Contacts and Smart Lists Overview

Laura Gibson - 2026-10-16 - Contacts

When you select **Contacts** from the left-hand menu in your Gym Lead Machine (GLM) account, you'll enter the section where you can manage all of your contacts and **Smart Lists**. Smart Lists help you organize contacts and easily communicate with specific groups of people.

What you can do with Contacts and Smart Lists

- Filter your **All** contacts list and save the results as a customized Smart List
- Use the pre-built Smart Lists included with your GLM account
- Send mass emails to a Smart List through the **Email Builder** or the **Send Email** option in Contacts
- Share your Smart Lists with specific team members or make them visible to everyone

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Understanding and using Smart Lists

The **All** contacts list can be filtered and saved into customized Smart Lists. For example, you could save all contacts tagged as **client** into a Client Smart List.

Smart Lists make it easy to communicate with specific groups of people. You can send mass emails to Smart Lists quickly through the **Email Builder** or directly using the **Send Email** option in Contacts.

Standard Smart Lists in Gym Lead Machine

Your GLM account comes pre-built with several Smart Lists, including:

- **New Client List:** all contacts tagged with **fitness/nutrition new client (member)**
- **Long Term Client List:** contacts tagged with **fitness/nutrition long term client (member)**
- **Cancellation Requested:** contacts tagged with **fitness/nutrition cancellation requested** after completing a cancellation form
- **Cancelled Client:** contacts tagged with **fitness/nutrition cancelled client (member)** to indicate they are no longer clients

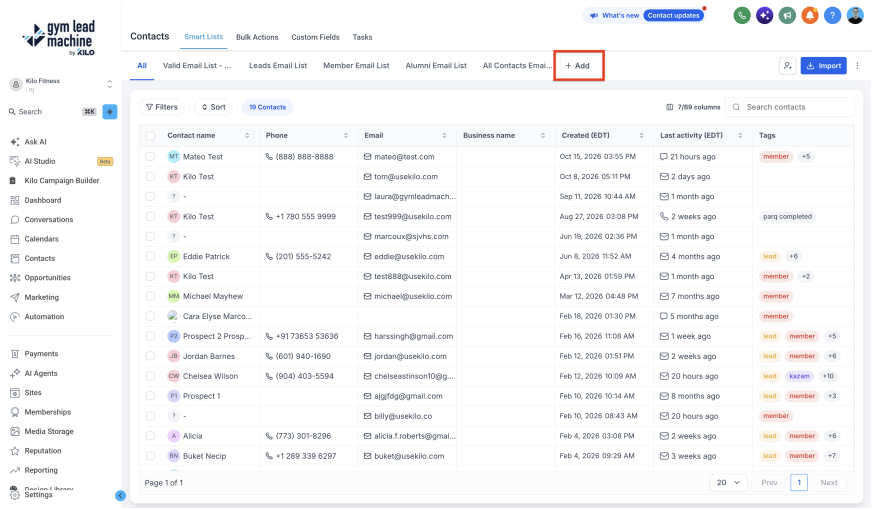
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How do I create a new Smart List?

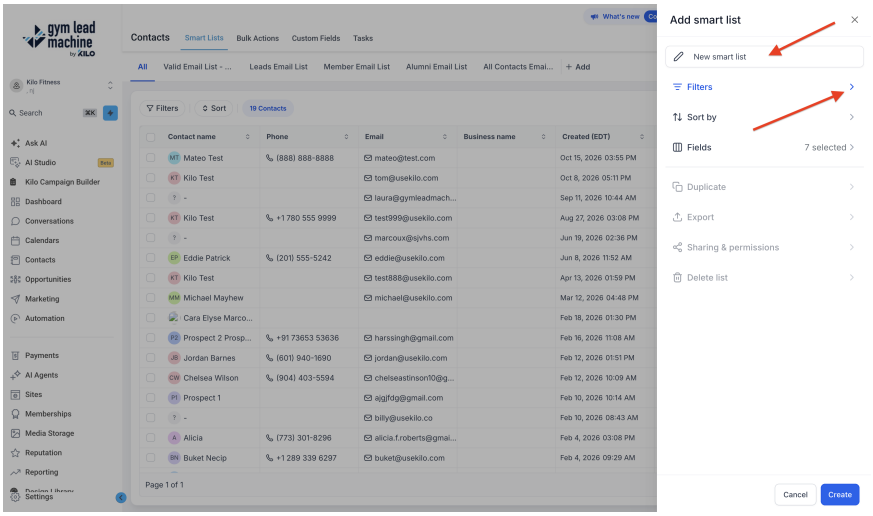
You can create your own Smart Lists at any time in GLM.

1. Go to **Contacts** in your Gym Lead Machine account.

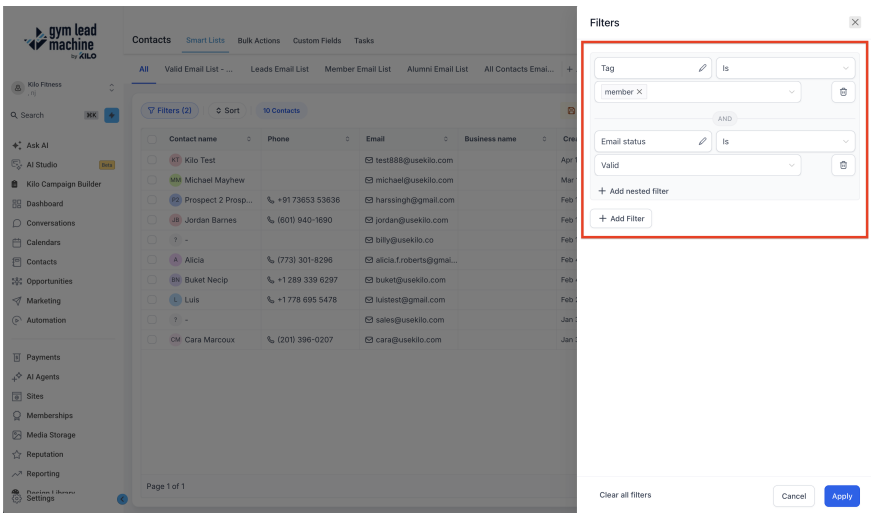
2. All smarlists are organized horizontally near the top of the screen. Click **+ Add.** This will open a pop-up on the right-hand side.



