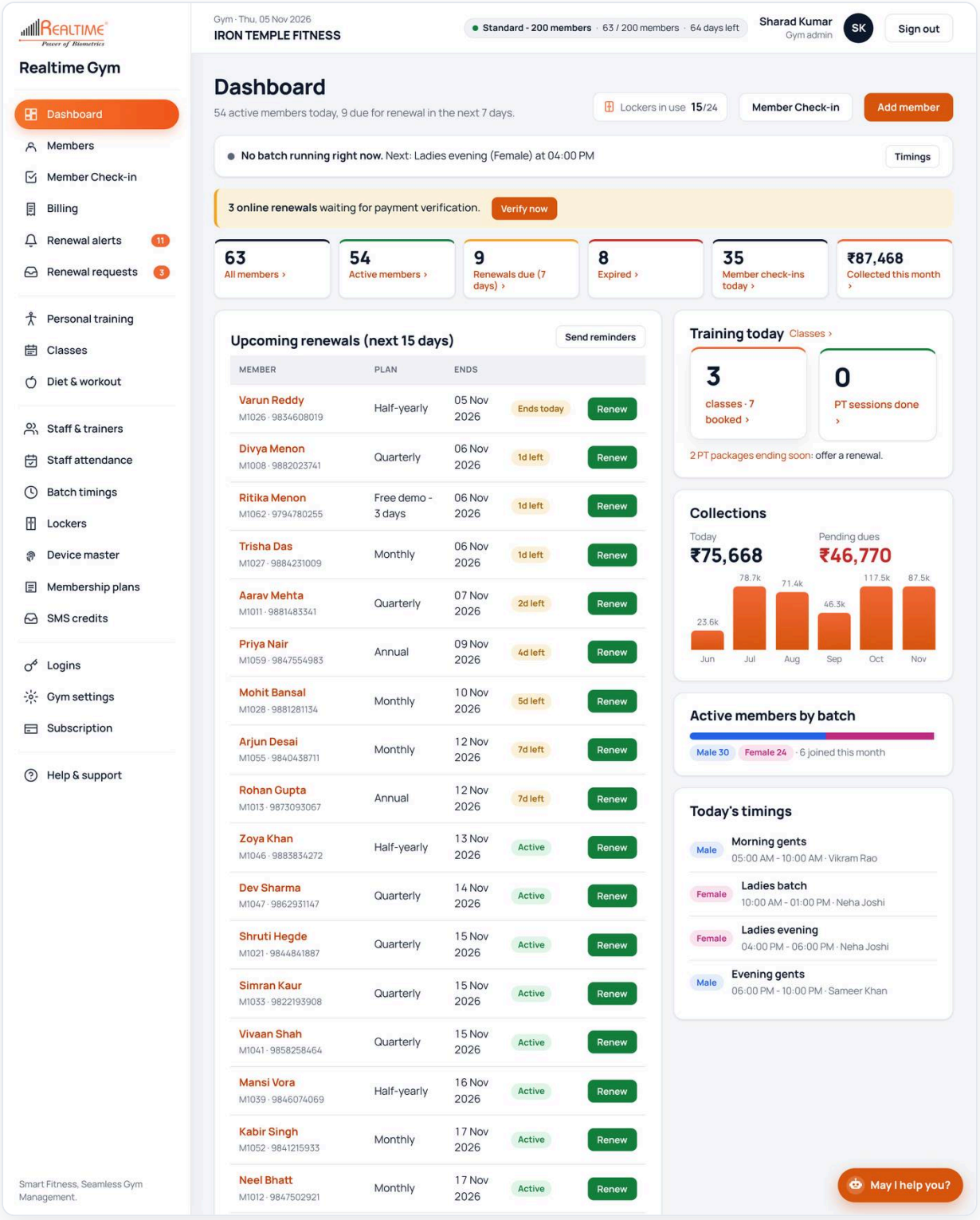

Figure 4.1 — Dashboard of the web application

What the dashboard shows

SECTION	MEANING
Now	The batch running right now (gents / ladies / mixed) and its trainer.
Software licence	Owner only: days left, package, members used against the limit, renew and upgrade buttons.
Online renewals banner	Renewal payments from members waiting for verification. Click **Verify now**.
Number cards	All members, active, renewals due, expired, member check-ins today and staff (all, present, absent, late). Click any card to open the list behind it.
Training today	Classes today with their bookings, PT sessions marked today and PT packages ending soon (chapter 12).
Upcoming renewals	Members whose plan ends in the next 15 days, with a **Renew** button.
Collections	Money received today, pending dues and a 6-month bar chart.
Active members by batch	Male / female split and new joiners this month.
Today's timings	All batches for today with their trainers.

On the mobile app

The app opens on the same dashboard. Use the five tabs at the bottom – **Dashboard, Members, Check-in, Billing, More** – to move around. The orange **May I help you?** button opens the support robot (chapter 18).

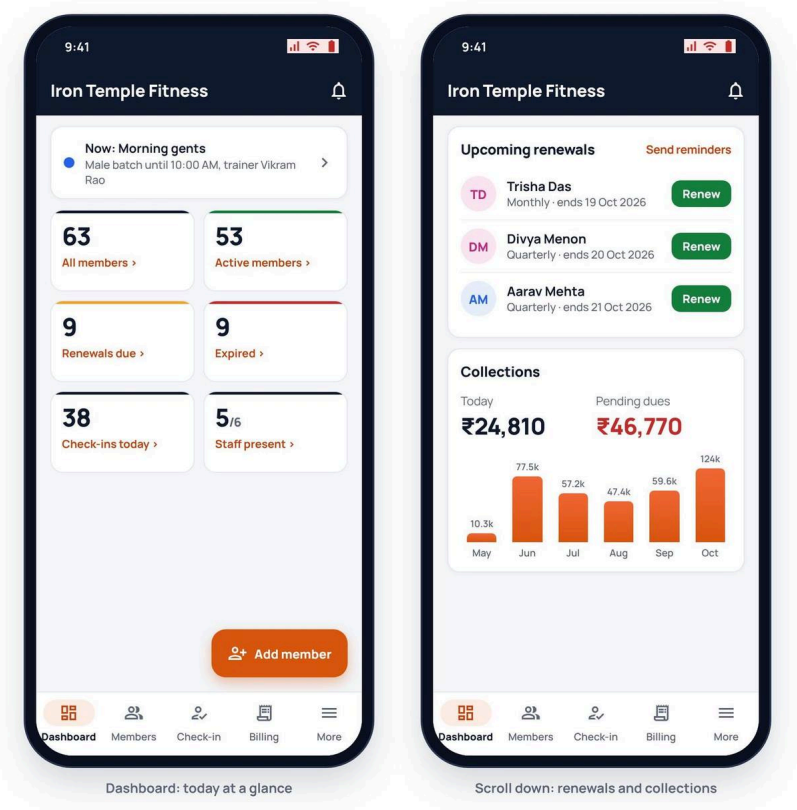

Figure 4.2 — Dashboard on the app: today at a glance, renewals and collections

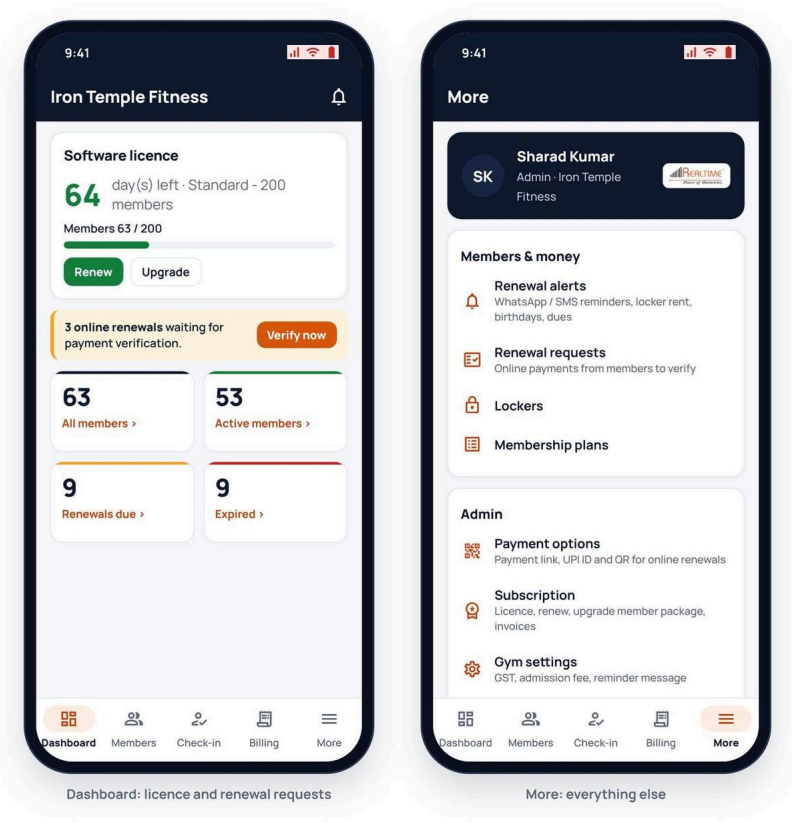

Figure 4.3 — Licence card for the owner, and the More menu with all other screens

Talking point

“Open the app in the morning and you know your active members, today’s renewals and yesterday’s collection – without calling the gym.”

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MEMBERS

05 Members and memberships

Add a member in seconds, choose their package, take the payment and keep their complete history in one place.

Find a member

Open **Members**. Search by name, mobile number, member ID or biometric ID. Use the filters to narrow the list:

FILTER	SHOWS
Current	Active and recently expired members (default)
Active	Members with a valid package today
Renewal due	Packages ending within the reminder period
Expired	Packages that have ended
No package	Members saved without a package yet (enquiries)
Has dues	Members with unpaid bill amounts
Inactive	Members marked inactive (left the gym)

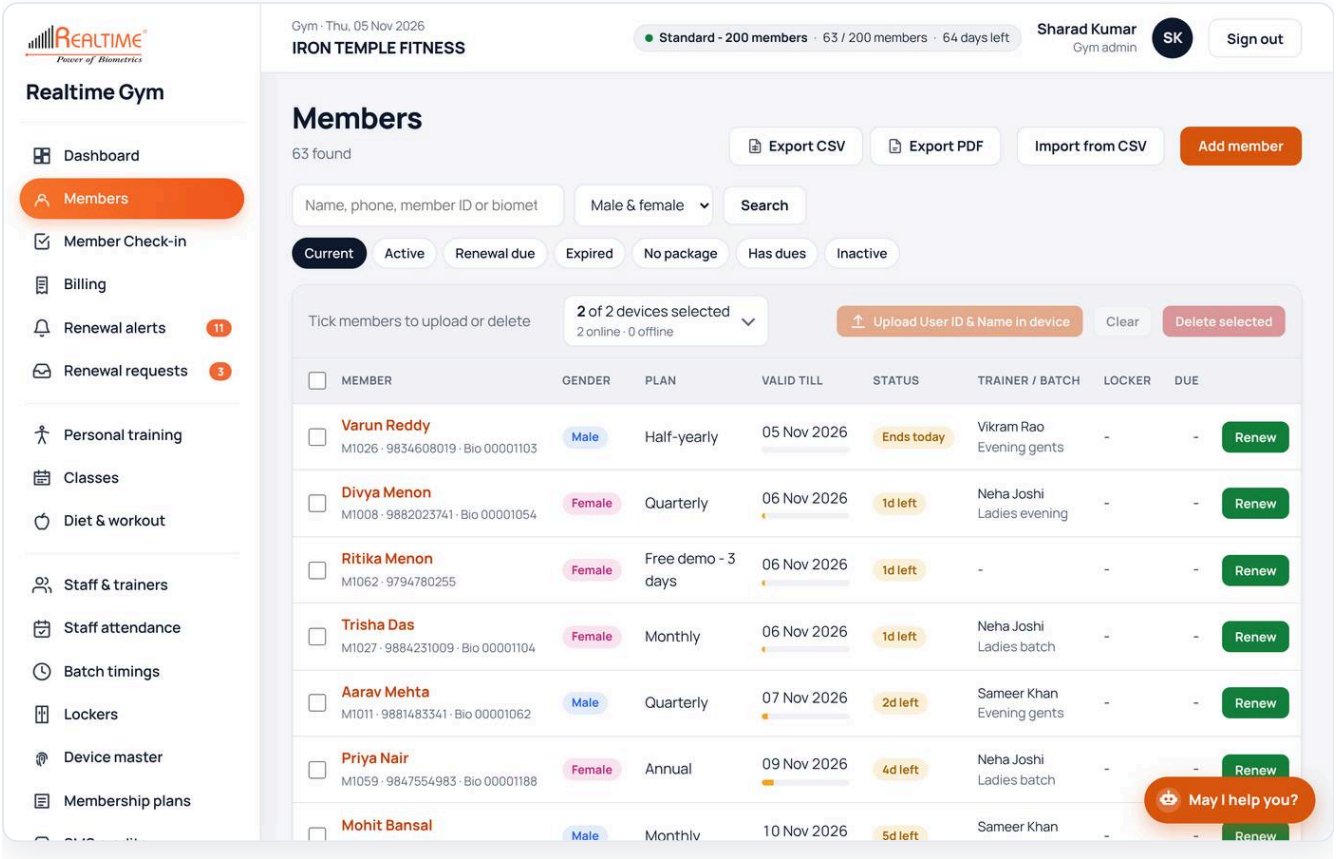

Figure 5.1 — Member list with filters, status and quick Renew

Export
Click **Export CSV** to download the filtered list for Excel.

Add a new member

Adding a member is done in two short steps: save the person first, then choose the package.

1. Click **Add member**.
2. Enter full name, mobile number and gender. Optionally add a photo, date of birth, email, address, emergency contact, trainer, batch and notes.
3. The **Biometric ID** is filled in automatically. Enrol the member's face or finger on the machine with this same user ID.
4. Click **Save member**. The member is saved and the package screen opens.
5. Choose a paid package or a **free demo** (1, 3 or 7 days), the start date, discount and the amount paid now. The admission fee is added for the first package.
6. Click **Save**. A GST bill is created and the membership dates are set.

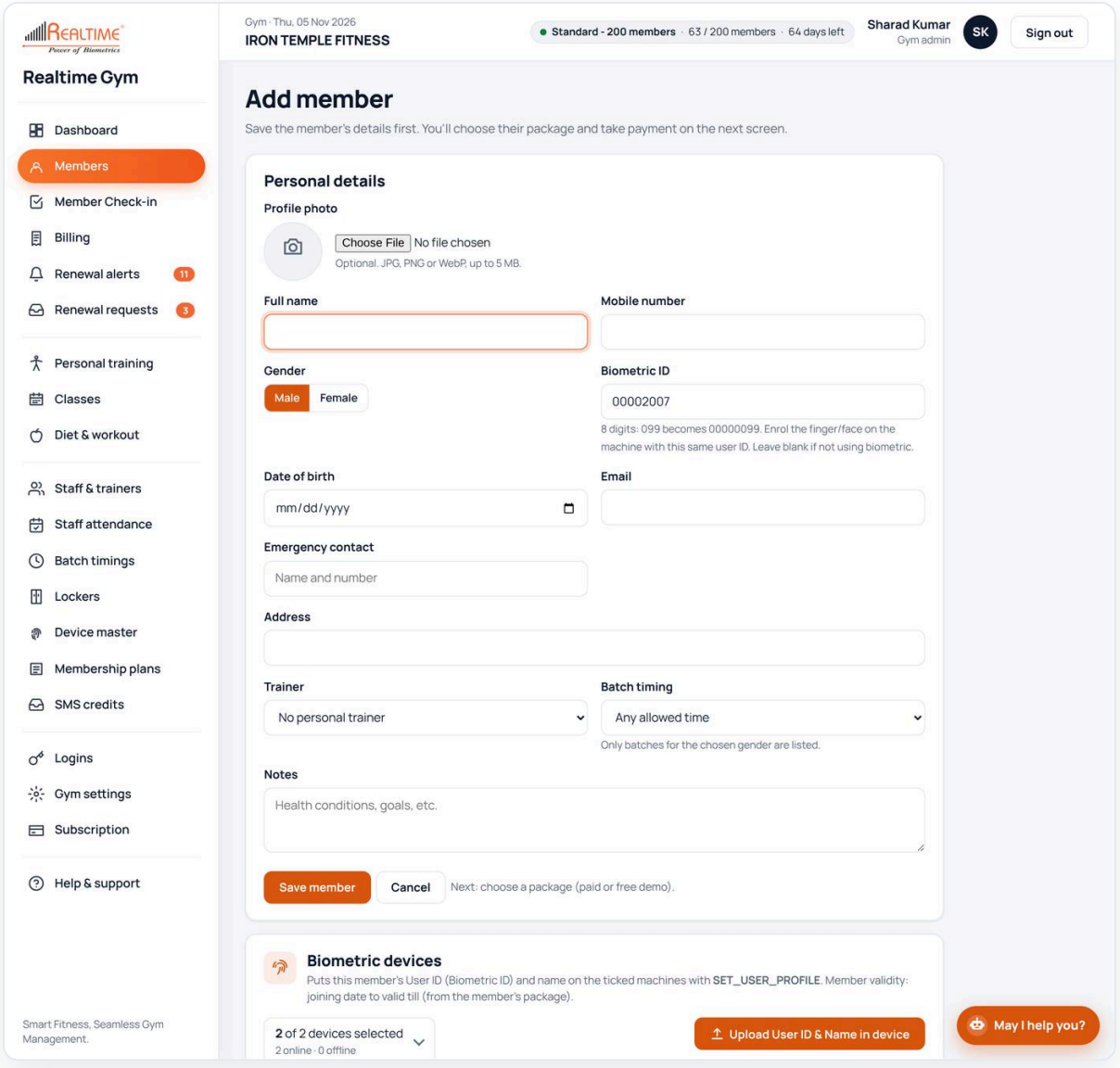

Figure 5.2 — Add member: personal details first

Free demo packages

Every gym gets three free demo packages (1, 3 and 7 days). Use them for trial visitors; they appear in the member list and can be converted to a paid package at any time.

Member limit

Your software package allows a fixed number of **active** members (for example 200). When the limit is reached, upgrade the package (chapter 15) or mark old members inactive.

Member profile

Click a member's name to open the profile: membership, days left, trainer, batch, visits this month, last visit, plan history, bills and payments, locker, contact details and photo.

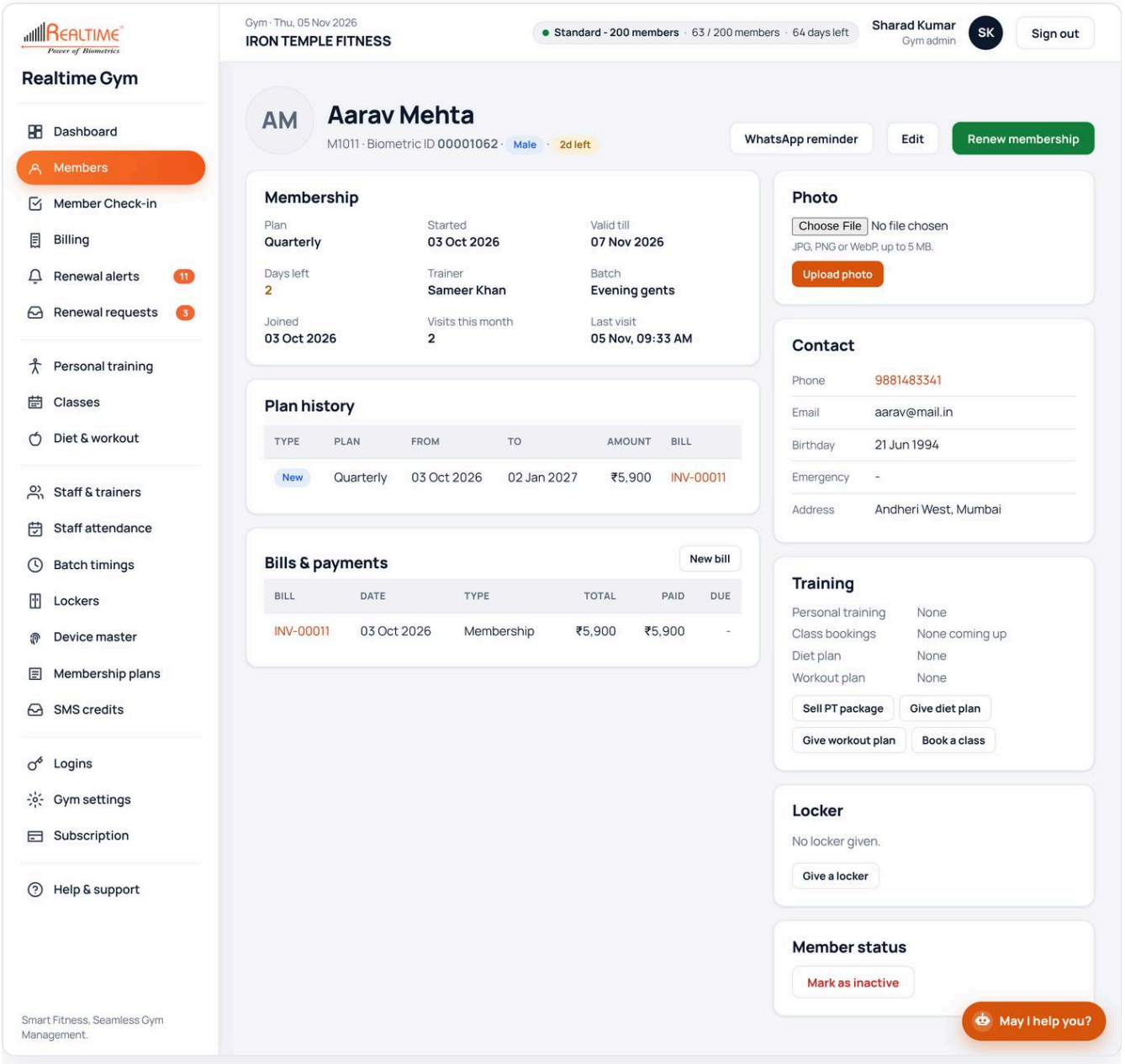

Figure 5.3 — Member profile

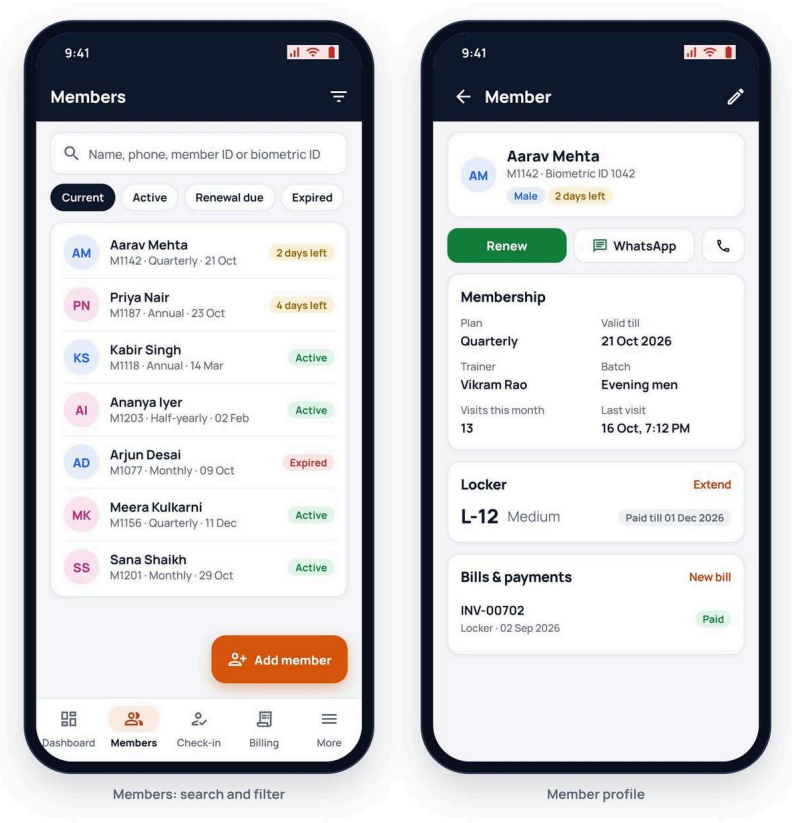

Figure 5.4 — Members and member profile on the app

Renew a membership

1. Open the member and click **Renew membership** (or **Renew** in any list).
2. Choose the package. The start date is set to the day after the current package ends, so the member loses no days.
3. Enter any discount and the amount paid now. Leave the rest as due if the member pays later.
4. Click **Renew & create bill**.

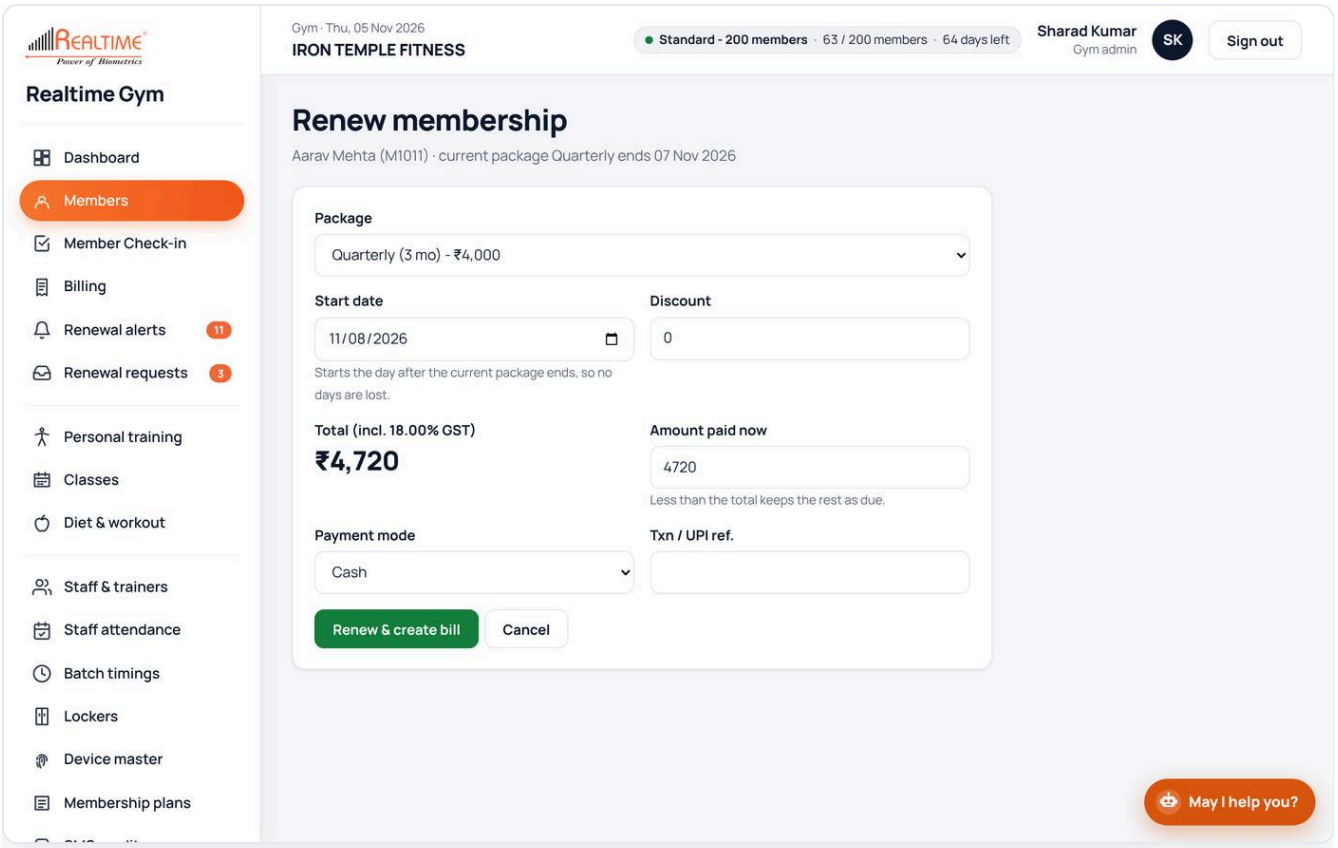

Figure 5.5 — Renew membership

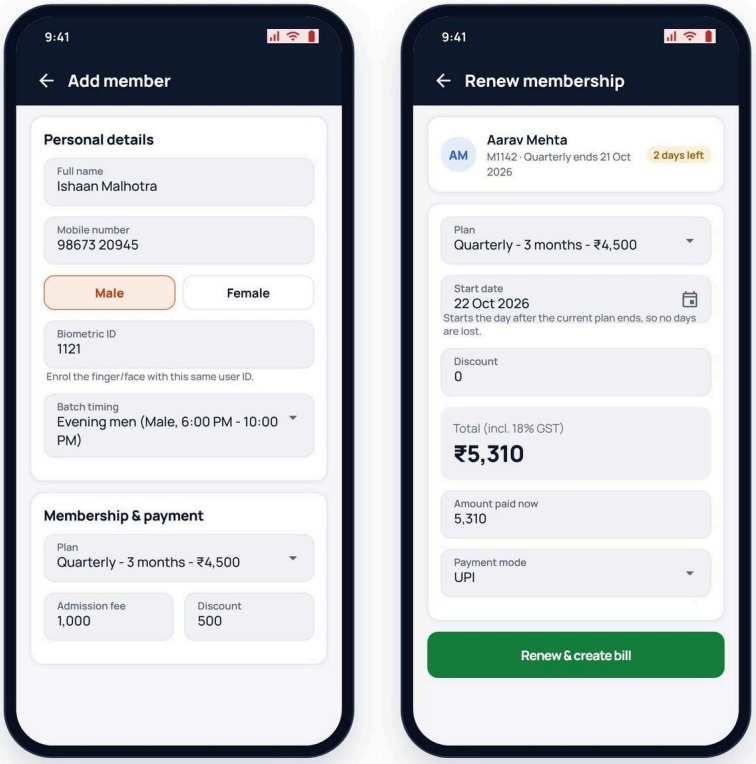

Figure 5.6 — Add and renew on the app

Import members from a CSV file

1. Open **Members** › **Import** (owner or manager).
2. Download the sample CSV and fill one member per row: name, 10-digit mobile, gender, plan, start date and, if you have it, the Biometric ID.
3. Upload the file and check the preview. Rows with errors are listed with the reason and are not imported.
4. Click **Import**. Staff are imported the same way from Staff & trainers.

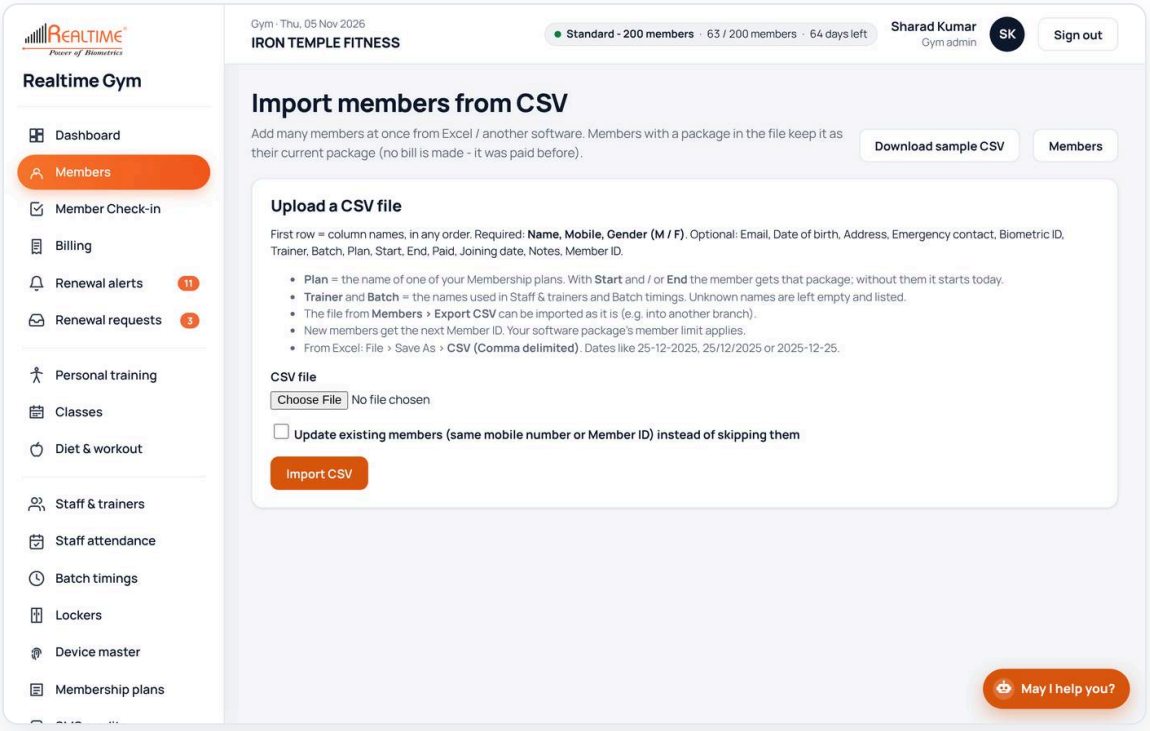

Figure 5.7 — Import members from CSV with a preview

Select, delete, upload and export

- Tick members in the list (or **Select all**) and press **Delete selected** (owner / manager). Deleted members are removed from the devices too.
- Tick members and press **Upload User ID & Name in device** to send them to the ticked machines in one go (chapter 13).
- Every list has **Export PDF** and **Export CSV** buttons that use the same filters as the page.

Training on the member profile

The profile has a **Training** card: the running PT package with sessions left, upcoming class bookings, the diet and workout plan and the last weight, with buttons **Sell PT package**, **Give diet plan** and **Give workout plan** (chapter 12).

Member leaves the gym

Managers and owners can click **Mark as inactive** on the profile. Inactive members are kept with their full history, do not count towards the member limit and can be re-activated later.

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FRONT DESK

06 Member Check-in and attendance

Members are checked in automatically when they scan on a Realtime machine, or by the front desk in one click. Member Check-in shows every entry with filters, plus today's staff attendance.

The Member Check-in page

Member Check-in lists every member entry – device punches and desk check-ins – for a day, a week or a month. Search by name, mobile or ID, filter by source (device / desk) and warnings, and switch between the log and one row per member. Cards on top show member check-ins and **all staff, staff present, staff absent and staff late today**.

