

# Molina Marketing Store

Troubleshooting Guide: Access, login, and site settings

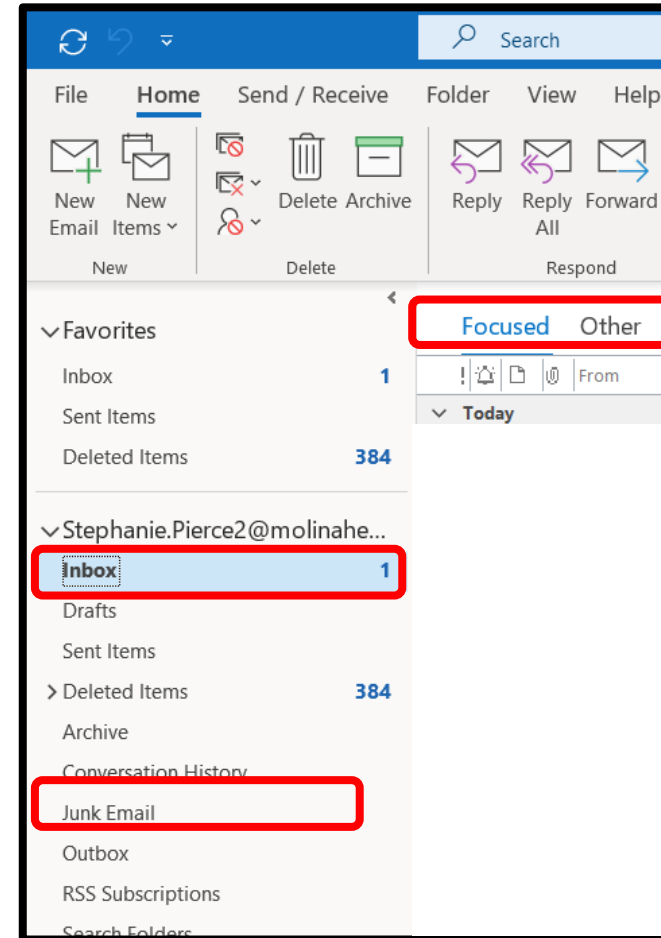
# Molina Marketing Store Email

- An email will be sent to all agents who are deemed **Ready to Sell for 2024**.
- The email will come from: [noreply@theygsgroup.com](mailto:noreply@theygsgroup.com)



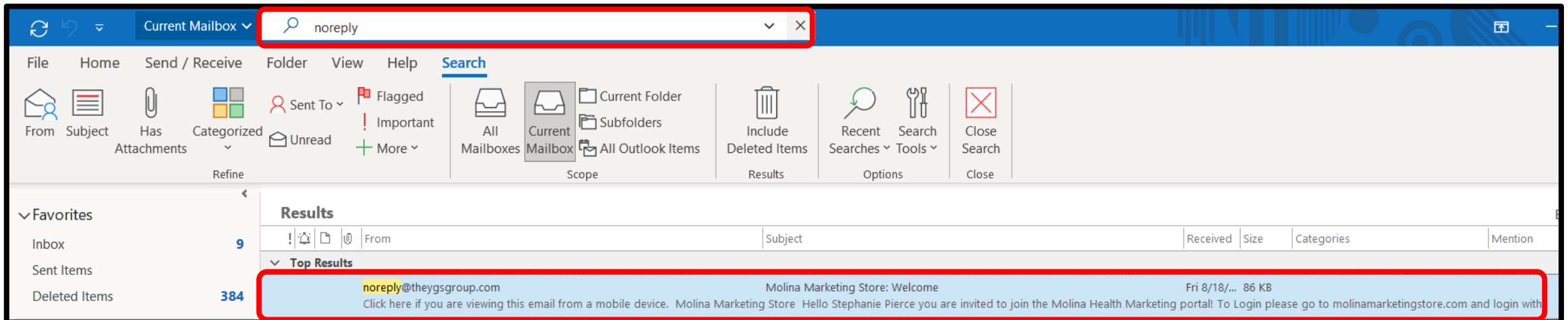
# If you cannot locate this email...

