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FAQ: How Do I Change the Assigned User of a Contact?

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Every contact in Gym Lead Machine has an **assigned user**: the member of your team who owns that relationship. Assignment usually happens on its own when a client comes through a form, since each form submission workflow has a particular **Assign to user** action that assigns these contacts to a particular member of your team.

If you manually input a client to GLM, however, they will need to be assigned a user. It is very important to complete this step so that all user-related fields in the campaigns will be filled in correctly.

How do I assign or change a contact's user?

1. After adding the contact to GLM, the contact card should open.
2. In the **Contact** section (top of left column) is the ownership field.
3. Select whoever you would like to be assigned to the client in the drop-down menu.
4. Click **Save**.

Why did the assigned user change on its own?

Ownership shifts automatically at certain points in the pipeline. The assigned user will likely change when a sales appointment is booked, as ownership moves from the "lead" assigned user to the "appointment booked" assigned user.

Can I change which team member gets assigned to certain lead types?

Yes. If you need to permanently change the member of your team who is assigned to certain lead types (for example, fitness or nutrition leads), please email our Support team at **hello@usekilo.com** with the details of your request.

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

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