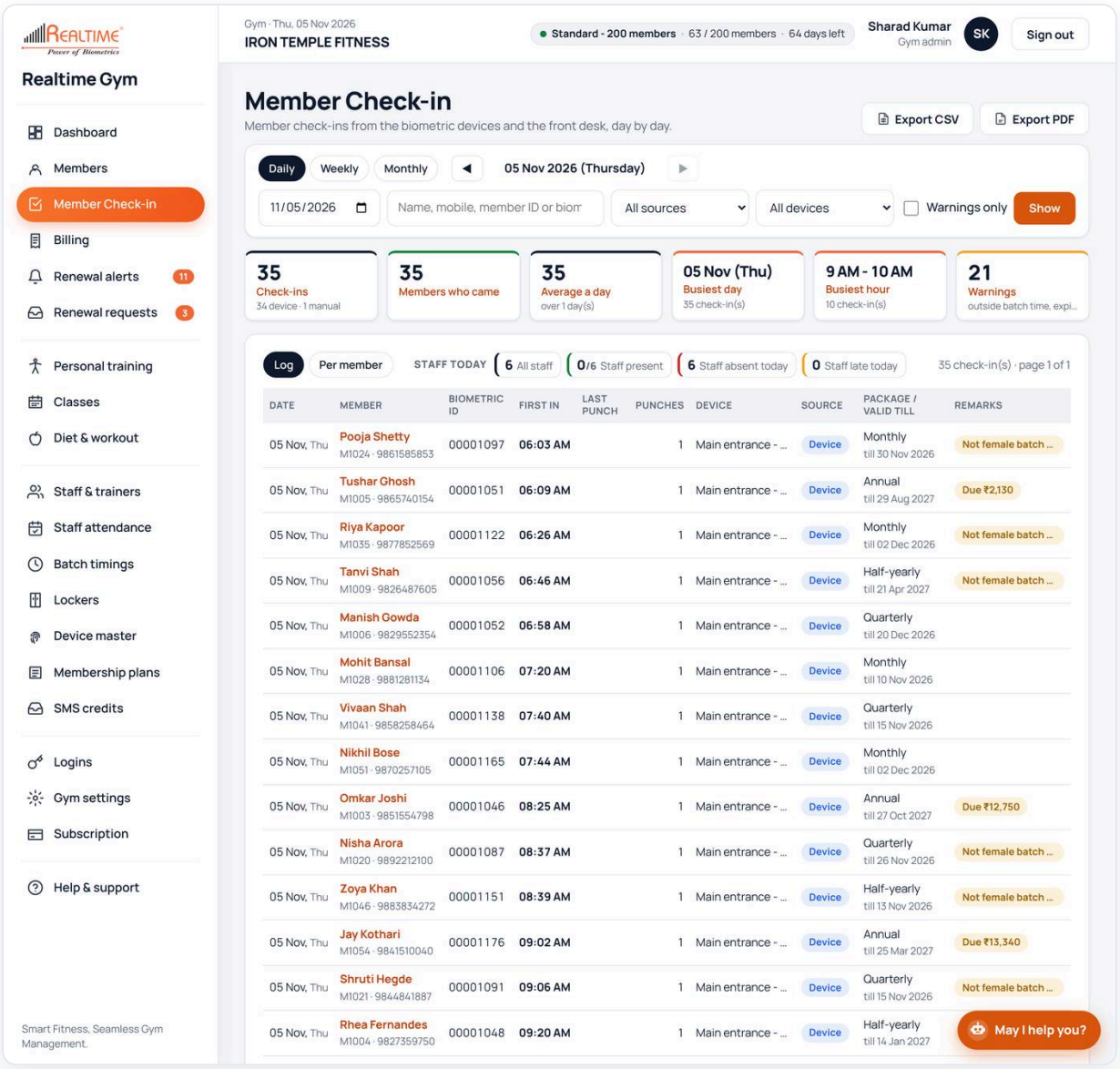

Figure 6.1 — Member Check-in: entries, filters and staff cards

Check in a member at the desk

1. Type part of the name, mobile number, member ID or biometric ID in the search box.
2. Click **Check in** next to the right member. The entry appears at the top of the list.

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Warnings appear next to a name when:

- the membership has **expired** or ends today,
- the member has **dues** on unpaid bills,
- the member came **outside their batch** (for example a female member during a gents batch).

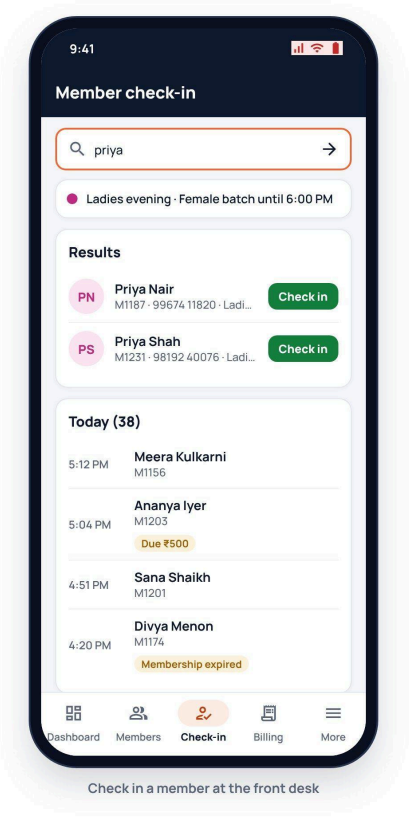

Figure 6.2 — Check-in tab on the app

Export

Use **Export PDF** or **Export CSV** on top of the list for a monthly attendance record. The filters on the page are used.

MONEY

07 Billing and payments

Every sale gets a numbered GST invoice. Part payments, dues and receipts are tracked automatically.

Bills list

Billing shows the month's bills with totals for billed, collected, dues, and collections by UPI, cash and card. Filter by month, search by name, phone or bill number, or tick **Only unpaid**.

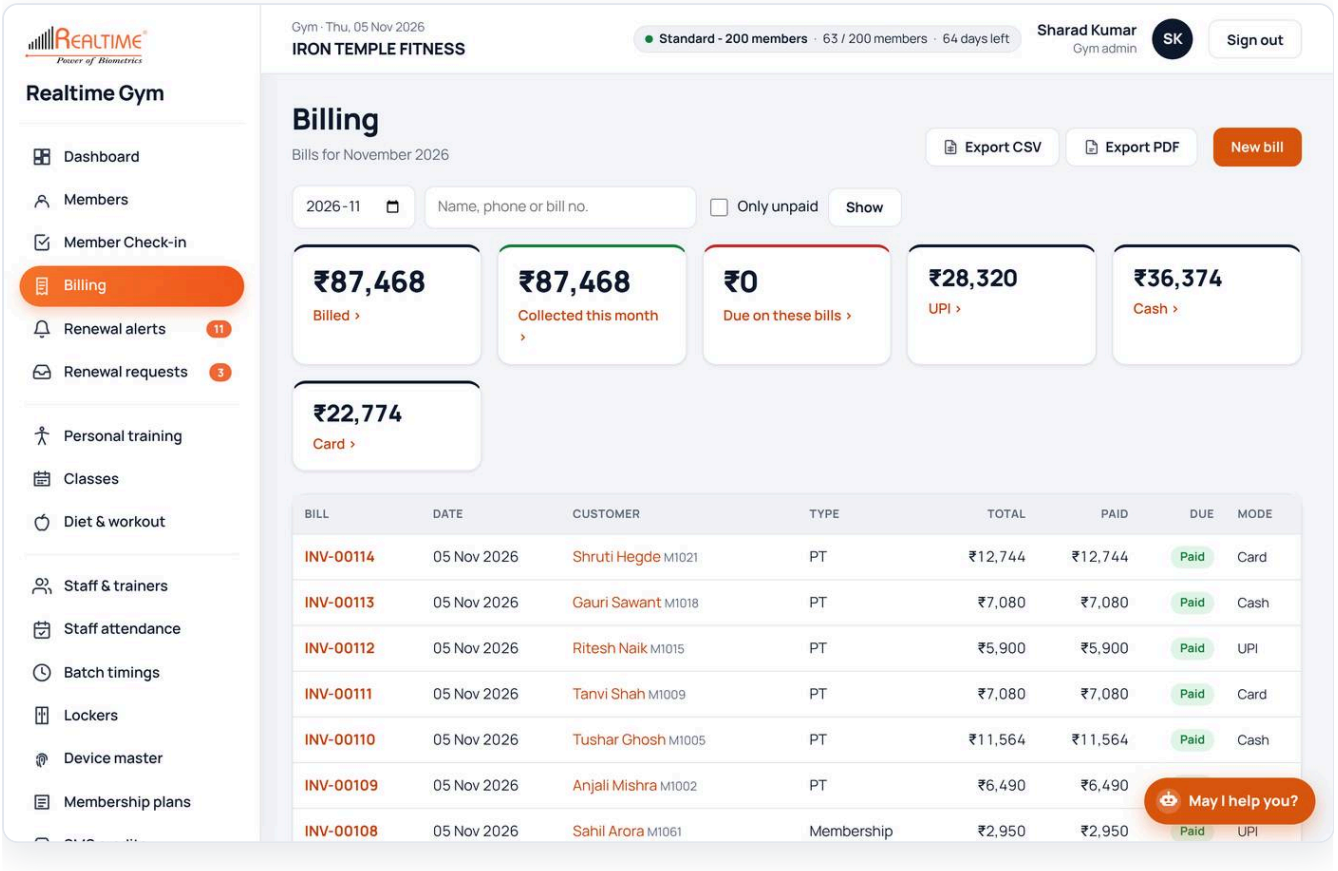

Figure 7.1 — Billing with collection totals

Create a bill

Membership and locker bills are created automatically. Use **New bill** for personal training, supplements, day passes or other sales:

1. Choose the member, or **Walk-in** and type the customer's name and phone.
2. Choose the bill type and add one or more items with their amounts.
3. Enter discount and GST %; the total is calculated.
4. Enter the amount paid now and the payment mode (cash, UPI, card or bank) and click **Create bill**.

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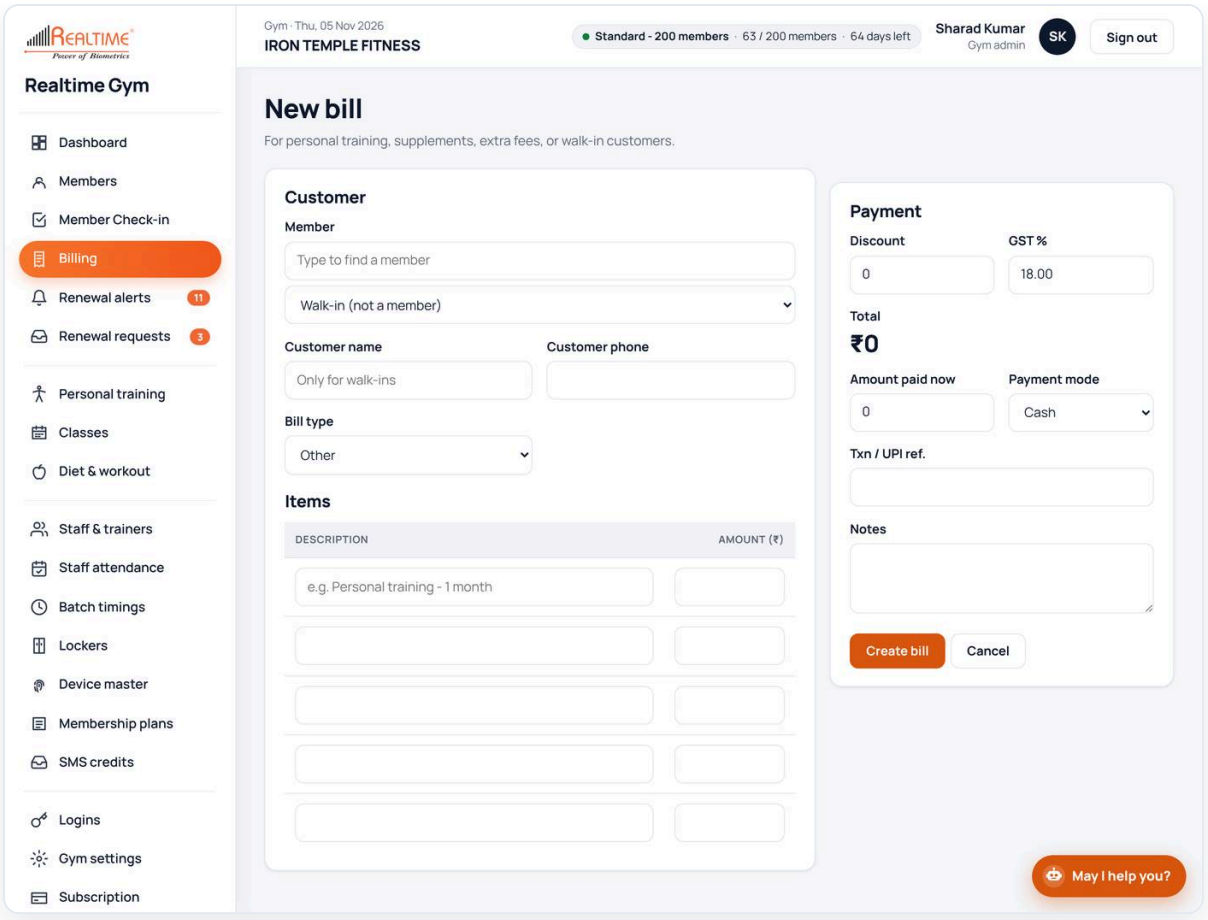

Figure 7.2 — New bill

Record a payment against dues

1. Open the bill (from Billing, the member profile or **Has dues**).
2. In **Record a payment** enter the amount (blank = full due), mode and transaction reference.
3. Click **Save payment**. The balance updates immediately.

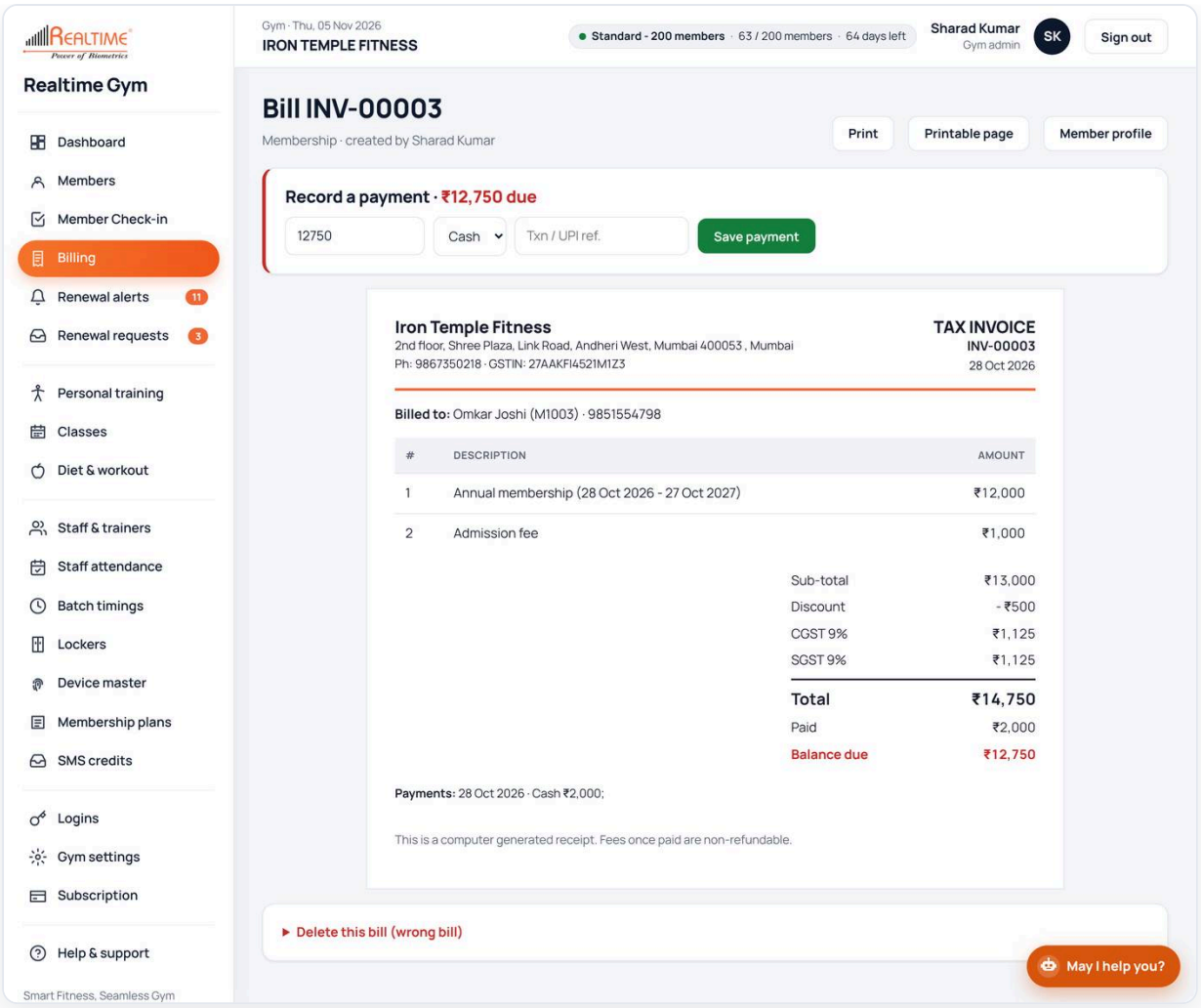

Figure 7.3 — Tax invoice with CGST / SGST, payments and balance due

Receipts

- **Print** – prints the invoice from the browser.
- **Printable page** – an A4 receipt with your gym's address and GSTIN.
- **WhatsApp** (app) – sends the receipt text to the member's WhatsApp.

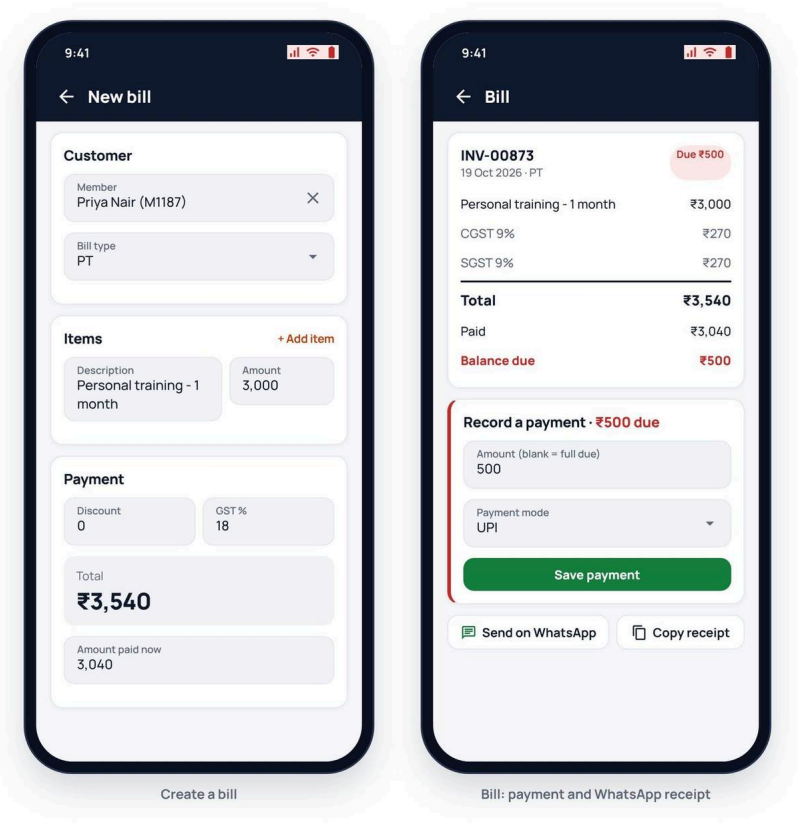

Figure 7.4 — New bill and bill details on the app

Delete a wrong bill (owner)

1. Open the bill.
2. Click **Delete this bill**, write the reason (required) and confirm.

The bill stays visible as **Deleted** with the remark, who deleted it and when, and is left out of all totals. The member's membership dates are not changed – renew or correct the member separately.

PT packages sold under Personal training create their own bill of type **PT** (chapter 12).

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RETENTION

08 Renewal alerts, reminders and SMS

Renewals are the lifeblood of a gym. Realtime Gym shows everyone who needs a reminder and lets you send it in one click.

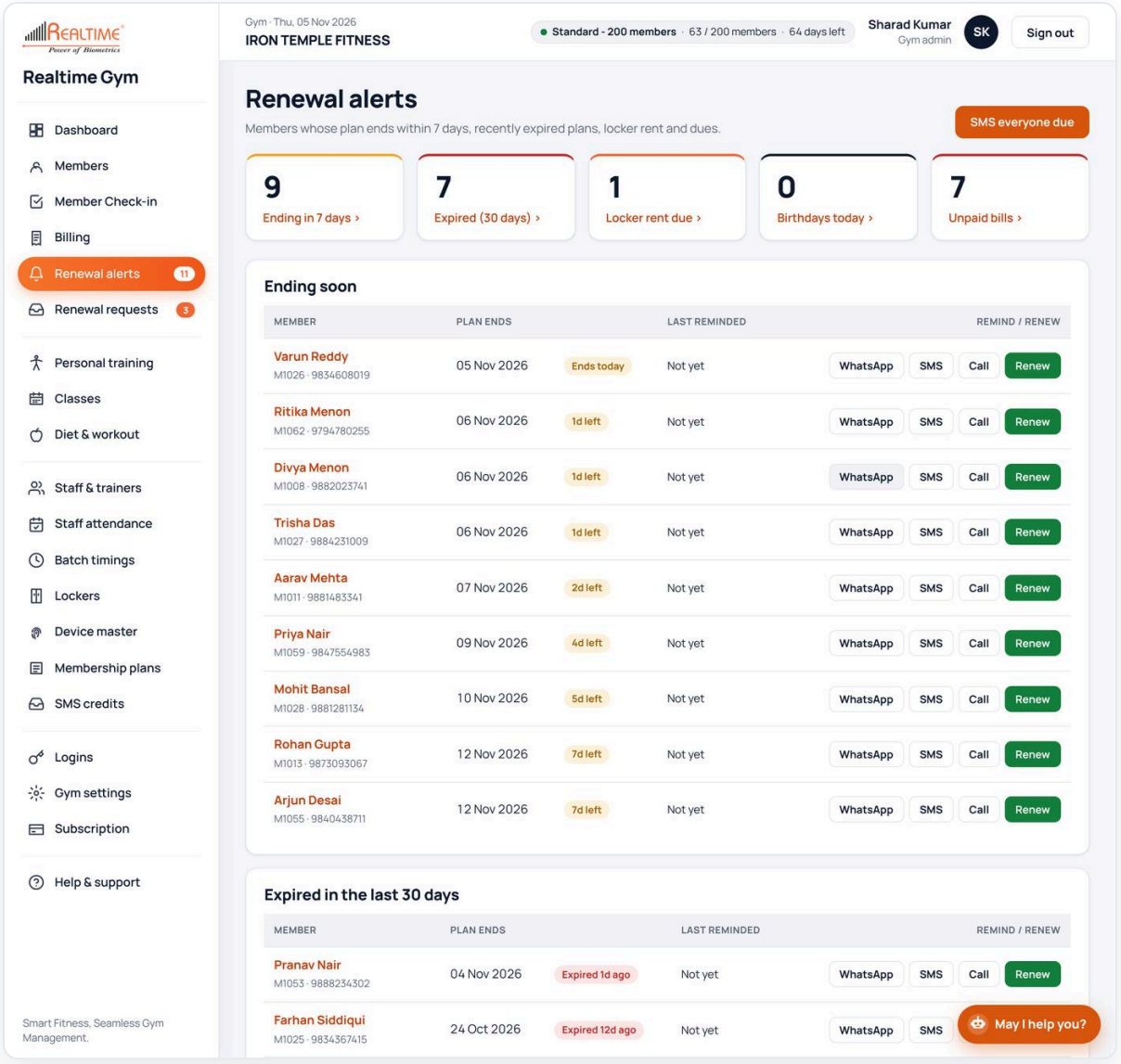

Figure 8.1 — Renewal alerts

The alert lists

LIST	WHO IS IN IT
Ending in N days	Packages that end within the reminder period set in Gym settings (for example 7 days)
Expired (30 days)	Recently expired members who have not renewed
Locker rent due	Lockers whose paid period is over
Birthdays today	Members with a birthday – send wishes
Unpaid bills	Bills with an outstanding balance

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Send reminders

- **WhatsApp** opens WhatsApp with a ready-made message (plan, end date, gym name).
- **SMS** sends a text through your SMS gateway.
- **Call** dials the member from your phone.
- **SMS everyone due** sends one reminder to every member in the list who has not been reminded yet.

The **Last reminded** column prevents sending the same reminder twice. Reminders can also be sent automatically every day by the server, by SMS and email.

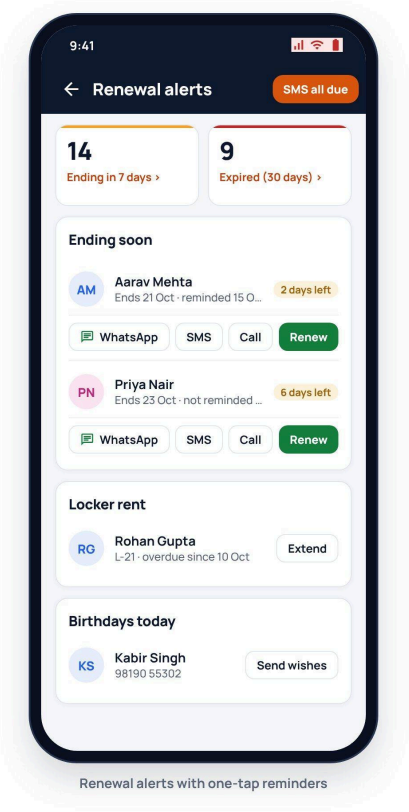

Figure 8.2 — One-tap reminders on the app

SMS credits

SMS from the software (renewal reminders, PT session messages, class reminders and waiting-list messages, diet / workout plan messages, receipts) use the gym's **SMS credits**. A new gym gets 10 free SMS. One SMS uses one credit; a long message uses two.

1. Open **SMS credits** (owner).
2. Click **Buy SMS** and choose a pack.
3. Pay online with Cashfree. The credits are added as soon as the payment succeeds, with a GST invoice.

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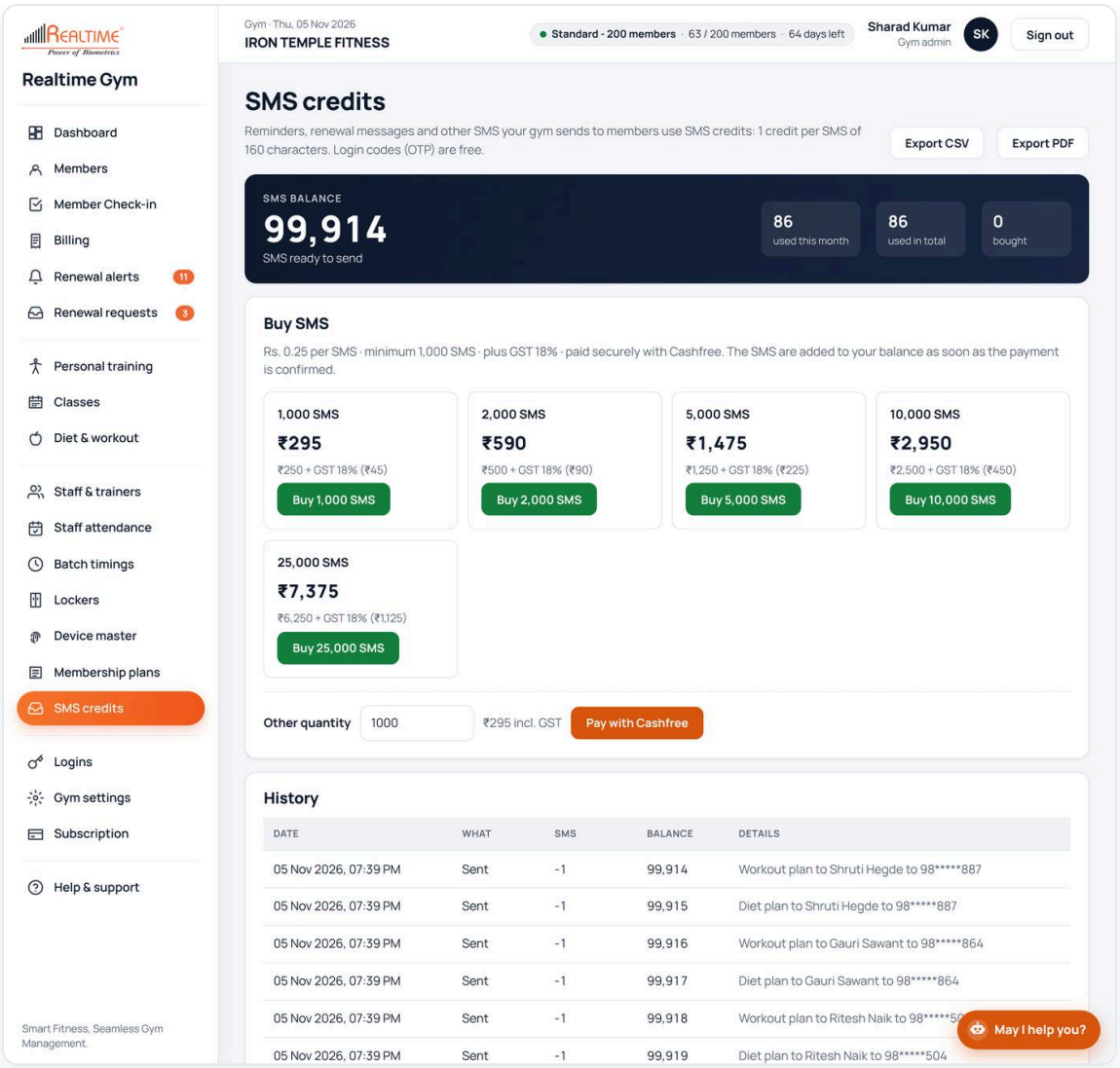

Figure 8.3 — SMS credits: balance, buy SMS and every SMS used

No credits, no SMS

When the balance reaches 0, SMS stop until you buy more. WhatsApp reminders (chapter 8) do not use credits.

Talking point

“Most gyms lose 15–20% of members simply because nobody reminded them. Realtime Gym puts that list in front of your desk every morning.”

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ONLINE

09 Member login and online renewals

Members can see their membership and renew online. They pay to the gym's own UPI ID or payment link and upload the receipt. Staff verify the payment before anything changes.

1. Member signs in with OTP › **2. Chooses** a package › **3. Pays** UPI QR or link › **4. Uploads** reference + receipt › **5. Manager** checks the bank › **6. Approved** renewed + bill

Set up payment options (once)

1. Open **Gym settings** › **Payment options**.
2. Enter your **UPI ID** (for example yourgym@okhdfcbank). Members can pay with any UPI app; a QR with the exact amount is made automatically.
3. Optionally add a **payment link** (Razorpay, PayU, Instamojo or bank page) and upload your own **QR image**.
4. Write short payment instructions and click **Save payment options**.

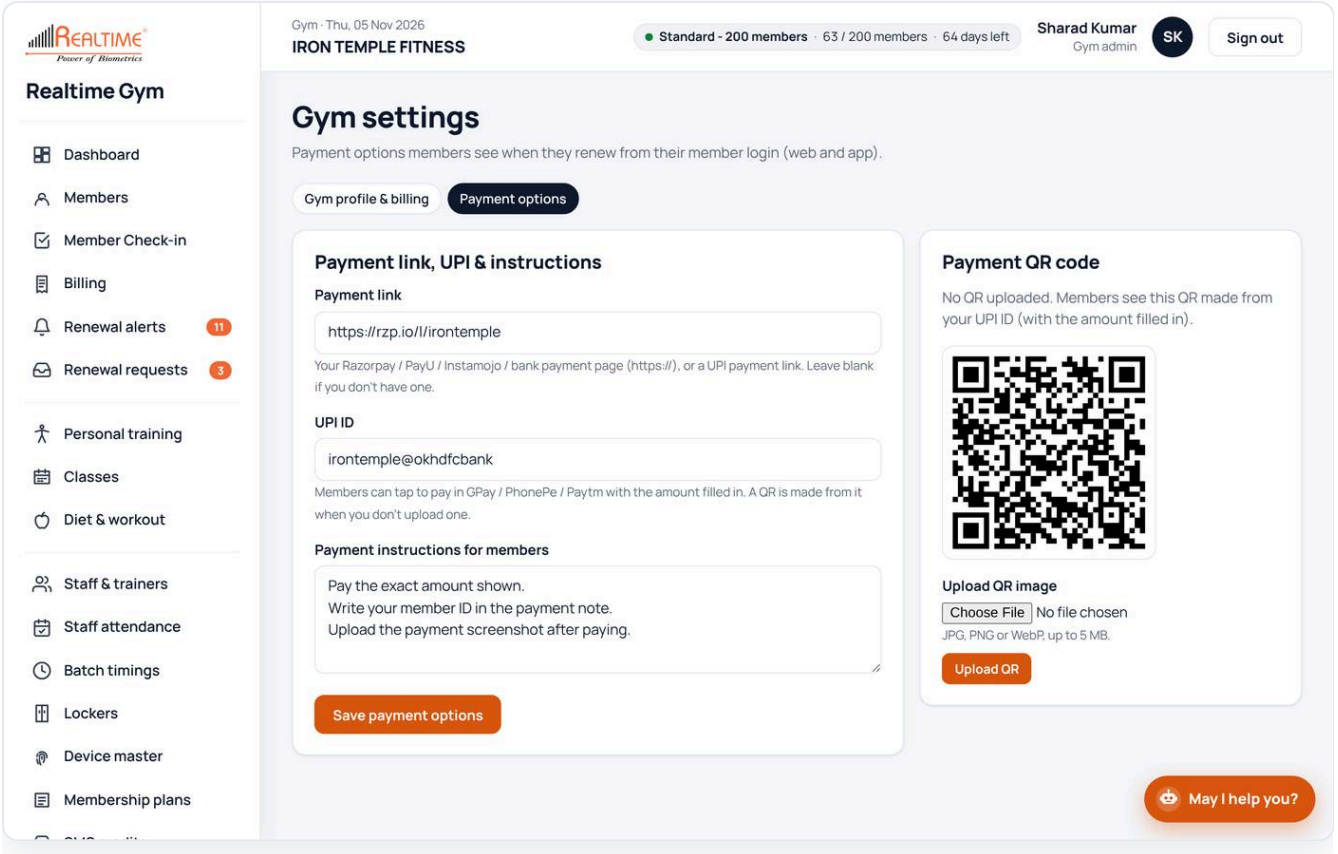


Figure 9.1 — Payment options used for online renewals

What the member does

1. Open the gym's web address and click **Member login**, or open the app and choose **Gym member? Member login**.

2. Enter the mobile number registered at the gym and the 6-digit code from the SMS.
3. The member home shows the package, valid till date and days left. Click **Renew membership**.
4. Choose the package. The new period starts the day after the current one ends.
5. Pay the exact amount by scanning the QR, with a UPI app on the phone, or through the payment link.
6. Enter the transaction / UPI reference, payment date and method, attach the screenshot or PDF receipt and click **Submit for verification**.

