Automating Kilo from GLM Events

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GLM to Kilo automations let you trigger an action in Kilo whenever something happens to a contact in Gym Lead Machine (GLM) — a pipeline stage move, a tag being added, or a profile update. This is the direction to use when you want GLM lead activity to create or update athletes in Kilo automatically.

This article covers building, editing, and troubleshooting GLM to Kilo automations, along with how athlete-to-contact linking works. For the reverse direction, see *Automating GLM from Kilo Events.* For a high-level overview of the full integration, see *How the Kilo–GLM Integration Works.*

What You Can Do with GLM to Kilo Automations

- Automatically create or update a Kilo athlete when a GLM contact moves into a pipeline stage or gets tagged
- Choose the Kilo status (Lead, Trial, Member, etc.) an athlete should get when they come in from GLM
- Keep athlete profile fields filled in using data from the linked GLM contact, without overwriting anything you already have
- Sync notes from a GLM contact to the matching athlete's Kilo profile
- See exactly which athletes are linked to a GLM contact, and link or fix mismatches manually

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How do I create a GLM to Kilo automation?

Click New Automation on the GLM to Kilo tab, then choose a GLM-side trigger and the Kilo action it should take.

1. Go to **Integrations → GLM.**
2. On the **GLM to Kilo** tab, click **New Automation.**
3. Select a trigger type:
    - **Pipeline Stage Movement** — a contact moves into a stage you choose in one of your GLM pipelines
    - **Tag Added** — a specific tag is applied to a contact in GLM
4. Configure the trigger:
    - For Pipeline Stage Movement, select the GLM pipeline and the target stage.

    - For Tag Added, select the tag to watch for.

5. Choose the **destination status** the athlete should get in Kilo (for example, Lead, Trial, or Member). This is required — you can't save without it.

6. Review the summary and click **Save.**

7. Toggle the automation **Active** to start running it.

You can create as many GLM to Kilo automations as you need, and the same trigger can appear in more than one — for example, one tag pointing to Trial and a different tag pointing to Member.

What GLM triggers are available, and what do they do?

Trigger	Fires when	What happens in Kilo
Pipeline Stage Movement	A contact moves into the pipeline stage you configured	Kilo creates or links an athlete and sets them to your chosen status (no action if the contact is already linked)
Tag Added	The tag you configured is added to a contact	Kilo creates or links an athlete and sets them to your chosen status (no action if the contact is already linked)
Contact Updated	Any field on a linked GLM contact changes	Kilo fills in any currently empty profile fields on the linked athlete — it never overwrites existing Kilo data (see below)
Note Upserted	A note is added or changed on a GLM contact	The matching note is created or updated on the linked athlete's Kilo profile
Note Deleted	A note is deleted from a GLM contact	The matching note is removed from the linked athlete's Kilo profile

Note: Pipeline Stage Movement and Tag Added replace the previous "Contact moved to Won" automation. No action needed is needed on your end.

- Athlete Data Updated, Note Created or Updated, and Note Deleted are data-sync triggers that already exist by default for every gym connected to GLM. You won't find them in the **New Automation** builder — there's nothing to build. They're pre-configured and turned on automatically; you can only turn them off (or back on) from the flows table. The steps above apply to the other triggers in this table, which you do build yourself.

How does Kilo know which athlete matches which GLM contact?

Kilo shows a linked, unlinked, or broken status on every athlete, and you can view or fix the link directly from their profile.

- **Athlete table** — a column shows each athlete's link status at a glance, with a click-through to their GLM contact if linked.

- **Athlete profile** — a dedicated card shows the current link status, the linked contact's basic info, and lets you:

    - Link to an existing GLM contact by searching for their email

    - Unlink the athlete

    - Create a new GLM contact for them

    - Open the linked contact directly in GLM

When a Pipeline Stage Movement or Tag Added automation runs for a contact that isn't linked yet, Kilo tries to match them automatically by email:

- **One matching athlete found** — Kilo links them and applies your configured status
- **More than one match found** — Kilo flags this in the automation log so staff can resolve it manually
- **No match found** — Kilo creates a new athlete with your configured status

Dependent athletes (like a child on a family membership) can't be linked to GLM contacts at all — the linking card will tell you this instead of offering link actions.

