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Notification Flows in Kilo GMS

Laura Gibson - 2026-07-29 - [Notifications Flows](#)

Notification Flows are how Kilo GMS sends automatic emails and SMS to your athletes, coaches, and staff when specific events happen in your gym. They're built in the **Automation Flow Builder** and give you a way to communicate consistently without having to remember to send each message manually.

Kilo GMS ships with a set of pre-built flows that cover common gym scenarios (class reminders, waitlist notifications, payment confirmations), and you can create your own to fit anything else your gym needs.

What You Can Do with Notification Flows

- Send automatic email or SMS notifications when GMS events happen
- Choose who receives each notification (athlete, coach, or staff)
- Enable or disable pre-built flows without deleting them
- Edit an existing flow's trigger, recipient, or message
- Name each flow so it's easy to identify in your list
- Reuse message templates across multiple flows

Note

An Important Note on SMS Usage

The same Twilio phone number connected to your Gym Lead Machine account is also connected to Kilo GMS for the purposes of SMS notifications. Your agreement includes **1,200 SMS segments per month**, and overage charges apply beyond that limit.

Use SMS notifications thoughtfully to avoid overages. When you do use SMS, keep the messages short and specific so each send uses as few segments as possible.

Notification Flows vs. the Kilo GMS-GLM Integration: Which Should You Use?

Kilo GMS has two ways to trigger automatic actions in response to gym events, and they work together but do different things. Here's how to tell them apart.

Notification Flows live inside Kilo GMS and produce a single, linear outcome: one email or one SMS goes out when the trigger fires. You'd use a Notification Flow when the action you want is simply "send this message to this person."

The Kilo GMS-GLM Integration connects Kilo GMS events to your **Gym Lead Machine** account so a GMS event can kick off something more complex on the GLM side, like a multi-step workflow, a pipeline stage change, or a task assignment. You'd use the integration when the outcome you need is bigger than a single message.

	Notification Flows	Kilo GMS-GLM Integration
Where it lives	Kilo GMS	Kilo GMS with actions in Gym Lead Machine

Type of outcome	Single-action (one email or one SMS)	Multi-step (workflow, task, pipeline change)
Triggered by	Kilo GMS business events like check-ins, payments, memberships, documents	Kilo GMS business events sent over to Gym Lead Machine
Best for	Simple, direct communications like class reminders, receipts, and waitlist notices	Complex outcomes like starting a re-engagement workflow, assigning a coach a task, or moving a contact to a new pipeline stage

A quick way to decide: if the outcome is "send someone a message," it's a Notification Flow. If the outcome is "do a bigger series of things," it's the Kilo GMS-GLM Integration.

Pre-Built Flows in Kilo GMS

Kilo GMS ships with a library of pre-built flows organized by category. All pre-built flows start out **disabled**, so you can review them and turn on only the ones your gym wants to use.

Categories of pre-built flows include:

- **Class Notifications** for reminders, cancellations, and schedule changes
- **Athlete Reservations** for confirmations and updates when athletes book in
- **Athlete Appointment and Waitlist** notifications for one-on-one sessions and waitlist movement
- **Athlete Payment** notifications for successful payments, failures, and payment method updates

To see the full list, go to **Notifications → Automation Flow Builder** in your Kilo GMS menu.

