Track Client Milestones with Notification Flows

Sandy Tannheimer - 2026-11-16 - Notifications Flows

You can use **Notification Flows in Kilo GMS** to automatically send a message when an athlete reaches a specific number of completed check-ins. Send it to the athlete to celebrate their progress, to your staff to prompt personal outreach and recognition, or to both.

This article walks through creating the message templates first, then building the automation flows that send them.

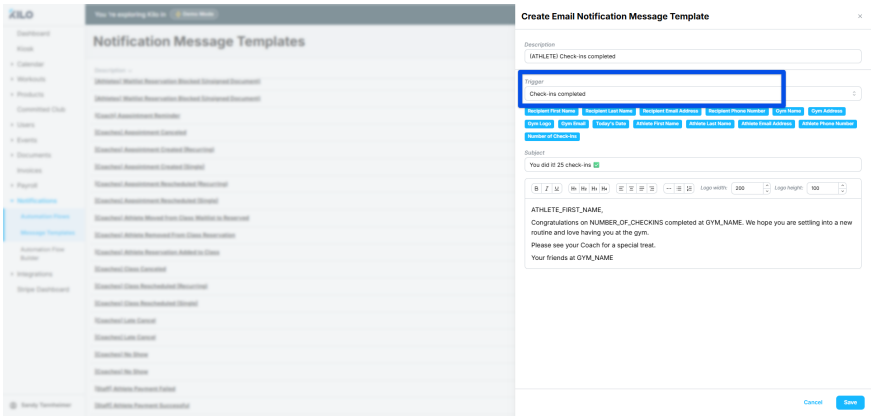
What you can do with check-in milestone notifications

- Celebrate athletes automatically when they hit a check-in milestone
- Alert staff when an athlete reaches a milestone so they can reach out personally
- Send milestone messages by email or SMS
- Personalize messages with custom fields such as the athlete's name
- Build a full set of milestones, from 10 check-ins up to 1000

Step 1: Create your message templates

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

1. Go to **Notifications → Message Templates**.
2. Click **Add Template** in the upper-right corner.
3. Choose the notification type: **Email** or **SMS**.
4. Name the template using the format described under "Naming your templates" below.
5. Select the trigger **Check-Ins Completed**.
6. For email templates, add the subject line.
7. Write the body of the message. Use the available custom fields to insert dynamic information such as the athlete's name and contact information.



8. Click **Save**.

Repeat these steps for each milestone template you want to use.

Naming your templates

To make templates easy to find in the Automation Flow Builder, use this naming format: **[Recipient] # Check-Ins Completed**. For example:

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

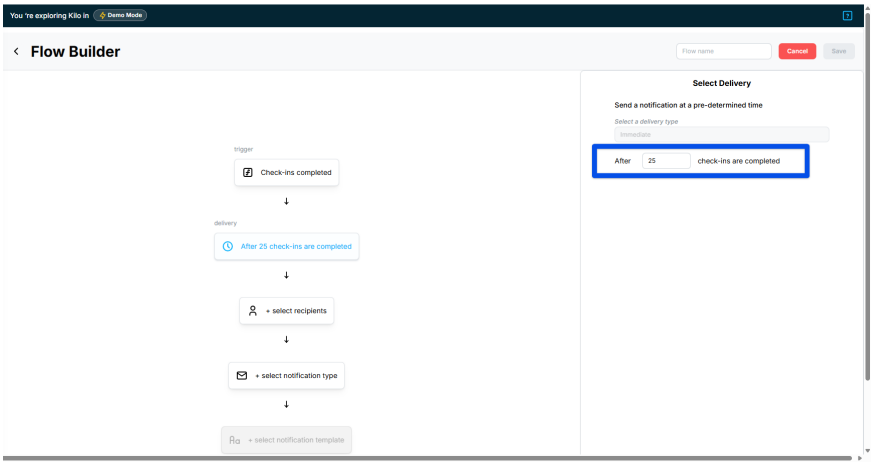
Writing staff notifications

When a message is going to staff, include clear instructions about what action they should take. For example: "{{athlete.name}} just completed their 10th check-in. Send them a quick message congratulating them and ask how their training is going."