- Begin by opening **Microsoft Outlook**
  - Check your **Inbox**, both **'Focused'** and **'Other'** tabs if applicable.
  - If you do not locate the email in either of those locations, click **Junk Email**.



# If you cannot locate this email... (cont.)

- If you still are unable to locate the email, click **Inbox**.
- In the **search bar** at the top of the screen, **type noreply** and then hit **Enter** on your keyboard.
- Results will appear below – **Molina Marketing Store: Welcome email is found!**



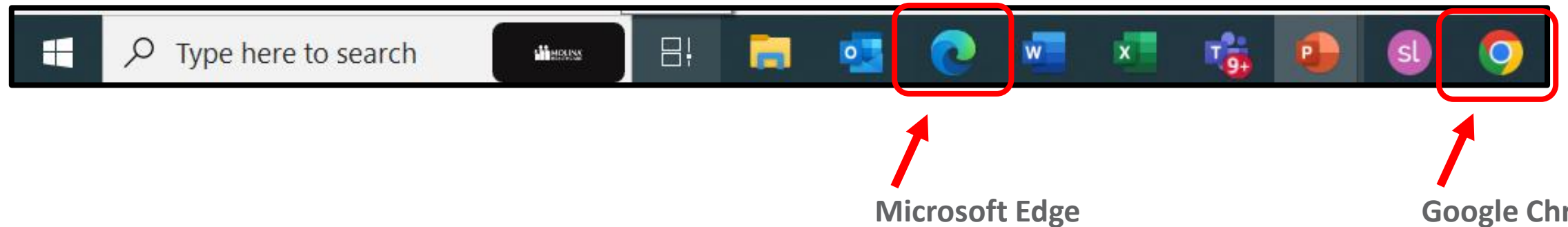
The screenshot shows the Microsoft Outlook interface. At the top, the search bar contains the text "noreply" and is highlighted with a red box. Below the search bar, the ribbon includes the "Search" tab. The "Results" pane shows a list of search results. The top result is highlighted with a red box and contains the following information:

From	Subject	Received	Size	Categories	Mention
noreply@theysgroup.com	Molina Marketing Store: Welcome	Fri 8/18/...	86 KB		

The body of the email preview is also highlighted with a red box and reads: "Click here if you are viewing this email from a mobile device. Molina Marketing Store Hello Stephanie Pierce you are invited to join the Molina Health Marketing portal! To Login please go to molinamarketingstore.com and login with"

# Configure Your Browser Settings

- Once you have located the email and have logged in, the Molina Marketing Store site will open in either **Microsoft Edge** or **Google Chrome**.
- To see which browser the site has opened in, navigate to your **Task bar** at the bottom of your screen.
- Click the **Microsoft Edge icon** and the **Google Chrome icon** to see which browser the site is opening in.

