Set Up and Manage Communities in GLM

Laura Gibson - 2026-11-14 - Memberships & Communities

Communities in Gym Lead Machine give your clients a branded space to talk to each other and to you. You set up a domain once, create one or more Groups inside your Community, and invite people to join with a link. Members create a single profile that works across every Group in your Community.

What you can do with Communities

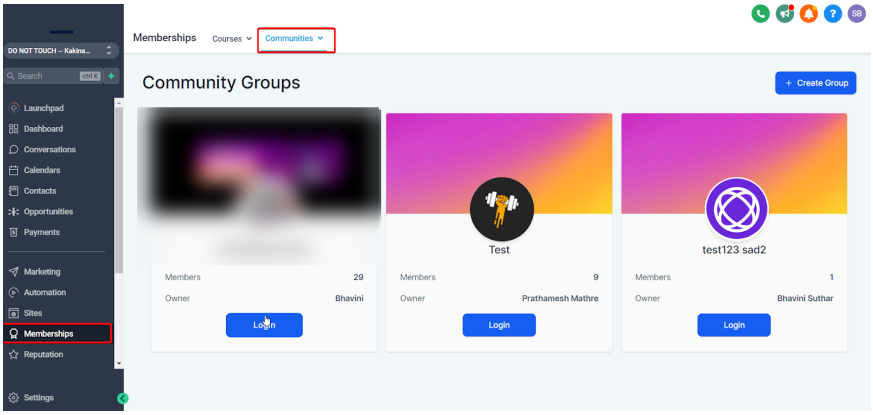
- Set up a client portal on a ready-made subdomain
- Create separate Groups for different programs or audiences
- Brand each Group with its own color, logo, cover image, and favicon
- Invite members with a link you can send by email or SMS
- Let members belong to more than one Group with a single profile
- Add promotional links your members can see
- Deactivate a Group without deleting it, and reactivate it later

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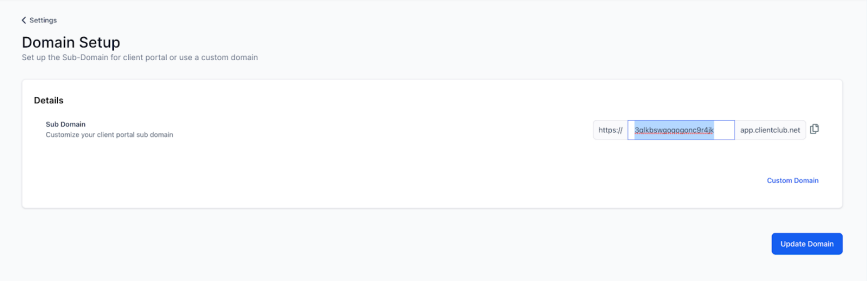
Set up your Communities domain

Set the domain up first. Groups cannot be created until it exists.

1. Select **Memberships** in the left menu of your Gym Lead Machine account.
2. Select **Communities**.



3. Wait for the redirect to the client portal subdomain page.



4. Edit the string of letters and numbers in the pre-configured **clientclub.net** subdomain to your gym name.

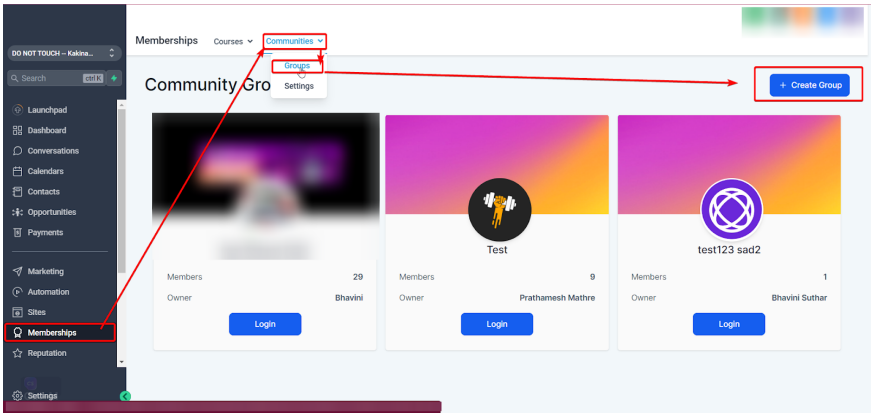
5. Scroll down and click **Update Domain**.