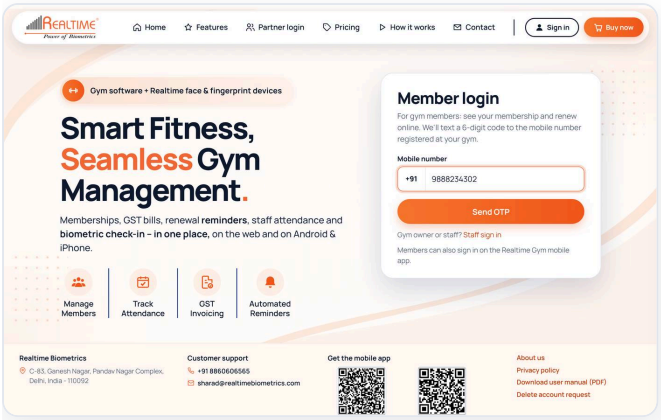


Figure 9.2 — Member login (web)

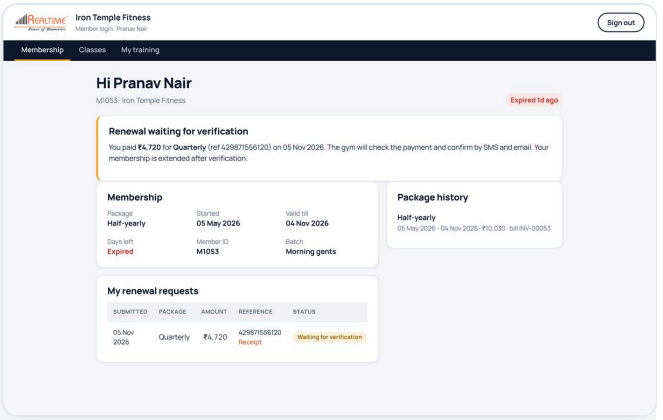


Figure 9.3 — Member home with a renewal waiting

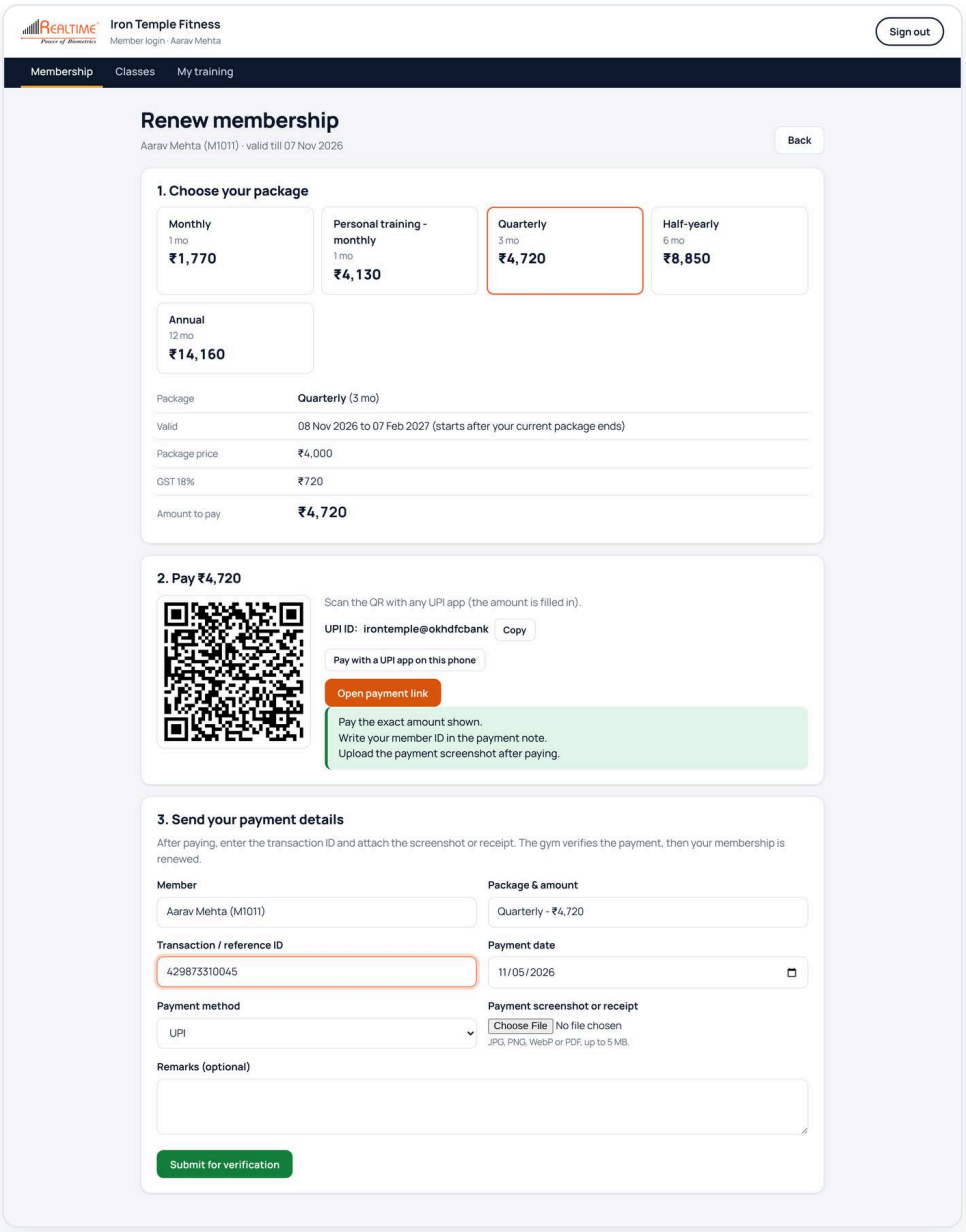
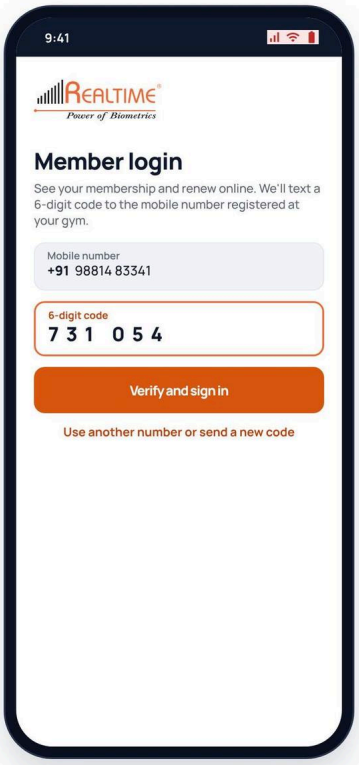
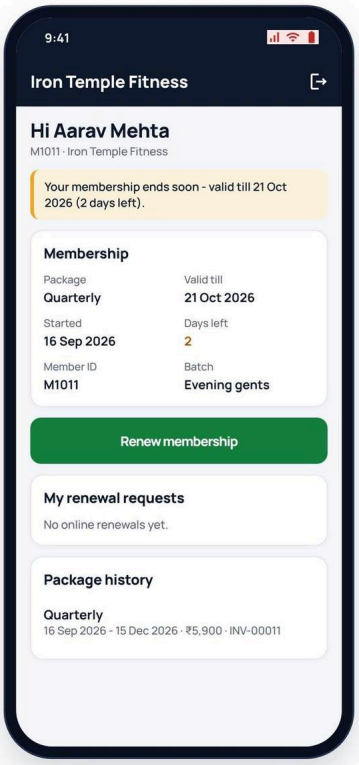


Figure 9.4 — Online renewal: choose, pay and send the details

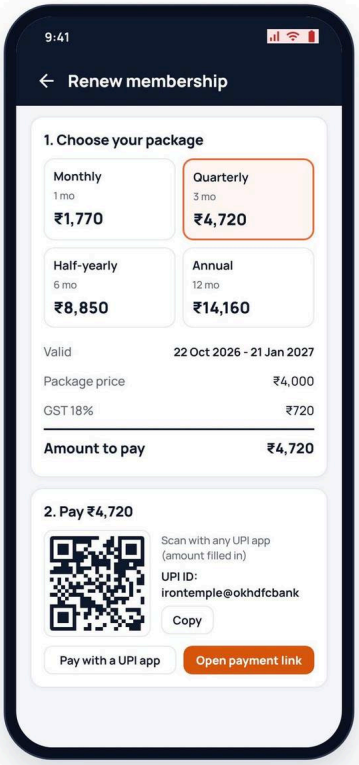


Member login with a one-time code

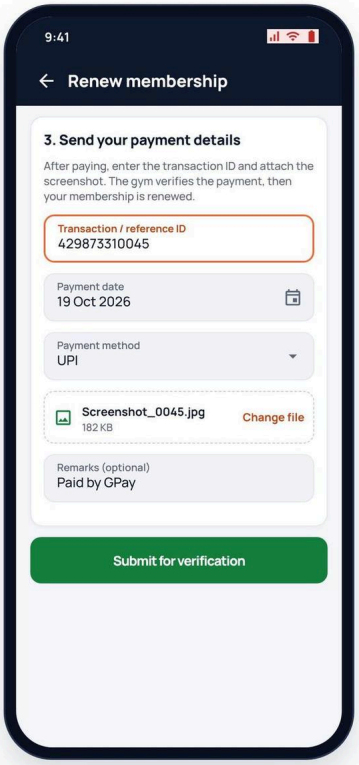


Member home: status and renew

Figure 9.5 — Member app: login and home



Choose a package and pay by UPI



Send the reference and screenshot

Figure 9.6 — Member app: renewal and payment details

Verify the payment (manager or owner)

New requests appear in **Renewal requests**, on the dashboard banner and on the app (managers can also get an SMS, if the provider turns this on).

1. Open the request. Compare the amount and reference with your **bank or UPI app**.
2. If the money has arrived, click **Payment received - approve & renew**. The membership is extended, a paid bill is created and the member is informed.
3. If not, write the reason (shown to the member) and click **Reject**. The member can pay the balance and submit again.

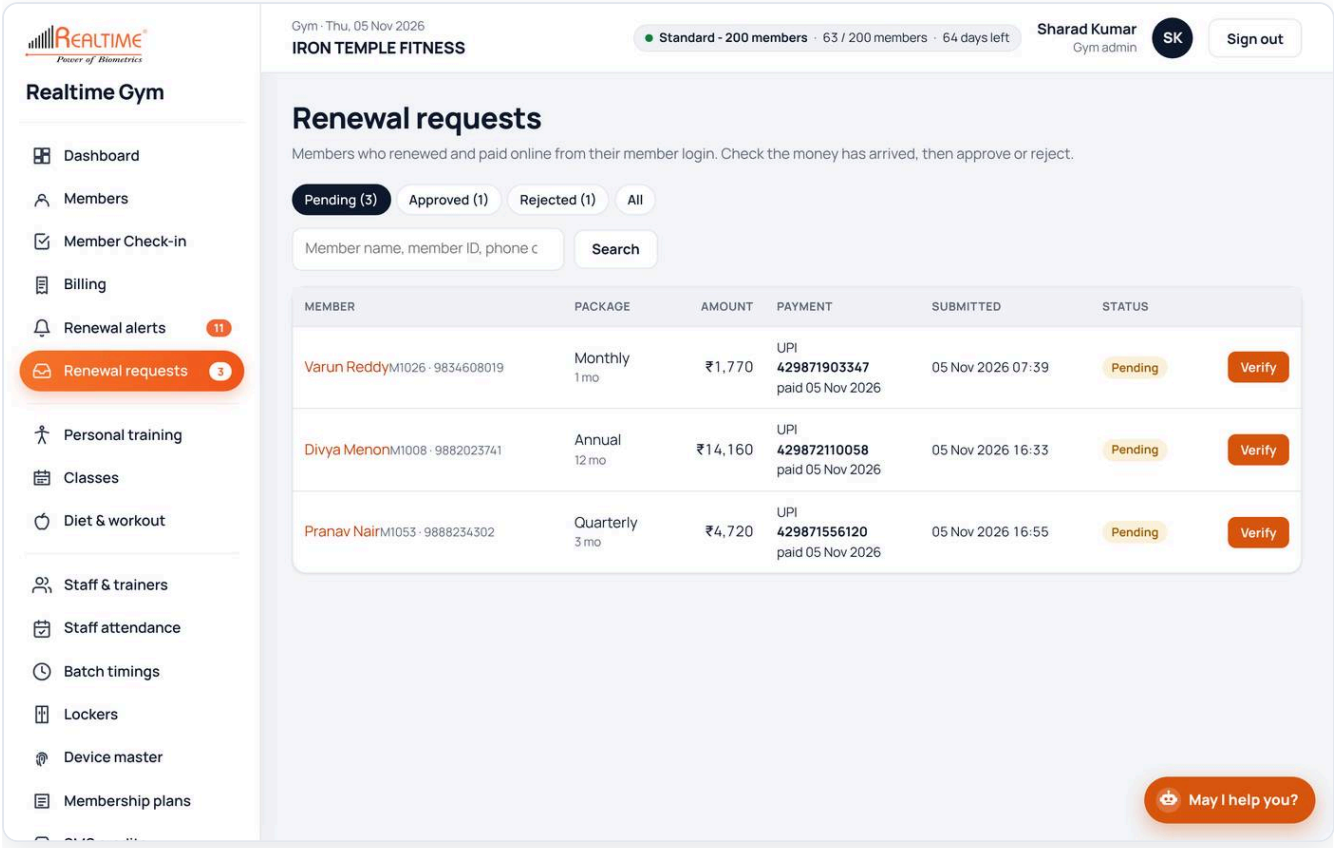


Figure 9.7 — Renewal requests waiting for verification

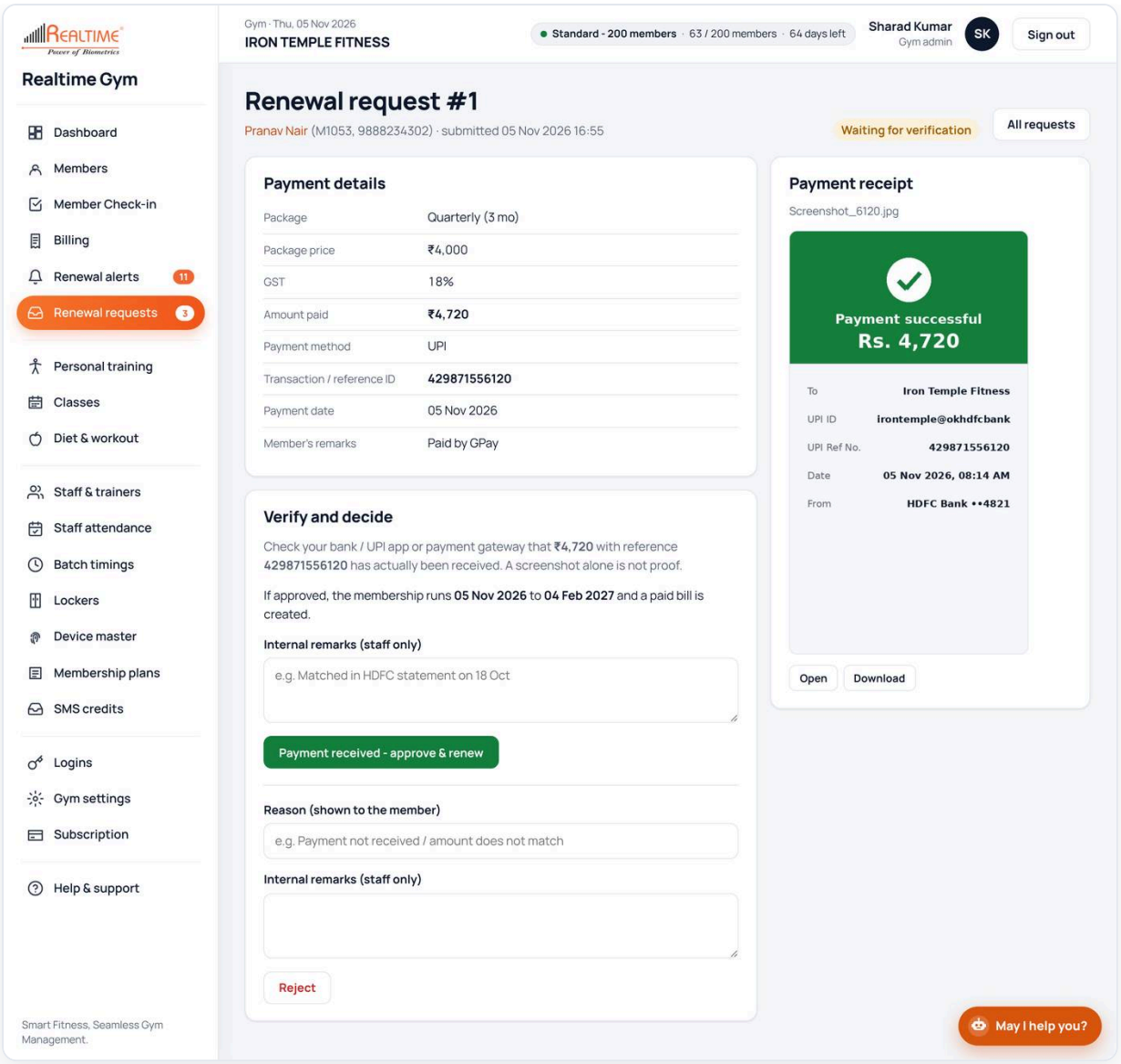


Figure 9.8 — Request details with the receipt, approve or reject

A screenshot is not proof

Always confirm the amount in your bank or UPI app before approving. The same transaction reference cannot be used twice, and each member can have only one request waiting.

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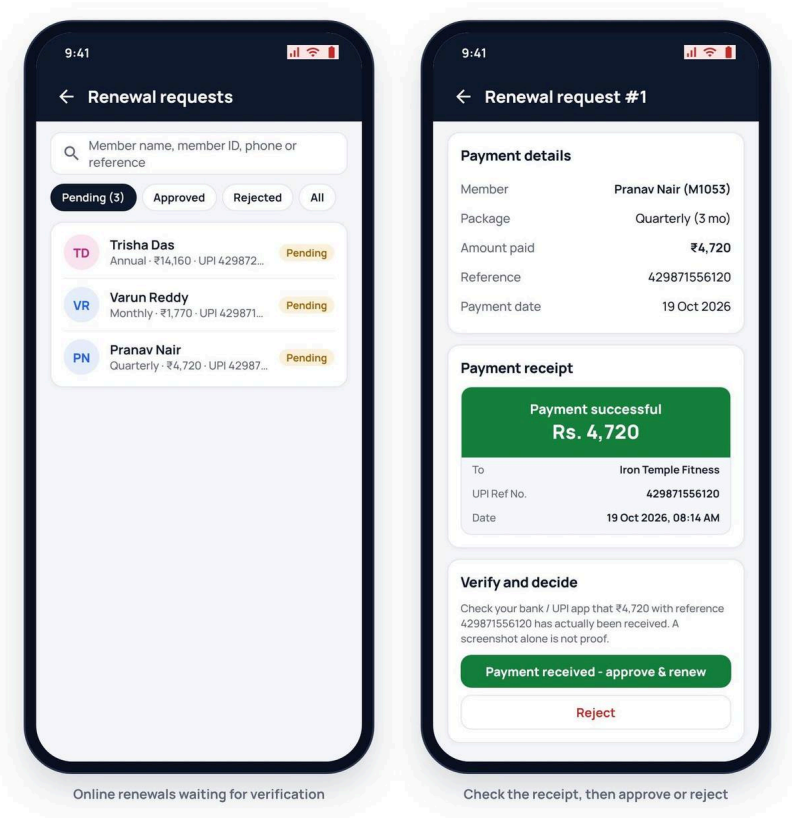

Figure 9.9 — Verifying a renewal on the app

Classes and My training for members

The member login has three tabs: **Membership**, **Classes** (book a class, join a waiting list, cancel) and **My training** (PT sessions left, the diet plan with meals to tick, the workout of the day and the weight log). The member app has the same as **Book a class** and **My training** on its home screen. See chapter 12.

PEOPLE

10 Staff, trainers, shifts and batch timings

Keep staff records, mark attendance (or let the biometric machine do it) and define the gym's male, female and mixed hours.

Staff and trainers

Staff & trainers lists everyone with photo, role, shift, biometric ID and members assigned. Only staff with the role **Trainer** can be chosen for personal training and classes. Add staff with name, role (trainer, manager, receptionist, cleaner, other), gender, phone, salary, joining date, shift and Biometric ID. Salaries are visible to owners and managers only.

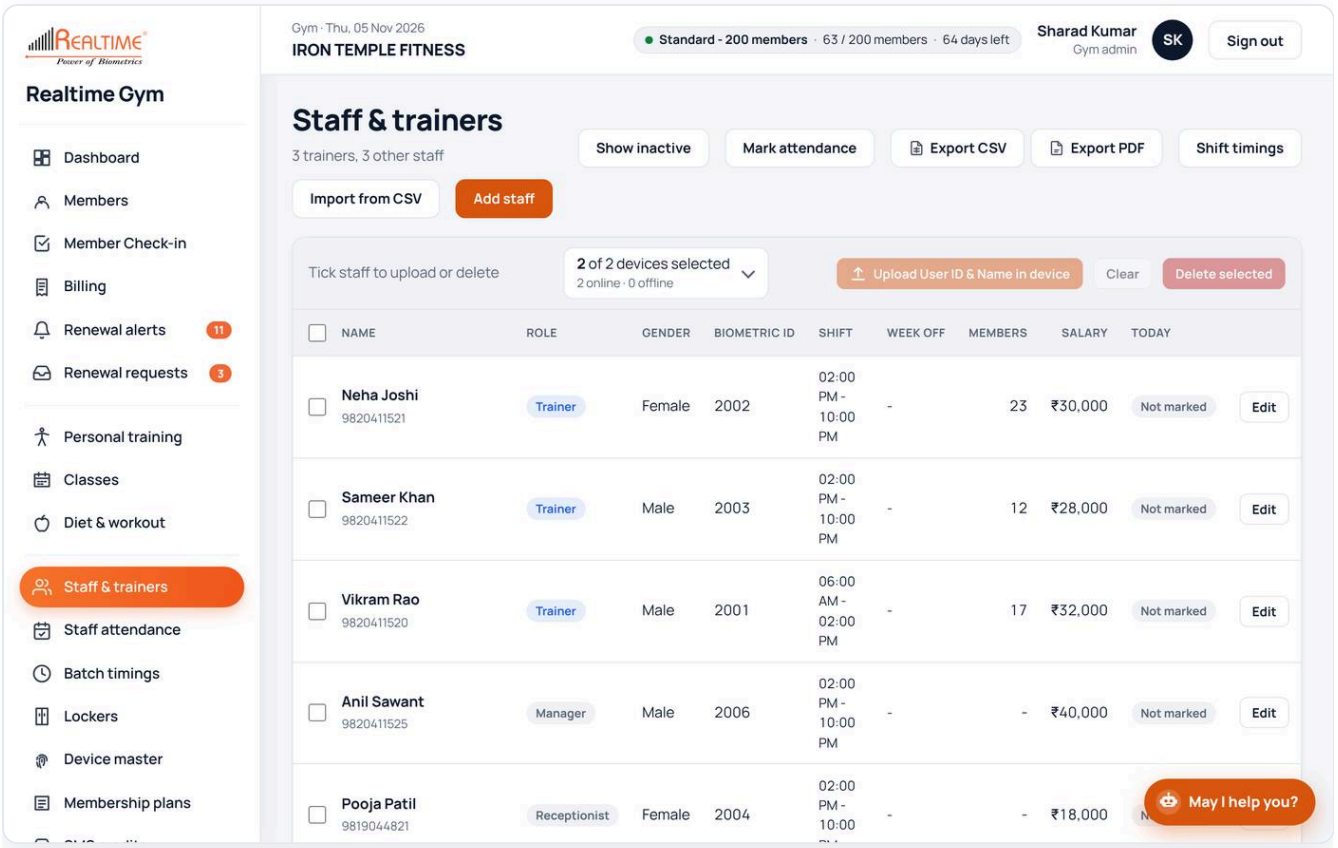

Figure 10.1 — Staff and trainers

Staff attendance

Staff with a Biometric ID are marked present automatically when they punch on the machine, with in and out times. You can still mark or correct any day:

1. Open **Staff attendance** and choose the date.
2. Set each person to **Present, Half day, Leave** or **Absent** and correct in / out times if needed.
3. Click **Save attendance** (or **Mark unmarked as present**).

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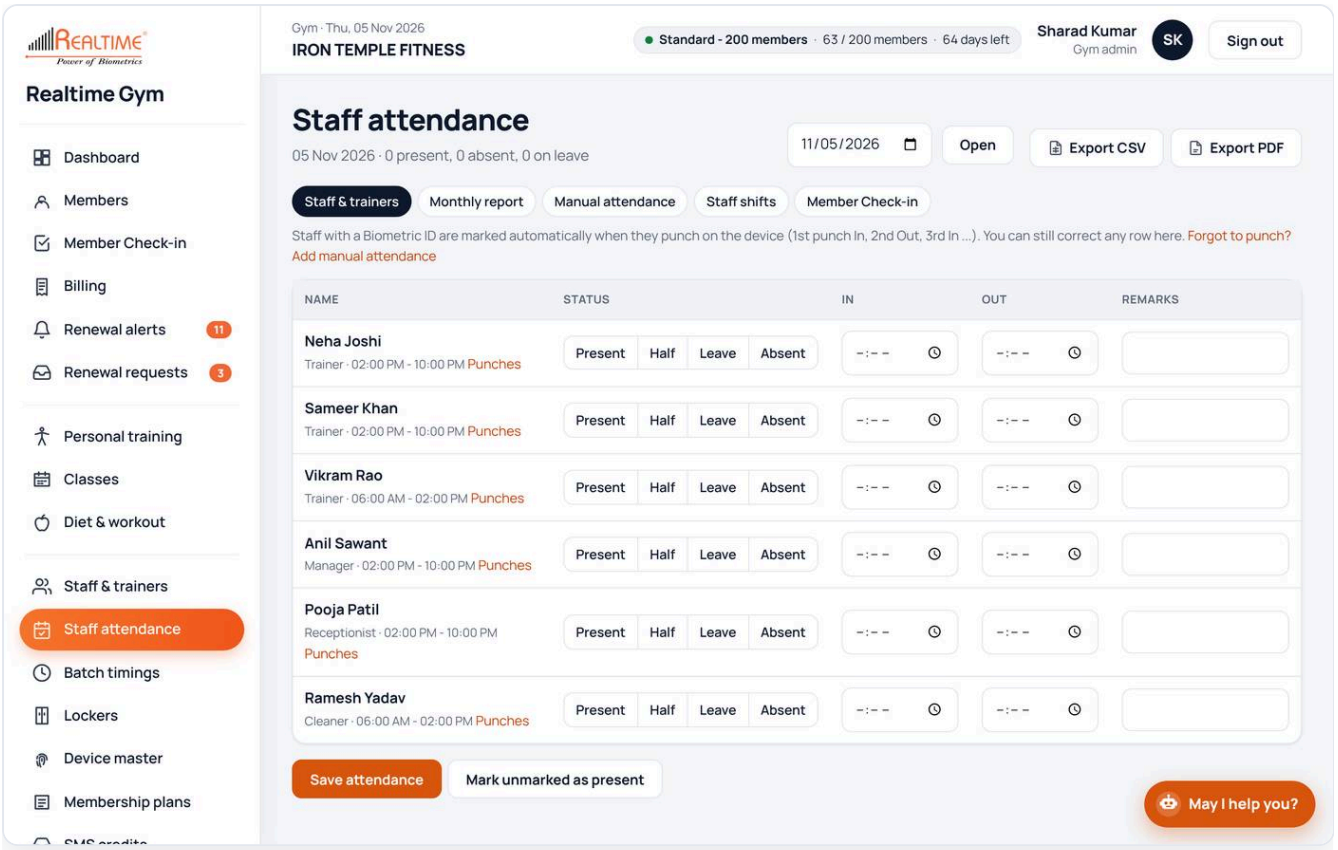

Figure 10.2 — Daily staff attendance

Staff shifts and week off

Staff shifts (owner / manager) holds the working hours of the staff – for example Morning 06:00–14:00 with 10 minutes grace. Choose the shift and the **week off** on each staff record. Late arrivals are worked out from the shift and shown on the dashboard and Member Check-in.

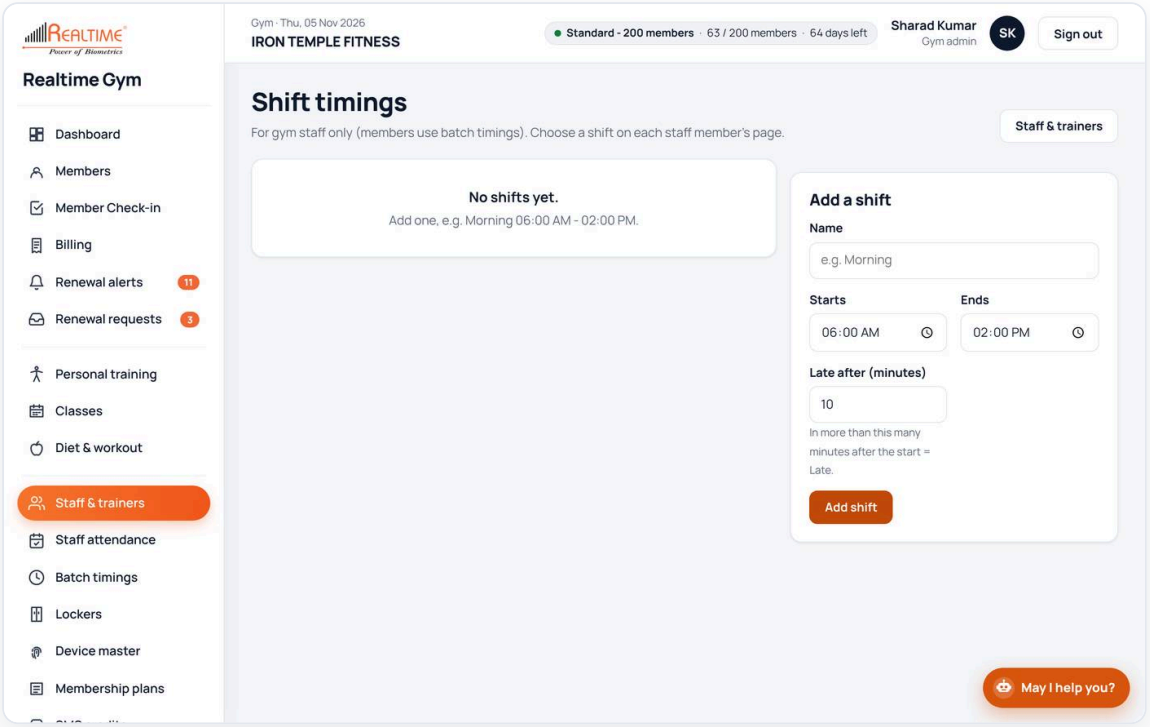

Figure 10.3 — Staff shifts

Staff forgot to punch

Manual attendance (owner / manager): choose the staff member, the date, the In and / or Out time and a remark. Manual entries are marked **Manual** with the name of the person who added them.

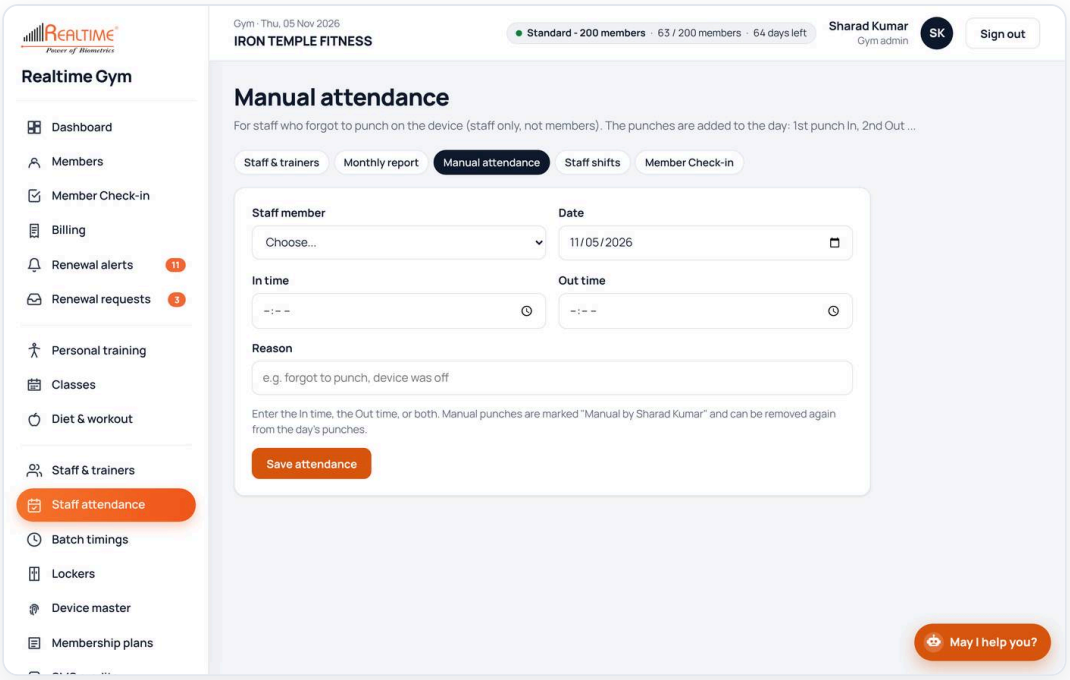

Figure 10.4 — Manual attendance

Monthly attendance report

Monthly report shows every day of the month for every staff member with totals for present, half days and leave – ready for salary calculation (a half day counts as 0.5).

