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Troubleshoot Load Issues for GLM and Kilo GMS

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When there are global issues affecting any Kilo platform, we will always notify you and provide transparent timelines for resolution. If no outage has been reported, most loading or performance issues are typically caused by data caching on your individual device or browser.

If you are having trouble loading **Gym Lead Machine** or **Kilo GMS** in your browser, or if either platform is running slowly, work through the steps below in order.

Which Browser Should I Use?

For the most reliable experience, we strongly recommend using an up-to-date version of Google Chrome.

Safari's privacy and security settings often block core functionality of modern web applications, including Gym Lead Machine and Kilo GMS. Using Chrome avoids these issues and ensures the platform runs smoothly.

Step 1: How Do I Clear Site Data?

Clearing site data for the app's domain is the fastest fix for most loading issues. Follow the steps for your device and browser:

For PC (Chrome):

1. Go to **app.gymleadmachine.com** or **app.usekilo.com**.
2. Right-click and choose **Inspect**, or press **CTRL + SHIFT + I**.
3. Select **Application** in the top menu.
4. Choose **Clear Storage** in the left sidebar.
5. Click **Clear Site Data** until the circle is empty (usually 1 to 2 times).
6. Refresh the page and sign in.

For Mac (Chrome):

1. Go to **app.gymleadmachine.com** or **app.usekilo.com**.
2. Control-click and choose **Inspect**, or press **COMMAND + OPTION + I**.
3. Select **Application** in the top menu.
4. Select **Storage** on the left.

5. Click **Clear Site Data** until the circle is empty (usually 1 to 2 times).
6. Refresh the page and sign in.

For Mac (Safari):

1. Open Safari and go to **Settings**.
2. Go to **Privacy**.
3. Click **Manage Website Data**.
4. Search for **app.gymleadmachine.com** or **app.usekilo.com**.
5. Select the domain and click **Remove**.

Step 2: How Do I Clear My Browser Cache?

If clearing site data does not improve speed or resolve your loading issue, the next step is to clear your browser's cached data.

Please follow the instructions for your browser:

- Chrome
- Firefox
- Safari

Step 3: What If It Still Won't Load?

If Gym Lead Machine or Kilo GMS still won't load after clearing site data and cache, work through the following:

1. **Try a different browser.** If the platform loads in another browser, the issue is isolated to your primary browser. Make sure you've cleared its cache completely, including cookies and saved sign-in data, and try again.
2. **Try a different device.**
3. **Try a different network.** Switch between mobile data and Wi-Fi, or try a different Wi-Fi network. Some networks have security rules that can block access to the apps.
4. **Record a video of the issue.** Use [Loom](#) (free) or your preferred screen video tool. Please show the steps of clearing site data and cache, followed by the platform still failing to load. Record your full screen so the browser and address bar are visible.
5. **Email Support.** Send the video and a summary of what you tested (new browser, device, network) to **hello@usekilo.com**. We'll open a ticket with our platform developers and help you get back to using your Kilo platforms as quickly as possible.

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