The subdomain is ready to use immediately, with nothing to configure with a domain registrar.

Create a Group

1. Go to **Memberships → Communities → Groups**.

2. Click **Create Group**.



3. Enter the **Group Name**, which is how members identify the Group. Name it for its purpose, for example "Nutrition Coaching Members."
4. Enter the **Group URL**, the web address where the Group lives. Keep it short and memorable, for example "nutrition-coaching."
5. Enter the **Group Description** covering what the Group is for and what members can expect.
6. Choose a **Brand Color** for the Group's design.
7. Upload a **Favicon**, the small icon shown in the browser tab.
8. Upload a **Cover Image** for the top of the Group page.
9. Upload a **Logo**, which appears in the group switcher. Use a square image, 1:1, clear at 200x200 pixels.
10. Create the Group.

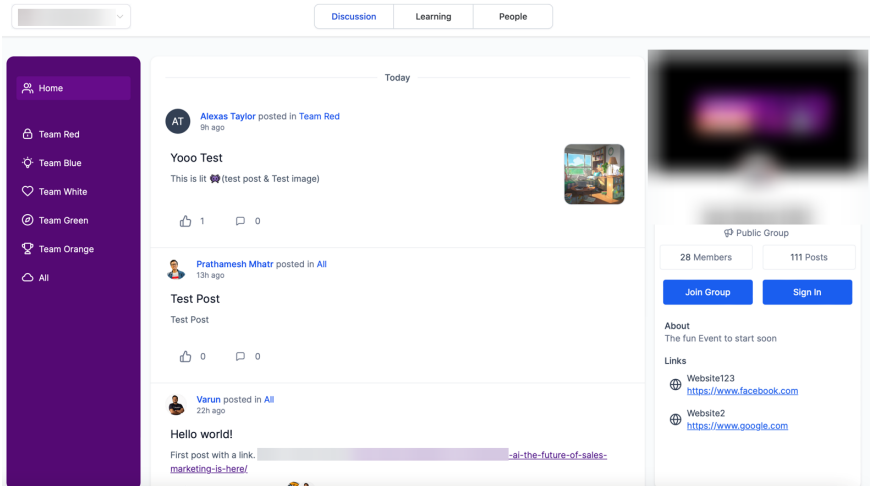
Note

Whoever creates a Group becomes its owner, and ownership cannot be transferred to anyone else afterward. Create the Group from the account that should own it long term.

Invite members to a Group

Members join through the Group's unique URL. There is no invitation sent from inside Gym Lead Machine, so you send the link yourself.

1. Copy the Group's URL.
2. Send it to the people you want in the Group by email, SMS, or any other channel you use.
3. The recipient clicks the link and lands on the Group's join page.
4. They click **Join Group** and are prompted to sign up for the client portal.



Once someone has signed up or logged in, they can join any other Group in your Community with the same profile.

Customize a Group

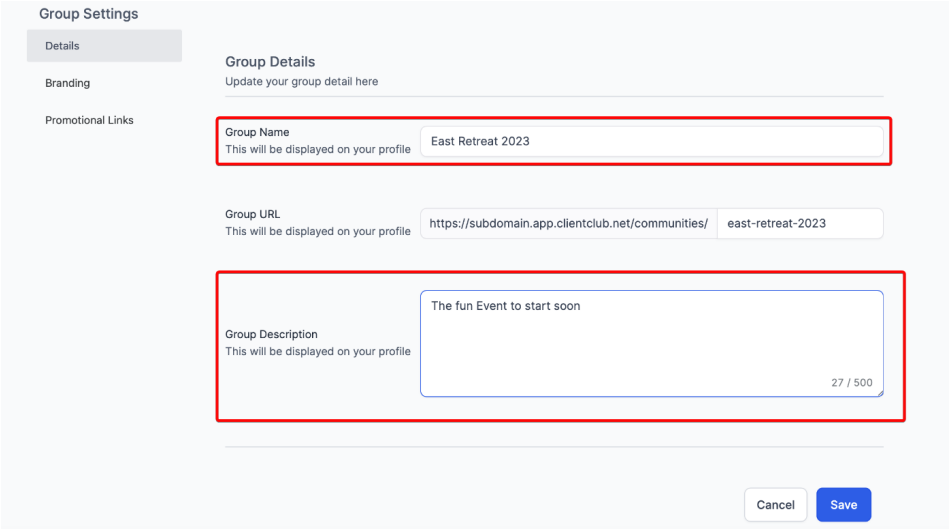
The details you entered when creating the Group become its defaults. You can change most of them afterward from the Group's settings.

