Release Notes GymMaster v1790.cerberus

Things you should know

Staff stay logged in on the staff app

Staff using the staff app were being logged out and locked away for up to 20 minutes, with no clear reason. The app no longer asks for a fresh email code on its quiet re-login, and the failed-login limit now gives staff more tries in a shorter window. You don't need to do anything.

Day passes can now expire at midnight

A new setting lets you choose whether a used day pass expires at midnight or after 24 hours from the first visit. Previously every day pass gave a full 24 hours of access, so a member who swiped in at 10pm could still use the club at 9am. Turn the setting on if you want day passes to end at midnight.

"First X" tasks no longer trigger for members already past the limit

The First X service or class visit task still counts a member's past visits. But when you create the task, it no longer triggers for members who had already reached X visits before that date. If you want it to also trigger for those members, set a start date in the past when you create the task.

Improvements

Access Control

- The user manual now has dedicated pages for each gatekeeper and reader type, with photos.
- Reports now include a flag showing whether each visit was synced to Fitness Passport.
- The Tailgate V4 Lite public area view now shows a message if a user tries to draw a second area.

AI

- The AI agent's task tool now filters by member and task type, so it finds open tasks without scanning hundreds of days of history.
- The AI agent connect page now offers three options for how member names appear: hidden, initials, or full names with the member's organisation.
- Clubs can now assign an AI Agent role to staff, with Read, Write and Admin levels that limit what a connected agent can access and change.
- The staff privacy mode that hid member names from AI agents is removed.
- When an AI model needs OpenAI organization verification, staff see a clear error message with a link to complete verification.

Billing

- When a member updates their billing details in the portal, new membership contracts are generated with the updated information.
- Benefit balances were incorrectly including the next anniversary period in their calculation.
- The billable status in the hold preview now shows a check or cross mark instead of a disabled checkbox.

Booking

- The class schedule now shows how many times a member has attended each class type at that club.
- The advanced options section on class and service pages now stays closed unless a value is set.
- When a class or service has noshow fees, an associated cost, or a non-default benefit weight, the advanced options section now opens automatically.

Communication

- When composing an SMS or WhatsApp message, staff can now choose to send an opt-in message instead.
- Members entering a custom email on the fob order form now get it validated before submission.
- The help text for the secret token field now explains that you create and store the token yourself.
- When saving an email template fails because of Base64 images, a link now appears to upload each image as a template image, replace the Base64 data with its URL, and save the template again.

Integrations

- Members with a Wellhub pass can re-enter a club on the same day after a single validation, without scanning again.
- When a Wellhub check-in is refused, the gatekeeper note now shows the HTTP status and reply text instead of a confusing parse error.

Languages

- Member, membership, account, POS and KPI screens now show more Polish text, raising Polish coverage to about 40%.
- The Māori translations in the Member Portal have been replaced with words verified against official Māori dictionaries and language sources.

Member

- The Member Portal no longer shows the Add Hold button to members whose membership doesn't allow holds.
- The changes log now identifies which member a waitlist entry relates to, alongside the class name.
- Adds a clear flag on each door entry showing whether it was successfully sent to Fitness Passport.

Member App

- The Member App now lets members remove linked members and see who else is on a shared membership.
- Visit history in the member app now shows which class or service was booked.
- The member app now shows instructor names and profile data on class schedules and booking sessions.
- The member app now lists saved payment methods with masked details such as card brand and expiry date.
- Clubs can now choose to show smiley faces instead of stars when members rate their experience in the member app.

Member Portal

- The member portal now lists staff whose profiles are set to be visible online.
- The portal now displays the masked details of each saved card, bank account, or wallet, matching what staff see in the billing tab.
- The staff app now detects when a member signs a waiver through the QR code and automatically closes the QR modal.

Membership

- The benefit history now displays which staff member made a manual adjustment.

Prospects

- Prospect name links now respect the member new tab preference instead of always opening in a new tab.
- The Next Step tooltip in the Prospect Funnel now tells staff where follow-ups appear on a prospect's card and what the orange and red colours mean.
- Help text under benefit commission fields now shows whether the rate uses a flat amount or a percentage, based on the commission type set on the linked class or service.

Reports

- The member booking report now includes the class name and class category name.
- A new report in the financial section lists sign-up, booking, and purchase attempts made by members through the portal.
- Staff can add report fields showing a member's next class or general booking with the full date, including the day of week and year.

Schedule

- A recent update to support bookings that cross midnight slowed down the availability check when members book classes online.
- The schedule page loads faster, and clicking through dates quickly now works as expected.

Staff

- Staff sessions now last until 30 days without use instead of expiring after one day, so staff no longer need to log in again as often.
- The help text for the post-add-tax and accounting basis settings now explains in plain English how prices are stored and how each option affects what the staff app and invoices display.

Staff App

- Service bookings in the Staff App now include buffer start and end times when the booking buffer setting is enabled.

Tasks

- Task types now include a chat message action that sends a member a message from the staff member who performs the task.
- Staff can now filter the No Service Bookings for X Days task trigger by membership type.
- The bulk clear task modal now starts with no tasks selected.
- All staff now see the Clear Outstanding Tasks button on the tasks page.
- The task edit page now shows a border around the trigger and each action in the one-line description, making it easier to see how they fit together.
- The Tailgate Detected task description now explains it triggers within 3 days of a visit.

