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Website Not Loading: Troubleshooting Steps

Laura Gibson - 2026-07-25 - [Troubleshooting](#)

If your **KILO website** will not load, the cause is often something local to your device or connection, and a few quick checks will usually pinpoint it. This article walks you through what to try first and, if that does not fix it, exactly what to send us so we can investigate fast.

What You Can Do

- Run through quick checks to rule out a device, browser, or connection issue
- Confirm whether the problem is your internet or the site itself
- Know exactly what to include when you contact us for help

Try These Steps First

Most loading problems are fixed by one of these quick checks, so work through them in order.

1. **Refresh the page.** A simple reload clears up many temporary loading issues.
2. **Try a different device or browser.** This shows whether the problem is with one device or the site itself.
3. **Check your internet connection.** Make sure you are online and your connection is stable.
4. **Visit another website.** If other sites also fail to load, the issue is your internet, not your KILO site.
5. **Clear your browser cache.** This is optional, but it often helps when a page is loading incorrectly.

If none of these steps work, email us at hello@usekilo.com, and we will guide you through the recommended next steps.

If the Site Still Won't Load

Do not panic. Reach out to us, and we will investigate. To help us find the cause quickly, email hello@usekilo.com and include:

- Your gym name and website URL
- A short description of what you see (for example, a blank page or an error message)
- A screenshot, if possible

- When you first noticed the issue

We will get back to you as soon as possible and let you know what is going on.

Frequently Asked Questions

My website won't load. What should I do first?

Start by refreshing the page, then try a different device or browser. These two checks resolve most loading problems. If the site still will not open, check your internet connection and visit another website to confirm the issue is not on your end.

How do I know if the problem is my internet or my website?

Try opening a different website. If other sites load fine but yours does not, the issue is likely with your KILO site, and you should reach out to us. If no sites load, the problem is your internet connection.

I see a blank page or an error message. What does that mean?

It can mean a few different things, so the fastest path is to send us the details. Email hello@usekilo.com with your website URL, a description of what you see, a screenshot if you have one, and when you first noticed it. That lets us identify the cause without back-and-forth.

Will clearing my browser cache fix a site that won't load?

It often helps when a page is loading incorrectly or showing an outdated version. Clearing the cache is an optional step, but it is worth trying before contacting us, especially if the site loads fine on a different browser.

What information should I include when I report a website problem?

Send your gym name, website URL, a short description of what you see, a screenshot if possible, and when you first noticed the issue. The more detail you include up front, the faster we can investigate and get back to you.

Helpful Tips

- Test your site on a second device or browser before assuming it is down, since the problem is often local to one device.
 - Note the exact time you first saw the issue, as it helps us narrow down the cause.
 - Capture a screenshot of any error message before it disappears.
 - If other websites also fail to load, restart your router or check with your internet provider first.
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When This Matters Most

These steps are most useful when your site suddenly stops loading, shows a blank page or error, or loads for some people but not others. Running the quick checks first tells you whether the issue is your device, your connection, or the site, which is exactly what we need to know to help.

If you have questions about your KILO website not loading, our Support team is happy to help. Reach us at hello@usekilo.com.

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