1. Click the settings icon at the top of the Group page.

2. Select **Details** in the left menu.

Details

Update the **Group Name** and **Group Description** here at any time.



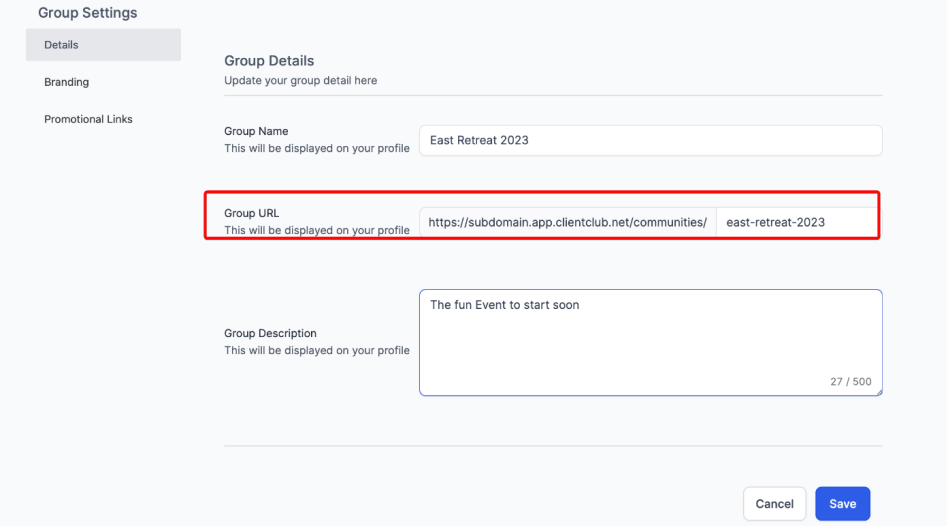
The **Group URL** is also changed in this section.

Warning

The Group URL can only be changed once. Check the new URL carefully before saving, because you will not get

a second attempt.

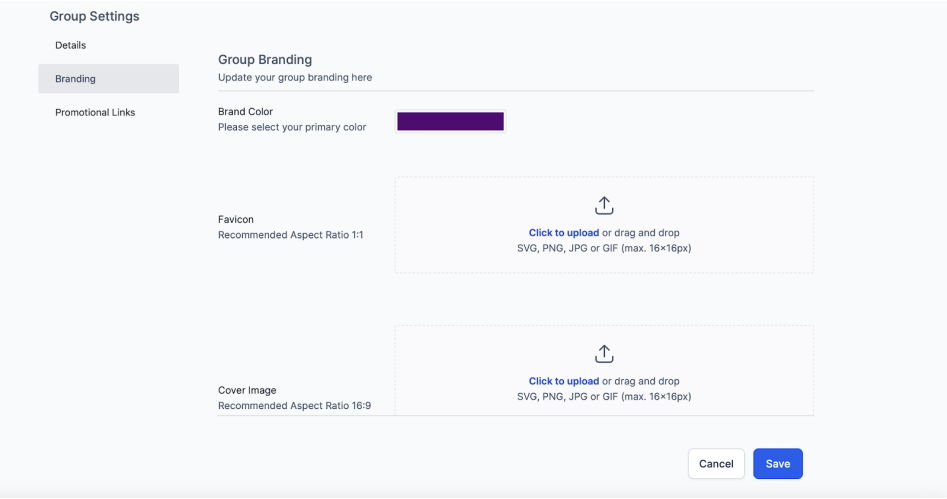
To change it, edit the URL in **Details**, save, then reopen the settings to confirm the new URL is showing.