Step 2: Create the automation flow

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

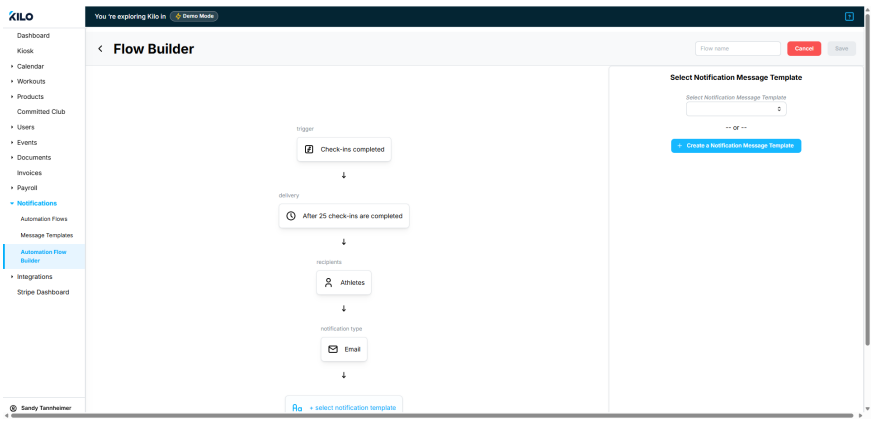
1. Go to the **Automation Flow Builder**.
2. Create a new flow.
3. Search for and select the trigger **Check-Ins Completed**.
4. Enter the number of check-ins that should trigger the message, for example 10, 25, 50, or 100.



5. Select the recipient: **Athlete** or **Staff**.

6. Select the notification type: **Email** or **SMS**.

7. Choose the message template you created in Step 1.



8. Click **Save**.

   Note

   - When you select Staff as the recipient, the message goes to the notification email configured in your ***gym settings***, so whoever monitors that inbox receives the milestone alert.

   - Check-in totals are cumulative and do not reset each month. If you imported attendance data when you set up Kilo, totals include visits recorded in your previous software. If you did not, totals reflect only check-ins recorded in Kilo GMS.

Step 3: Repeat for additional milestones

Each flow sends one message at one check-in count. To build a full milestone system, repeat Steps 1 and 2 for every milestone you want to celebrate. Common milestones include 10, 25, 50, 100, and 250 check-ins.

Frequently asked questions

Do check-in counts reset each month?

No. Check-ins are cumulative and keep counting from an athlete's first recorded visit. A milestone flow set to 50 check-ins triggers when the athlete reaches 50 total check-ins, regardless of how many months that takes.

Will check-ins from my previous gym software count toward milestones?

Only if you imported attendance data when you set up Kilo. With imported attendance, check-in totals include visits from your previous software. Without it, totals start from the check-ins recorded in Kilo GMS.

Who receives staff milestone notifications?

Staff notifications go to the notification email configured in your gym settings. Whoever checks that inbox receives the alert, so make sure it is monitored by someone who can follow up with the athlete.

Can I notify both the athlete and my staff for the same milestone?

Yes. Create a separate template and a separate flow for each recipient. For example, an "[Athletes] 10 Check-Ins Completed" template sent through one flow and a "[Staff] 10 Check-Ins Completed" template sent through another, both set to 10 check-ins.

Helpful tips

- Name templates by recipient and milestone so you can find them quickly when building flows
- Tell staff exactly what to do in staff notifications, such as sending a congratulations message
- Use custom fields to personalize every milestone message with the athlete's name
- Set up a series of milestones rather than a single one so athletes have something to work toward

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When this feature is most helpful

- Celebrating athlete progress automatically to keep them motivated
- Prompting coaches or front-desk staff to recognize athletes personally
- Recognizing long-time athletes at major attendance milestones
- Building engagement and retention without tracking attendance by hand

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

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