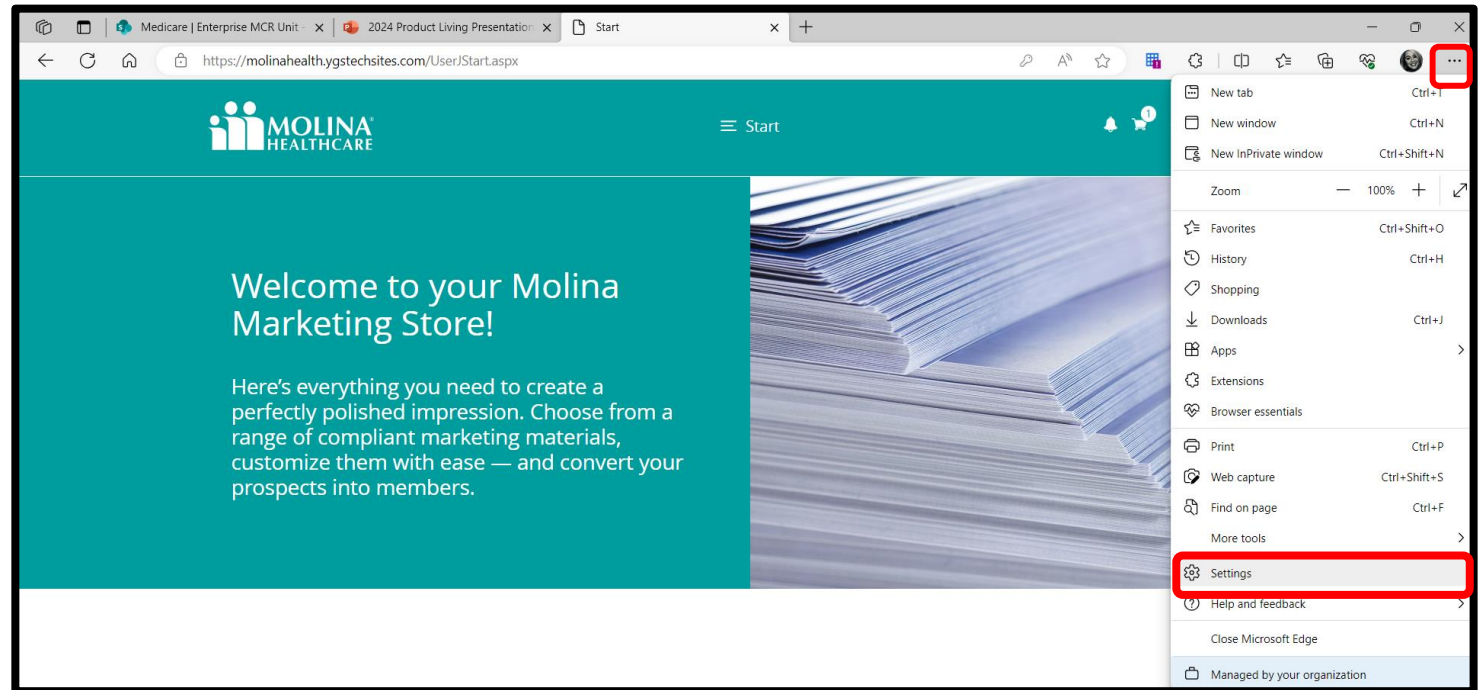


# Browser Tips: Microsoft Edge

- If the site has opened in **Microsoft Edge** ([click here](#) for Google Chrome instructions), please complete the following steps before placing an order:

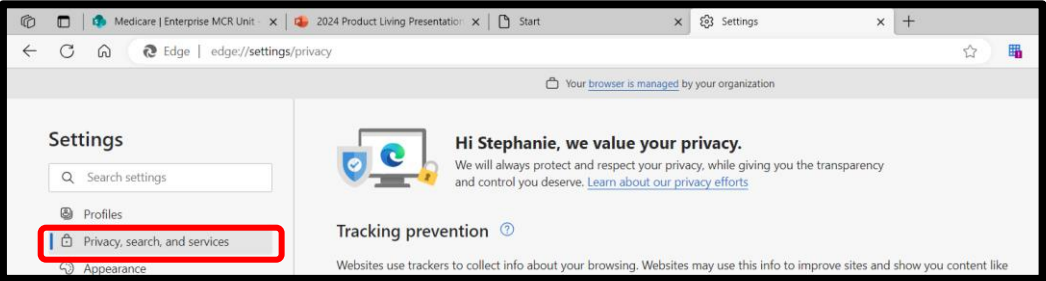
1) Click the **three dots** located in the upper right corner of the screen.