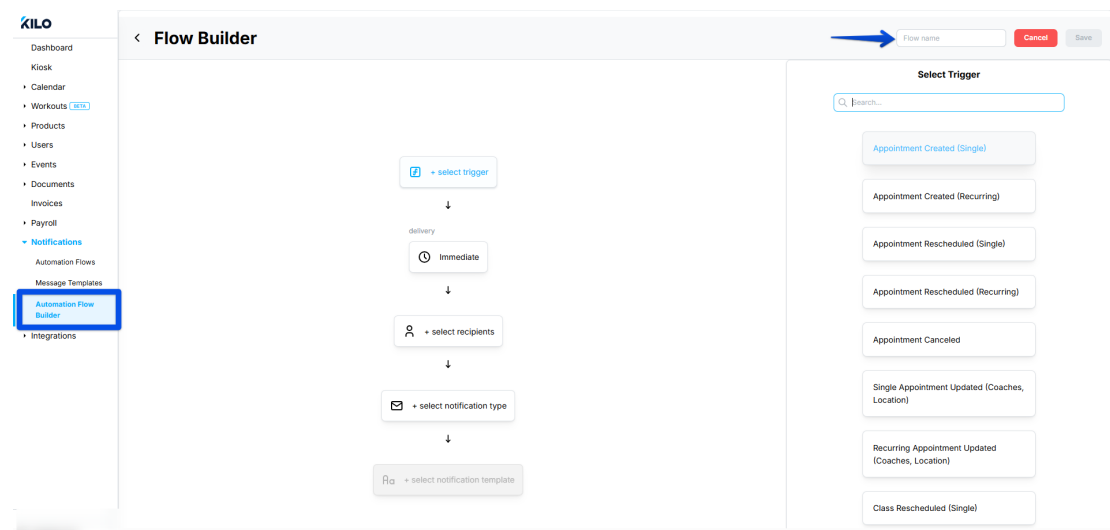
Flows							
Flow trigger	Recipients	Delivery Mode	Notification Time	Notification Template	Notification Type	Enabled	
Appointment Canceled	Athletes	Immediate	Immediate	[Athletes] Appointment Canceled	Email	☐	
Appointment Canceled	Coaches	Immediate	Immediate	[Coaches] Appointment Canceled	Email	☐	
Appointment Created (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Recurring)	Email	☐	
Appointment Created (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Recurring)	Email	☐	
Appointment Created (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Single)	Email	☐	
Appointment Created (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Single)	Email	☐	
Appointment Rescheduled (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Recurring)	Email	☐	
Appointment Rescheduled (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Recurring)	Email	☐	
Appointment Rescheduled (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Single)	Email	☐	
Appointment Rescheduled (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Single)	Email	☐	
Athlete Moved From Class Waitlist to Reserved	Coaches	Immediate	Immediate	[Coaches] Athlete Moved From Class Waitlist to Reserved	Email	☐	
Athlete Moved From Class Waitlist to Reserved	Athletes	Immediate	Immediate	[Athletes] Athlete Moved From Class Waitlist to Reserved	Email	☐	
Athlete Payment Failed	Staff	Immediate	Immediate	[Staff] Athlete Payment Failed	Email	☐	
Athlete Payment Failed	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Failed	Email	☐	
Athlete Payment Successful	Staff	Immediate	Immediate	[Staff] Athlete Payment Successful	Email	☐	
Athlete Payment Successful	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Successful	Email	☐	
Athlete Removed From Class Reservation	Athletes	Immediate	Immediate	[Athletes] Athlete Removed From Class Reservation	Email	☐	
Athlete Removed From Class Reservation	Coaches	Immediate	Immediate	[Coaches] Athlete Removed From Class Reservation	Email	☐	
Athlete Reservation Added to Class	Athletes	Immediate	Immediate	[Athletes] Athlete Reservation Added to Class	Email	☐	
Athlete Reservation Added to Class	Coaches	Immediate	Immediate	[Coaches] Athlete Reservation Added to Class	Email	☐	
Class Canceled	Athletes	Immediate	Immediate	[Athletes] Class Canceled	Email	☐	

Creating a New Flow

1. Go to **Notifications → Automation Flow Builder** in your Kilo GMS menu.
2. Select your triggering action from the **Trigger** menu.
3. Select the **recipient type** for this flow:
 - **Athlete** — the athlete assigned to the class, appointment, or payment.
 - **Coach** — the coach assigned to the class or appointment.