3. Name your new smartlist, and click on **Filters** to start filtering down your list



4. Apply the filters you want. In this case we are filtering for all contacts with the “member” tag who have valid emails



- **Add nested filter** - this is the old “AND” filter. When this filter is added, both conditions need to be true for the contact to show on this list. In this scenario, all contacts have the member tag AND have a valid email.

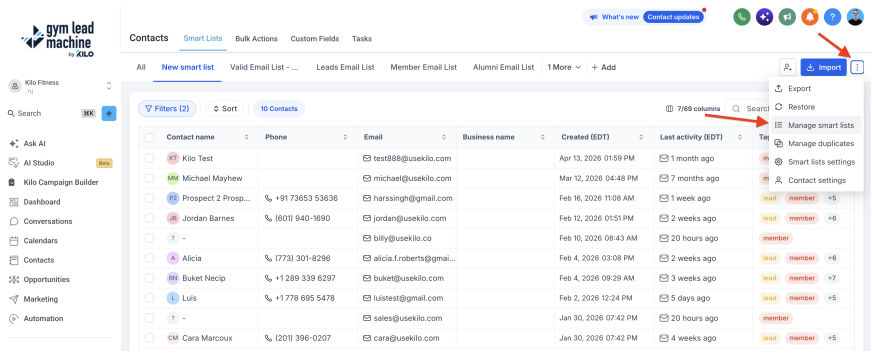
- **Add Filter -** this is the old “OR” filter. When this filter is used, contacts that show up on the list will satisfy one of the conditions

5. Once you've narrowed down your contacts, click **Apply** and then **Create** at the bottom of the Filter sidebar.

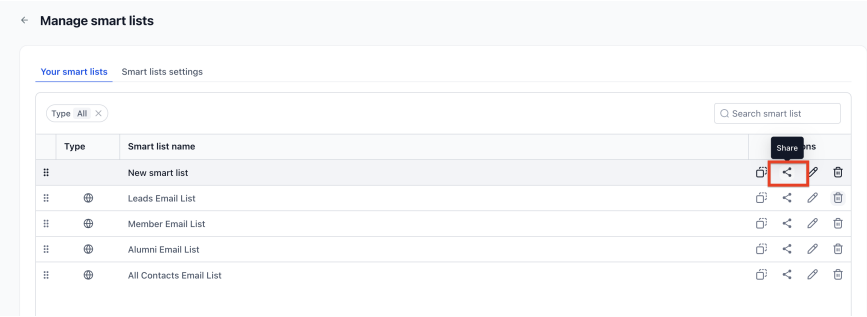
How do I share a Smart List with my team?

When you first create a Smart List, it's only visible to you. To share it with team members or make it visible to everyone:

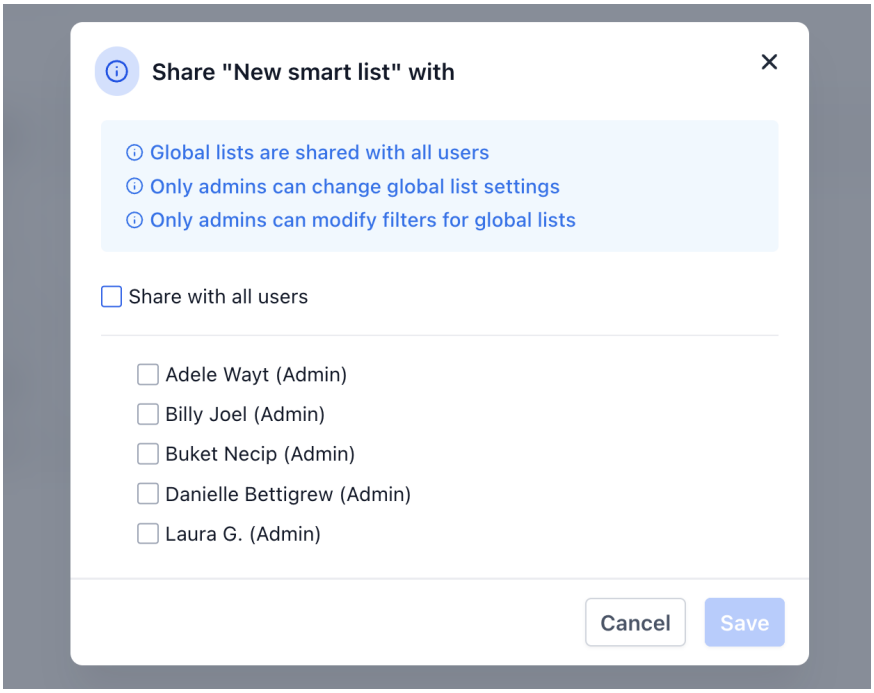
1. Go to **Manage Smart Lists**.



2. Click the **share icon**.



3. Choose to share with specific team members or make the list global by selecting **Share with all users,** then click **Save.**



If you have questions about Contacts and Smart Lists in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- Gym Lead Machine