Branding

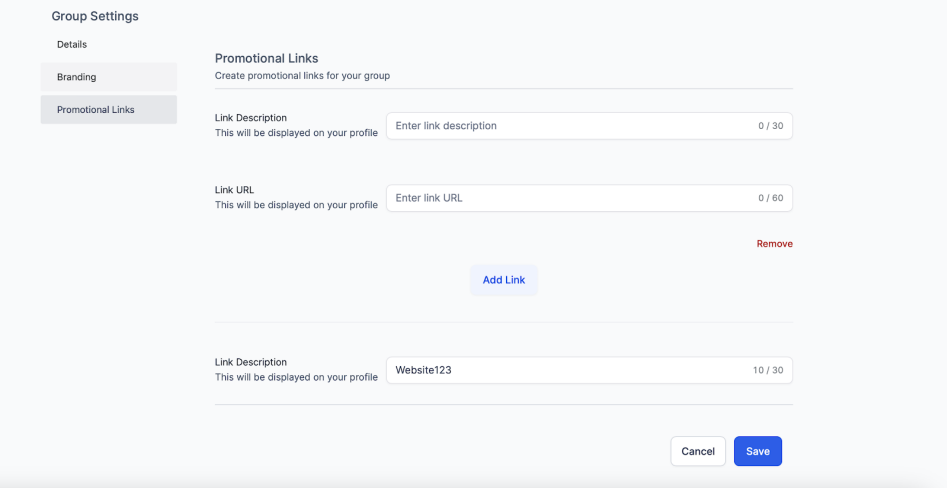
Update any of the following, which apply throughout the Group:

- **Primary Color**, reflected across the Group's design
- **Group Logo**, shown in the group switcher
- **Cover Image**, shown at the top of the Group page
- **Favicon**, shown in the browser tab



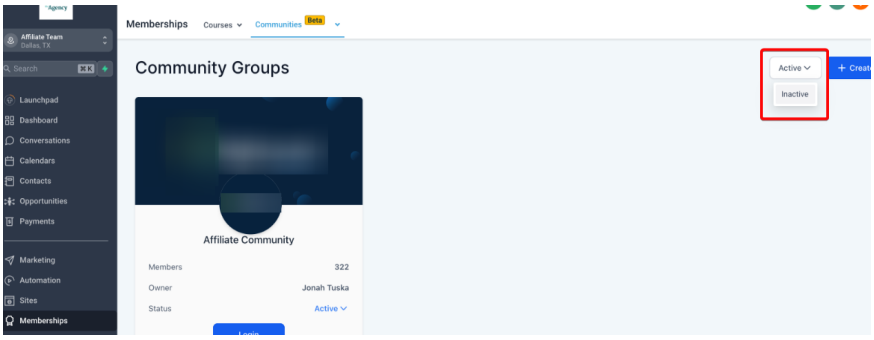
Promotional links

Add a title and a URL for any link you want members to see inside the Group.



Activate or deactivate a Group

1. Go to **Memberships → Communities**.
2. Find the **Status** setting for the Group.
3. Set the Group to **Active** to make it available, or **Inactive** to take it out of use.
4. Use the Active and Inactive filter on the Groups list to narrow what you are looking at.



Group roles and ownership

- Anyone on your team with access to your Gym Lead Machine account can create a Group.
- The person who creates a Group is its owner, and ownership cannot be transferred.
- Team members with admin permissions have admin rights in the Community, which covers managing the Group broadly.

- Other team members are moderators, which covers day-to-day moderation.

Helpful tips

- Set up your domain before anything else, since Groups depend on it
- Create each Group from the account that should own it, because ownership is permanent
- Decide the Group URL before you save, since it can only be changed once
- Use a square logo so it displays cleanly in the group switcher
- Keep the Group description specific, so people can tell which Group to join
- Deactivate a Group rather than deleting it when a program pauses

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

- Tags
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