2) Click **Settings**

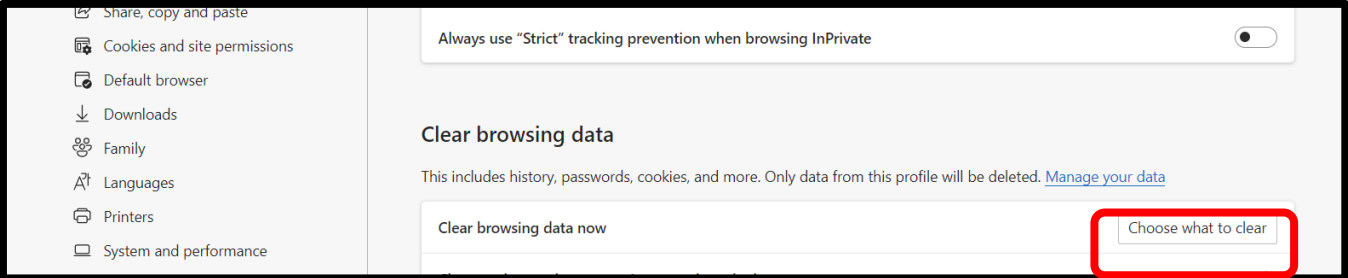


# Browser Tips: Microsoft Edge (cont.)

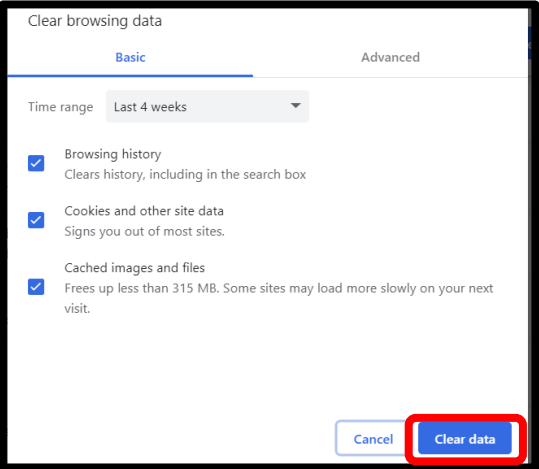
3) Click **Privacy, search and services** located on the left-hand menu.



4) Scroll down the page until you see **‘Choose what to clear’** and click it.



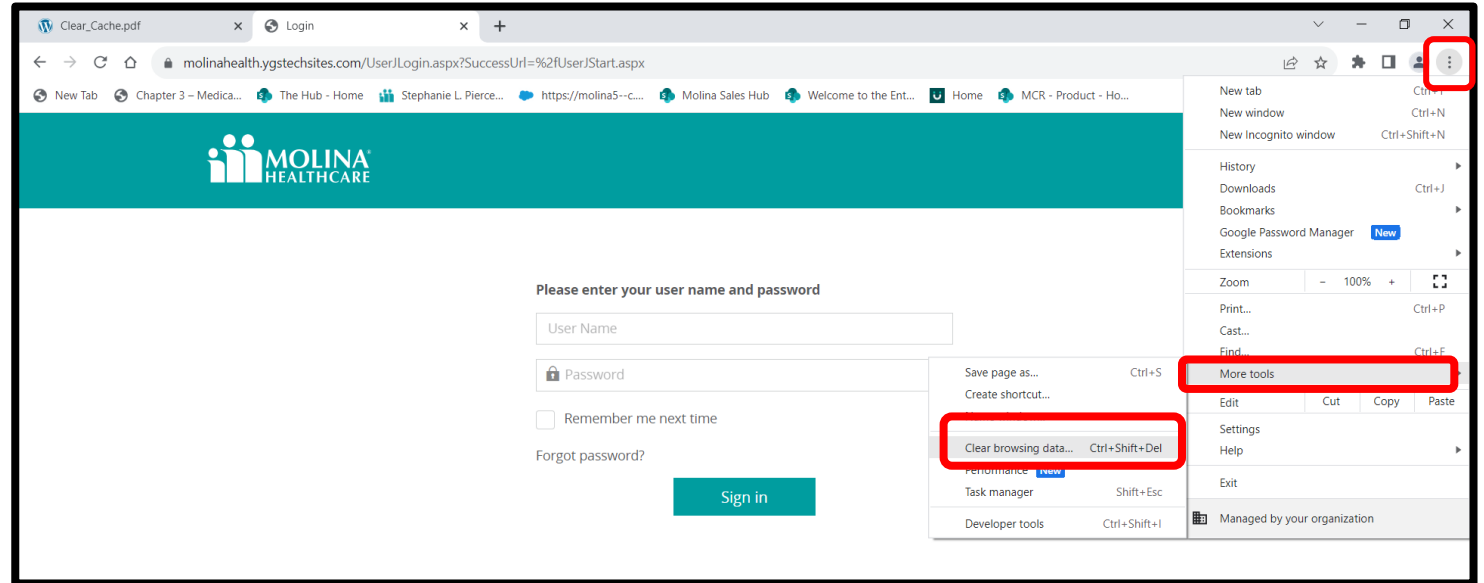
5) Lastly, click **Clear Data** on the dialog box that appears.