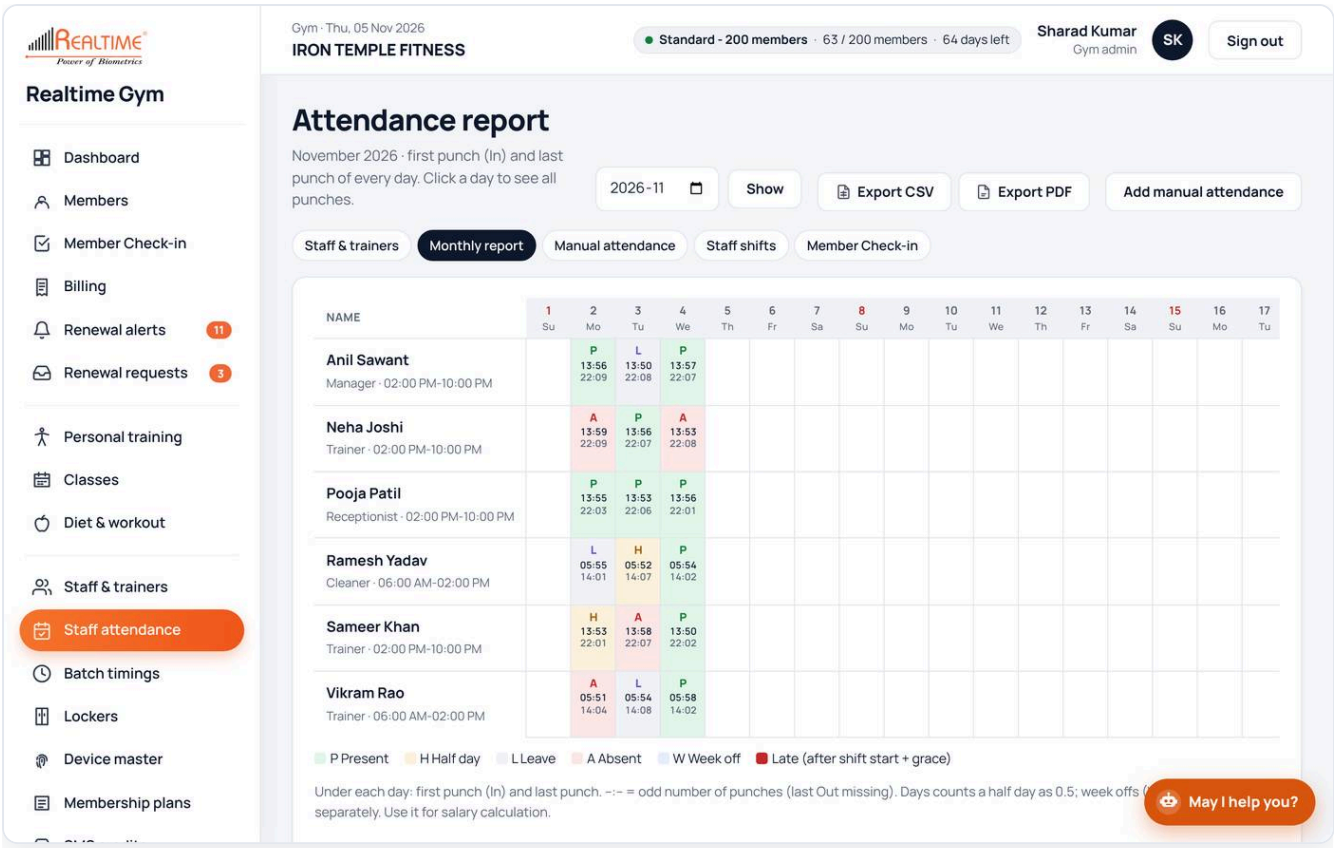

Figure 10.5 — Monthly attendance report

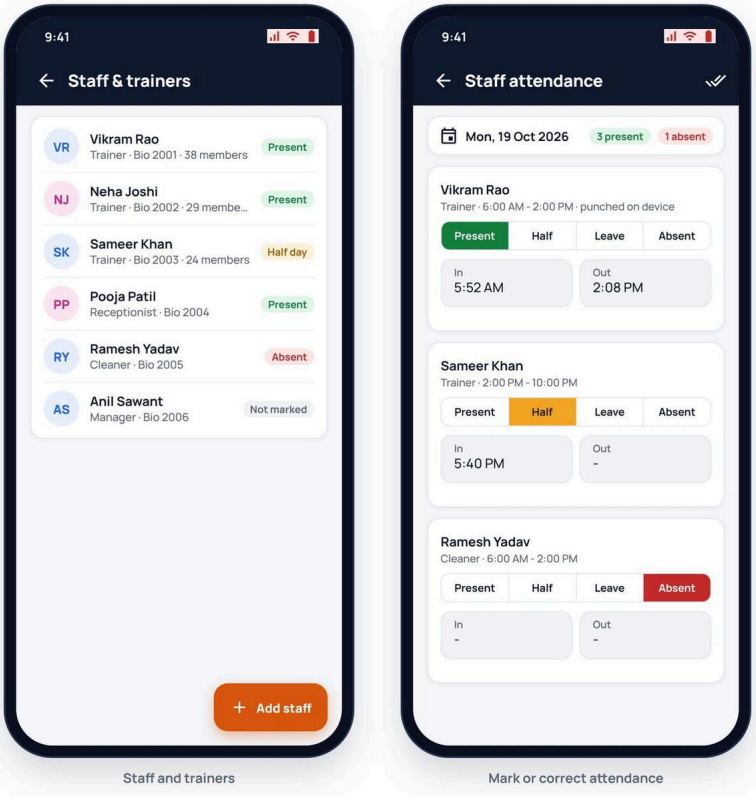

Figure 10.6 — Staff list and attendance on the app

Batch timings (male, female, mixed)

Batch timings defines when each group may train. Each batch has a name, gender (male, female or mixed), start and end time, days of the week and trainer. The week view shows the whole schedule at a glance.

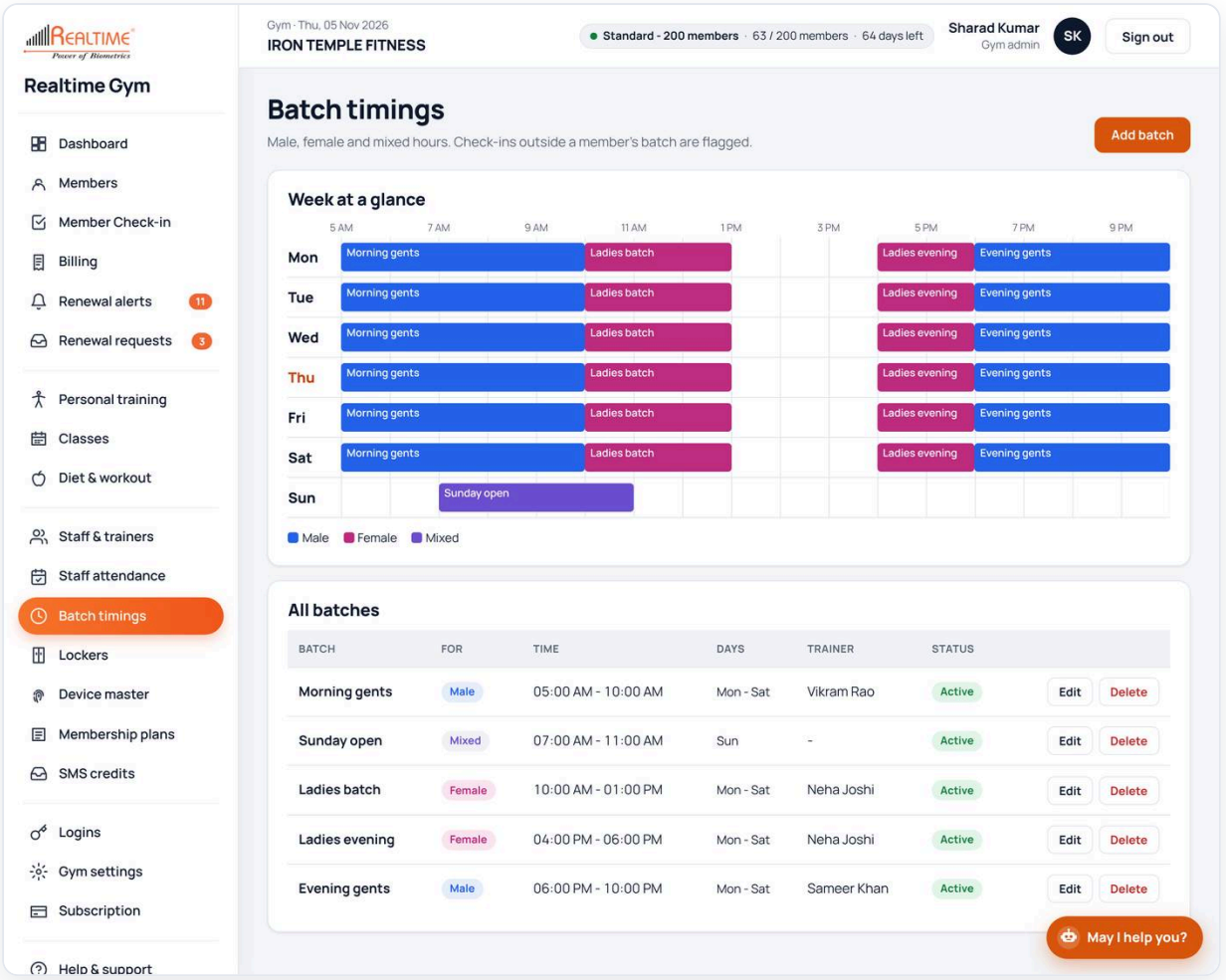

Figure 10.7 — Batch timings with week view

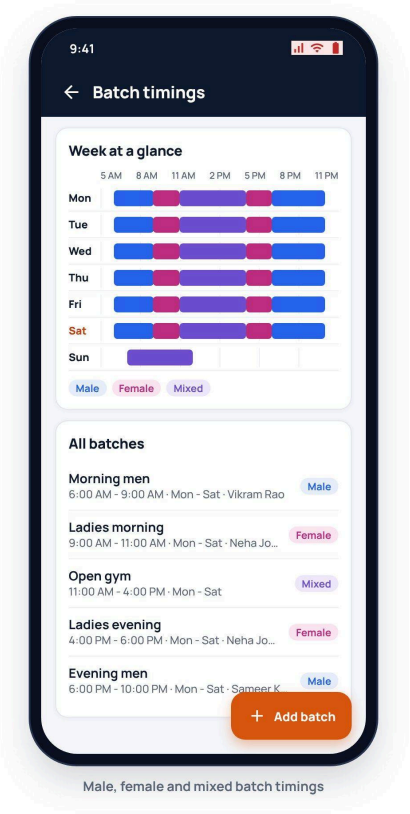

Figure 10.8 — Batch timings on the app

Ladies-only hours

Many gyms in India and the Middle East run separate ladies' batches. Realtime Gym enforces them at check-in and shows the current batch on the dashboard.

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FACILITIES

11 Lockers

See every locker at a glance, rent lockers with a bill and get reminded when the rent is due.

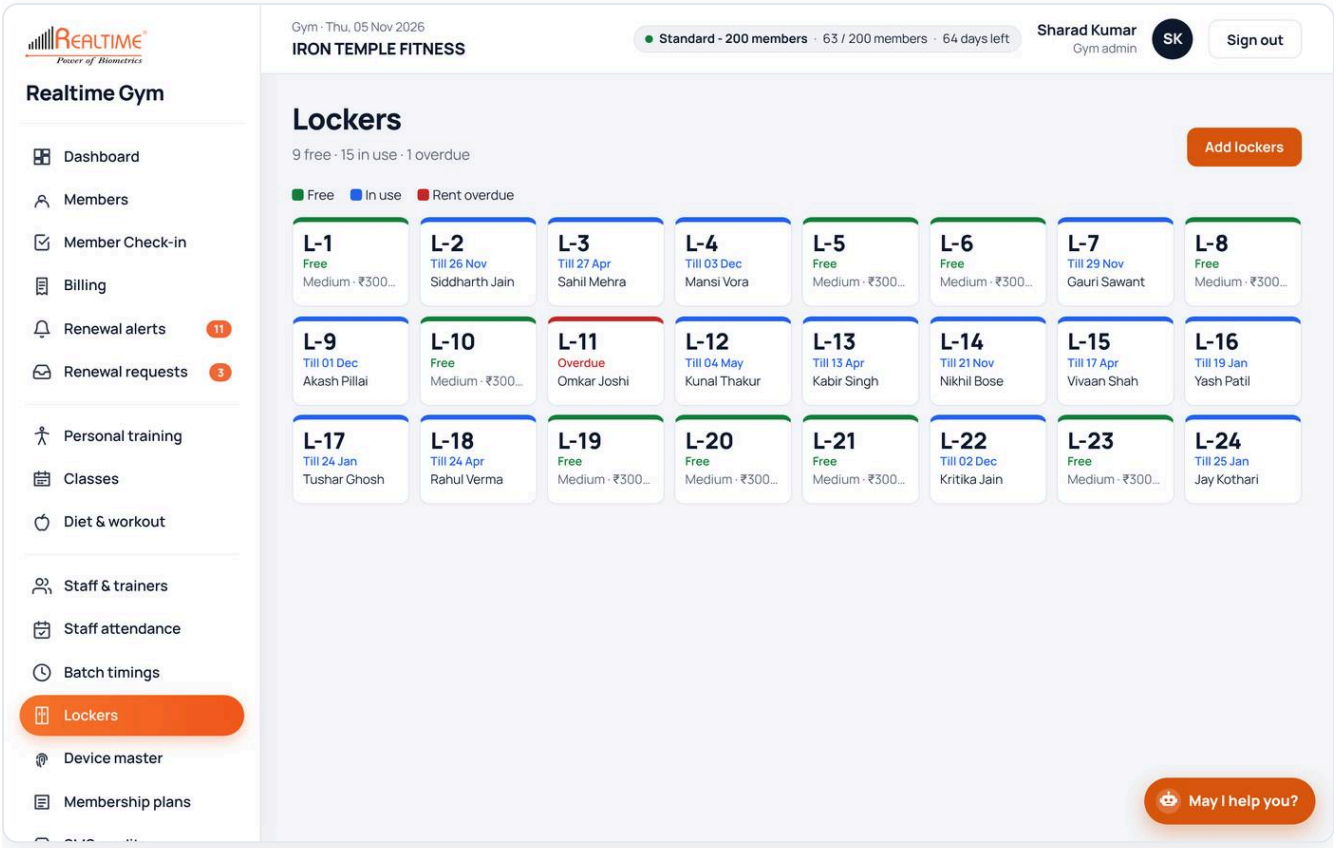

Figure 11.1 — Locker map: free (green), in use (blue), rent overdue (red)

Add lockers

Click **Add lockers** and enter a range (for example 1 to 24), a prefix (L-), size and monthly fee. All lockers are created at once.

Give a locker to a member

1. Click a free locker.
2. Choose the member, start date and number of months. The fee is calculated from the monthly rent.
3. Keep **Create a bill** ticked, enter the amount paid and mode, and click **Give locker**.

To **extend**, open the locker and add months (a new bill is created). To **release**, open the locker and free it. Overdue lockers also appear in Renewal alerts.

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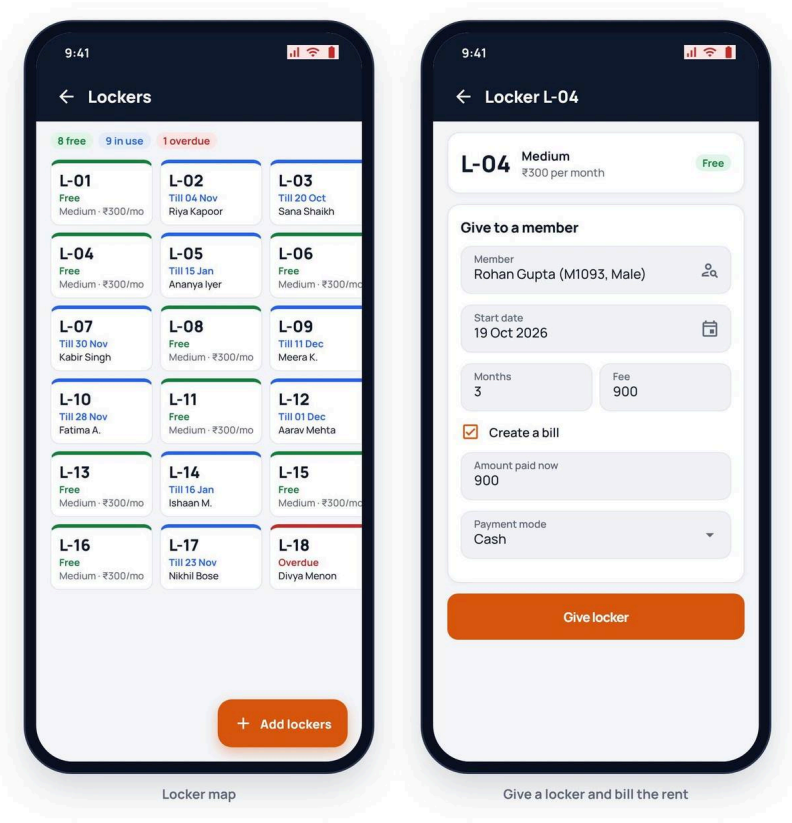

Figure 11.2 — Lockers on the app

TRAINING

12 Training: personal training, classes, diet and workout

Sell personal training with a trainer and count every session, run group classes with rooms, bookings and a waiting list, and give members diet and workout plans they follow in the app.

PT
packages, trainers, sessions left

Classes
rooms, places, waiting list

Diet
126 foods with macros

Workout
days, sets x reps

Before you start
Trainers are staff with the role **Trainer** (chapter 10). The menu items are **Personal training**, **Classes** and **Diet & workout** (web) and More › **Training** (app). Owners and managers set up packages, rooms, classes and templates; the front desk sells PT, marks sessions, books classes and gives plans.

Personal training (PT)

1. Create PT packages

In **Personal training** › **PT packages** add each package with its **name**, number of **sessions**, how many **days** it is valid and the **price** – for example “PT 12 sessions, 60 days, ₹6,000”. A package that was sold can only be switched off, not deleted.

2. Sell a package to a member

1. Click **Sell PT** (or **Sell PT package** on the member profile).
2. Choose the member, the package and the **trainer**, the start date, any discount, the amount paid now and the payment mode.
3. Click **Sell PT package**. A bill of type **PT** is created in Billing (with GST, part payment = due) and the member gets an SMS with the package, trainer and dates.

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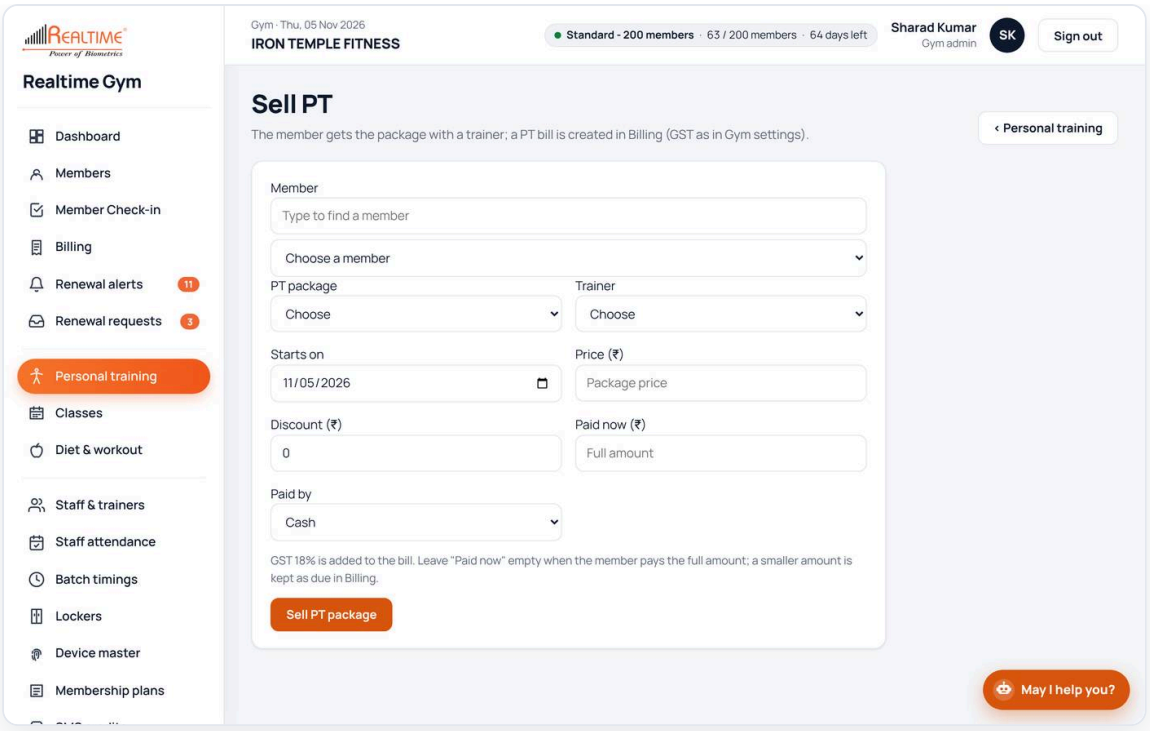

Figure 12.1 — Sell a PT package

> **One package at a time**
> A member can have one running PT package. To sell a new one early, open the client and **End package** first (owner / manager).

3. Mark sessions

1. Open the client from **Personal training** (or the member profile).
2. Click **Mark session done** after the session (add a note if you like, for example “Legs: squats 4x8”).

The session is counted and the member gets an SMS such as “PT session 3 of 12 done with Vikram Rao. 9 left, valid till 04 Dec 2026”. After the last session the package is **Completed**. The software refuses a session in the future, outside the package dates, a second tap within 30 minutes and more sessions than the package has. The latest session can be **undone** within 24 hours. You can also **change the trainer**.

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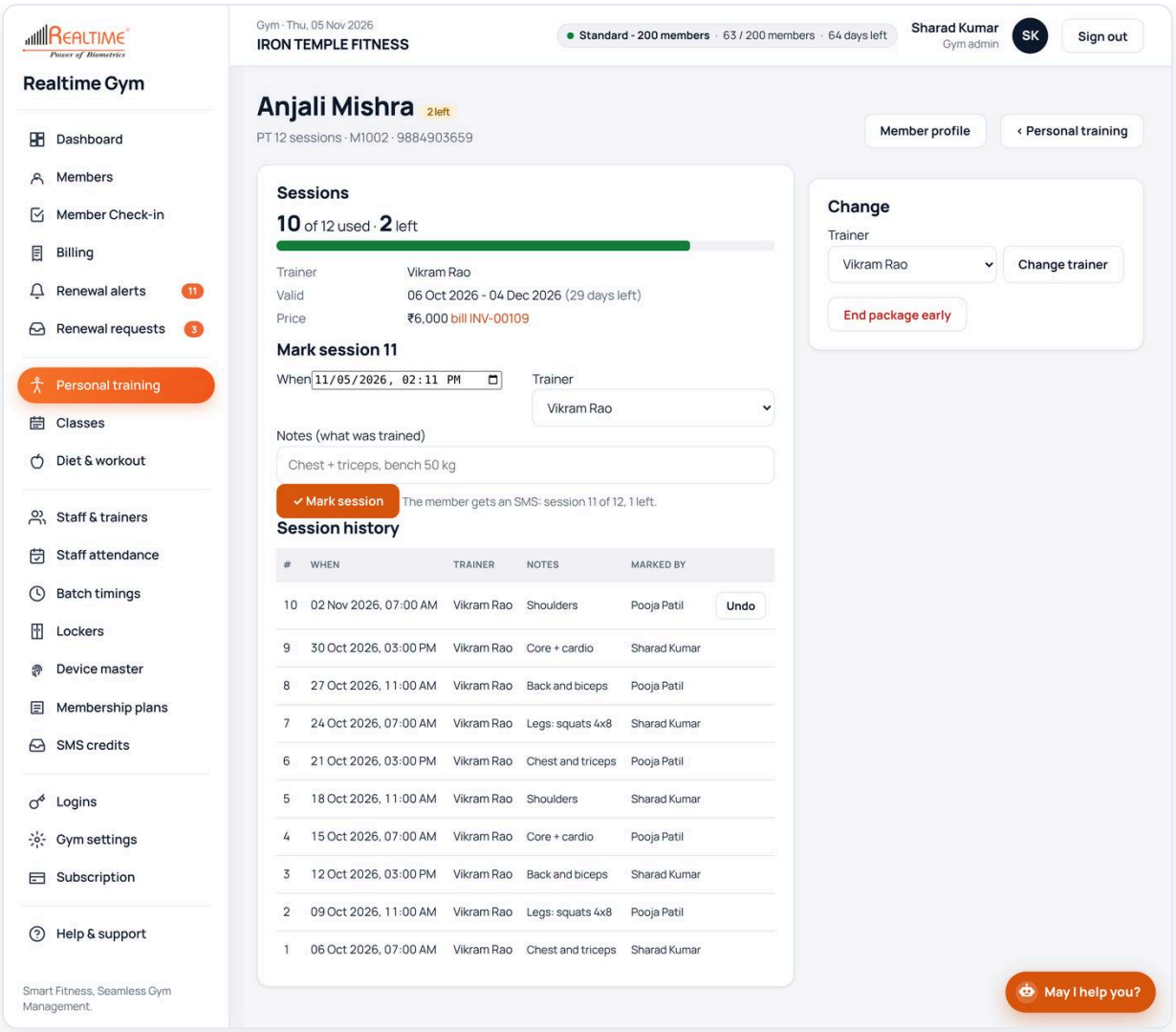

Figure 12.2 — PT client: sessions used and left, mark, undo, change trainer

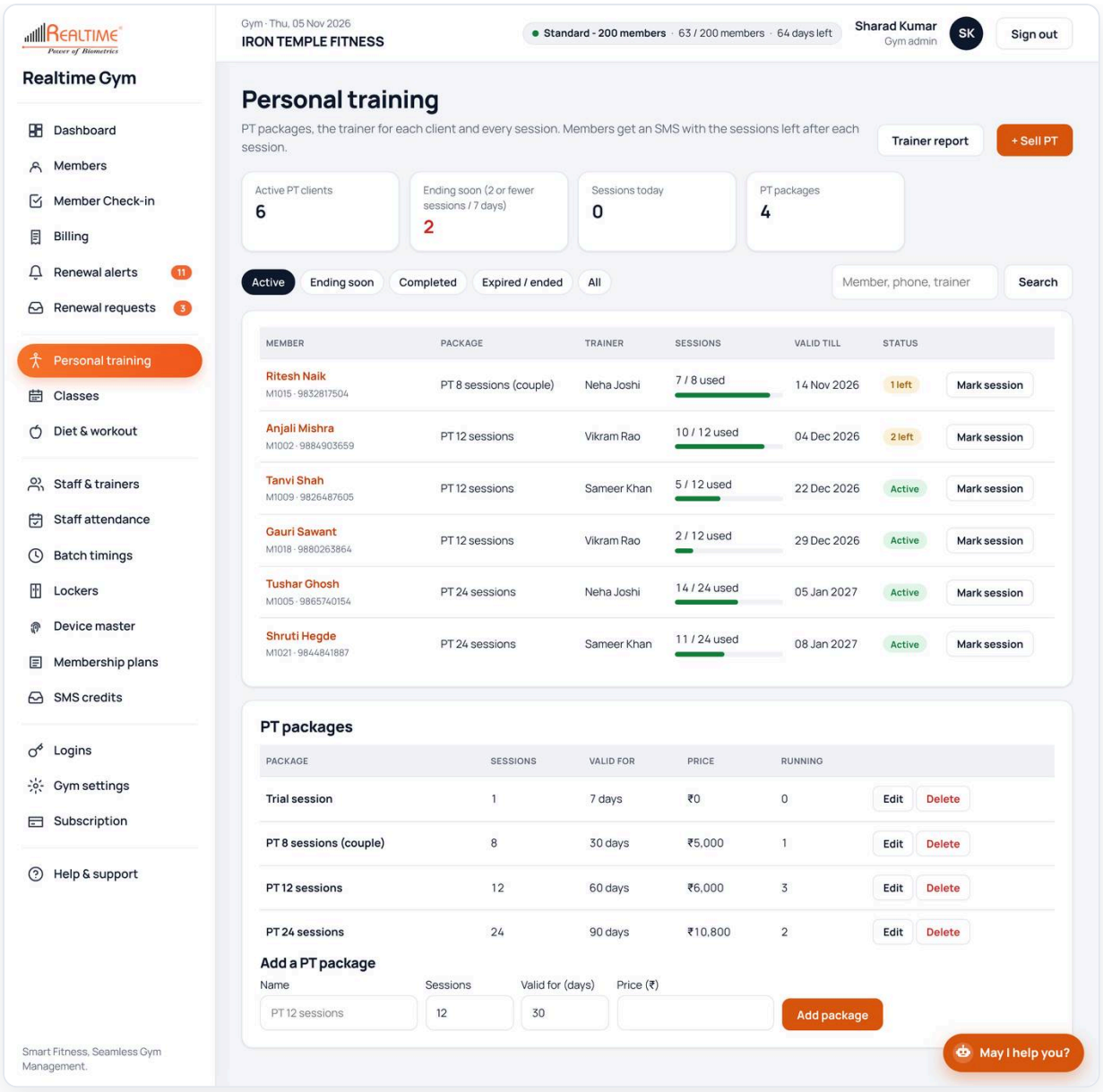

Figure 12.3 — Personal training: active clients, ending soon and PT packages

Packages past their end date become **Expired** automatically. The **Trainer report** (owner / manager) shows the sessions per trainer for a month with a CSV export – useful for trainer commission.

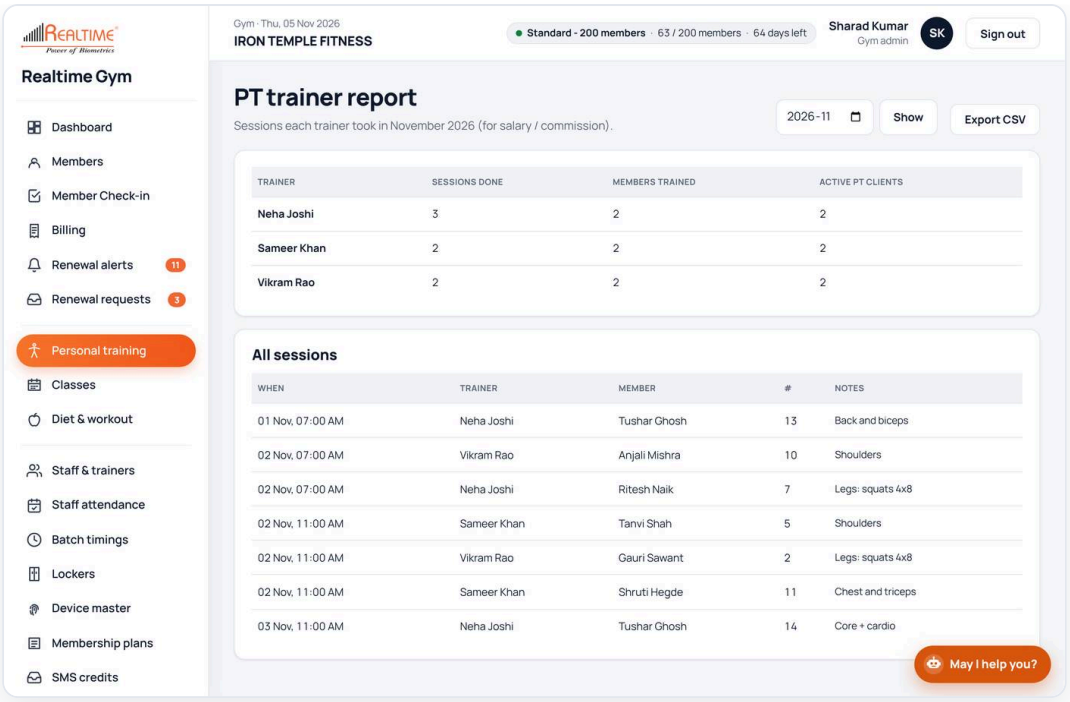

Figure 12.4 — PT trainer report

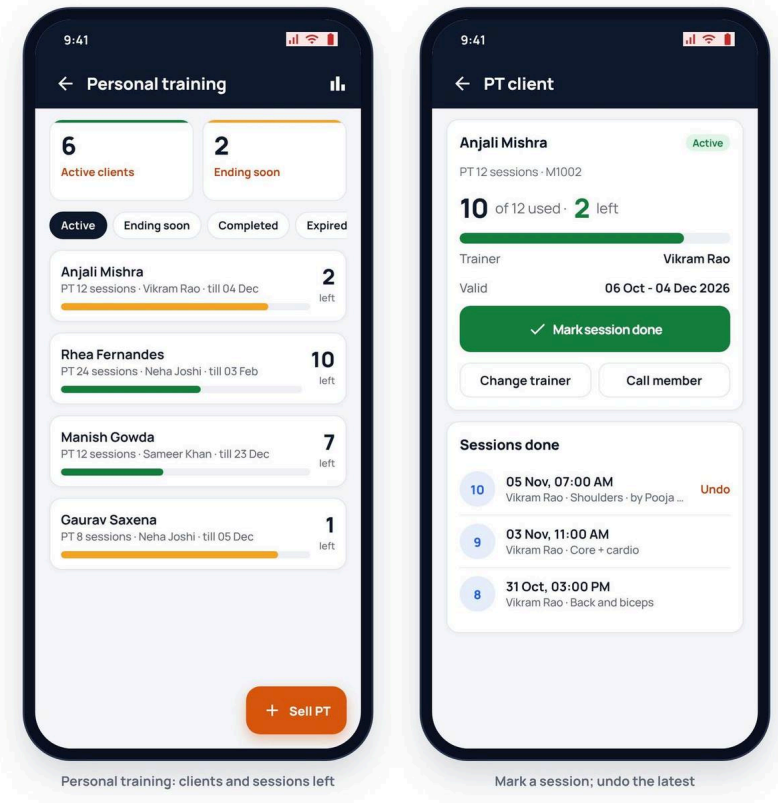

Figure 12.5 — Personal training on the app

Classes

1. Rooms

Add your rooms with how many people they hold (for example Studio A, 20; Spin room, 12). A class can never take more places than its room.

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2. Add a class

1. In **Classes** click **Add class** (owner / manager).
2. Enter the name, room, places and trainer.
3. Choose **Every week** and tick the days (with a first and optional last date), or **One day only** with its date.
4. Set the start and end time and how many hours before the class members may cancel.
5. Optional: limit the class to some membership plans (for example Annual members only).
6. Click **Save class** .

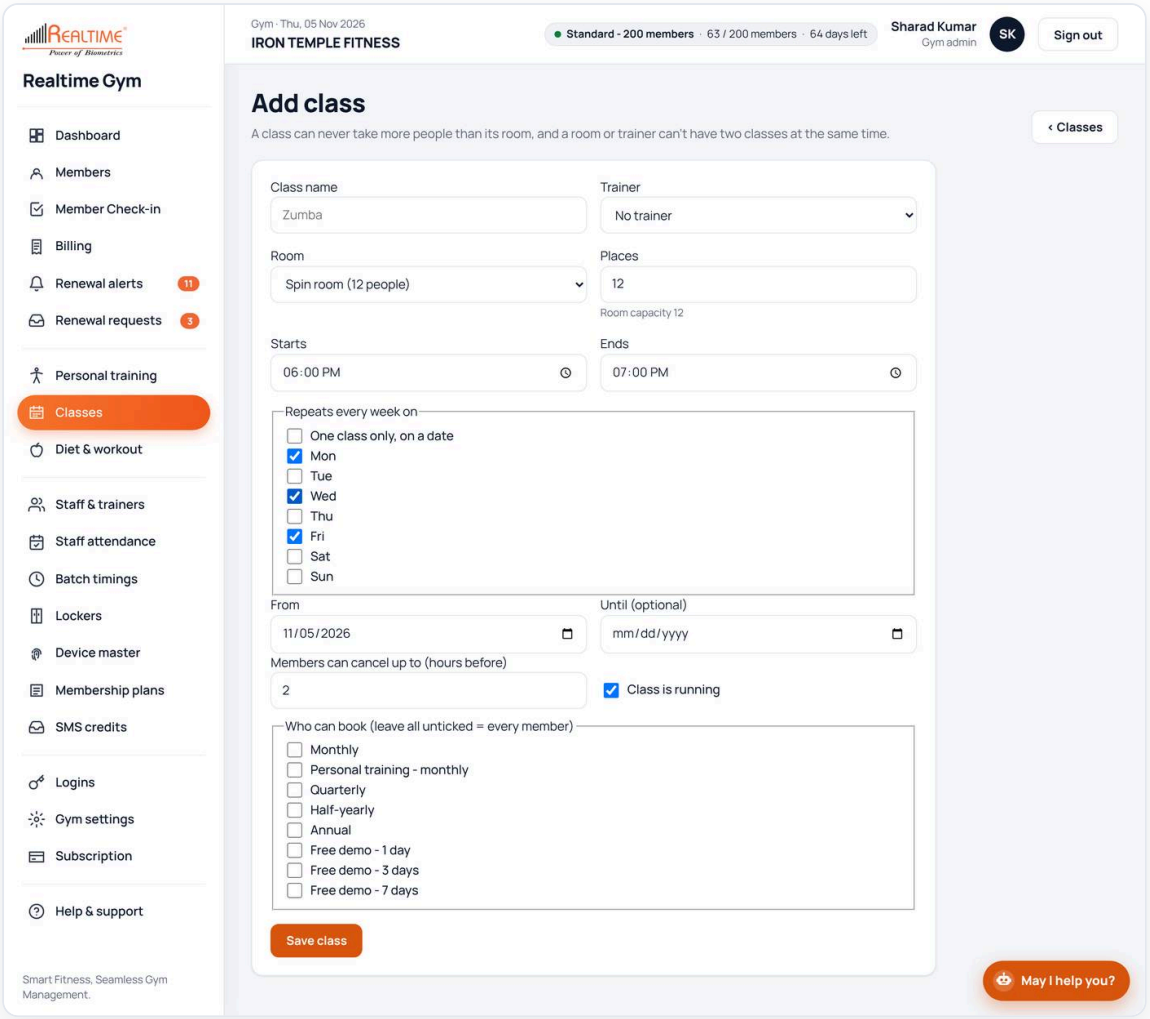

Figure 12.6 — Add a class

> **Clashes are refused**
> The same room or the same trainer can't have two classes at the same time. Lowering the places below the members already booked is refused; raising them books the waiting list automatically.

