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Help an Athlete Who Can't Log In

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If an Athlete is having trouble logging in to **Kilo GMS**, follow the steps below to quickly identify and resolve the issue.

Scenario 1: Athlete account was created recently?

Solution:

Confirm they accepted the invite and activated their account.

Have them:

- Search their inbox for the verification email
- Click the verification link before attempting to log in again

If you need to resend the activation email, do so in the **athlete's profile -> Action button -> Send Login Setup Email**

Scenario 2: Activation email received and accepted, but the athlete cannot log in without an error?

This happens most often because athletes click the activation button in the email, but don't follow through with saving a password in the next step. In these cases, you won't be able to resend the email because they clicked on it, but the system won't recognize them without a full set of credentials.

Solution : Send an email to hello@usekilo.com with the name and email address of the athlete, and we'll activate them manually + set a temporary password.

Scenario 3: Athlete has previously logged into Kilo and reset password but unable to log back in?

Solution : We would recommend opening an incognito browser and logging in at app.usekilo.com. They should manually type in the email and new password, rather than relying on older, possibly inaccurate, saved versions.

Scenario 4: Athlete receives an error message after accessing Kilo?

Solution:

- Clear cache and cookies (including mobile app)
- Try an incognito/private window
- Try a different browser (Chrome, Safari, etc.)

Scenario 5: If all steps above have been completed and the Athlete still cannot log in.

- Collect the following information before contacting Support:
 - Athlete full name
 - Email address
 - Screenshot of the error message
 - Device type (iPhone, Android, Desktop)
 - App version (if applicable)
 - All troubleshooting steps attempted

Submit these details to the Kilo Support Team for escalation to a Support Specialist.

Proactive Tips to Prevent Login Issues

- Encourage Athletes to use one consistent email address
- Remind Athletes not to create a new account if login fails — always reset the password first
- Periodically review duplicate accounts in your system

By following these steps, most login issues can be resolved quickly without disruption to the Athlete's experience. If you need additional assistance, the Support Team is happy to help.