Molina Marketing Store

Troubleshooting Guide: Access, login, and site settings

MOLINA® HEALTHCARE

Molina Marketing Store Email

- An email will be sent to all agents who are deemed **Ready to Sell for 2024**.

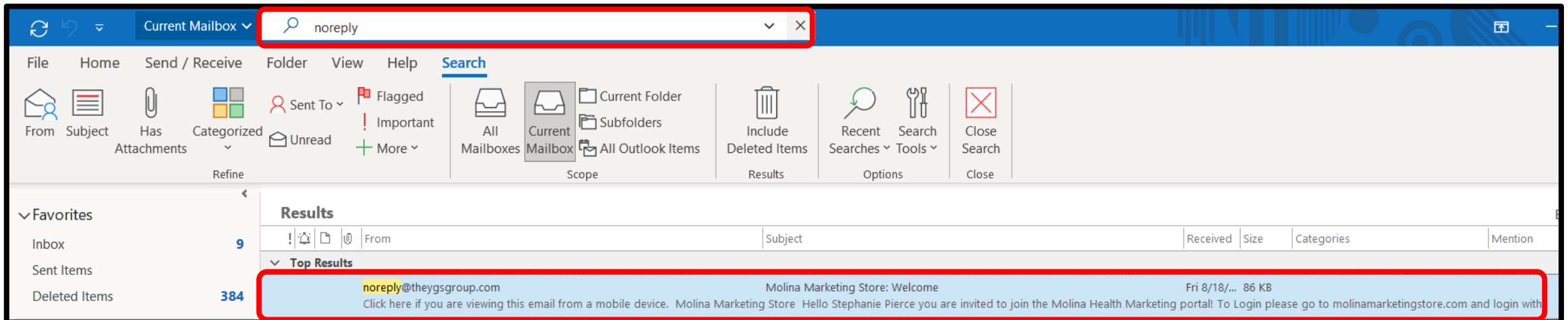- The email will come from: noreply@theygsgroup.com

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**.
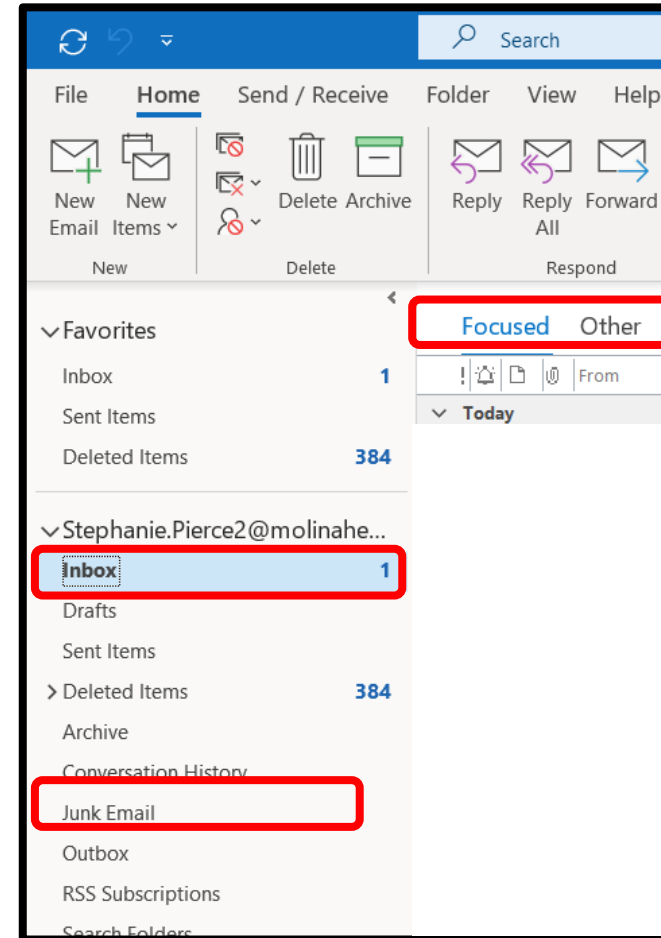
If you cannot locate this email… (cont.)