- **Staff** — the Notification Email listed in your Kilo GMS account settings.
4. Select the **notification type**: email or SMS.
 5. Select an existing **message template** or create a new one for this flow.
 - The **Description** helps you identify this template for future use or editing.
 - For email flows, set the **Subject** line.
 - Build the body of the message using the text editor and available custom values, which fill in the correct information for each notification.
 6. A flow name is now required before you can save any automation.
 7. Save the new flow.

Once saved, the flow is automatically enabled and starts running the next time its trigger fires.



Naming and Navigating your Flows

1. The **Name** column is now shown on the main Flows table
2. Rename a Flow by clicking the pencil icon
3. Update name and save

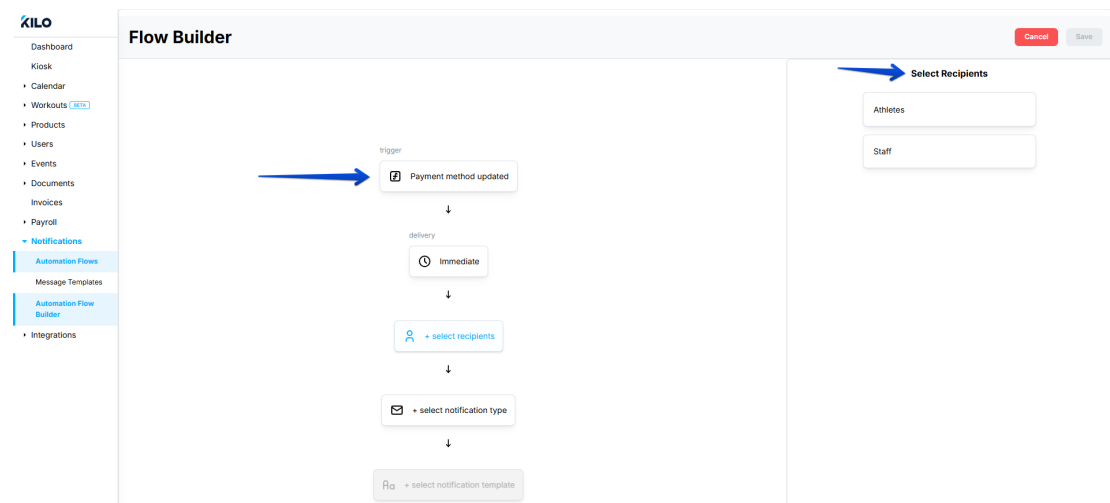
Kilo Flows New Flow						
Name	Flow trigger	Recipients	Delivery Mode	Notification Time	Notification Template	
New flow for appointment canceled	Appointment Canceled	Staff	Immediate	Immediate	[Coaches] Appointment Ca	
Appointment Canceled	Appointment Canceled	Athletes	Immediate	Immediate	[Athletes] Appointment Ca	
Appointment canceled Renamed	Appointment Canceled	Coaches	Immediate	Immediate	[Coaches] Appointment Ca	
Appointment Created (Recurring)	Appointment Created (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Cre	
Appointment Created TEST	Appointment Created (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Cr	
Appointment Created (Single)	Appointment Created (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Cre	
Appointment Created (Single)	Appointment Created (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Cr	
Appointment Rescheduled (Recurring)	Appointment Rescheduled (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Ra	
Appointment Rescheduled (Recurring)	Appointment Rescheduled (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Ra	
Appointment Rescheduled (Single)	Appointment Rescheduled (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Ra	
Appointment Rescheduled (Single)	Appointment Rescheduled (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Ra	
Athlete Moved from Class Waitlist to Reserved	Athlete Moved from Class Waitlist to Reserved	Athletes	Immediate	Immediate	[Athletes] Athlete Moved fr	
Athlete Moved from Class Waitlist to Reserved	Athlete Moved from Class Waitlist to Reserved	Coaches	Immediate	Immediate	[Coaches] Athlete Moved f	

