Set Up AI Connect in Kilo GMS

Sandy Tannheimer - 2026-10-08 - Account, Settings & Integrations

AI Connect lets you connect your gym's data to Claude so you can ask business questions in plain language, pull reports, and build your own dashboards using your own gym's information. This article covers who can use AI Connect, how to set up a connection, what data Claude can see, and how to revoke access.

What you can do with AI Connect

- Connect one gym's data to Claude through a secure, authorized connection
- Ask natural-language business questions and get answers pulled from your gym's data
- View and manage your active connections
- Revoke a connection at any time
- Keep member personal information protected by default

Before you start

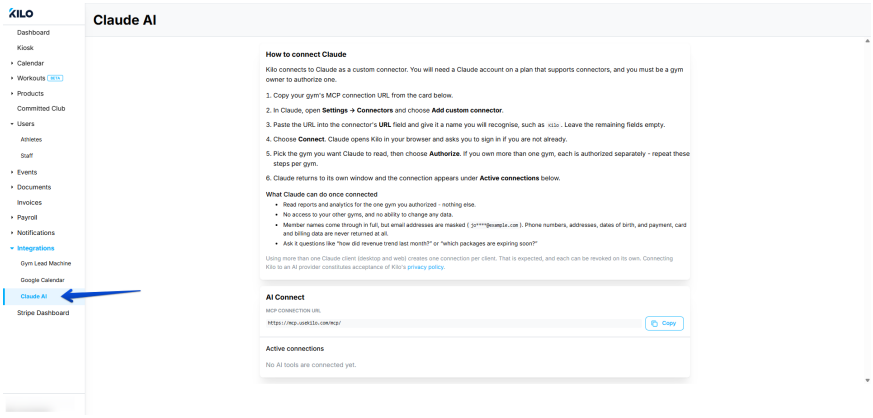
AI Connect is only available to accounts with the **Gym Owner** role. Staff accounts without this role can't see the AI Connect settings or authorize a connection.

AI Connect works with **Claude**. Support for other AI tools isn't available yet.

AI Connect is **read-only**. It can't create, update, cancel, or otherwise change anything in your Kilo account. It can only return information.

How do I connect my gym to Claude?

1. Go to **Settings → Integrations**.
2. Find **AI Connect** and copy the connection URL shown.



3. In Claude, add Kilo as a custom connector using the copied URL.
4. If you're not already logged into Kilo, you'll be redirected to log in.
5. Choose the gym you want to connect. If you manage more than one gym, you'll need to repeat this process separately for each one.
6. If this is your first AI Connect connection, review and accept the AI usage policy when prompted.
7. Complete the connection in Claude.

Once connected, Claude will show you the tools available for asking questions about your gym's data.

Tip

Ready to start asking questions? See Questions to Ask Claude with AI Connect in Kilo GMS for example questions about new members, cancellations, expiring packages, class performance, and revenue, plus detailed report prompts you can copy straight into Claude.

Note

You won't need to accept the AI usage policy again on future connections unless the policy itself changes.

What data can Claude see?

AI Connect shares only a limited set of information, and never shares payment, billing, or highly sensitive personal details.

- **Member name:** shown in full
- **Member email:** masked, showing only the first two characters of the email followed by asterisks and the full domain (for example, `as****@usekilo.com`)
- **Phone, address, and date of birth:** never shared
- **Payment methods, card details, invoices, and billing information:** never shared, under any circumstance

  Note

> Kilo uses tokenized payments and doesn't store raw card data, so payment information is never available to AI Connect regardless of what's asked.

Managing and revoking connections

Your active connections are listed under **Settings → Integrations**, alongside the gym each one is connected to and when it was authorized.

To revoke a connection:

1. Go to **Settings → Integrations**.
2. Find the connection you want to remove in your list of active connections.
3. Click **Revoke**.

Once revoked, that connection can no longer be used to access your gym's data.

Note

Kilo never displays connection tokens in your settings, before or after a connection is revoked. If you think a connection has been compromised, revoke it right away rather than trying to locate the token.

Frequently asked questions

Who can set up and use AI Connect?

Only accounts with the Gym Owner role can access AI Connect. Staff accounts, even those with broad permissions elsewhere in Kilo, can't see the AI Connect settings or authorize a connection. If you want someone on your staff to have access, that's managed outside of Kilo, since Kilo doesn't offer a way to delegate this permission.

Can I connect more than one gym?

Yes, but each gym needs its own separate connection. A single connection only ever covers one gym, and there's no way to combine multiple gyms under one connection. If you manage several gyms, repeat the connection process for each one.

Can I use AI Connect to change something in my Kilo account, like updating a membership?

No. AI Connect is read-only and can't create, update, cancel, or change anything in your account. It can only return information in response to questions.

Why is my member's email address only partially shown?

Member emails are masked by default to protect personal information. Claude sees the first two characters of the email, followed by asterisks and the full domain (for example, `as****@usekilo.com`). Phone numbers, addresses, and dates of birth aren't shared at all, and payment or billing information is never shared under any circumstance.

Do I need to reconnect if I use Claude on more than one device?

You may end up with more than one connection to the same gym, and that's expected. For example, connecting from Claude on desktop and Claude on the web creates two separate connections to the same gym. Each one is listed and can be revoked independently.

What happens if I revoke a connection?

Revoking a connection immediately blocks any further use of it. You can revoke a connection at any time from **Settings → Integrations**, and Kilo never displays the underlying token, so revoking is the way to cut off access if you suspect a problem.

Does Claude get real-time access to my gym's data?

Claude can only see data you've asked it to retrieve through AI Connect, and only for the one gym the connection was authorized for.

Helpful tips

- Set up AI Connect from **Settings → Integrations**, using the Gym Owner account for the gym you want to connect.
- Accept the AI usage policy once; you won't be asked again unless the policy changes.
- If you manage multiple gyms, set up a separate connection for each one rather than expecting one connection to cover all of them.
- Revoke a connection immediately if you suspect it's been compromised. There's no key or token to track down; revoking from your connections list is enough.
- Remember that AI Connect can only answer questions, not make changes. Membership updates, cancellations, and other account changes still need to be made directly in Kilo.

When this feature is most helpful

- Asking quick business questions, like revenue by package, without pulling a manual report
- Building your own lightweight dashboards or summaries around your gym's data
- Giving yourself a faster way to check in on business performance between logins to Kilo
- Managing access carefully across multiple gyms, since each connection is scoped and revocable on its own

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

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