Update Sender Details for Email Notifications in Kilo GMS

Sandy Tannheimer - 2026-11-13 - Notifications Flows

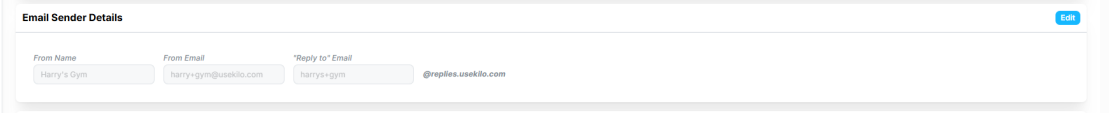
You can control how email notifications from your account appear to recipients using **Sender Details** in Kilo GMS. Sender Details set the name and email address shown on every email notification sent from your Kilo account, along with the address that receives replies.

What you can do with sender details

- Set the name recipients see in their inbox
- Choose the email address notifications are sent from
- Send replies to a different address than the one notifications come from
- Update your sender details at any time

How do I update my sender details?

1. Log in to Kilo GMS.
2. Click your name in the lower-left corner.
3. Select **Settings**.
4. Find **Email Sender Details**.
5. Click **Edit**.
6. Update the **From Name**, **From Email**, or **Reply-To Email**.
7. Click **Save**.



Your changes apply to all email notifications sent from your Kilo GMS account.

What does each sender detail setting control?

Setting	What it controls
From Name	The name shown in the recipient's inbox alongside the subject line, typically your business name
From Email	The email address shown when the recipient hovers over the sender details in their inbox
Reply-To Email	The address that receives replies to your notification emails; this can be different from the From Email

How are sender details set up by default?

When Kilo creates your sender details, they are pre-configured to match your business. By default:

- **From Name** is set to your business name
- **From Email** matches your business email
- **Reply-To Email** uses the same email username as the From Email (often ‘info’)

You can customize any of these settings at any time by following the steps above.

Where do replies to email notifications go?

When a recipient replies to one of your email notifications, the reply is directed to your Gym Lead Machine Conversations, where your team can manage it. Kilo GMS sends email notifications from the same sending IP address as your Gym Lead Machine account, which supports email deliverability.

Note

The original email or SMS will not appear in GLM when a recipient replies. If you are unsure what the recipient has replied to, a good rule of thumb is to view the **Communications** tab in the Athlete profile.

Helpful tips

- Use your business name as the From Name so recipients recognize who the email is from
- Set a different Reply-To Email when you want replies to go somewhere other than the From Email

If you have questions about sender details for email notifications in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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