# Browser Tips: Google Chrome

- If the site has opened in **Google Chrome**, please complete the following steps before placing an order:

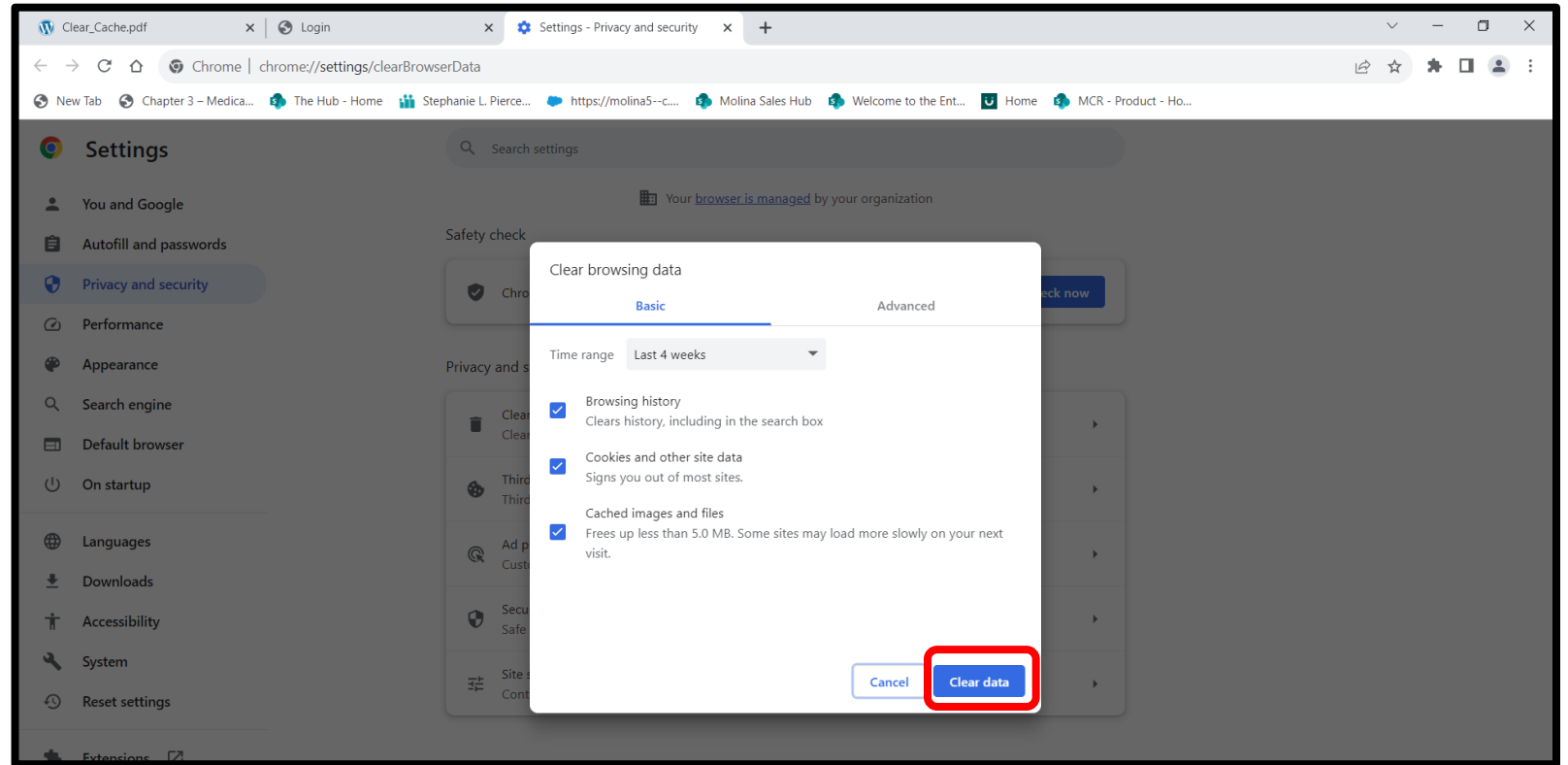
- 1) Click the **three dots** located in the upper right corner of the screen.
- 2) Click **More tools** then click **Clear browsing data**