3. The week view

Classes shows the week with each class on its day and time, its room, trainer and **booked / places**. A full class is marked red. Below are all classes and the rooms.

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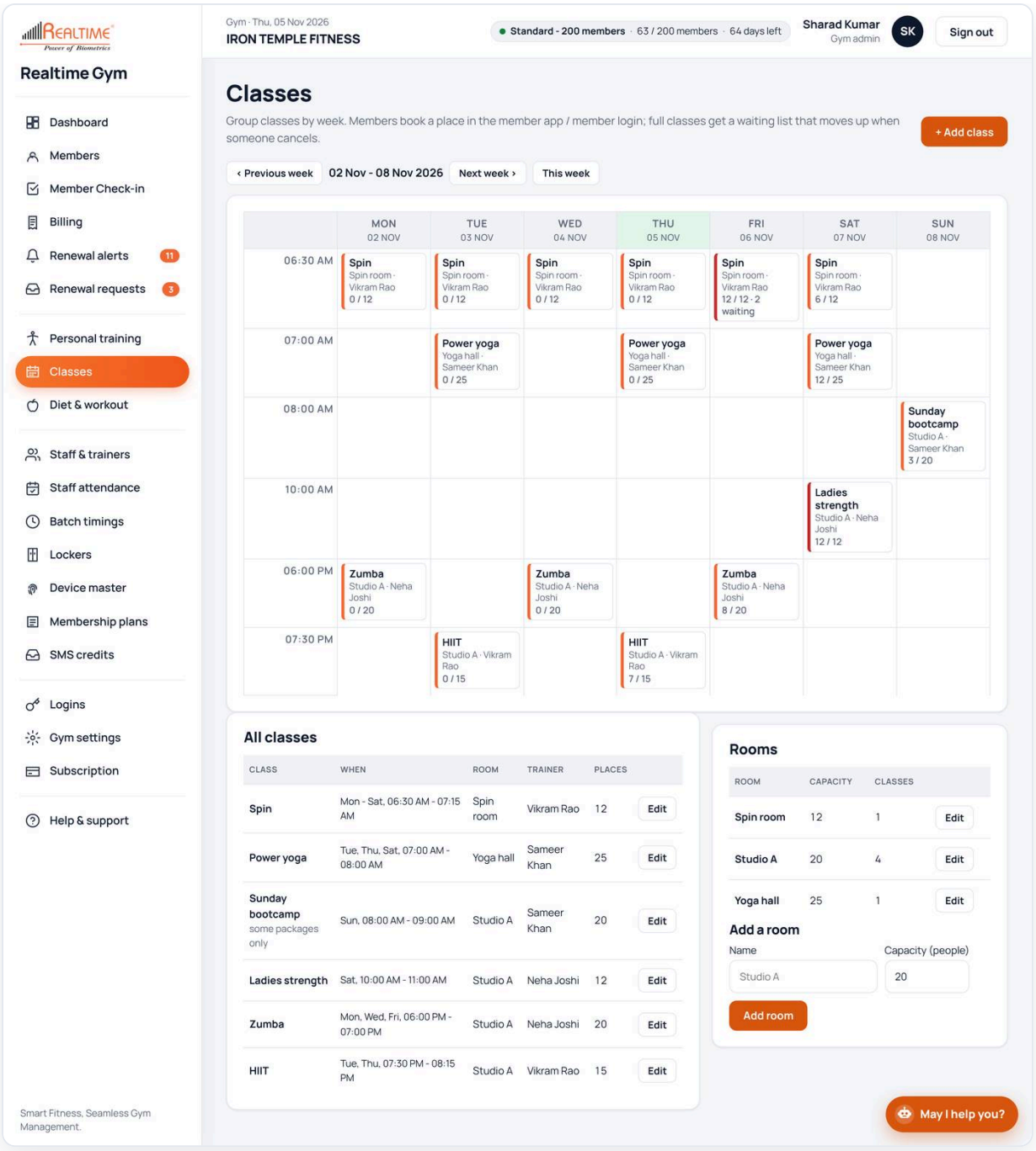

Figure 12.7 — Classes: week view, all classes and rooms

4. Bookings, waiting list and attendance

Members book in the member app (**Book a class**) or the member login (**Classes**), up to 7 days ahead, with a valid membership. The front desk opens the class day and uses **Book a member**. When a class is full, members join the **waiting list**; when someone cancels (or places are raised) the first in line is booked automatically and gets an SMS.

- Members can cancel up to the class's cancel hours before the start; the front desk can always cancel.
- On the day of the class mark each booked member **Present** or **No-show**.
- Members get a reminder SMS about 1–3 hours before their class.
- Switching a class off cancels its upcoming bookings and tells the members by SMS.

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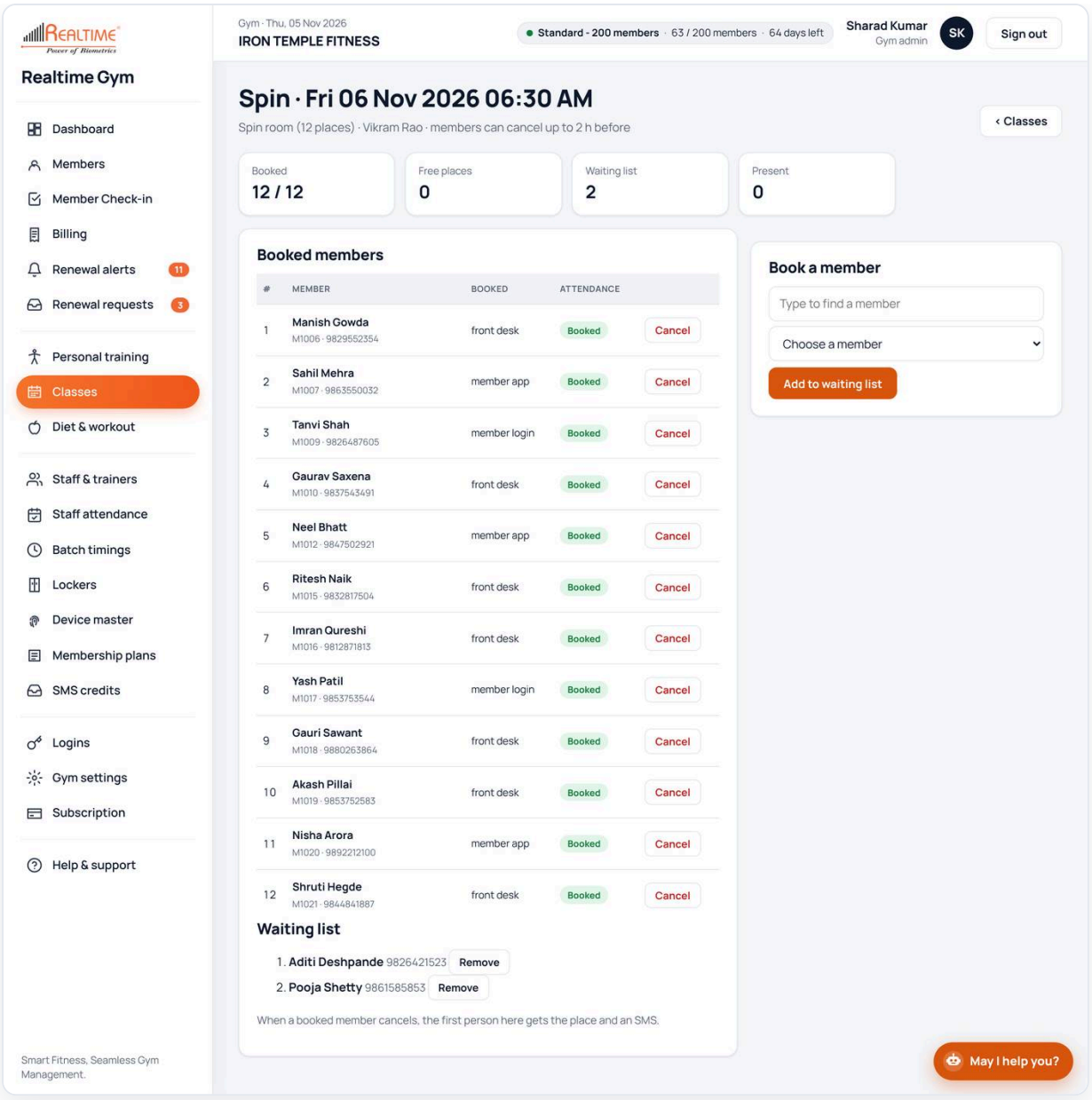

Figure 12.8 — Class day: booked members, waiting list, attendance

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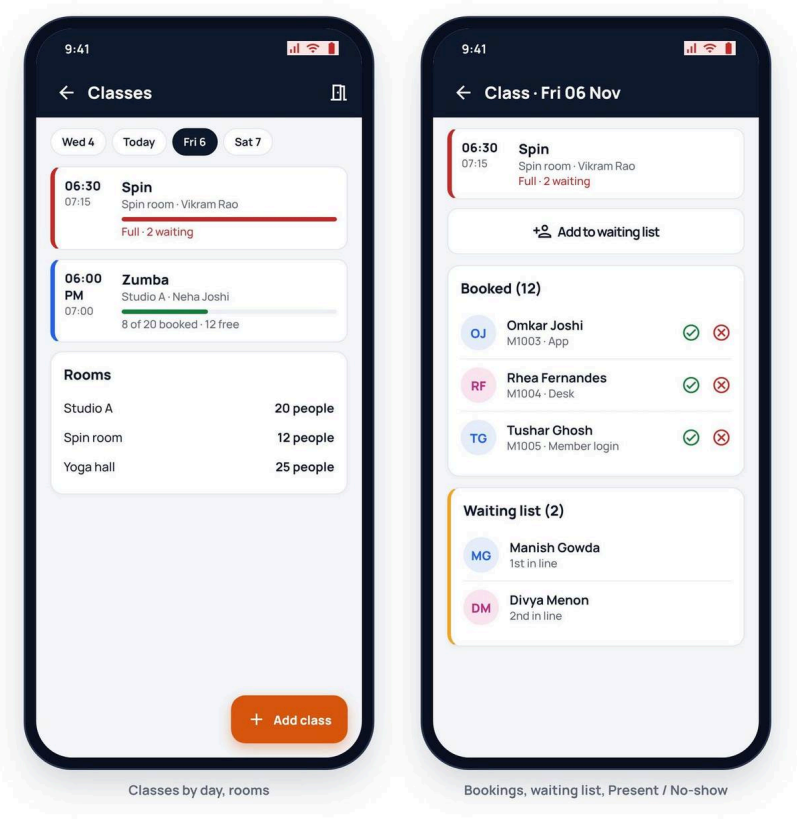

Figure 12.9 — Classes on the app

Diet and workout plans

Food list and daily targets

Diet & workout › **Food list** has 126 Indian and common foods with kcal, protein, carbs and fat per serving, marked veg or non-veg. Owners and managers can add the gym's own foods. In the diet editor the **calculator** works out daily targets from weight, height, age, gender, activity and goal (lose, maintain or gain).

Make a diet plan

1. Click **New diet template** (owner / manager) or **Give diet plan** on the member profile.
2. Enter the name and goal, use the calculator or type the targets (kcal, protein, carbs, fat).
3. Add meals (Breakfast, Lunch…) and type foods from the list with the quantity. The kcal and macros are worked out for you and the totals are shown against the target.
4. Click **Save plan**. Share it on WhatsApp or print it from the plan sheet.

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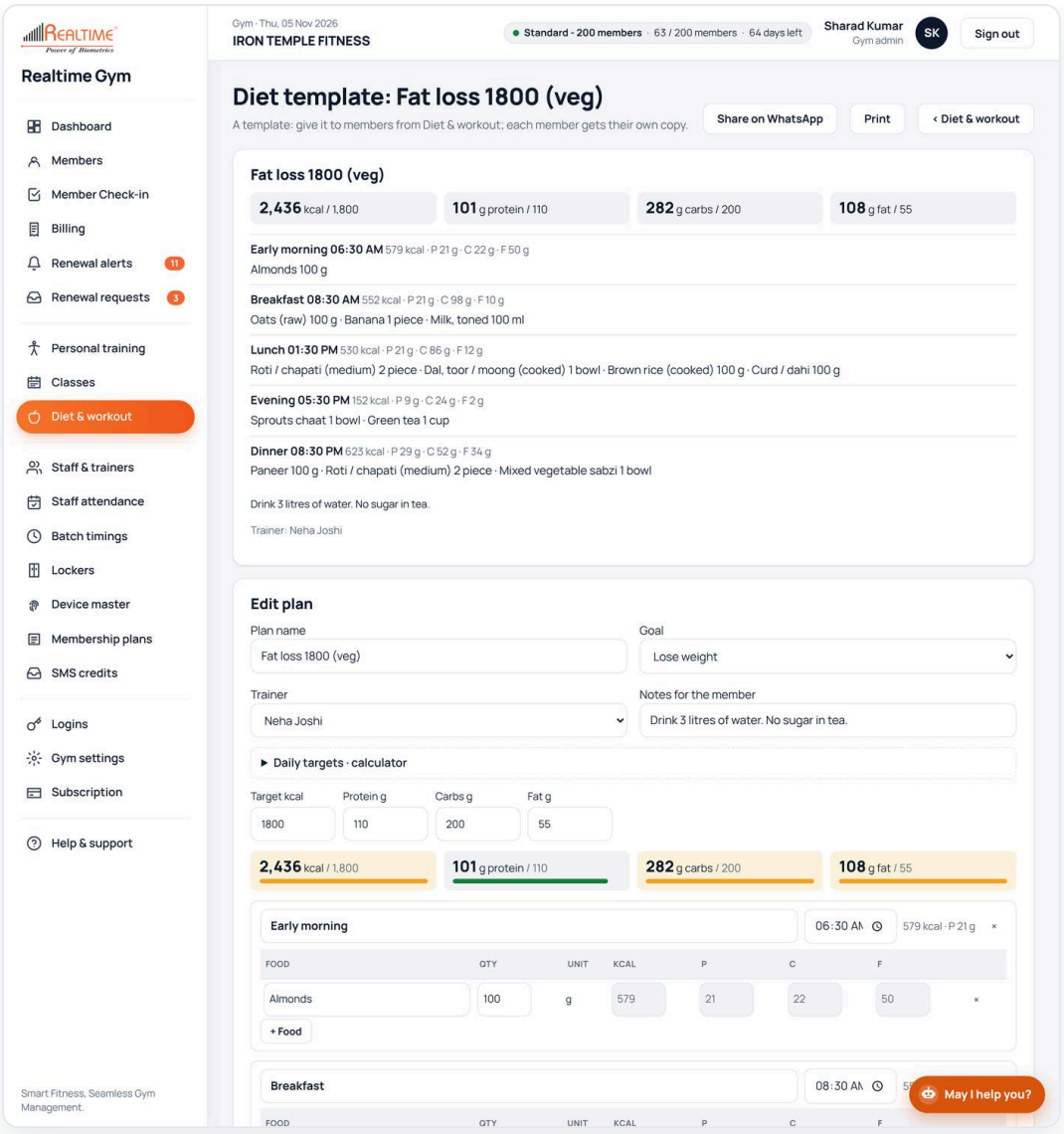

Figure 12.10 — Diet plan: plan sheet with totals against the target, and the editor

Workout plans

New workout template or **Give workout plan**: add days (for example Push, Pull, Legs) and exercises from the exercise list with sets x reps, weight and rest. The member's day changes in turn every day.

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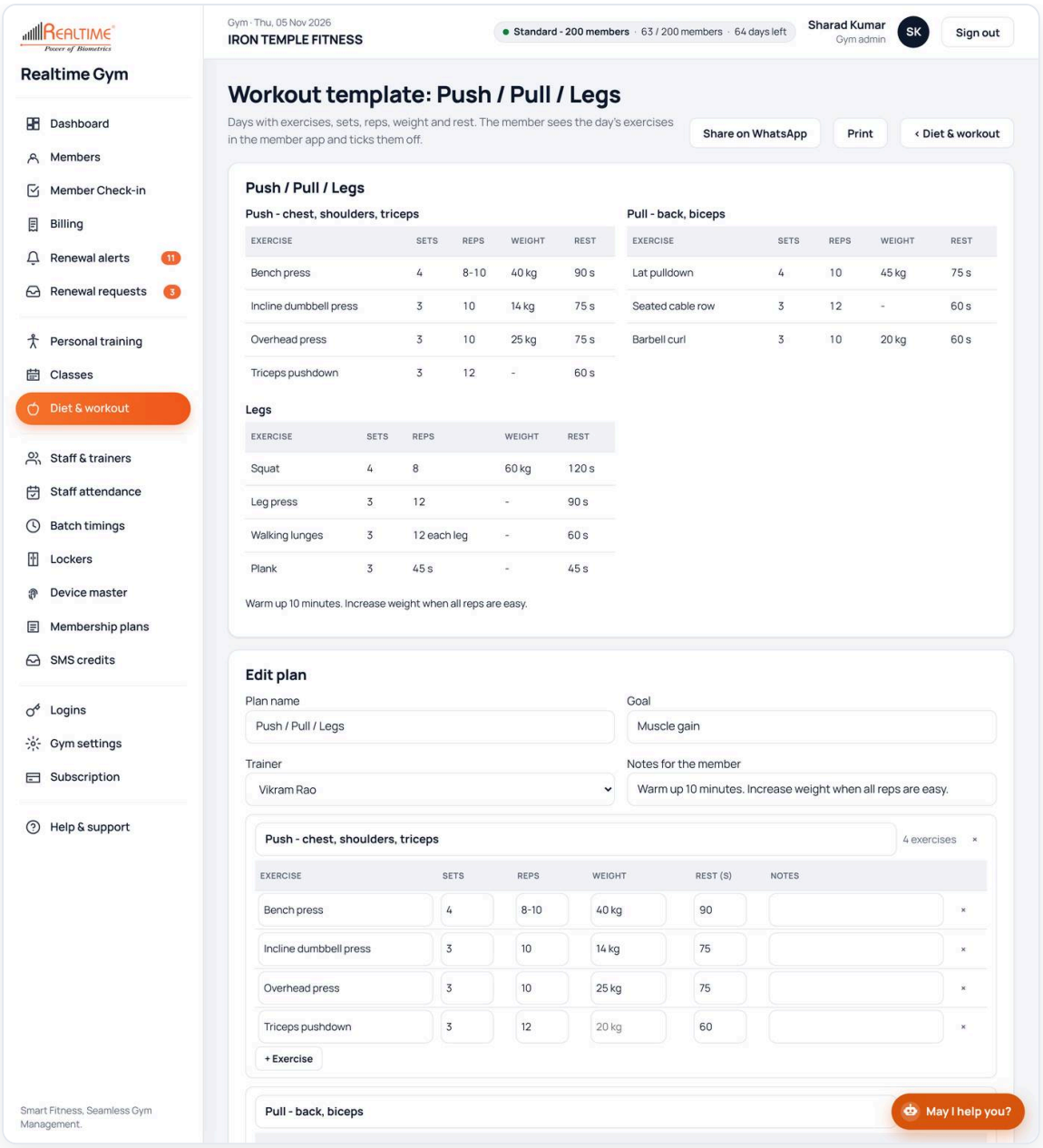

Figure 12.11 — Workout plan

Templates and member plans

A **template** is made once and given to many members: **Give** copies it to the member (their own plan, which you can change without touching the template) and the member gets an SMS. Each member has one active diet and one active workout plan.

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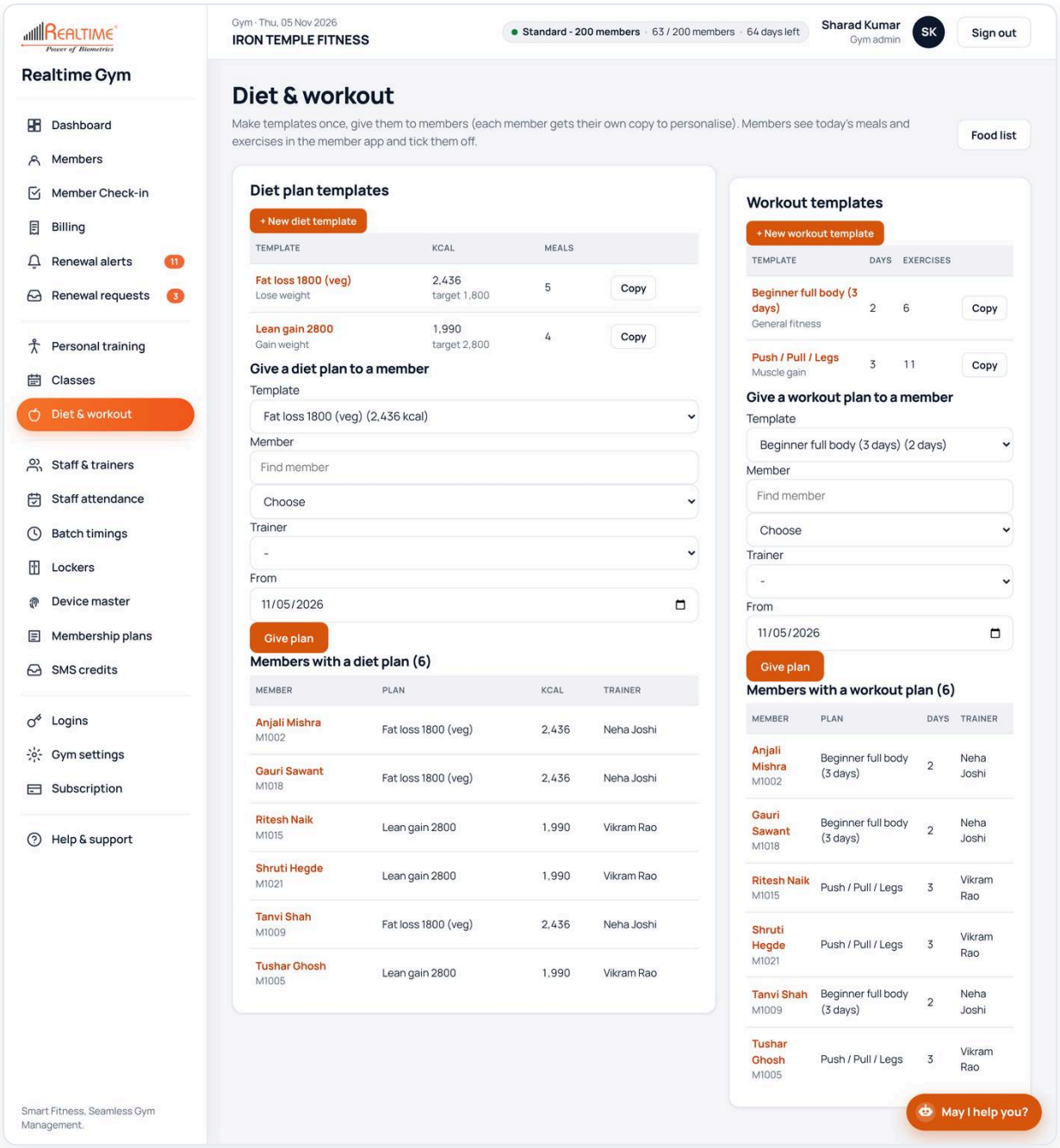

Figure 12.12 — Diet & workout: templates and plans given to members

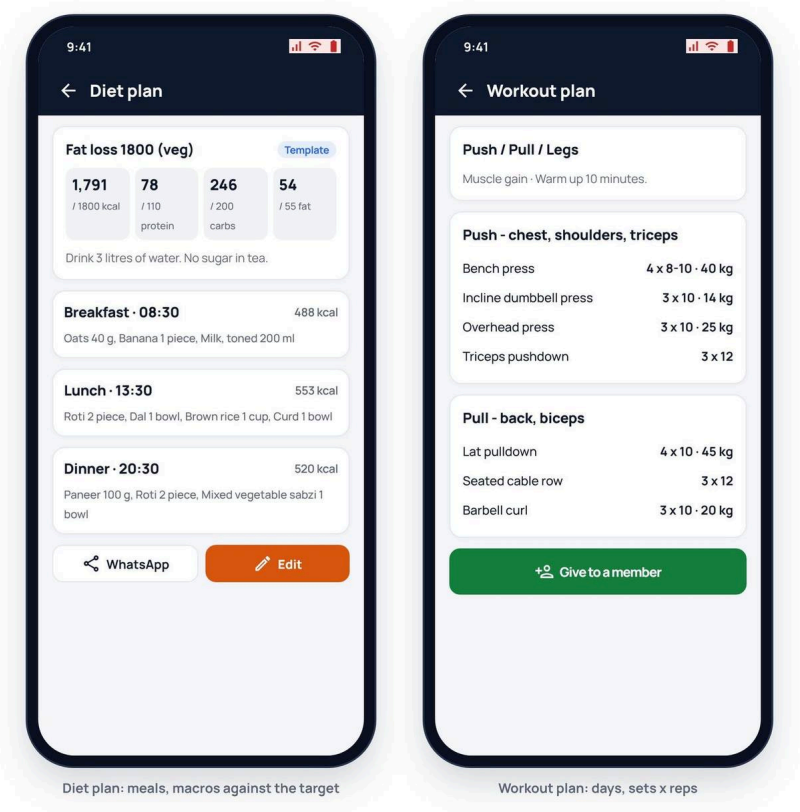

Figure 12.13 — Diet and workout plans on the app

What members see

In the member app (**Book a class**, **My training**) and the member login (tabs **Classes** and **My training**) members book and cancel classes, see their PT sessions left, **tick the meals they ate** (kcal and macros eaten today), **tick the exercises they did** and log their **weight**.

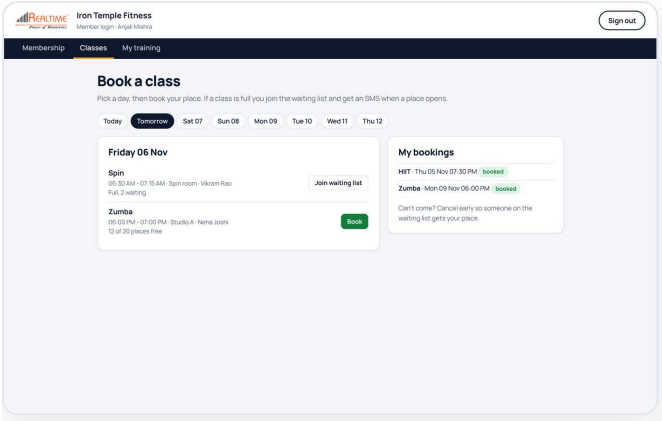

Figure 12.14 — Member login: Classes

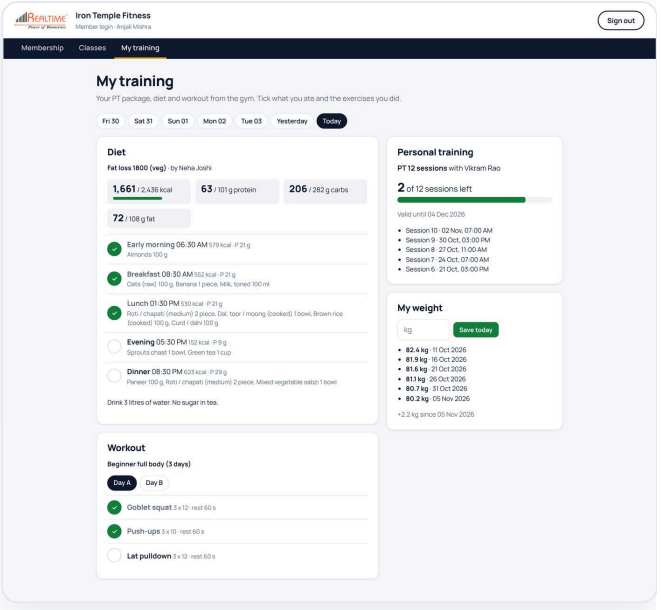

Figure 12.15 — Member login: My training

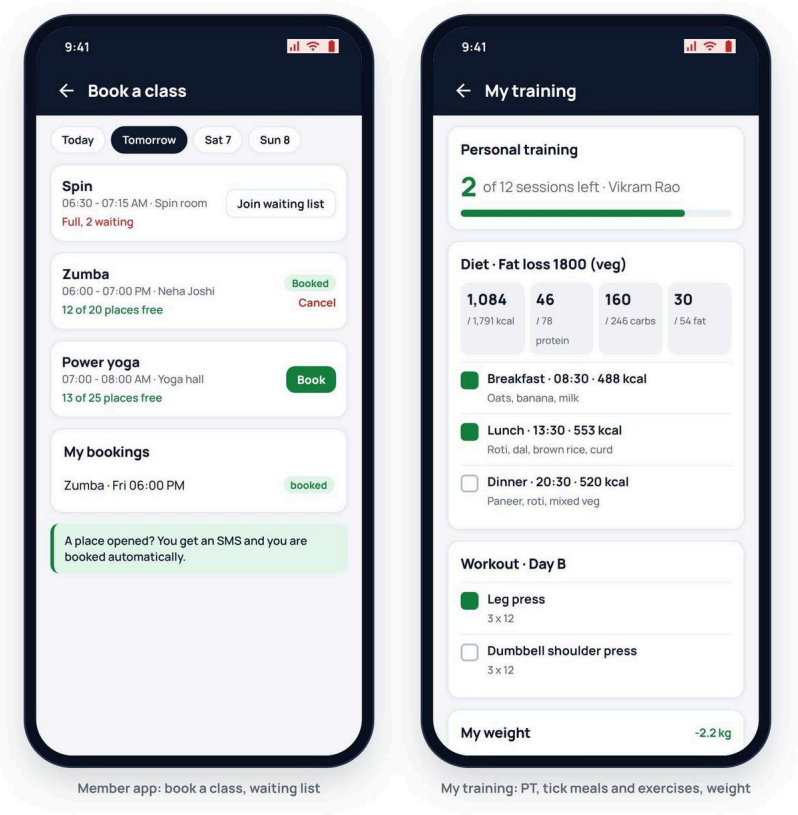

Figure 12.16 — Member app: Book a class and My training

Talking point

“Your trainers' sessions are counted and billed automatically, members book classes from their phone and follow their diet in the app – that is why they stay.”

HARDWARE

13 Biometric devices

Realtime face and fingerprint machines send every punch to the server over the internet. Members are checked in and staff attendance is marked without anyone touching the software.

Connect a Realtime machine

1. Find the serial number on the machine: **Menu › System Info › Device Info › Serial No.** (also on the sticker at the back). In **Device master** click **Add device** and enter a name and the serial number.
2. On the machine open **Menu › Comm. › Cloud Server Setting** (called ADMS on some models).
3. Set **Server address** to your Realtime Gym server and **Server port** to 80 (or 443 for HTTPS). Turn Proxy off. If there is an **Enable domain name** option, turn it on when using a domain name.
4. Restart the machine. Within a minute the status in Device master changes to Online .
5. Enrol each person on the machine (**Menu › User Mgt › New User**) with the same User ID as the **Biometric ID** (up to 8 digits) saved on the member or staff record – or upload them from Device users (below).

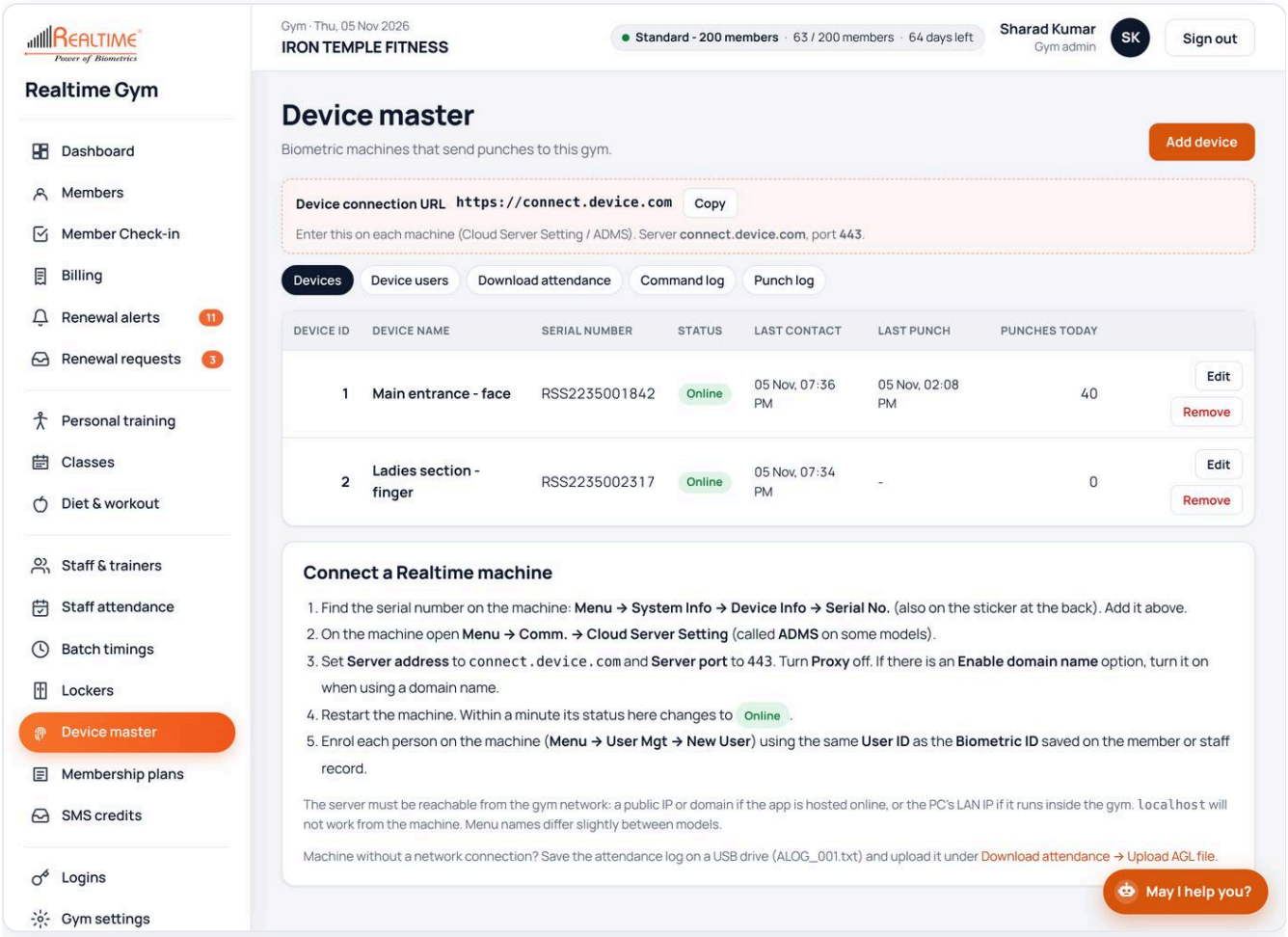

Figure 13.1 — Device master with status, last contact and punches today

Network
The machine must be able to reach the server: a public IP or domain if the software is hosted online, or the computer's LAN IP if it runs inside the gym. **localhost** does not work from the machine.

