Use GLM Flows for Free-Intro Trials (Status Updated)

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Use this guide to learn how to connect Kilo Gym Management and Gym Lead Machine so that when **you sell a Trial during a sales meeting**, the athlete automatically receives a custom tag and moves to the correct stage in your sales pipeline when their package is started and their **status updates to Trial.**

This setup can also be used for **any introductory or short-term package** that marks the start of a client's journey but isn't yet considered a "won" member.

> **Important Note:** The GLM Flows option is **only available to gyms that have approved the enabling of their GLM-GMS Integration.** If you do not see this option under Notifications in your GMS account, please contact our Support team for more information - hello@usekilo.com.

Steps for Setup

Step 1: Create a Custom Tag in Gym Lead Machine

1. In GLM, go to **Settings → Tags**.
2. Click **+ Add Tag** and name it something clear like `Trial Purchased` (`OnRamp`, `Foundations`, etc.)
3. Save your tag. *(This tag will be used to trigger your GLM automation.)*

Step 2: Ensure Your Trial Package Prompts the Trial Status

1. In your Kilo GMS account, go to **Products → Packages**
2. Find and open your trial or preliminary package
3. Ensure the Status Upon Start is set to the **Trial status**
4. Save any changes

Step 3: Build Your GLM Flow in Kilo GMS

1. In your Kilo GMS account, go to **Notifications → GLM Flows**.
2. Click **+ Add Flow**.
3. Under **Trigger**, choose **Athlete Status Changed**.
4. Select the status **Trial.**
5. Under **Action**, select **Add Tag in GLM** and choose the tag you just created (`Trial Purchased`, etc.).
6. **Enable** the Flow in the final step and Save.

Once this is saved, when an athlete receives the Trial status in Kilo GMS, that tag will automatically be applied to their GLM contact.

Step 4: Connect the Tag to a GLM Workflow

1. In Gym Lead Machine, go to **Automations → Workflows**.
2. Create a new workflow from scratch.

3. Set the workflow trigger to **Tag Added**, then select the new custom tag, so that runs when the tag `Trial Purchased` is added.
4. Add desired actions, such as:
    - Move the contact to the **Trial** stage in your pipeline (contact Support for custom stages to be added to your pipeline) (Action: **Update Opportunity**)
    - Send a custom welcome message (Action: **Send Email**)
    - Notify a staff member internally (Action: **Internal Notification** -> Email)

> **Important Note:** GLM Flows can update tags for contacts that already exist in your Gym Lead Machine account, but *they cannot create new contacts*. To ensure your flows work as expected, make sure all prospects first enter your GLM account through a form submission or manual entry.

When to Contact Support

Reach out to **hello@usekilo.com** if you need help with:

- **Adding your GLM–GMS integration** to make GLM Flows available
- Creating your **trial or initial membership package**
- Creating or editing a **custom stage** (e.g., “Trial”) in your GLM pipeline
- Adding **custom workflows or actions** that require Support setup