Available Triggers

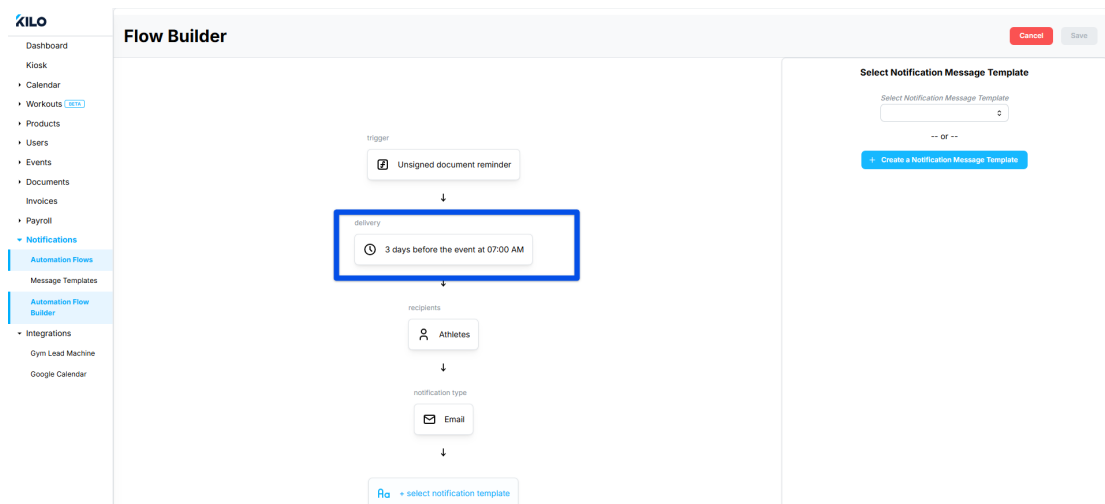
Flows can be built around a range of GMS events. Available triggers include class check-ins, appointment bookings, athlete status changes, package changes, payment successes and failures, payment method updates, and unsigned documents, among others. New triggers are added over time as new features ship.

Two triggers worth flagging for staff who work closely with billing and paperwork:

Payment Method Updated fires whenever an athlete adds a new payment method or updates an existing one. It's useful for keeping staff aware of billing changes without having to check each athlete's profile manually.



Unsigned Document Reminder fires when a document has been created but remains unsigned after a number of days you choose. Set the window when you configure the trigger, and the flow fires automatically once that window passes for any unsigned document.



Enabling, Disabling, Editing, and Deleting Flows

Enabling and disabling a flow. When a new flow is created and saved, it's enabled automatically. To disable a flow you no longer want to run without deleting it, use the blue arrow action button to the right of the flow and select the disable option. Disabled flows stay in your list but do not fire when their trigger occurs.

Editing a flow. Click the blue arrow action button and select **Edit**. You can change any element of the flow except the message template. To update the message itself (email or SMS), edit the notification template in **Templates** — the new version updates automatically in every flow that uses it. If you want a one-off message just for this flow, you can also enter a new message directly from within the flow to override the template.

Deleting a flow. Click the blue arrow action button and select **Delete**.