- 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!**

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.

Microsoft Edge
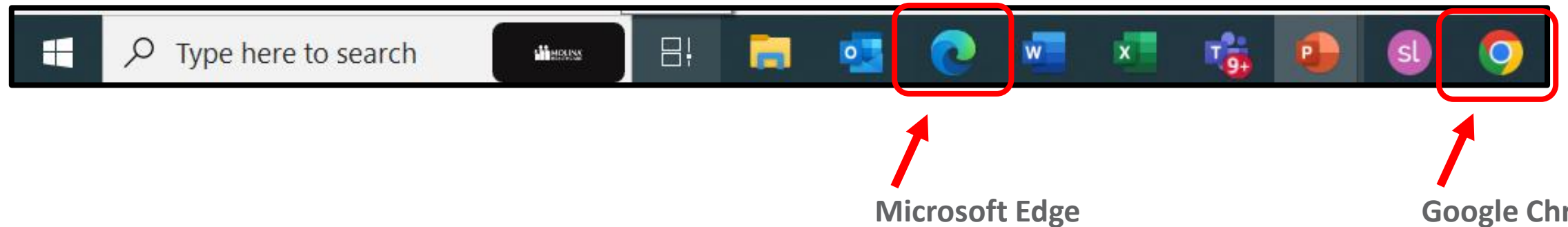
Google Chrome

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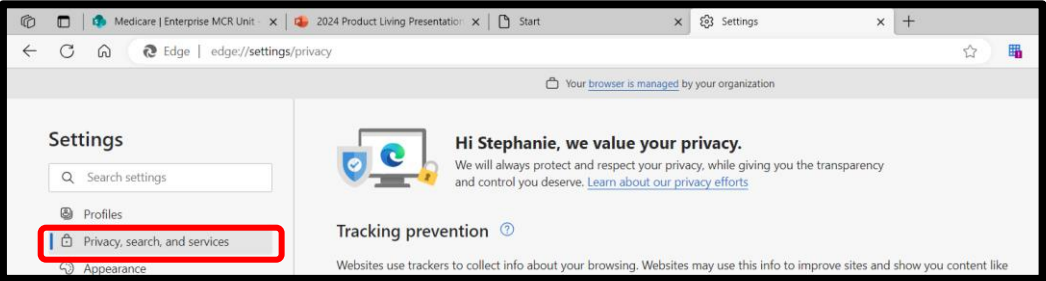
1) Click the **three dots** located in the upper right corner of the screen.

