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

Mavilyn Carlos - 2026-08-19 - [Contacts](#)

In **Gym Lead Machine (GLM)**, the **Owner** is the team member responsible for a contact. You may also hear this called the assigned user. Owner matters because your campaigns pull staff details from it, so a contact with no owner produces messages with blank or incorrect staff information.

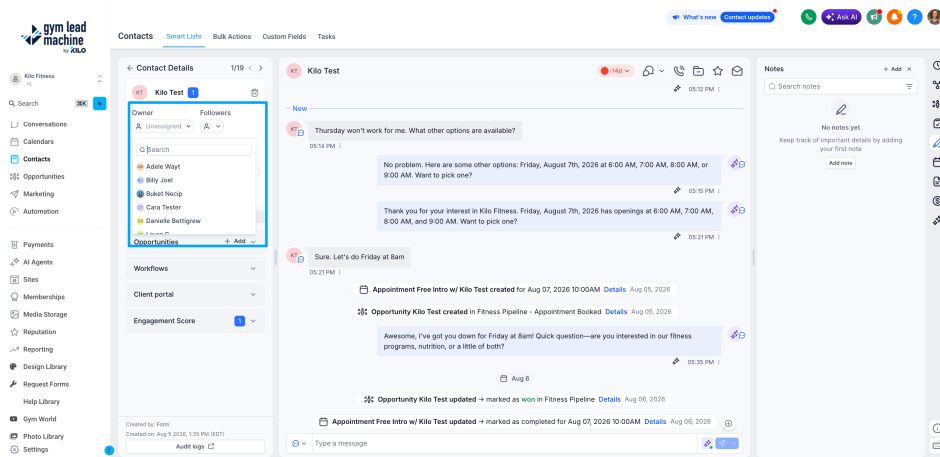
How does a contact get an owner?

Most contacts are assigned automatically. Each form submission workflow includes an action that assigns the contact to a particular member of your team, so anyone who comes in through a form arrives with an owner already set.

Contacts you add by hand do not. No workflow runs behind a manually created contact, so they open as **Unassigned** and stay that way until you set the owner yourself.

How do I set or change the owner?

1. Go to **Contacts** in the left menu of your GLM account.
2. Find the contact and click their name to open their contact card.
3. In the **Contact Details** panel on the left, find the **Owner** dropdown near the top.
4. Select the team member you want assigned to this contact.



Why did the owner change on its own?

Ownership shifts at points in the lead journey. A contact is assigned by the workflow that runs when they submit a form, and ownership commonly moves again when a sales appointment is booked, passing the contact from whoever handles incoming leads to whoever handles the appointment.

This is expected. If a contact's owner looks different from what you set, check whether they have booked an appointment since.

Can I change who is assigned to a whole lead type?

Not from the contact card. Changing which team member is assigned to a category of leads, such as all fitness leads or all nutrition leads, is a change to the workflow behind the form rather than to any individual contact.

To request that change, email our Support team at **hello@usekilo.com** with the details.

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

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