Flow trigger	Recipients	Delivery Mode	Notification Time	Notification Template	Notification Type	Enabled	
Appointment Canceled	Athletes	Immediate	Immediate	[Athletes] Appointment Canceled	Email	●	⌵
Appointment Canceled	Coaches	Immediate	Immediate	[Coaches] Appointment Canceled	Email	⌵	⌵ Disable
Appointment Created (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Recurring)	Email	●	⌵ Edit
Appointment Created (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Recurring)	Email	⌵	⌵ Delete
Appointment Created (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Single)	Email	●	⌵
Appointment Created (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Single)	Email	●	⌵
Appointment Rescheduled (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Recurring)	Email	●	⌵
Appointment Rescheduled (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Recurring)	Email	⌵	⌵
Appointment Rescheduled (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Single)	Email	⌵	⌵
Appointment Rescheduled (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Single)	Email	●	⌵
Athlete Moved from Class Waitlist to Reserved	Athletes	Immediate	Immediate	[Athletes] Athlete Moved from Class Waitlist to Reserved	Email	●	⌵
Athlete Moved from Class Waitlist to Reserved	Coaches	Immediate	Immediate	[Coaches] Athlete Moved from Class Waitlist to Reserved	Email	⌵	⌵
Athlete Payment Failed	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Failed	Email	●	⌵
Athlete Payment Failed	Staff	Immediate	Immediate	[Staff] Athlete Payment Failed	Email	⌵	⌵
Athlete Payment Successful	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Successful	Email	⌵	⌵
Athlete Payment Successful	Staff	Immediate	Immediate	[Staff] Athlete Payment Successful	Email	⌵	⌵
Athlete Removed from Class Reservation	Athletes	Immediate	Immediate	[Athletes] Athlete Removed from Class Reservation	Email	●	⌵
Athlete Removed from Class Reservation	Coaches	Immediate	Immediate	[Coaches] Athlete Removed from Class Reservation	Email	⌵	⌵
Athlete Reservation Added to Class	Coaches	Immediate	Immediate	[Coaches] Athlete Reservation Added to Class	Email	⌵	⌵
Athlete Reservation Added to Class	Athletes	Immediate	Immediate	[Athletes] Athlete Reservation Added to Class	Email	●	⌵

Frequently Asked Questions

Are Notification Flows the same thing as Workflows in Gym Lead Machine?

No, they're separate systems. Notification Flows live in Kilo GMS and produce a single email or SMS in response to a GMS event. Workflows live in Gym Lead Machine and can produce multi-step outcomes across the GLM system. The two can work together through the Kilo GMS-GLM Integration when you need a GMS event to trigger a bigger GLM outcome, but the systems themselves are distinct.

Why send business-event notifications from Kilo GMS instead of from Gym Lead Machine?

Because Kilo GMS is where the business data lives. Attendance, memberships, payments, documents — all of this is tracked in Kilo GMS. When you want to send a notification based on one of those events, it's most reliable to send it directly from GMS. Gym Lead Machine doesn't have direct access to those same business metrics, so it's not the right tool for those notifications.

When should I use the Kilo GMS-GLM Integration instead of a Notification Flow?

Use the integration when your desired outcome is more complex than sending a single message. If you want a GMS event to start a full workflow, assign a task, or move a contact to a new pipeline stage in Gym Lead Machine, that's what the integration is for. Notification Flows are for single-action email or SMS sends.

Can I create flows for business metrics like attendance milestones or membership anniversaries?

Yes, you can build additional flows for business metrics directly in the Automation Flow Builder. Because Kilo GMS is the source of truth for those metrics, it's the right place to build triggers around them.

What happens to a message template when I edit it?

Every flow that uses the template updates automatically when you save the new version. You do not need to edit each flow individually. If you only want to change the message for one specific flow, override the template from inside that flow rather than editing the template itself.

Where do 'Staff' notifications go?

Staff notifications are sent to the Gym Email address configured in your Kilo GMS account settings. They're not routed to individual staff members. If you need to notify a specific person, use the Athlete or Coach recipient type when their user is assigned to the relevant class, appointment, or profile.

Helpful Tips

- Review the full list of pre-built flows before creating custom ones. Many common scenarios are already covered and just need to be enabled.
- Use the **Description** field on message templates to explain what each template is for. Future you will thank present you when you're editing flows six months from now.
- If you want the same message to go out for several different triggers, build one template and reference it from each flow rather than duplicating the message.
- Keep SMS messages short. Every SMS you send counts toward your monthly segment allowance, and longer messages use more segments per send.

When Notification Flows Are Most Helpful

- Reminding athletes about upcoming classes or appointments
- Confirming reservations, cancellations, and waitlist movement
- Notifying staff about payment failures or successful payments
- Alerting staff when an athlete adds or updates a payment method
- Chasing down unsigned waivers or contracts automatically
- Sending automatic milestone messages tied to attendance, membership renewals, or package changes

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

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