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Track Client Milestones with Notification Flows

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Celebrating athlete milestones is a great way to increase engagement and retention in your gym. With **Notification Flows in Kilo GMS**, you can automatically send messages when an athlete reaches a specific number of completed check-ins.

These milestone messages can be sent to:

- **Athletes** (to celebrate progress and keep them motivated)
- **Staff** (to prompt outreach or recognition from the person who checks the Notification Email in your GMS Settings)

This guide will walk you through setting up Message Templates and Automation Flows to trigger notifications when athletes hit specific check-in milestones.

📌 Important Notes:

- **Check-ins are cumulative** — they do not reset each month.
- If you imported attendance data when setting up Kilo, your check-in totals will include visits recorded in your previous software.
- If you did not import attendance, your totals will only reflect check-ins recorded within Kilo going forward.

Step 1: Create Your Message Templates

Before building your automation flows, you'll first create the messages that will be sent when a milestone is reached.

1. Log in to your **Kilo GMS** account.
2. Click **Notifications** in the navigation bar.

Select **Message Templates**.

Click **Add Template** in the upper-right corner.

Choose the notification type:

- Email
- SMS

Naming Your Templates (Recommended)

To make templates easy to find later, we recommend using this naming format:

[Recipient] # Check-Ins Completed

Examples:

- [Athletes] 10 Check-Ins Completed
- [Athletes] 50 Check-Ins Completed
- [Staff] 10 Check-Ins Completed

This helps you quickly identify templates when selecting them in the Automation Flow Builder.

Configure the Template

1. Select the trigger **“Check-Ins Completed.”**

Add the **email subject line** (for email notifications).

Write the **body of the message**.

Use the available custom fields to insert dynamic information such as:

- Athlete name
- Contact information
- Other available fields

Tip for Staff Notifications

If the message is being sent to staff, include clear instructions about what action they should take.

Example:

“{{athlete.name}} just completed their 10th check-in. Send them a quick message congratulating them and ask how their training is going.”

1. Click **Save**.

Repeat this process until all milestone templates are created.

Notification Message Templates

Create Email Notification Message Template

Description
[Staff] 10 Check-ins Completed

Trigger
Check-ins completed

Recipient First Name Recipient Last Name Recipient Email Address Recipient Phone Number Gym Name Gym Address
Gym Logo Gym Email Today's Date Athlete First Name Athlete Last Name Athlete Email Address Athlete Phone Number
Number of Check-ins

Subject
ATHLETE_FIRST_NAME ATHLETE_LAST_NAME has complete 10 sessions!

B I U H1 H2 H3 H4 H5 H6 Link width: 200 Logo height: 100

On TODAYS_DATE, ATHLETE_FIRST_NAME ATHLETE_LAST_NAME completed 10 check-ins at GYM_NAME - their first milestone!

Be sure to...

Cancel Save

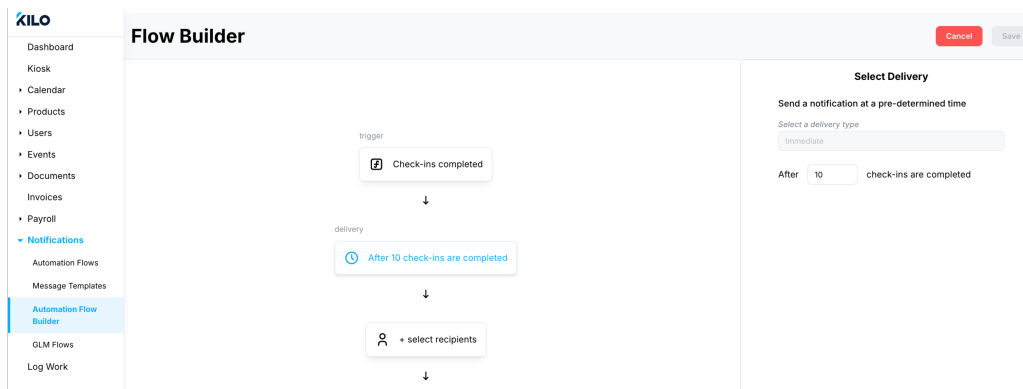
Step 2: Create the Automation Flow

Once your message templates are ready, you can create the automation that sends them.

1. Go to the **Automation Flow Builder**.
2. Click to create a new flow.
3. Search for and select the trigger **“Check-Ins Completed.”**

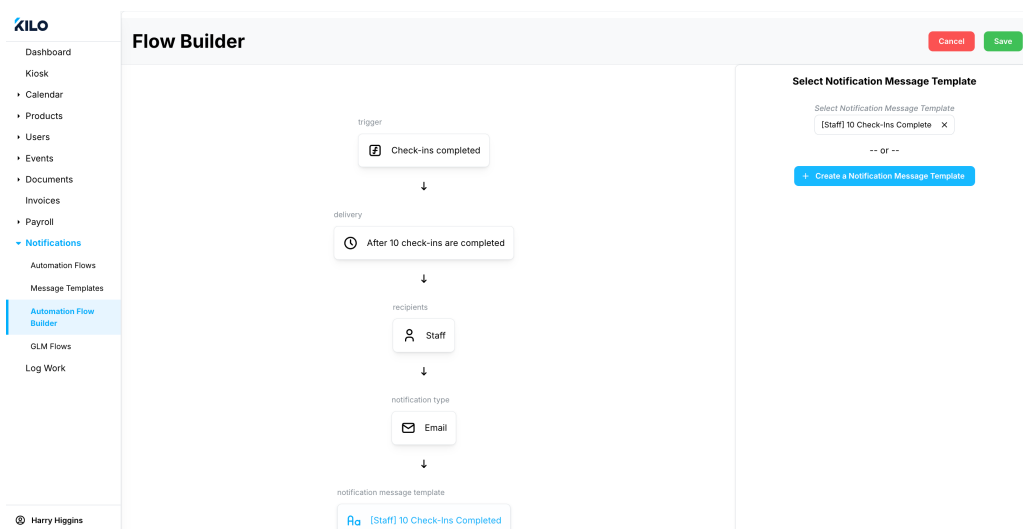
Configure the Flow

1. Enter the **number of check-ins completed** that should trigger the message.



Examples:

- 10
 - 25
 - 50
 - 100
2. Select the **recipient** of the notification:
 - Athlete
 - Staff (this will send to the notification email configured in your gym settings)
 3. Select the **notification type**:
 - Email
 - SMS
 4. Choose the **message template** you created earlier.



5. Click **Save**.

Step 3: Repeat for Additional Milestones

To build a full milestone system, repeat the process for each milestone you want to celebrate.

Common milestones include:

- 10 check-ins
- 25 check-ins
- 50 check-ins
- 100 check-ins
- 250 check-ins

If you need help setting up milestone notifications, our team is happy to assist. Email hello@usekilo.com for assistance.