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Troubleshoot Safari Issues in GLM

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If you're experiencing login glitches, slow loading, or problems with two-factor authentication while using **Safari**, you're not alone. A recent Safari update combined with its strict privacy settings can sometimes clash with how Gym Lead Machine stores data and manages sessions.

Safari's recent changes aren't a bad thing—they're designed to help protect you and your data. However, we know they can add extra steps, time, and occasional frustration when logging in. Our developers are working to make the process smoother.

Below, we'll walk you through **recommended fixes** and our **preferred workaround** so you can get back to using Gym Lead Machine smoothly.

What's Happening in Safari

- **Slow Loading:** Pages may take 10–60 seconds to load.
- **Login Redirect Issues:** You may get stuck on a blank page after entering credentials.
- **Frequent 2FA Prompts:** Safari's privacy settings can block cookies and session data.

By default, Safari:

- Blocks **cross-site tracking**
- Restricts **third-party cookies**
- Stores less session data than Chrome

Gym Lead Machine relies on cookies and local storage for login persistence, contact tracking, and dashboard performance—if these are blocked, you may encounter login loops or broken tracking.

Option 1: Use Google Chrome (Recommended)

Safari's privacy tools are great for security but can create friction with Gym Lead Machine's login flow. Our preferred browser is **Google Chrome** for the most consistent performance.

Steps:

1. In Safari, search for **Google Chrome** and download it from Google's official site.
2. Install Chrome on your device.
3. Open Chrome and go to **app.gymleadmachine.com**.
4. Log in and complete your two-factor authentication.
5. **Bookmark your dashboard page** (the screen that appears right after login) for quicker access.

□ **Pro Tip:** Do not bookmark deep links (e.g., a specific marketing page). If developers update that page, your bookmark may break.

Option 2: Fix Safari Settings & Improve Performance

If you'd prefer to stick with Safari, these adjustments can help:

1. Allow Cross-Site Tracking

- Go to **Safari → Preferences → Privacy**.
- **Uncheck** "Prevent cross-site tracking."

2. Clear Cache & Cookies

- Go to **Safari → Preferences → Advanced**.
- Enable **Show Develop menu** in the menu bar.
- In the menu bar, click **Develop → Empty Caches**.

3. Try Private Browsing Mode

- In Safari, go to **File → New Private Window**.
- Log in to Gym Lead Machine from there.
- This mode disables extensions and uses fresh storage, which can speed things up.

4. Hard Refresh a Stuck Page

- On Mac: **Cmd + Shift + R**

- This forces a reload and clears any stale cache for the page.

Bottom Line

Safari isn't "broken" with Gym Lead Machine—it's just more restrictive about cookies and site storage. If you:

- Allow cross-site tracking
- Clear old site data
- Use private mode when needed

...you can usually get Safari running smoothly again. But if you want **the fastest, most reliable experience**, switch to Google Chrome and bookmark your main dashboard.

□ Quick Recap:

- **Best fix:** Use Chrome for fewer login issues.
- **If staying on Safari:** Allow cross-site tracking, clear caches, try private mode, and hard refresh when stuck.