Sync devices
In {ui("Add device")} / {ui("Edit device")} tick **Sync devices** to copy the users of another machine to this one (for example a second entrance).

Device users: upload, remote enrol, open door

Device users shows the users on each machine and the users saved in the database. Tick the devices a button should use, then:

- **Upload to device** – sends the ID, name, validity and face / finger data of a member or staff member to the ticked machines.
- **Remote enrol** – the machine asks the person to show the face or finger.
- **Open door** – opens the door for a member at the desk.
- From the Members and Staff lists, tick many people › **Upload User ID & Name in device**.
- Renewed members are updated on every connected machine automatically; expired members cannot enter.

A progress bar shows each command on each machine. Commands are sent only to connected machines; a command not answered in 10 seconds is retried once and then closed.

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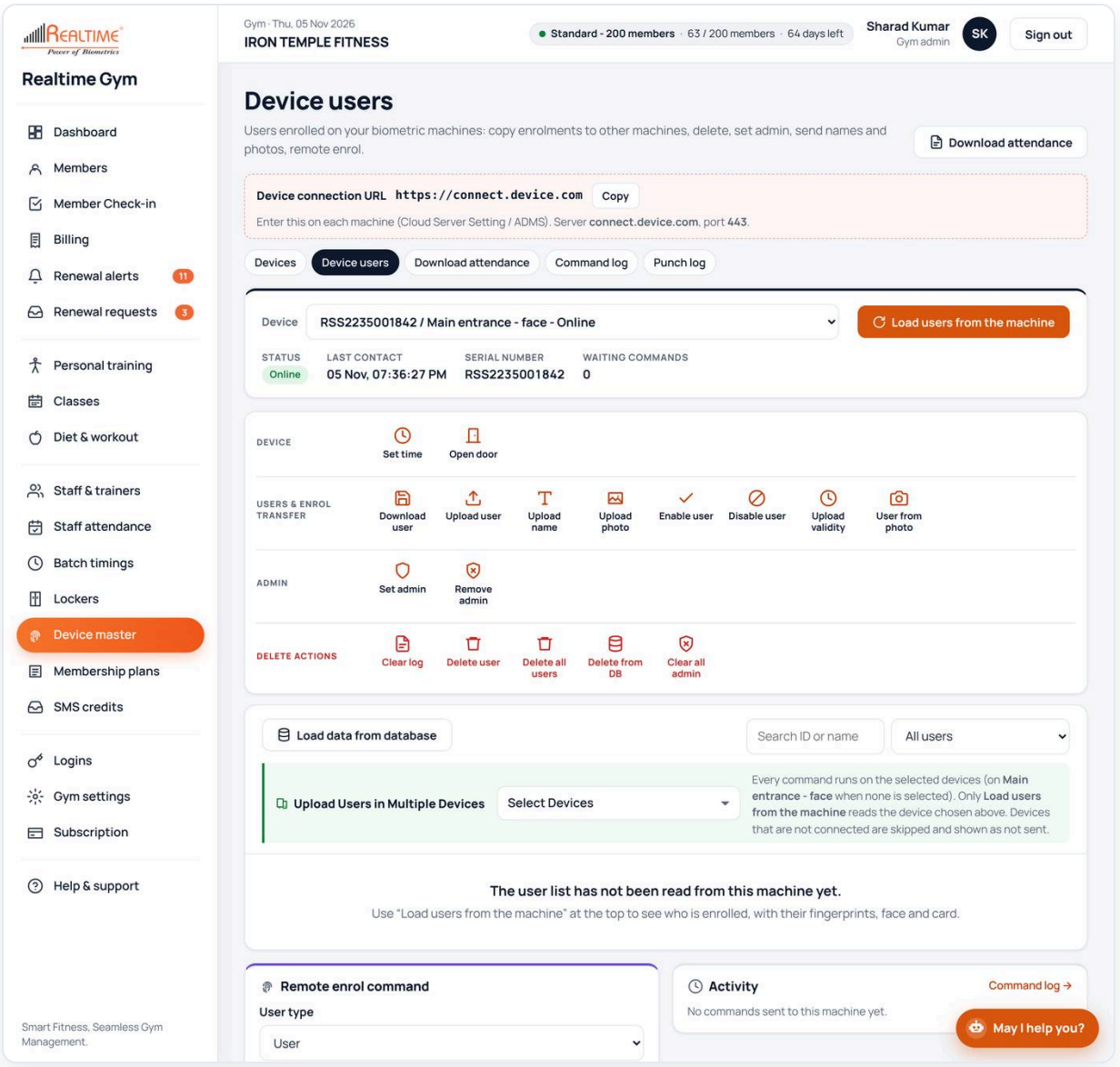

Figure 13.2 — Device users with the commands in progress

Download attendance and command log

Download attendance : tick the machines and choose a date range to pull old punches (already saved punches are skipped). **Command log** lists every command with **Done**, **Failed** or **Not sent**.

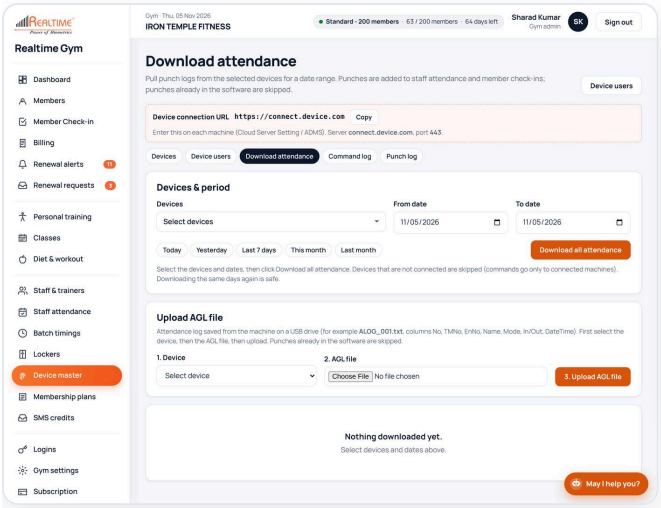

Figure 13.3 — Download attendance

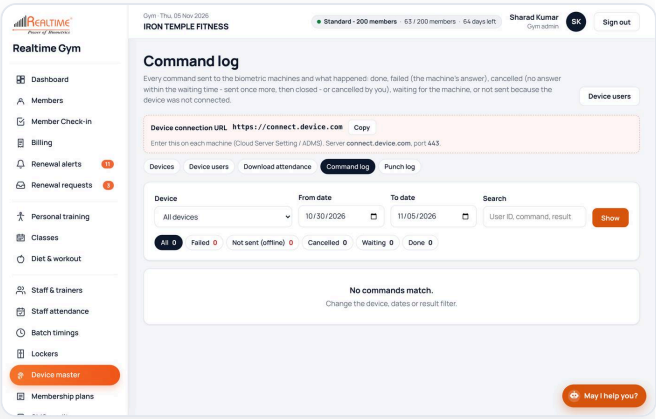

Figure 13.4 — Command log

Punch log and unknown IDs

Punch log & import lists every scan with time, biometric ID, person and how it was applied (member check-in or staff attendance). IDs that do not belong to anyone appear under **Unknown IDs**: create a new member or staff with that ID, or correct the ID and click **Apply unknown punches again**.

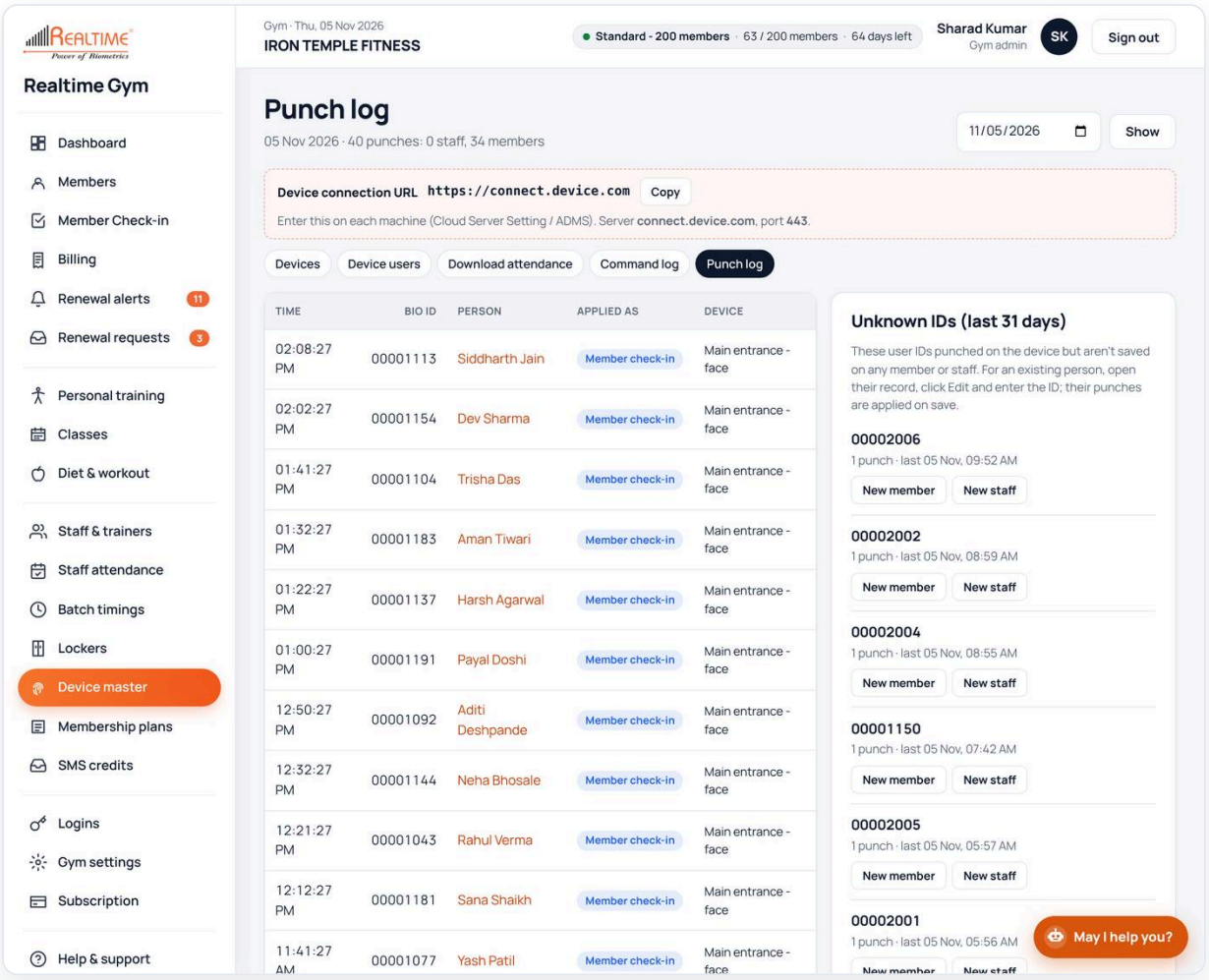

Figure 13.5 — Punch log, unknown IDs and log upload

Machines without cloud (ADMS)

Export the attendance log from the machine (USB) or from eTimeTrackLite and upload it under **Upload a log file** (.dat, .txt or .csv). Already-imported punches are skipped.

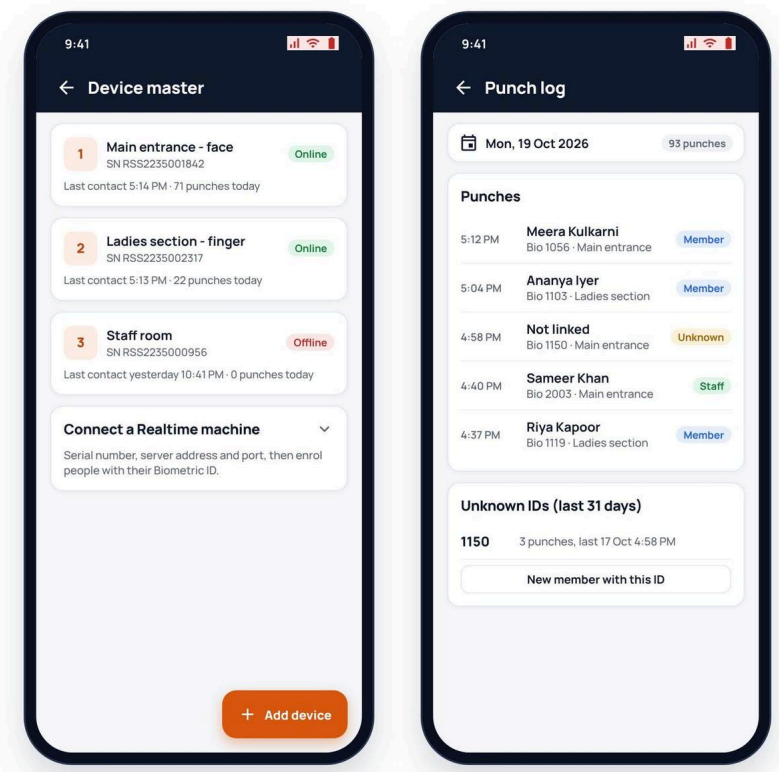

Figure 13.6 — Devices and punch log on the app

ADMINISTRATION

14 Plans, logins and gym settings

Set your prices, give each staff member their own login and keep your gym details correct on every bill.

Membership plans

Membership plans lists all packages with duration, price and price per month. New gyms start with Monthly, Quarterly, Half-yearly, Yearly and three free demo plans. Click **Add plan** for new packages (for example personal training) or **Edit** to change a price. Plans can be made inactive instead of deleted.

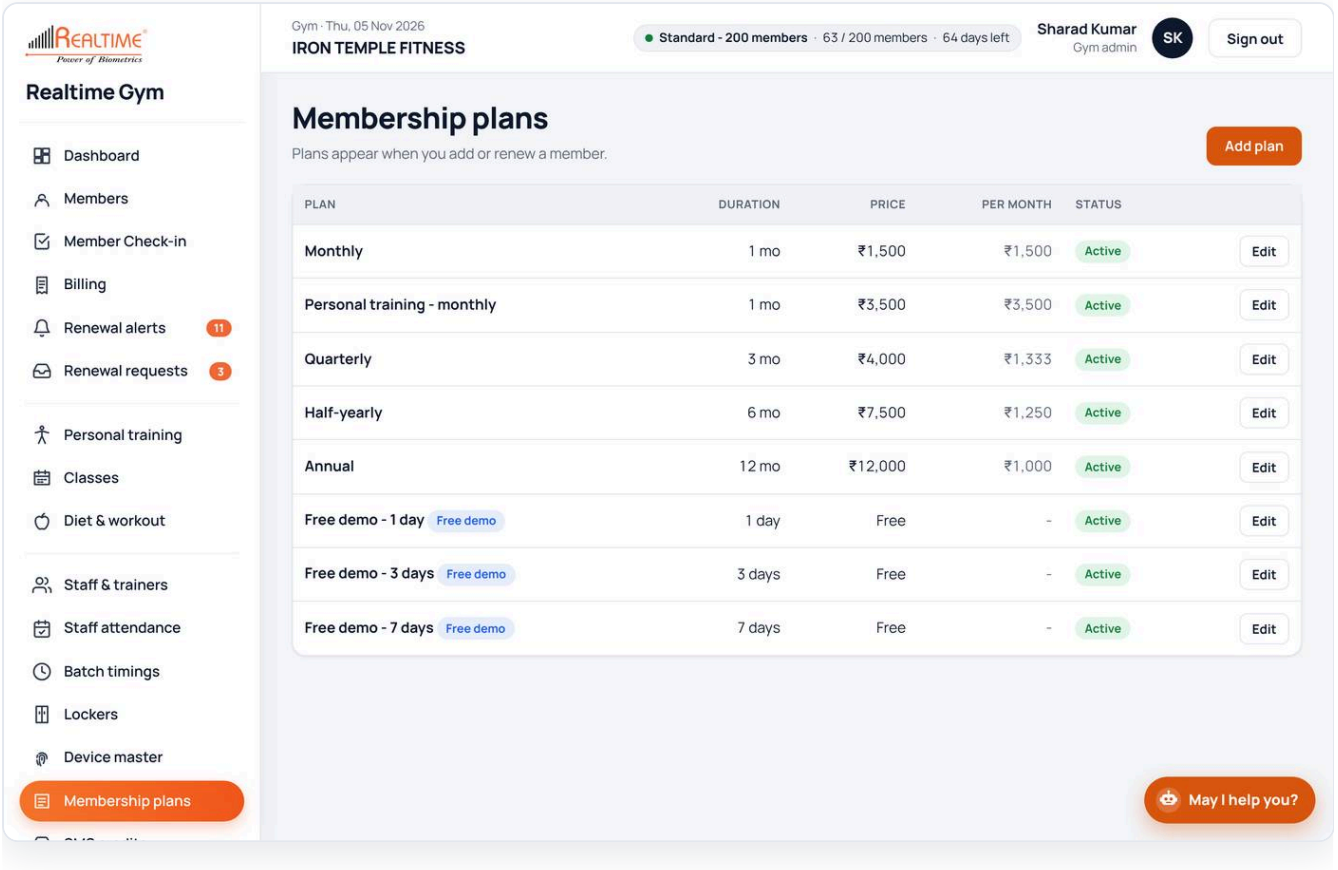

Figure 14.1 — Membership plans

Logins

The owner creates logins for managers and receptionists under **Logins**: name, mobile number, optional email, role and a starting password. Each person signs in with their own number, and a login can be disabled at any time.

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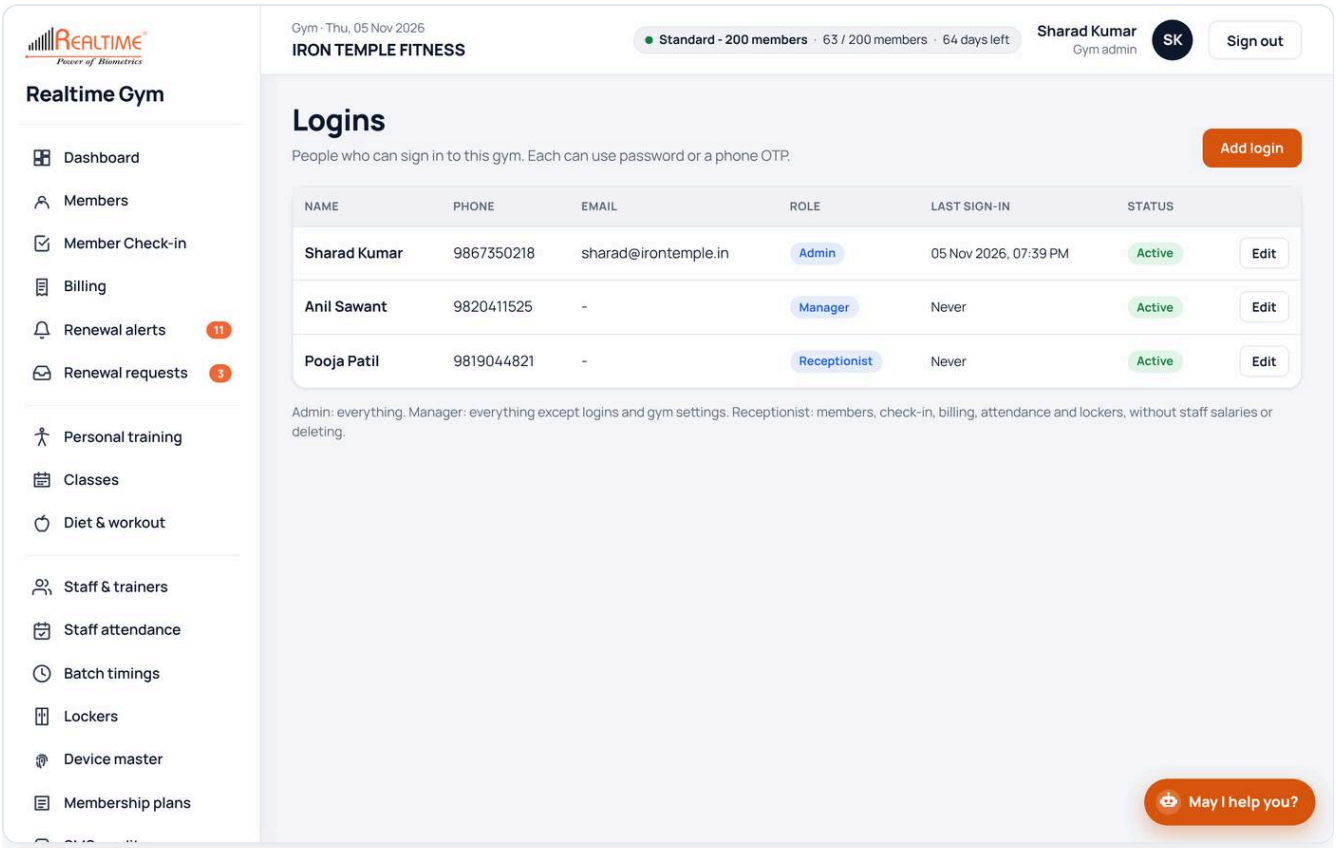

Figure 14.2 — Logins for staff

Gym settings

Gym settings holds the gym name, owner, phone, email, address, city, **GSTIN**, **GST %**, admission fee, reminder days and the reminder message. These details are printed on every invoice.

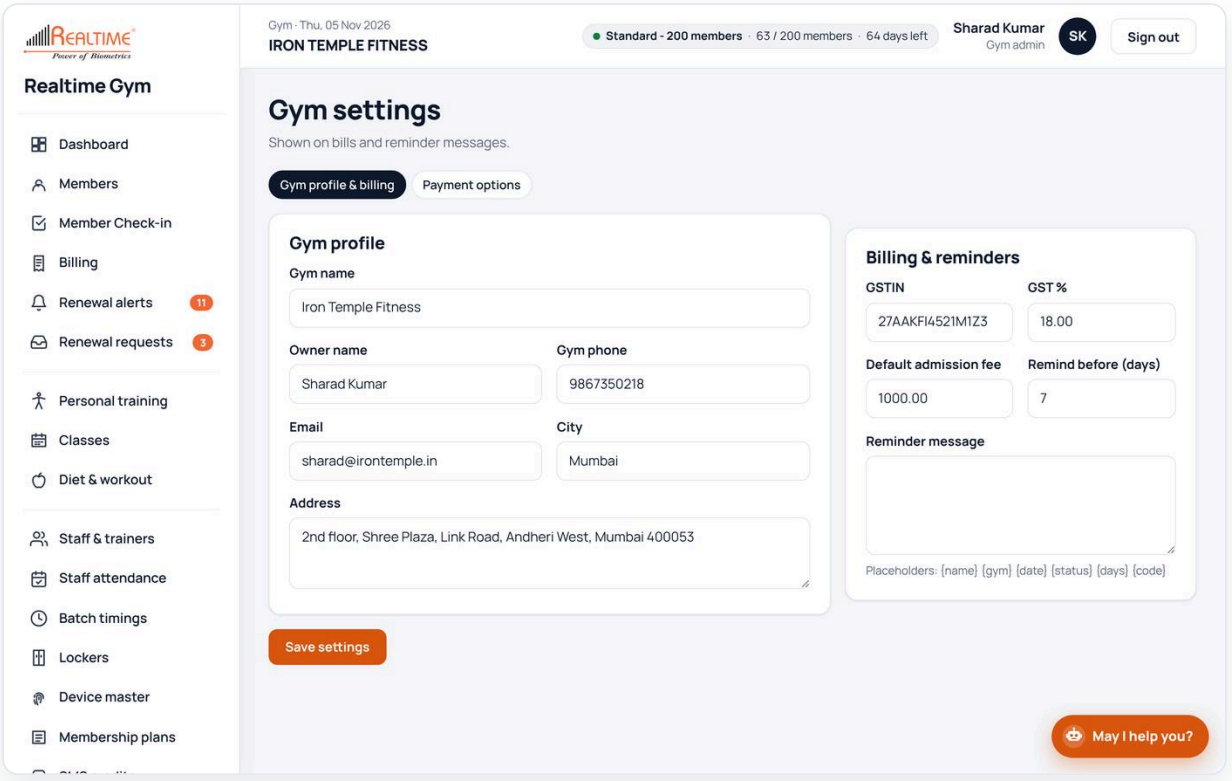

Figure 14.3 — Gym profile and billing settings

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Change your password

Use **Change password** in the account menu (web) or More › Account (app). Ask staff to change their starting password on first sign-in.

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YOUR LICENCE

15 Software subscription

After the free trial, the gym owner chooses a member package for 6 or 12 months and pays online. Renewals and upgrades take effect immediately and every payment comes with a GST invoice.

Packages

PACKAGE	ACTIVE MEMBERS	6 MONTHS	12 MONTHS
Starter	up to 100	₹3,000	₹5,000
Standard	up to 200	₹4,500	₹8,000
Growth	up to 300	₹6,000	₹11,000
Pro	up to 500	₹8,000	₹15,000

Sample prices before 18% GST. The provider sets the actual packages and prices in the Super Admin console. Free trial: 1 month, up to 500 members.

The Subscription page

Open **Subscription** in the menu (web) or More > Subscription (app). It shows the licence status, package, start and expiry date, days left and members used.

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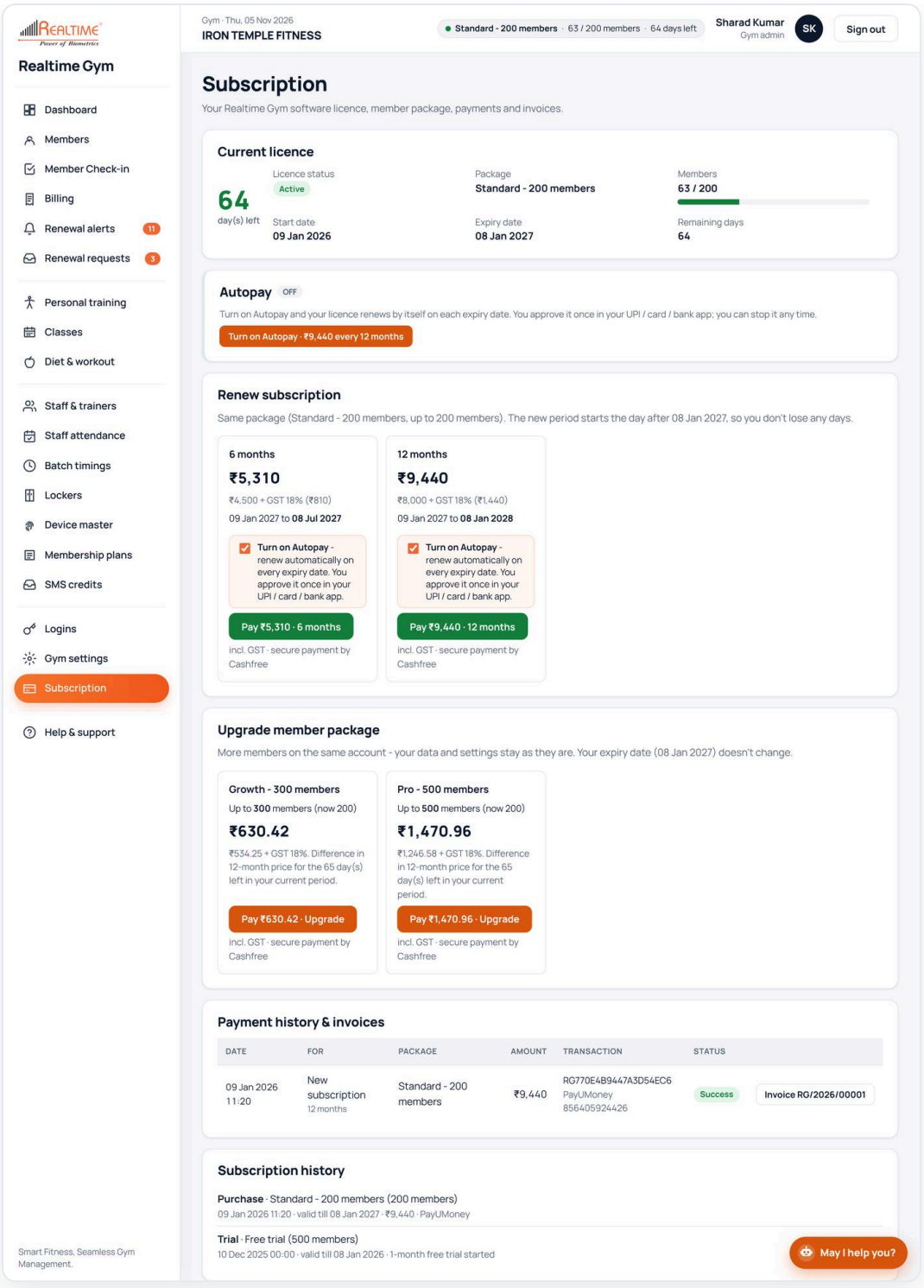

Figure 15.1 — Subscription: licence, renew, Autopay, upgrade, payments and history

Renew

1. Under **Renew subscription**, choose 6 or 12 months. The new period starts the day after your current expiry date – you lose no days.
2. Keep **Turn on Autopay** ticked if the licence should renew by itself next time.
3. You are taken to **Cashfree**. Pay by UPI, card, net banking or wallet.
4. After payment you return to the software. The new expiry date and the invoice appear immediately; the invoice is also emailed to you.

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Autopay

With Autopay the licence renews by itself on every expiry date. After paying, approve the Autopay mandate once in your UPI, card or bank app (a ₹1 check is refunded). Two days before the expiry the debit is requested; when it succeeds the licence is renewed from the day after the expiry, with an invoice, email and SMS. The **Autopay** card on the Subscription page shows the state; **Turn off Autopay** stops it at any time (you can also cancel it in your UPI app).

Upgrade the member package

Need more members? Under **Upgrade member package** choose a bigger package. You pay only the difference for the days left in the current period; the expiry date does not change and all data stays as it is.

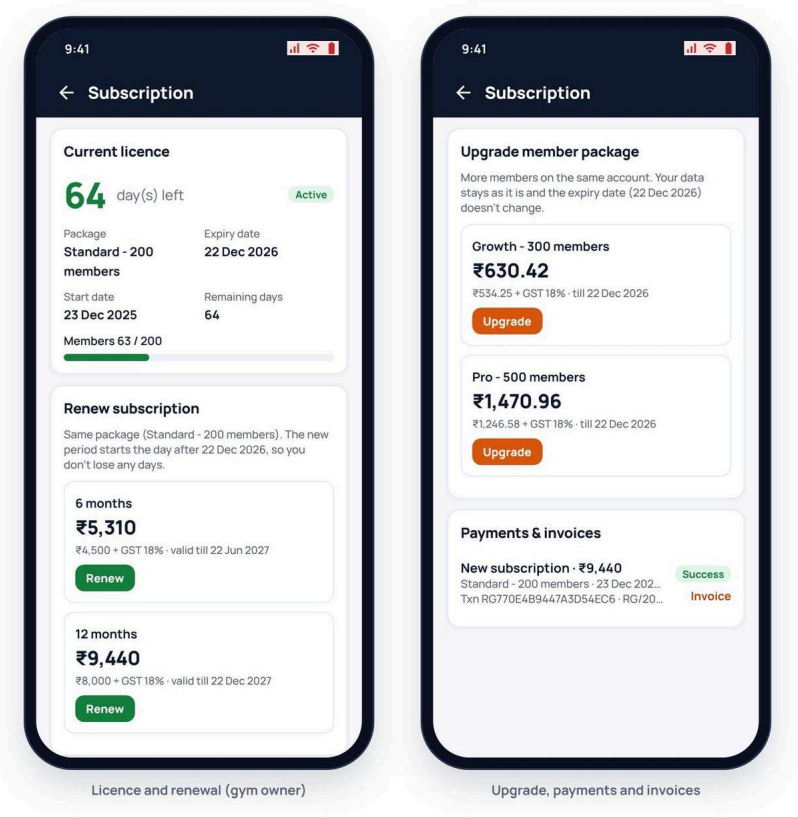

Figure 15.2 — Subscription on the app

Invoices

Each successful payment gets a numbered tax invoice (for example RG/2026/00012) with CGST and SGST. Open it from **Payment history & invoices** and print or save it as PDF.

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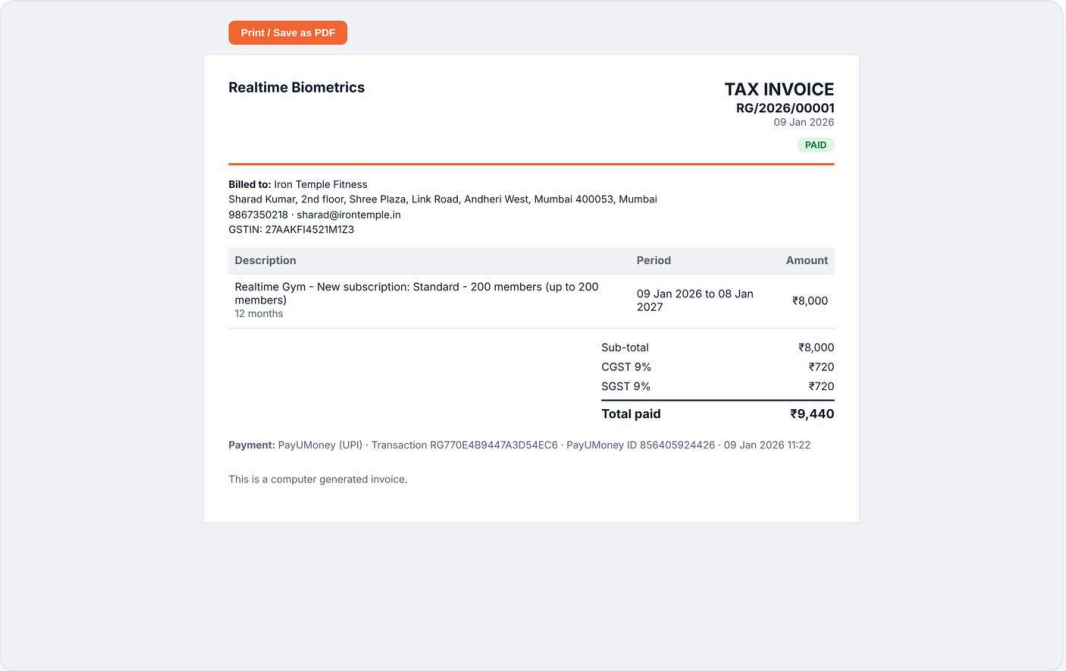

Figure 15.3 — Subscription tax invoice

Reminders and expiry

- Reminder emails are sent 15, 7, 3 and 1 day(s) before the expiry date and on the day itself.
- A banner in the software shows the days left during the last weeks.
- After expiry there is a short **grace period** (3 days by default). After that, the software opens only the Subscription page until you renew (or is read-only, depending on the provider's setting). **No data is ever deleted.**
- Only the owner (admin login) can pay. Managers and receptionists see a message asking them to contact the owner.

> **Payment not reflected?**
> If money was debited but the licence did not update, open the payment in Payment history and click **Check status**. The software confirms the payment with Cashfree. If it is still pending after 30 minutes, ask the support robot to raise a ticket with the transaction reference.