How does profile data stay in sync going into Kilo?

A change to a linked GLM contact only fills in Kilo fields that are currently empty — it never overwrites data you already have on file. Email is the one exception: it's only copied over when the athlete is first created, and never updated after that.

This sync runs through the **Contact Updated** trigger, which is on by default for every gym connected to GLM. You don't need to build it yourself, though you can turn it off from the flows table if you'd rather manage athlete profile data manually.

This is intentional: gym staff typically have more accurate, face-to-face data than what comes through GLM's lead forms, so Kilo is treated as the more reliable source once an athlete exists in both systems. In practice, most Contact Updated log entries will say "nothing was empty to fill" — that's the expected, healthy outcome.

How do notes sync from GLM to Kilo?

A note added, edited, or deleted on a GLM contact shows up the same way on the linked athlete's Kilo profile — as long as notes syncing is turned on. The on/off toggle for notes syncing lives under this **GLM to Kilo** tab and applies to both directions at once.

A note deleted on either side is also removed on the linked side, as long as notes syncing is turned on.

What happens when I turn an automation on or off?

Turning an automation off stops it from running but keeps its full configuration in place, so you can switch it back on anytime without rebuilding it.

- **Active (on)** — the automation runs every time its trigger happens
- **Inactive (off)** — the automation doesn't run, but its trigger, action, and settings are saved exactly as you left them

You can toggle an automation from the flows table, or from its overflow menu using **Enable/Disable.**

Can I edit an automation after I create it?

You can edit the trigger's and action's settings, but not which trigger or action the automation uses — those are locked once saved.

For example, on a Tag Added automation you can change which destination status it applies, but you can't turn it into a Pipeline Stage Movement automation — you'd need to create a new one.

If you try to change a locked field, you'll see a message like:

- "*Trigger cannot be updated after creation.*"
- "*Action cannot be changed after creation.*"

This is intentional — it keeps your execution history accurate. If the trigger or action could change after the fact, past log entries wouldn't match what the automation actually does today.

How do I delete an automation?

1. Go to **Integrations → GLM.**
2. Find the automation in the **GLM to Kilo** table.
3. Click the overflow menu and select **Delete.**
4. Confirm in the pop-up.

Deleting an automation removes it permanently, including its history. If you just want to pause it temporarily, use the **Active** toggle instead — that keeps everything in place.

Where can I see whether an automation actually ran?

Click the execution count on any automation to open a log showing every time it fired, whether it succeeded, and why — including cases where nothing happened.

Each entry shows the date and time, a status (Success, No Action Taken, or Failed), and a message explaining the outcome. You'll see messages like:

- "*Successfully executed — [action name]*"
- "*Athlete already linked — no action taken*"
- "*Nothing was empty to fill*"
- "*Athlete is a dependent — sync skipped*"

If something fails, the log includes enough detail to hand off to Support without needing to reproduce the issue yourself.

Helpful Tips

- Toggle a new automation **Active** right after saving it — automations are off by default and won't run silently until you turn them on.

- Check the athlete table's link status column before troubleshooting a sync issue — a lot of "why didn't this update" questions come down to an unlinked or broken link.
- If a Contact Updated log entry says "nothing was empty to fill," that's expected — it means your Kilo data was already complete and nothing needed to change.
- Only one GLM account can be connected per Kilo gym. If you manage multiple locations, each needs its own GLM connection.
- If you're looking to push Kilo activity into GLM instead, see *Automating GLM from Kilo Events.*

When This Feature Is Most Helpful

- Turning qualified GLM leads into Kilo athletes the moment they hit a certain pipeline stage or get tagged
- Keeping phone numbers, addresses, and other contact details filled in without manual data entry
- Giving staff full visibility into notes, no matter which system they were added in
- Diagnosing a "why didn't this sync" question quickly, using the link status and automation log instead of guessing

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If you have questions about the GLM integration in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com.**