Minor fixes

Access Control

- Kiosk tablets sharing a staff login can now sign in with the emailed code.
- The default check-in door options no longer include check-out doors, and selecting one now shows an error.

Billing

- Staff no longer see an incorrect note about a dishonour fee being charged to the master member on linked bills.
- Stripe-connected members could not switch between clubs when a transaction fee setting differed between the two clubs.
- Payment failures processed through PaySafe can now show the correct error message when the gateway returns a string error code.
- The maintenance fee date picker now blocks today and past dates.
- Card surcharge lookups no longer crash when a member has no stored address.
- The billing retry interval setting now rejects values under one day, preventing misconfigurations that could break batch billing.

Booking

- The not set option is no longer available in the cancellation mode dropdown for classes and services.
- Zapier integrations no longer trigger notifications for cancelled class or service bookings.
- The class booking calendar no longer shows an error when a longer time range is displayed.
- A recent update incorrectly renamed some booking messages for Arabic and Bulgarian.

Communication

- The system now sends a member update webhook when a keyfob is assigned to or removed from a member.
- The waitlist available notification was configured as an email template instead of SMS, so these alerts failed to send.
- Uploaded logos, banners, and marketing images now keep their original format instead of being converted to webp.
- Deleting a member could produce an error if a push notification was still pending.
- When a staff member changes their email or club on the login page, the two-factor code fields from the previous attempt now disappear.

Dashboard

- The Happy, Satisfied and Sad rows on the KPI dashboard now open a member report filtered to the matching happiness level.
- Staff with only a Dashboard role no longer see clickable KPIs on the dashboard.

Integrations

- Staff managing multi-club sites can now switch between clubs directly on the fitness passport settings page.

Languages

- Locale files for Norwegian, Portuguese (Brazil and Portugal), and Simplified Chinese had become broken after a bad merge.

Loyalty

- The reward editor no longer closes when you click outside it or press Escape.

Member

- The hold modal now shows the correct number of days for a hold.
- The member Money In graph now includes refund amounts in the monthly tooltip.
- Loading older visits on the visitors page now adds them to the bottom of the list instead of resetting the scroll to the top.
- A time limit now applies when zeroing a member account.

- When multiple hold requests arrived at the same time for a member with no existing holds, the same hold could be added more than once.
- The CSV import sample now includes parent members when a linked child is selected, preventing an error that could stop the import from completing.

Member App

- Setting a new password did not update the copy stored on the app server, so members got an incorrect password error when logging into the member app.
- The member app class schedule filter no longer shows trainers under Location.
- The staff app now restarts the 30-day sign-in window each time a staff member logs in.
- The app no longer displays an 'Unknown Tag / Staff Override' label for granted Fitness Passport visits.

Member Portal

- The confirm and success pages in the member portal booking flow now show times in 24-hour format when the club has that setting enabled.
- Clubs with a blank optional payment field could not process billing.
- The guest fee option in the class schedule now shows 'Group size' instead of 'Players per bay', making it clearer for facility types other than golf.

Membership

- During online signup, referral credit was being deducted from the price before the membership was fully completed.
- Saving an agreement now marks every empty required field in place instead of showing one banner at a time.
- The benefit note for door benefits on charge per visit membership types now shows the membership fee instead of the misleading 'free visits' text.
- Error messages shown when booking a member on hold or adding gifted time to a membership displayed backslashes instead of apostrophes.
- The member portal now defaults to the class discount type when a discount code request is incomplete, instead of returning an error.

Point of Sale

- The point of sale no longer hides charges from other clubs when multiclub billing is on.
- A swipe to end a billing delay hold no longer fails when a later hold exists for the same member.

Prospects

- Staff who click the Prospect Funnel widget on their dashboard now see a message explaining how to enable the feature, instead of a 404 error.

Reports

- Selecting Compare As Interval in a report field now shows the filter inputs and saves the report correctly.

Staff

- The nightly cleanup now checks whether a staff session has actually expired before removing it.
- Predefined portal buttons used to show greyed-out filter fields that served no purpose.

Staff App

- The staff app could send the same check-in notification to a phone twice.
- Staff scanning a portal QR code on iPhone are no longer sent to the staff app, which had no matching page and showed an error.
- The staff app now prevents staff from using Pay Later when a class starts in less than 15 minutes, matching the rule already in place on the staff schedule page.

Tasks

- The member access denied task now has a description explaining when it triggers.
- The task description now explains whether concession counts come from making a booking or checking in.

- The task automation flow builder now removes old error messages when a save succeeds, so a previous error no longer lingers at the top of the page.

Other

- A data export now blocks a second one from starting, retries once if cloud storage briefly fails, and shortens file titles that exceed the system limit.
- Adding a new Ezypay card for a member could accidentally replace their default payment method.
- Award progress now displays the correct percentage instead of always showing zero.
- The repeat class booking and billing batch pages now show their path in the top bar instead of the old breadcrumb underneath it.
- Questionnaire and agreement preview pages no longer throw a JavaScript error.
- The Account heading in the member account summary panel is now smaller and bold, making it visually less prominent.