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PROVIDER CONSOLE

16 Super Admin: CRM, payments and revenue

The Super Admin (the software provider or reseller) manages every gym on the server: registrations, free trials, subscriptions, follow-up calls, payments and revenue.

CRM dashboard

The first screen after the Super Admin signs in. Tiles show registered gyms, new in 30 days, active paid subscriptions, active free trials, renewals due in 15 days, expired gyms, pending payments and revenue received this month, this year and in total.

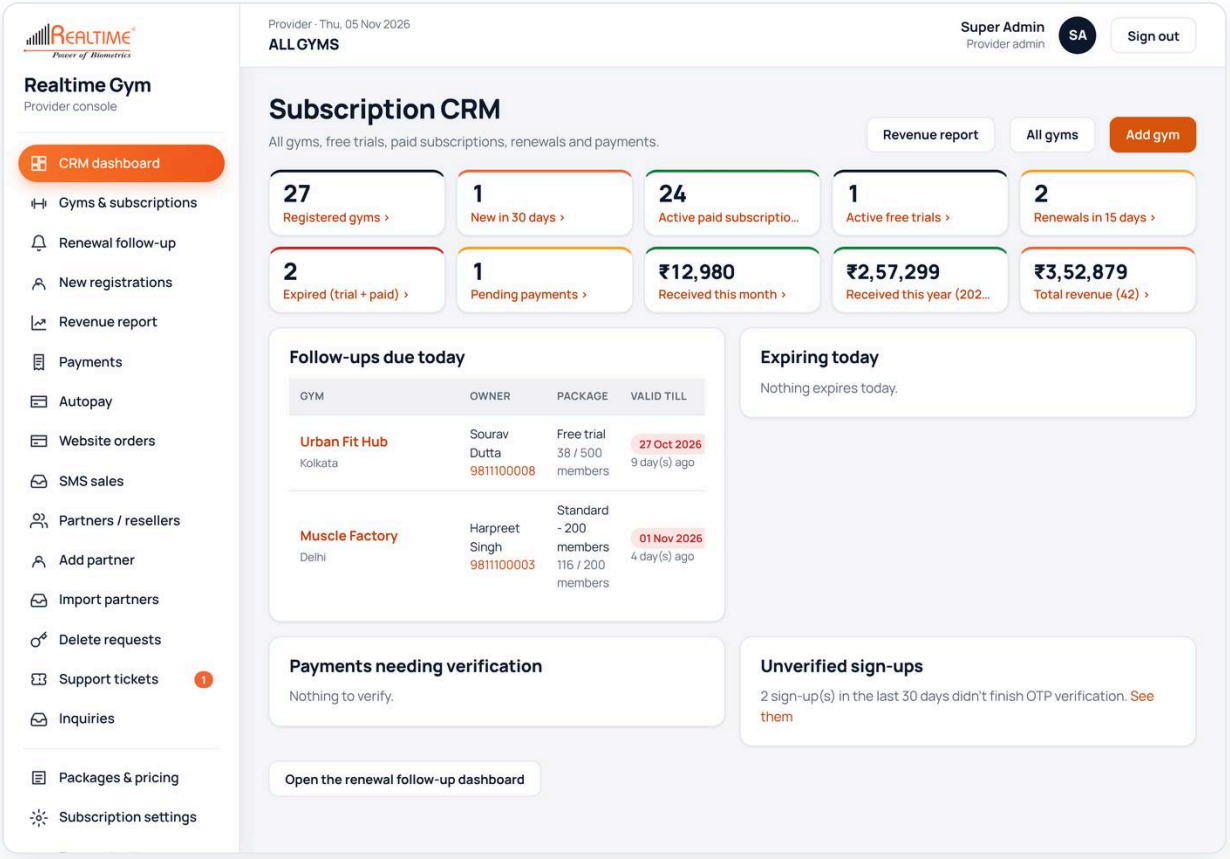

Figure 16.1 — Subscription CRM dashboard

Gyms and subscriptions

Gyms & subscriptions lists every gym with owner, package, members used, start and expiry date, amount paid and status. Filter by free trial, trial expired, active paid, expiring in 15 days, expired or disabled, by package, contact status or dates.

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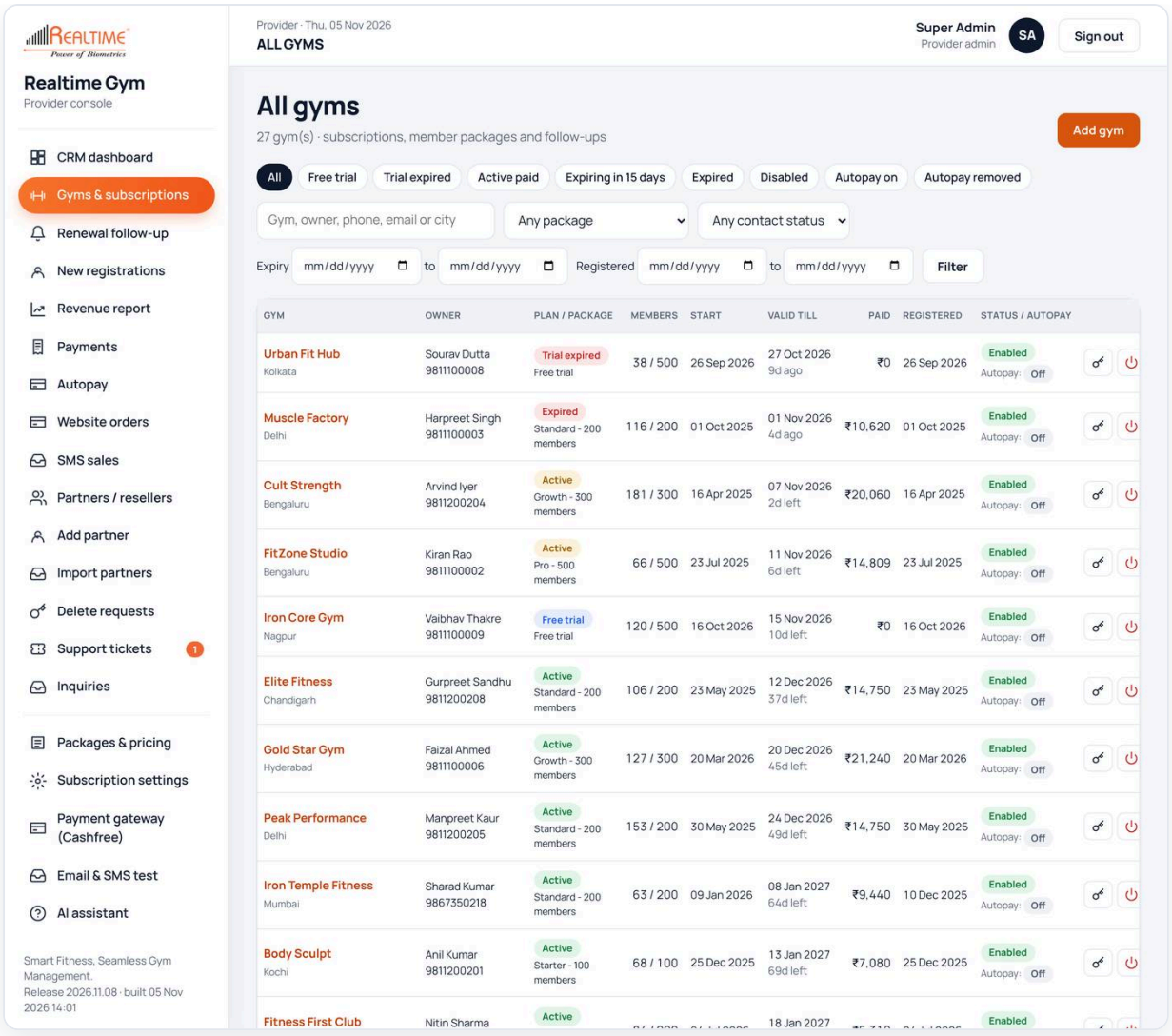

Figure 16.2 — All gyms with subscription status

Open a gym to see its licence, payments and full history, record a **follow-up** (contact status, notes, next action and date), or **change the subscription** by hand (for example after a bank transfer). Every manual change requires a reason and is kept in the history with the name and time.

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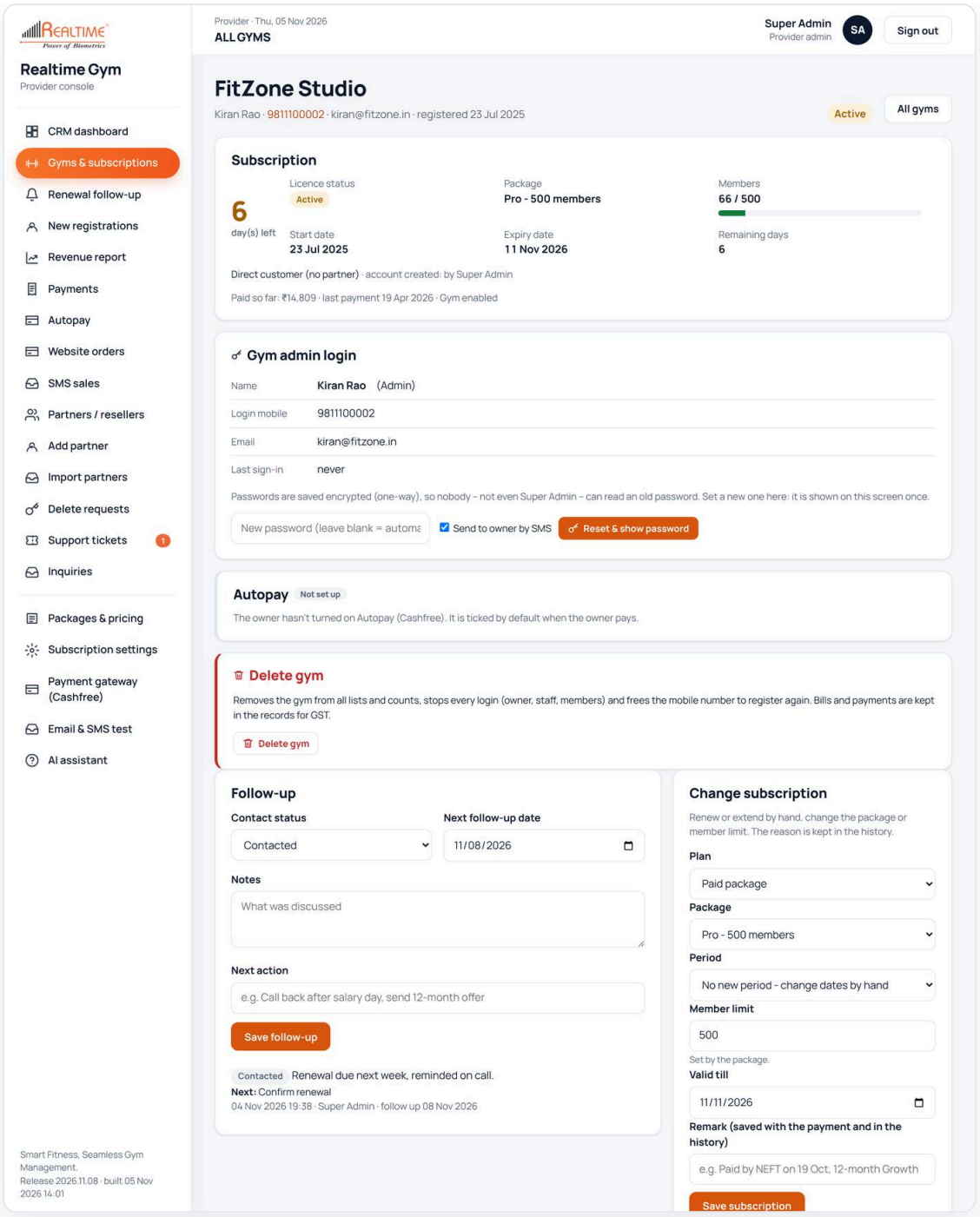

Figure 16.3 — Gym details: subscription, follow-up and manual change

Renewal follow-up

One page with every list the sales team needs to call: follow-ups due, expiring today, expiring in 15 days, expired subscriptions, trials ending and ended, pending payments and payments needing verification. **Send due reminder emails now** sends the reminders immediately.

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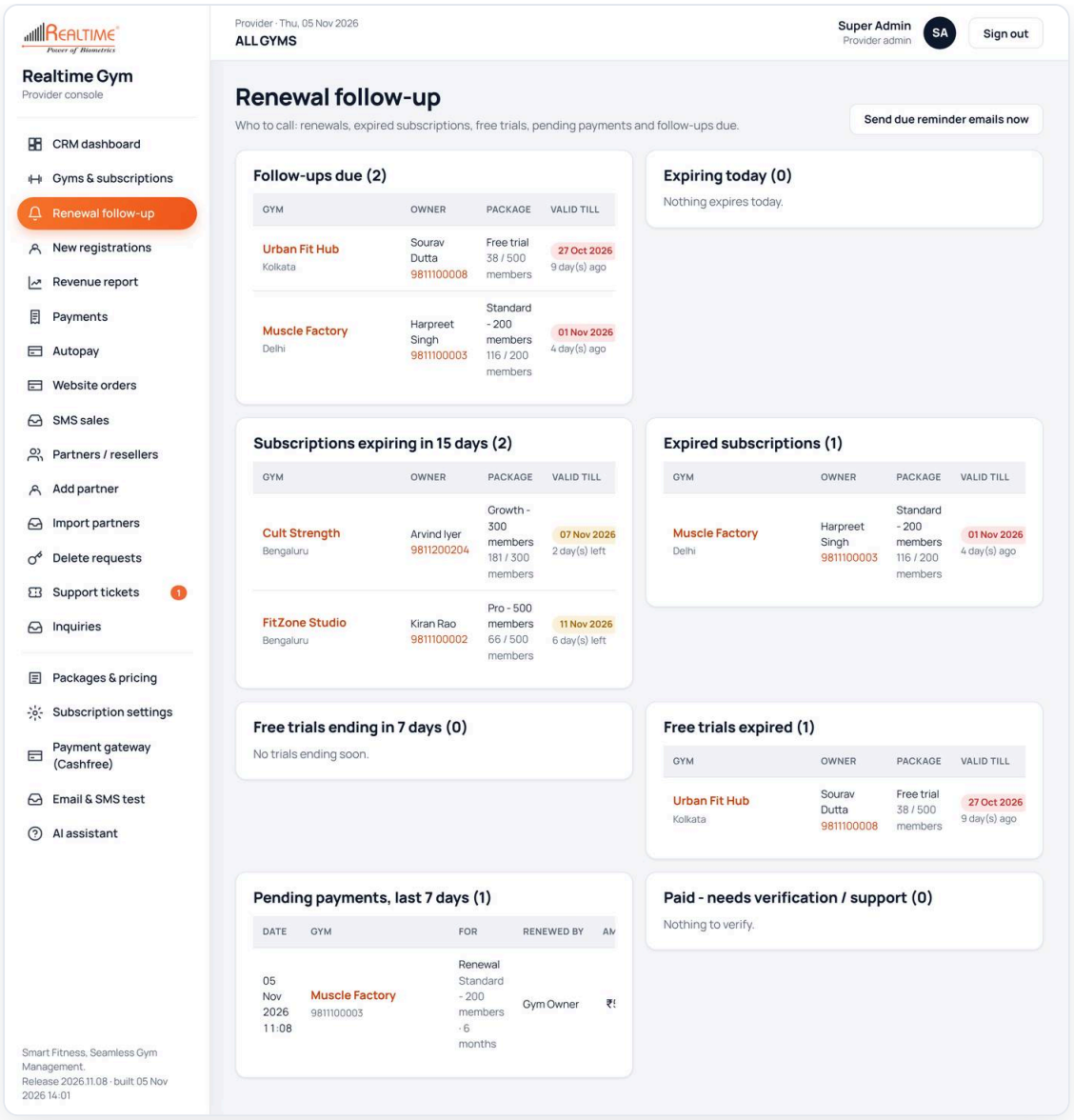

Figure 16.4 — Renewal follow-up

New registrations

Gyms that signed up in a period, their verification status, trial end and whether they have paid – plus sign-ups that never entered the OTP (call them to help finish).

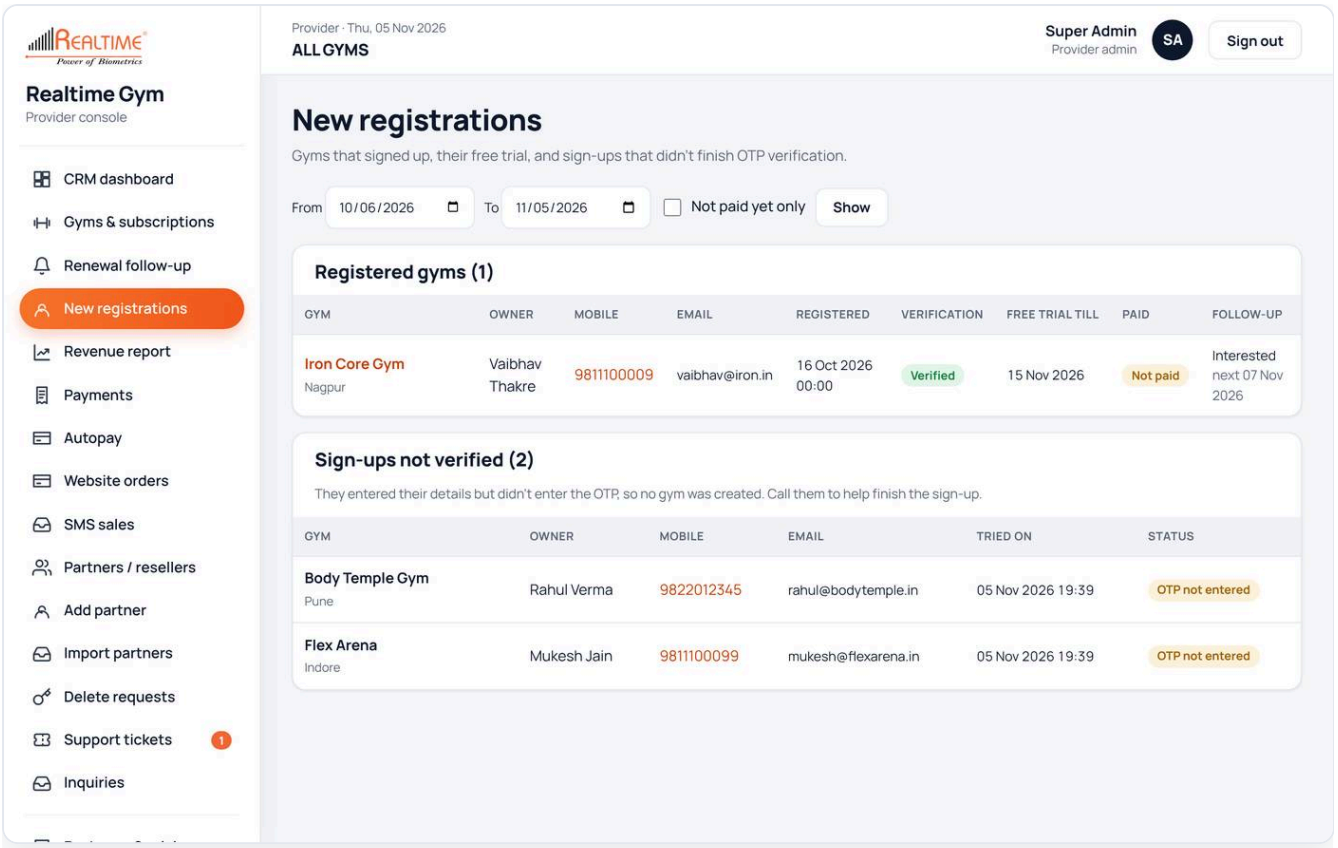

Figure 16.5 — New registrations and unverified sign-ups

Payments

All subscription payments with gym, purpose (new, renewal, upgrade), amount, Cashfree order, invoice and status. Filter by date, status or search, and export to CSV. Pending payments can be checked with Cashfree or resolved by hand with a note.

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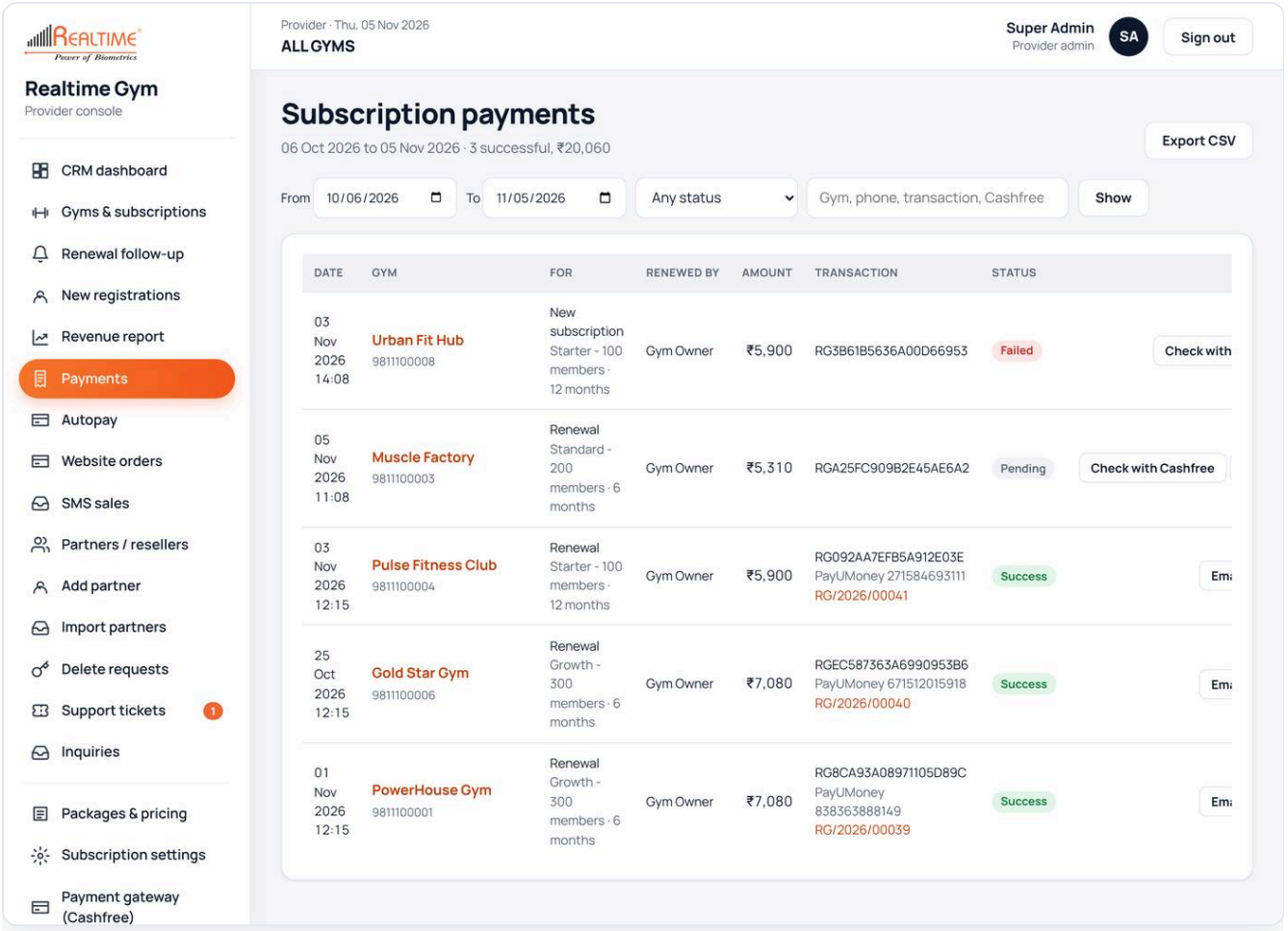

Figure 16.6 — Subscription payments

Revenue report

Revenue report shows the money received from gym owners (successful payments only, including GST):

- **Total revenue** from all gym owners, with payments, gyms and GST.
- **This month** compared with last month, and **the selected year** compared with the year before, with the average per month and the best month.
- **Month-wise payments received**: chart and table with new, renewal and upgrade amounts, base, GST, total and change.
- **Year-wise revenue** for every year, and **revenue by gym owner**.
- Every table can be exported to CSV for accounts.

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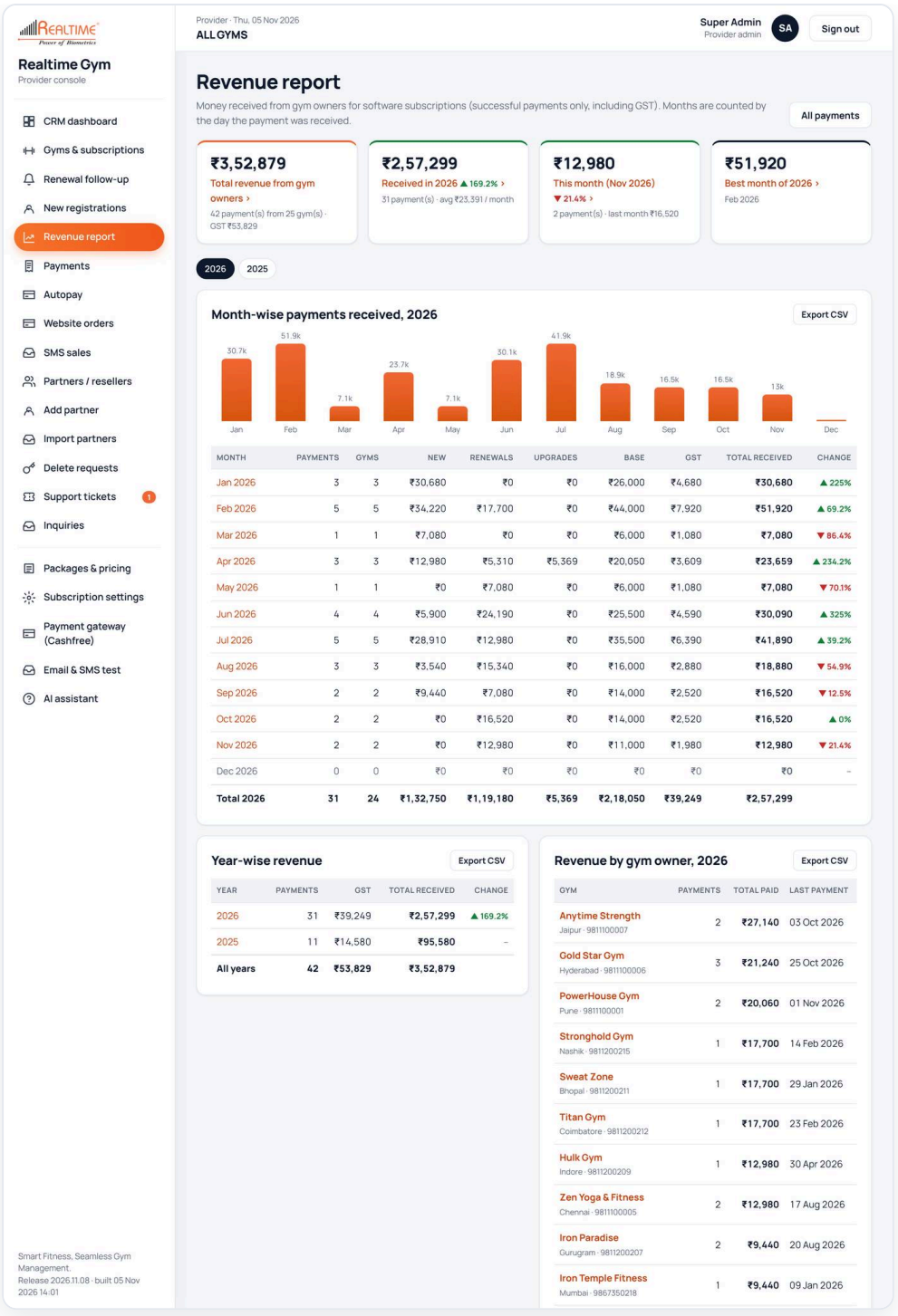

Figure 16.7 — Revenue report: total, month-wise and year-wise

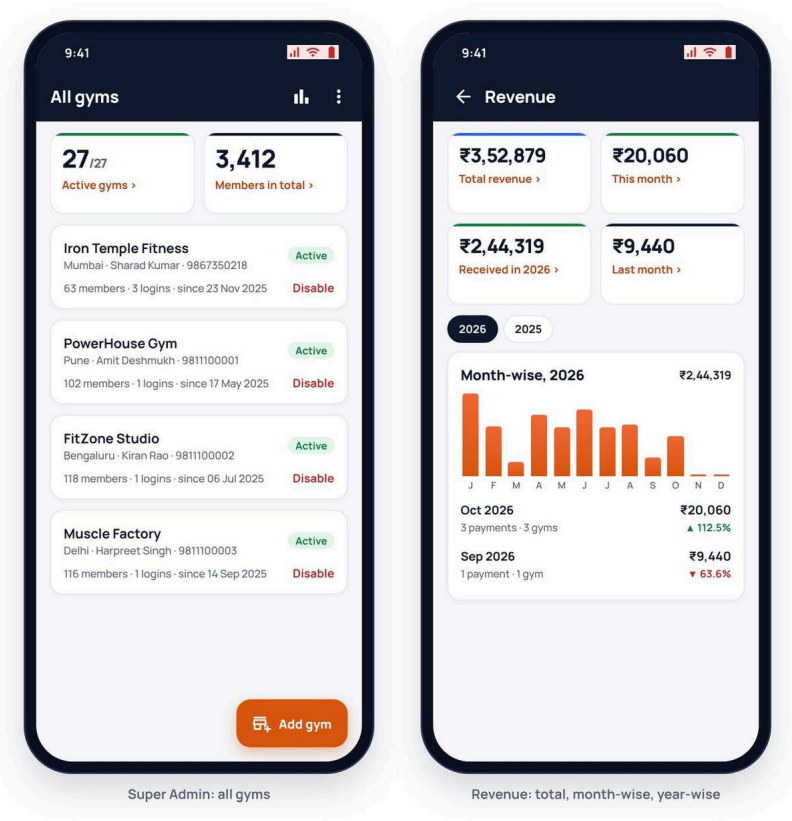

Figure 16.8 — Super Admin on the app: all gyms and revenue

Packages, pricing and settings

Packages & pricing defines the packages gym owners can buy (member limit, 6- and 12-month prices, on sale or not). **Subscription settings** controls the free trial (on/off, months, member limit), reminder days, grace days, what happens after expiry (block or read-only), GST % and how upgrades are priced.

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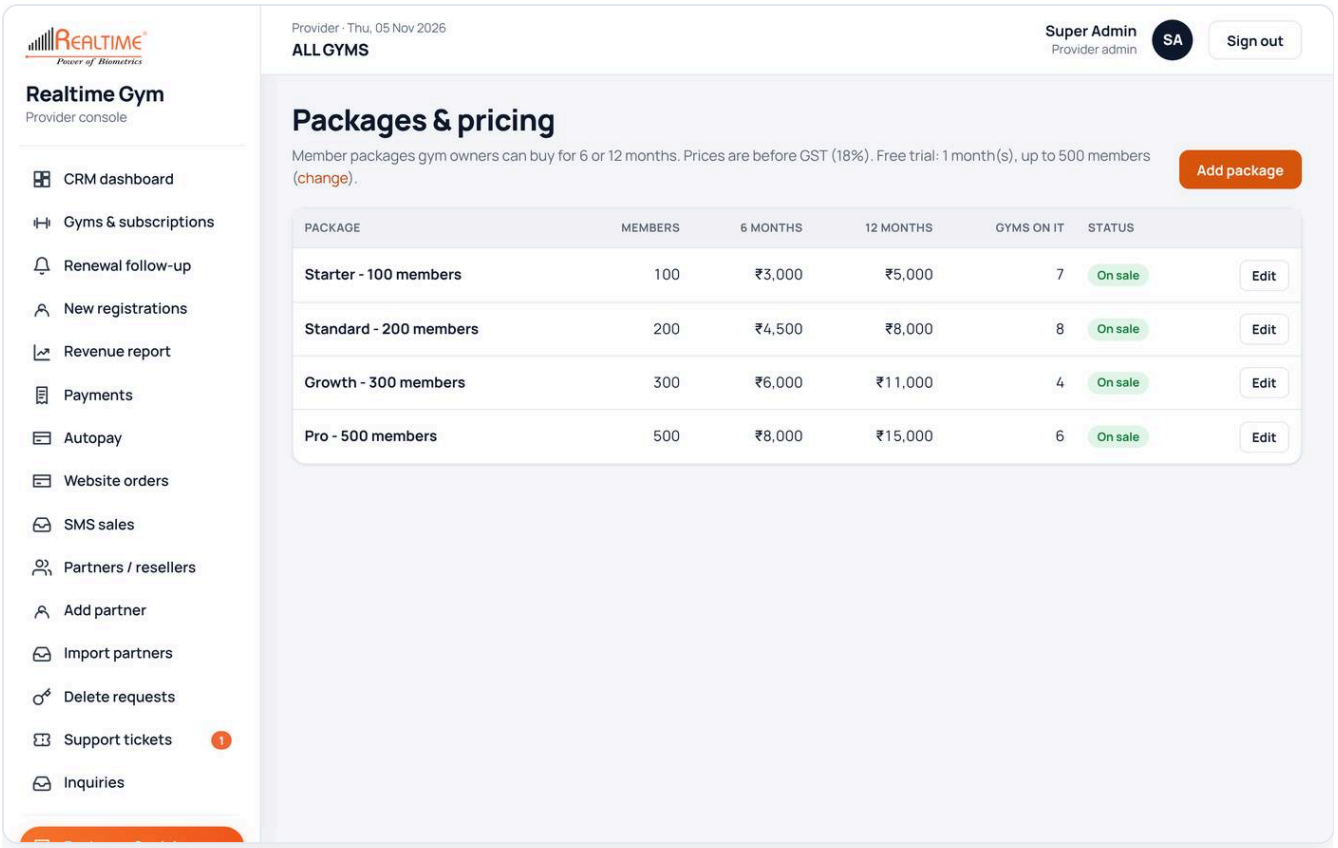

Figure 16.9 — Packages and pricing

Payment gateway and Autopay

Payment gateway (Cashfree) holds the Cashfree App ID and secret key (stored encrypted), the webhook address to enter in the Cashfree dashboard and the Autopay switch. **Autopay** lists every gym's Autopay (on, approval pending, removed, failed) with **Turn off** and **Request due debits now**.