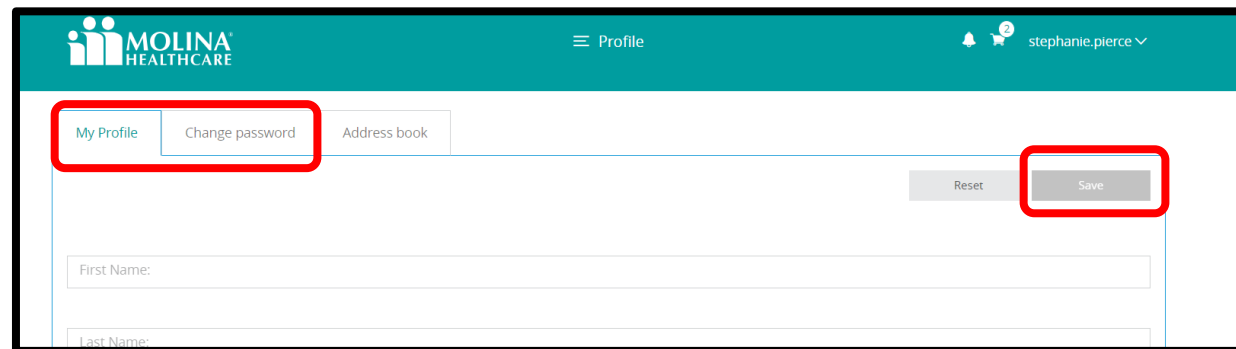
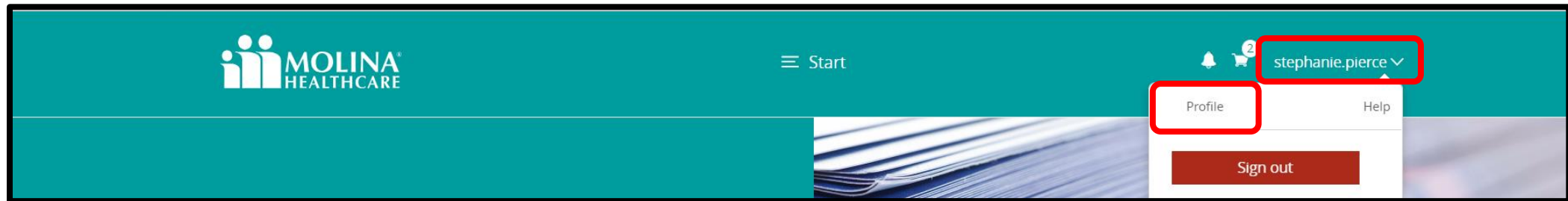
# Browser Tips: Google Chrome (cont.)

4) Lastly, click **Clear Data** on the dialog box that appears



# Profile & Change Password

- Once you have configured your browser settings, proceed in updating your **Profile** and **changing your password**.
  - Click your name in the upper right-hand corner and then click **Profile**.
  - Update both your profile and your password as shown below then click **Save**.



# Still cannot locate the email?

Please contact Linda McCoy: [Linda.McCoy@MolinaHealthcare.com](mailto:Linda.McCoy@MolinaHealthcare.com) with your name, email address, and agent NPN if applicable.