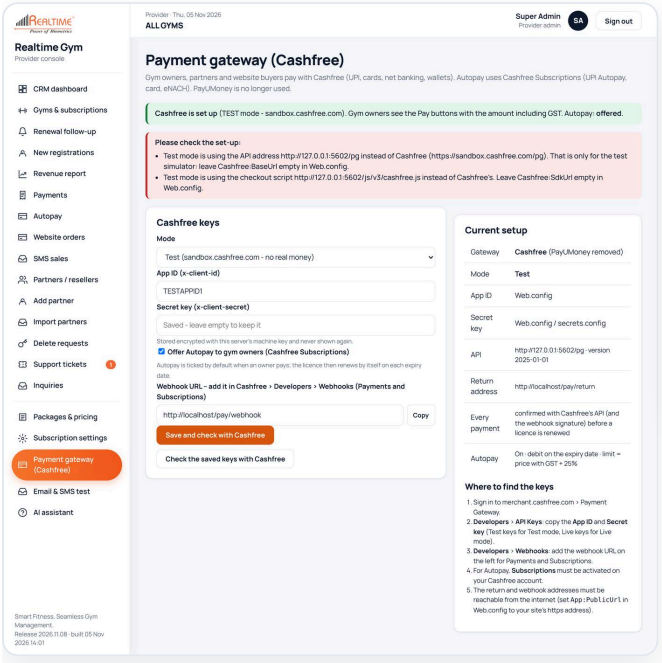

Figure 16.10 — Payment gateway (Cashfree)

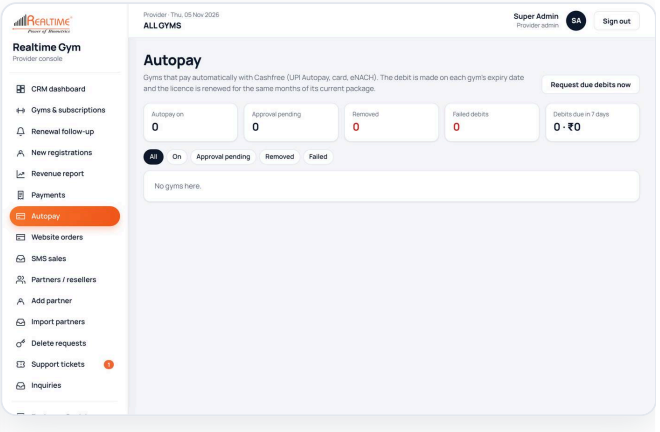

Figure 16.11 — Autopay of all gyms

SMS sales, partners and delete requests

- **SMS sales**: SMS sold, money collected, GST, SMS used and free SMS per gym.
- **Partners / resellers**: add, import, approve and renew partners; their gyms and renewals.
- **Website orders**: packages bought on the home page (the gym is created after payment).
- **Delete requests**: account delete requests from the sign-in page.

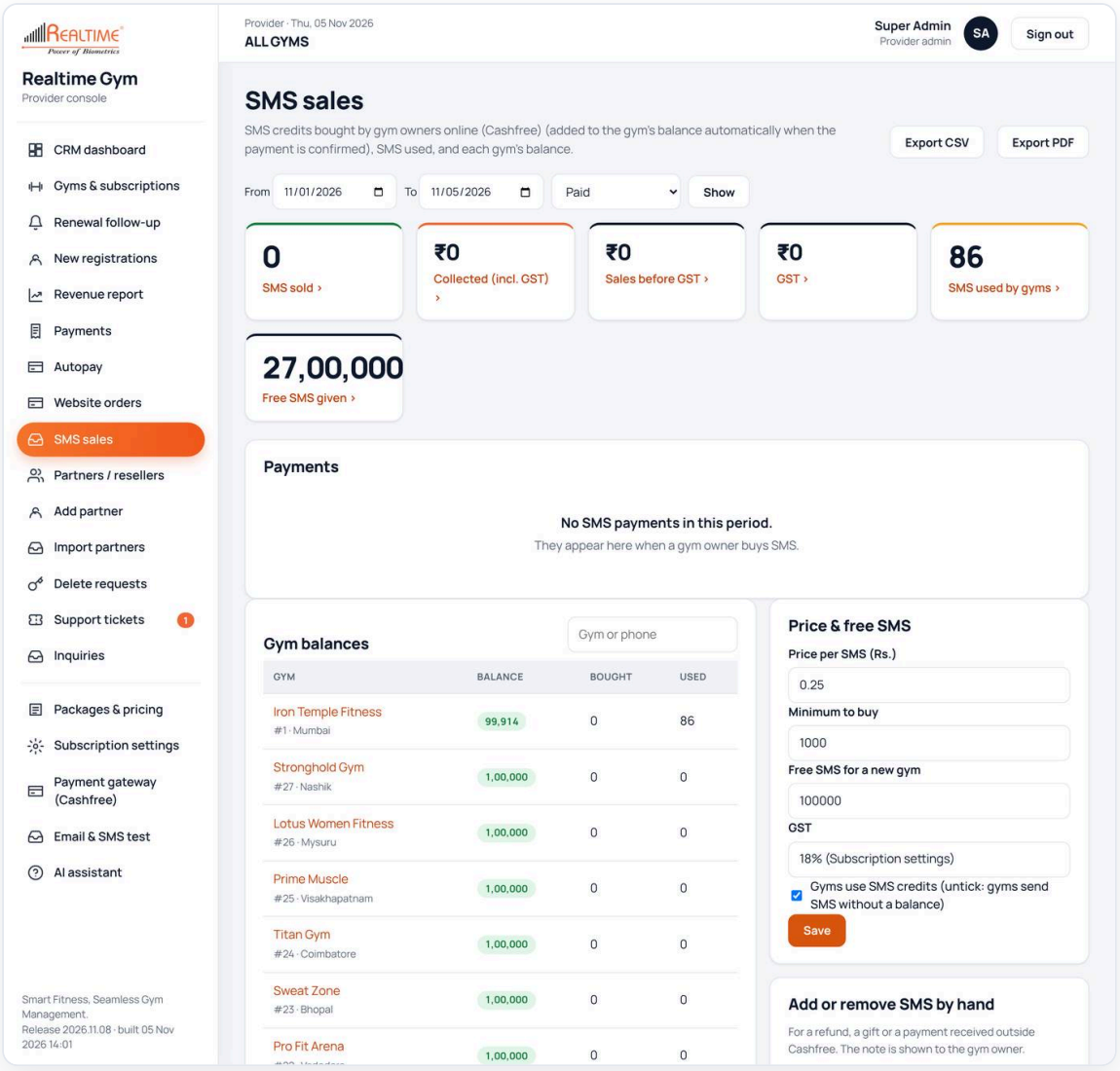

Figure 16.12 — SMS sales

Support tickets, inquiries and the AI assistant

Support tickets lists every ticket raised from the robot (chapter 18) with gym name, person name and phone, the problem, the robot's summary and the whole chat. Mark it **In progress** or **Close with an answer** – the person gets an SMS / email and sees the answer in Help & support. **Inquiries** lists the leads created automatically by the home page "Ask AI · Get a quote" chat. **AI assistant** turns the AI on or off, holds the Anthropic API key (stored encrypted, never shown again), the model, the daily limit and the products text.

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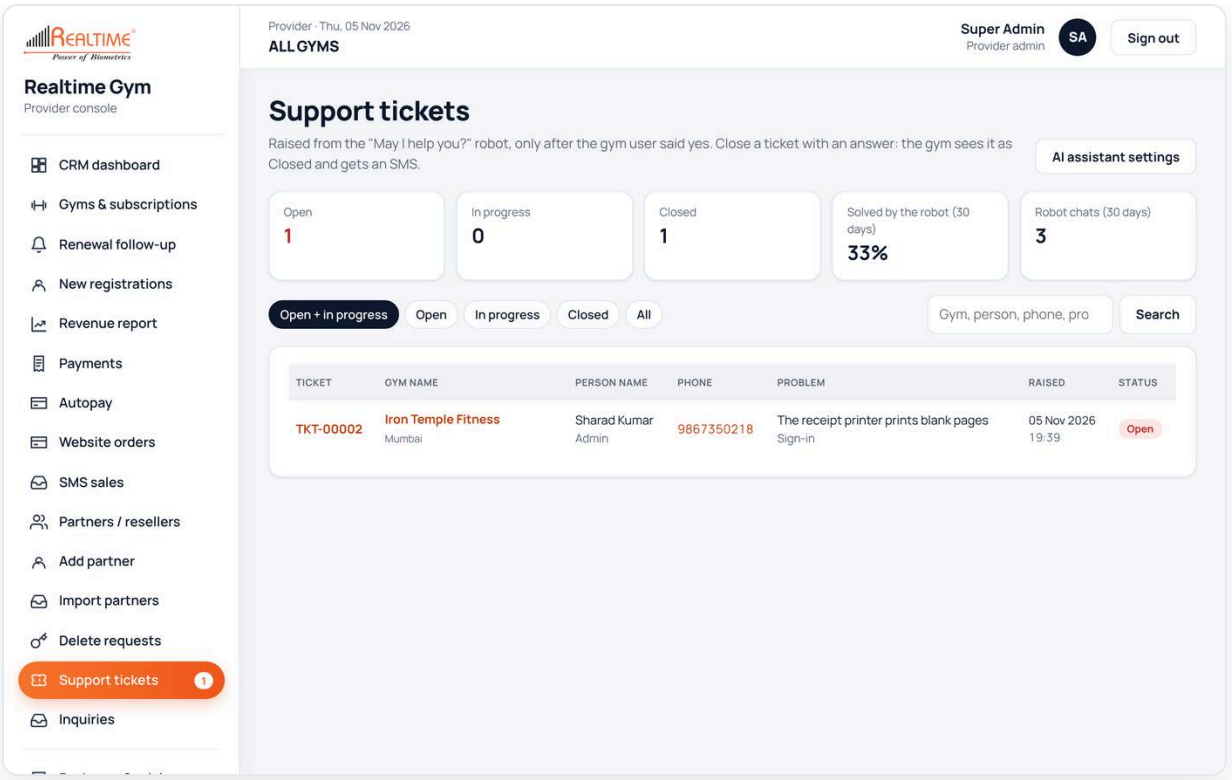

Figure 16.13 — Support tickets

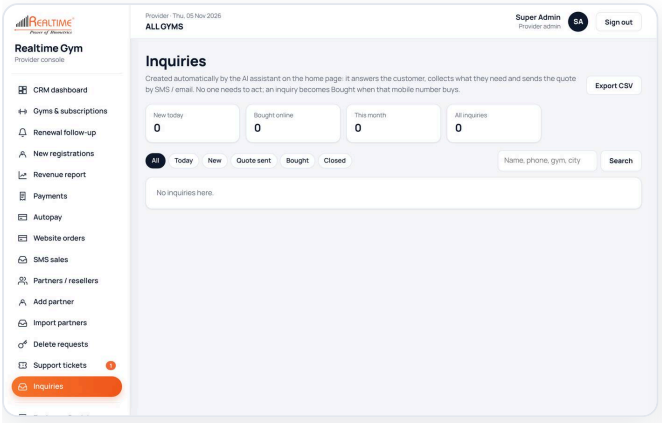

Figure 16.14 — Inquiries

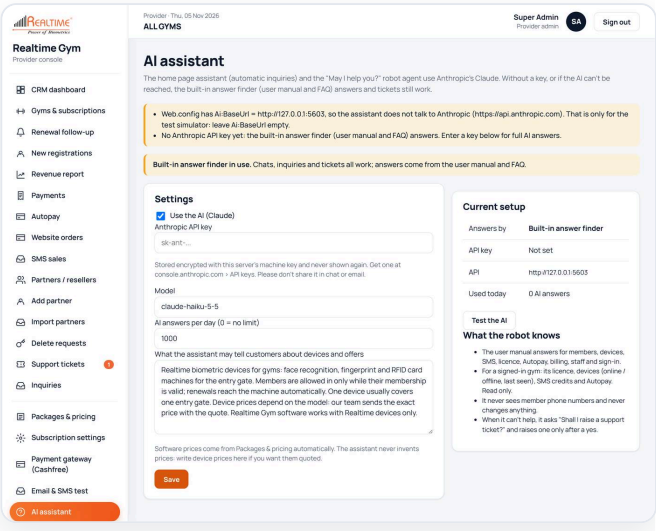

Figure 16.15 — AI assistant settings

> **API keys**
>
> Enter the Cashfree secret key and the Anthropic key only on these Super Admin pages. Never put them in Web.config files you share, in emails or in chat.

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MOBILE

17 The mobile app

The Realtime Gym app for Android and iPhone gives owners, managers and receptionists the same features as the web, and gives members their own login.

Install and connect

1. Install the **Realtime Gym** app from the link your provider gives you (Google Play or App Store).
2. On the sign-in screen, tap **Change** next to the server and enter your gym server address (the same address you use in the browser).
3. Sign in with your mobile number and password or OTP. The app remembers you until you sign out.

Navigation

TAB	WHAT IT CONTAINS
Dashboard	Today's numbers, current batch, renewals, collections, licence (owner)
Members	Search, filters, add member, profile, renew, WhatsApp, call
Check-in	Find and check in members, today's list
Billing	Bills, new bill, record payments, WhatsApp receipt
More	Renewal alerts, Member Check-in, lockers, SMS credits, **Training** (personal training, classes, diet & workout), staff, attendance, shifts, batch timings, devices, device users, download attendance, command log, punch log, payment options, subscription, gym settings, logins, **Help & support** (robot, my tickets, user manual), change password

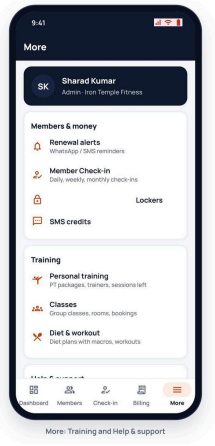

Figure 17.1 — More menu with Training and Help & support

App-only conveniences

- **WhatsApp and call** buttons on members, alerts and bills.
- **Camera** for member photos and payment receipts.
- **UPI apps** open directly from the member renewal screen with the amount filled in.
- **Dark mode** follows the phone setting.

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Members on the app

On the sign-in screen, members choose **Gym member? Member login**, enter their mobile number and the code. They see their membership, renew online and follow their requests (chapter 9), and use **Book a class** and **My training** (chapter 12).

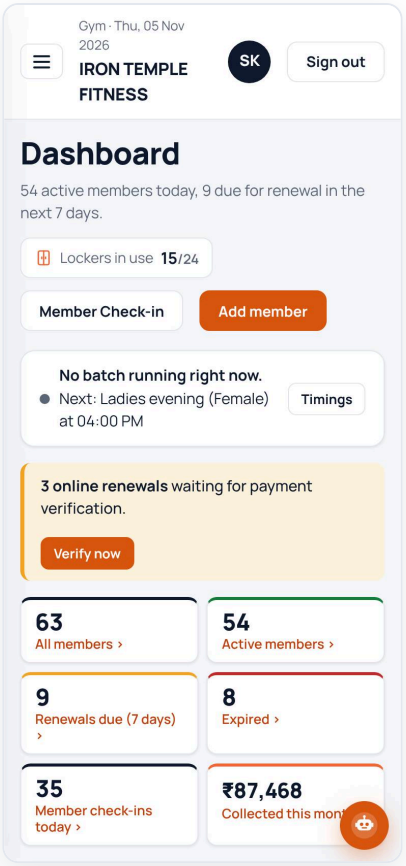

Figure 17.2 — The web application also works in a phone browser

HELP

18 Help and support

Get answers straight away from the support robot, raise a ticket only when you need our team, follow the answer in the software, and download this manual at any time.

“May I help you?” – the support robot

After sign-in, the orange **May I help you?** button is on every web page and on the app’s Dashboard and More screens (More › Help & support). Owners, managers and receptionists can use it, in English, Hindi or Hinglish.

1. Press **May I help you?** and type the question, or tap a quick question (Device not working, SMS not sent, Renew licence, Add a member, Sell personal training, Add a class, Make a diet plan).
2. The robot answers with short steps from this manual and points to the chapter, for example “User manual: chapter 12”. For devices, SMS, the licence and training it first checks your gym – for example “device Main gate is offline (last seen 2 hours ago)” or “you have 0 SMS credits”.
3. It then asks **Did that fix it?** – press **Yes, solved** or **No, still a problem**.
4. Only when it can’t help (or you ask for a person) it asks **Shall I raise a support ticket?**. Press **Yes, raise a ticket** (you can add a note) or **No, thanks**. Nothing is raised without your yes.

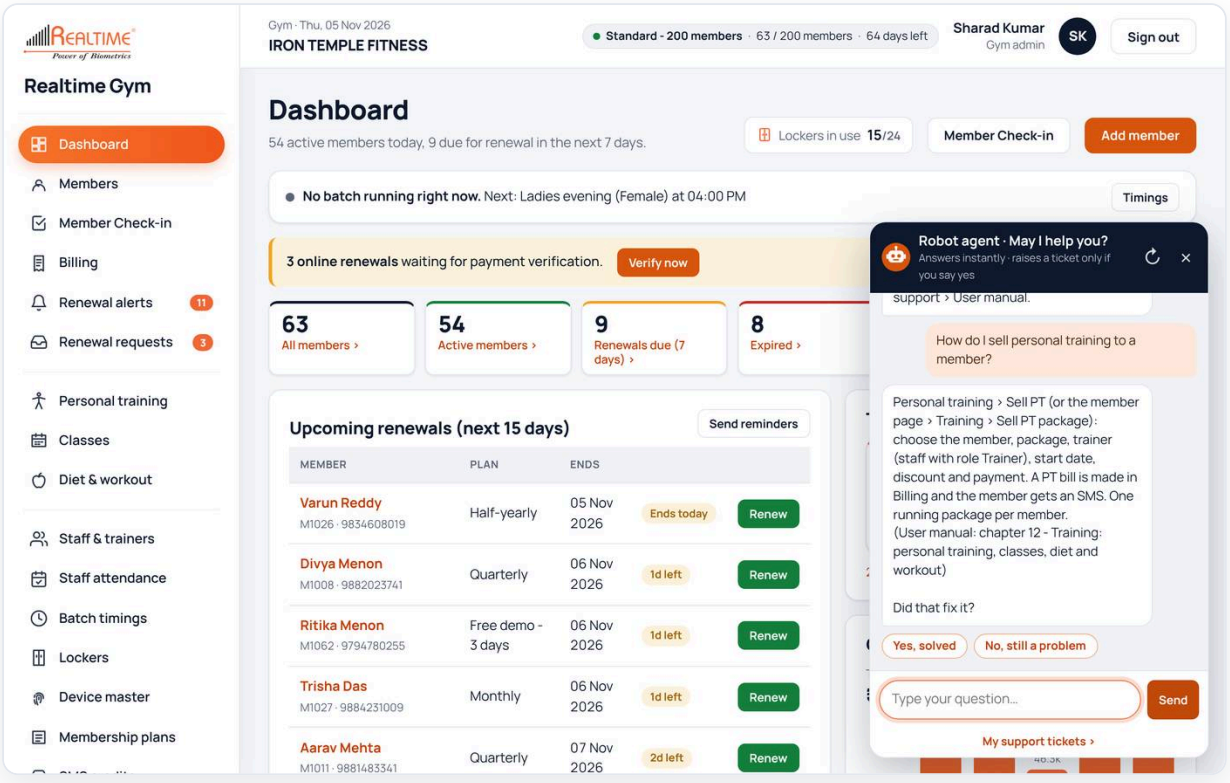

Figure 18.1 — The support robot answers with the steps and the manual chapter

What the robot can and cannot do

The robot reads and explains; it never changes, renews, refunds or deletes anything and never asks for passwords or codes. Money problems, possible bugs and data corrections always go to a ticket.

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Support tickets

A ticket (TKT-00001…) holds your gym, your name and phone, the problem and the whole chat, so you don't need to explain again. Follow it in **Help & support** › **My support tickets** (web) or More › **My support tickets** (app): status **Open**, **In progress** or **Closed**, our answer, add a message, or re-open a closed ticket within 7 days. You get an SMS / email when we answer.

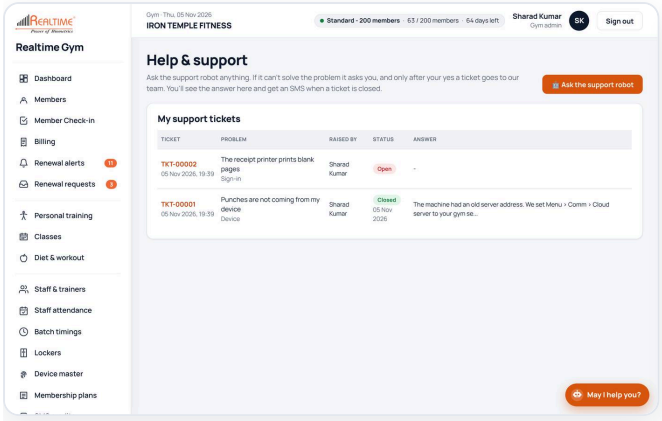

Figure 18.2 — Help & support: user manual and my tickets

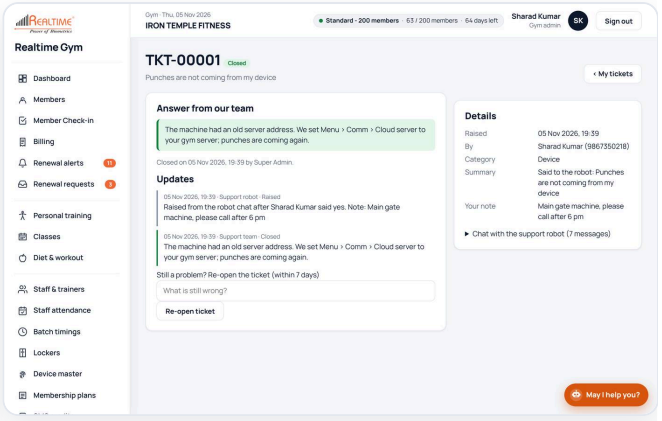

Figure 18.3 — A ticket with the answer from support

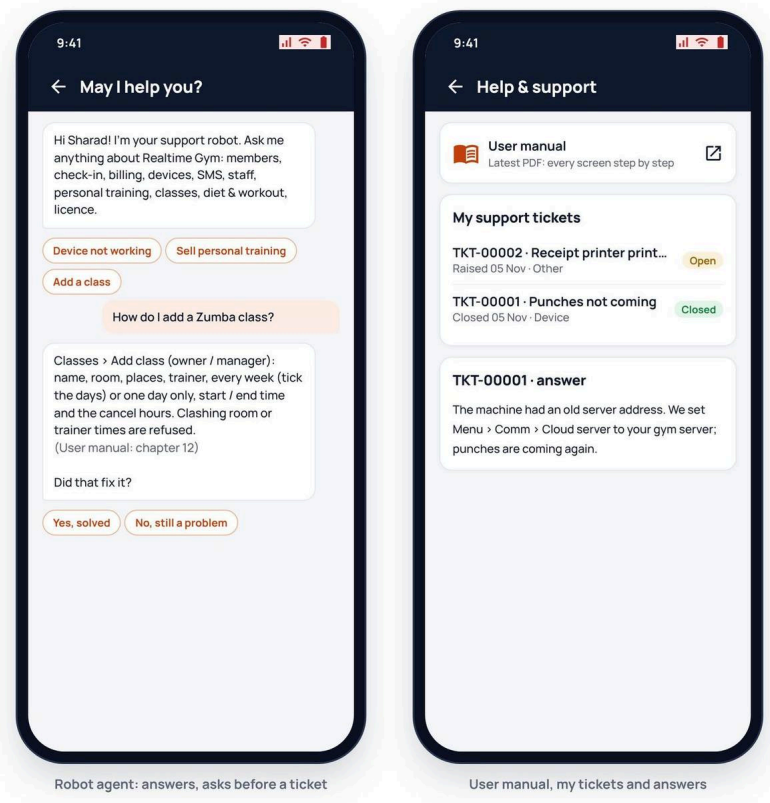

Figure 18.4 — The robot and Help & support on the app

Download the latest user manual

- After sign-in: **Help & support** › **User manual** › **Download PDF** (web) or More › Help & support › **User manual** (app).
- Before sign-in: the **User manual** link under the sign-in form (web and app), web address **/user-manual**.

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- The download is always the latest version on your server.

Questions before buying: “Ask AI · Get a quote”

On the home page (and the app’s sign-in screen) visitors can ask about the software and biometric devices. The assistant answers with the real package prices, asks how many members and devices they need and their city, then takes name, mobile and gym name and creates an **inquiry** automatically – the quote is sent by SMS / email and the sales team sees it in Super Admin › Inquiries (chapter 16).

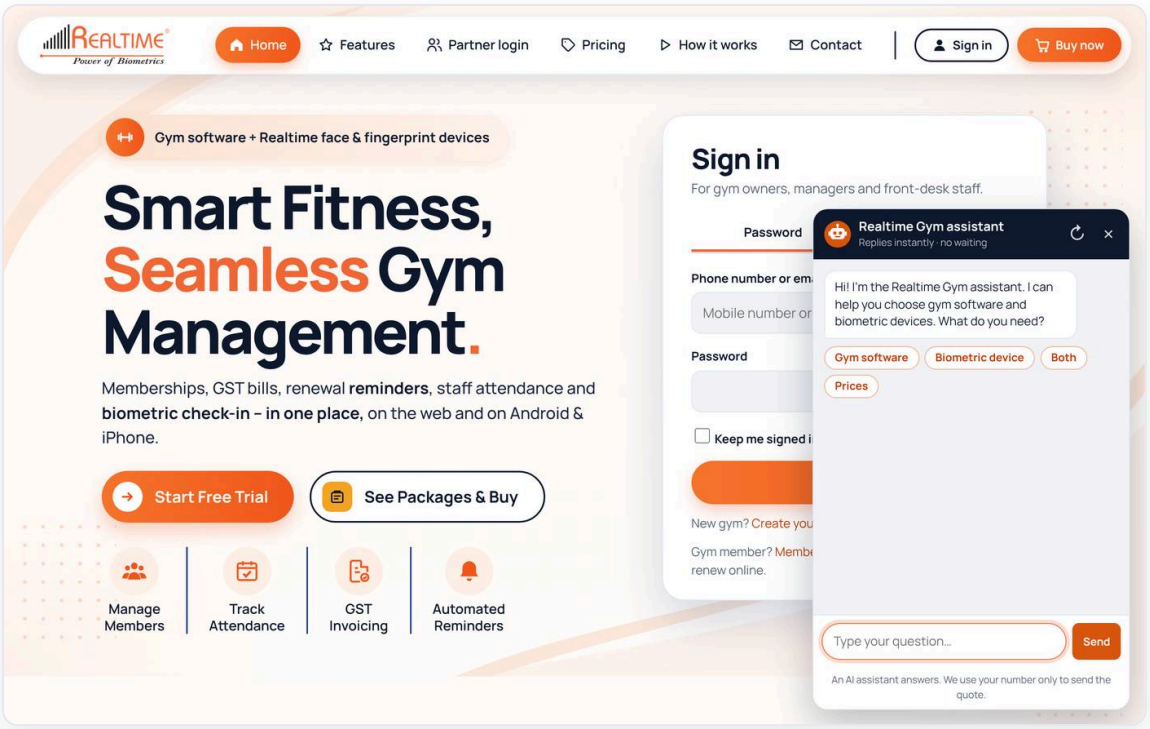

Figure 18.5 — Home page assistant: answers and an automatic quote

FOR THE SALES TEAM

19 Sales playbook

How to present Realtime Gym, run a convincing demo and onboard a new customer.

The 30-second pitch

> *"Realtime Gym runs your whole gym from one screen – memberships, GST billing, renewals, lockers and staff – and connects directly to Realtime face and fingerprint machines. It reminds every member before their plan ends, lets them renew online by UPI, and shows you collections and attendance on your phone. Try it free for a month."*

Who to sell to

Independent gyms
50–300 members, owner at the desk. Pain: registers, missed renewals, cash leakage.

Fitness studios and ladies' gyms
Batches by gender, personal training, lockers. Pain: timing control, PT billing.

Multi-branch chains
Owner needs every branch on the phone. Pain: no central view, staff attendance.

Customer problems and how we solve them

THE CUSTOMER SAYS	SHOW THEM
"Members forget to renew and we lose them."	Dashboard › Upcoming renewals, Renewal alerts with WhatsApp and **SMS everyone due**, online renewal by UPI.
"I don't know how much cash came in."	Billing totals by UPI / cash / card, dues list, collections on the app.
"Staff don't come on time."	Biometric staff attendance with in/out times and the monthly report.
"People train outside their batch."	Batch timings and check-in warnings.
"GST billing takes too long."	Automatic GST invoice with every membership, locker or PT sale.
"I'm not always at the gym."	The mobile app: dashboard, alerts, approvals from anywhere.
"Trainers' PT sessions are not tracked."	Personal training: packages, sessions left, SMS after each session, trainer report (chapter 12).
"Classes are overcrowded or empty."	Classes with rooms and places, booking from the app, waiting list, reminders.
"Members want diet charts."	Diet plans with macros from 126 foods, workout plans, ticks in the member app.
"Who helps us when something is wrong?"	The support robot answers at once; tickets with answers by SMS / email.

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15-minute demo script

MIN	SHOW	SAY
0–2	Dashboard (web and phone)	Everything the owner needs every morning, also on the phone.
2–5	Add member › package › bill	A new member and a GST bill in under a minute. Free demo for walk-ins.
5–7	Check-in + biometric punch log	Members scan on the Realtime machine; check-in and warnings are automatic.
7–9	Renewal alerts › WhatsApp	One click reminders – this is where gyms earn back the cost.
9–12	Member login › online renewal › approve	Members renew at night by UPI; you approve in the morning.
12–13	Staff attendance, lockers, batch timings	Salary-ready attendance, locker rent with bills, ladies' hours.
13–14	Training: PT client, class booking, diet plan	PT sessions counted and billed, members book classes and follow diets in the app.
14–15	Subscription & free trial	Start today free for a month, then from ₹5,000 a year for 100 members.

Demo tips
Use a demo gym with realistic data. Show the phone app early – owners decide with their phone in hand. Finish by creating the customer's own gym account together so the trial starts during the meeting.

Handling objections

OBJECTION	ANSWER
"It's expensive."	One saved renewal a month usually pays for the subscription. Start with the free trial and the smallest package; upgrade only when you grow.
"My staff are not computer-friendly."	The front desk needs only three screens: Members, Check-in and Billing. Everything also works on a phone.
"What about my data?"	Each gym's data is separate and private. Data is never deleted, even if the subscription expires.
"We already have a biometric machine."	Realtime machines connect directly. Other machines can import their log files.
"Can members pay online?"	Yes – to the gym's own UPI ID or payment link, with verification before renewal. No payment-gateway fees for the gym.

Customer onboarding checklist

- ☐ Gym account created and verified; owner can sign in on web and app
- ☐ Gym settings: address, GSTIN, GST %, admission fee, reminder days
- ☐ Membership plans and prices checked

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- [ ] Batch timings and trainers set
- [ ] Staff added with Biometric IDs; logins for manager and receptionist
- [ ] Payment options (UPI ID / link / QR) saved
- [ ] Realtime machine online in Device master; staff and members enrolled with matching IDs
- [ ] Existing members added (or imported by the provider)
- [ ] Owner shown: renewal alerts, renewal requests, subscription page
- [ ] Next follow-up date recorded in the Super Admin CRM

Customer name and signature _____ Date _____

Sales representative _____ Phone / email _____

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HELP

20 Frequently asked questions

Answers to the questions customers ask most often.

QUESTION	ANSWER
I forgot my password.	Use **One-time password** on the sign-in page to sign in with an SMS code, then change your password. The owner can also reset a staff login under Logins.
The OTP does not arrive.	Check the number, wait for the countdown and resend. If it still does not arrive, the provider should check the SMS gateway settings.
Can I use the software on more than one computer?	Yes. Any number of browsers and phones can be signed in at the same time, each with their own login.
A member scanned but was not checked in.	Check in Punch log: if the ID is under **Unknown IDs**, the Biometric ID on the member record does not match the User ID on the machine. Correct it and apply the unknown punches again.
The device shows Offline.	Check the machine's network and the Cloud Server settings (server address and port). Restart the machine.
How do I correct a bill?	Record further payments on the bill. For a wrong amount, create a correcting bill and note the reason; issued invoice numbers are never reused.
Can a member have two packages?	A renewal starts the day after the current package ends, so early renewals add to the existing time.
What happens when my subscription ends?	After the grace period, only the Subscription page opens until you renew (or the software is read-only). All data is kept.
I added too many members for my package.	Upgrade the member package (you pay only for the remaining days) or mark members who left as inactive.
Can members see other members' data?	No. A member sees only their own membership, bills and requests.
Is the mobile app needed?	No. Everything works in the browser. The app adds WhatsApp, camera and UPI shortcuts.
Where are bills and receipts stored?	On your gym's server. The provider takes care of backups.
Can a trainer sign in?	Not yet. Sessions and class attendance are marked by the owner, manager or front desk.
A PT session was marked by mistake.	Open the PT client and press Undo on the latest session (within 24 hours).
A member can't book a class.	Classes can be booked up to 7 days ahead with a valid membership; some classes are only for some plans; a started class can't be booked in the app.
Where do I get help after sign-in?	Press May I help you? (chapter 18). The robot answers and raises a ticket only if you say yes.

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Customer support

Call or email us
Phone: **+91 8860606565**
Email: **sharad@realtimebiometrics.com**
The phone number and email are shown above and below the sign-in form on the web and in the app (before you sign in).

Office
Realtime Biometrics
C-83, Ganesh Nagar, Pandav Nagar Complex, Delhi, India - 110092

Below the sign-in form (web and app) there are links to **About us**, the **Privacy policy**, this **user manual** (PDF download) and the **Delete account request** page. These are not shown after you sign in.

Delete your account

1. On the sign-in page (web or app) open **Delete account request** below the form (web address **/delete-account**).
2. Choose the account (gym owner, staff login, gym member or partner), enter your name, the mobile number of the account and the gym name, tick the box and send the request.
3. Our support team calls you to confirm, deletes the account within 30 days and tells you by SMS / email. The provider handles requests under Super Admin › Delete requests.

What is deleted
A gym owner request closes the whole gym: every login is switched off and the personal details of the owner, staff and members are removed. A member request removes only that member. Bills and payment records are kept as long as tax law requires.

Glossary

TERM	MEANING
Admin / Owner	The gym owner login with full access, including settings, logins and the subscription.
Biometric ID	The user number of a person on the Realtime machine. It must match the record in the software.
Batch	A time slot for male, female or mixed training.
Package / plan	A membership the gym sells (for example Quarterly). Not the same as the software package.
Software package	The subscription the gym owner buys from the provider (member limit and period).
Free demo	A free 1-, 3- or 7-day membership for trial visitors.
Renewal request	An online renewal submitted by a member, waiting for payment verification.
Grace period	Days after the subscription expiry date during which the software still works normally.
Super Admin	The provider's login that manages all gyms on the server.
ADMS / Cloud server	The setting on Realtime machines that sends punches to the server over the internet.

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TERM	MEANING
PT package	Personal training sold to a member: a number of sessions with a trainer, valid for some days.
Waiting list	Members waiting for a place in a full class; the first is booked automatically when a place opens.
Template	A diet or workout plan made once and given to many members (each gets their own copy).
Ticket	A support request raised from the robot after your yes, answered by the support team.
Autopay	Automatic renewal of the software licence on the expiry date.

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SUPPORT

21 Support and contact

Your Realtime partner is there to help you set up, train your staff and keep the system running.

Realtime Biometrics
Power of Biometrics
www.realtimebiometrics.com

Your sales and support contact

Name

Phone / WhatsApp

Email

Before you call support

- Ask the **May I help you?** robot first – most answers are immediate, and it raises a ticket for you if needed.
- Your gym name and the mobile number of the owner login.
- What you were doing, and the exact message on the screen (a screenshot helps).
- For devices: the serial number and the status shown in Device master.

Good practice

- Give every staff member their own login; never share the owner login.
- Approve online renewals only after checking the bank or UPI app.
- Send renewal reminders every day – it takes one minute.
- Keep the Biometric IDs in the software and on the machine the same.
- Renew the software subscription before the expiry date to avoid interruptions.

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