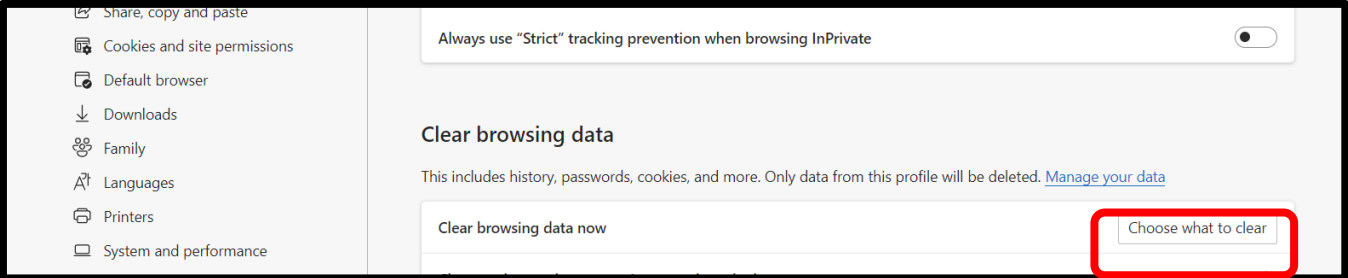2) Click **Settings**

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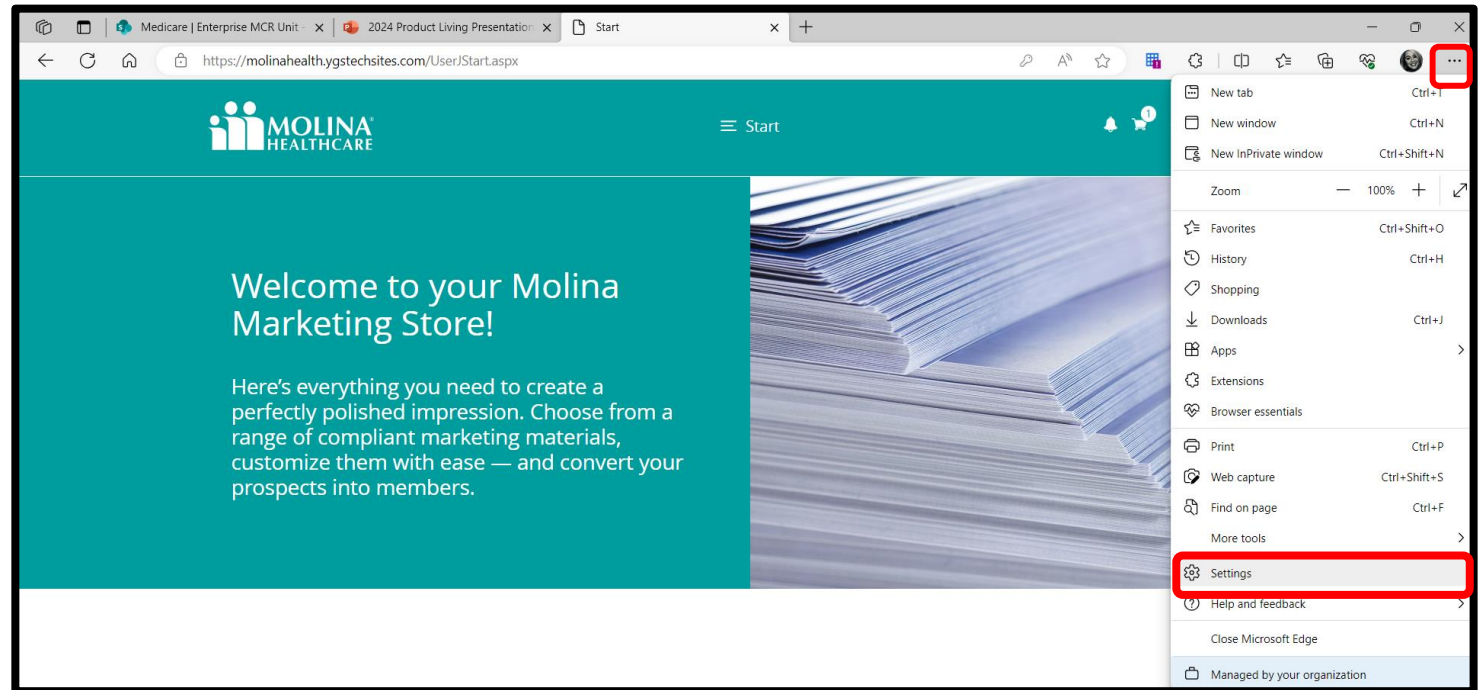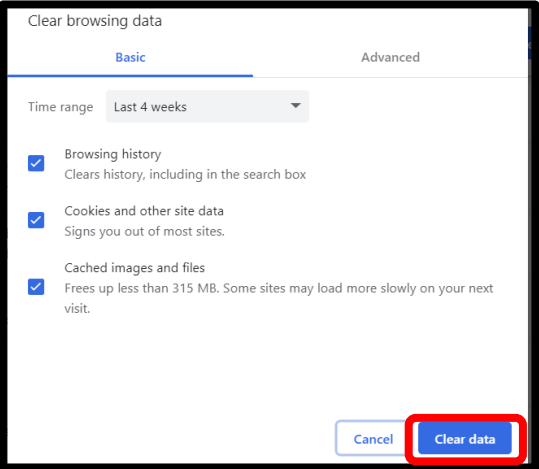
Browser Tips: Microsoft Edge (cont.)

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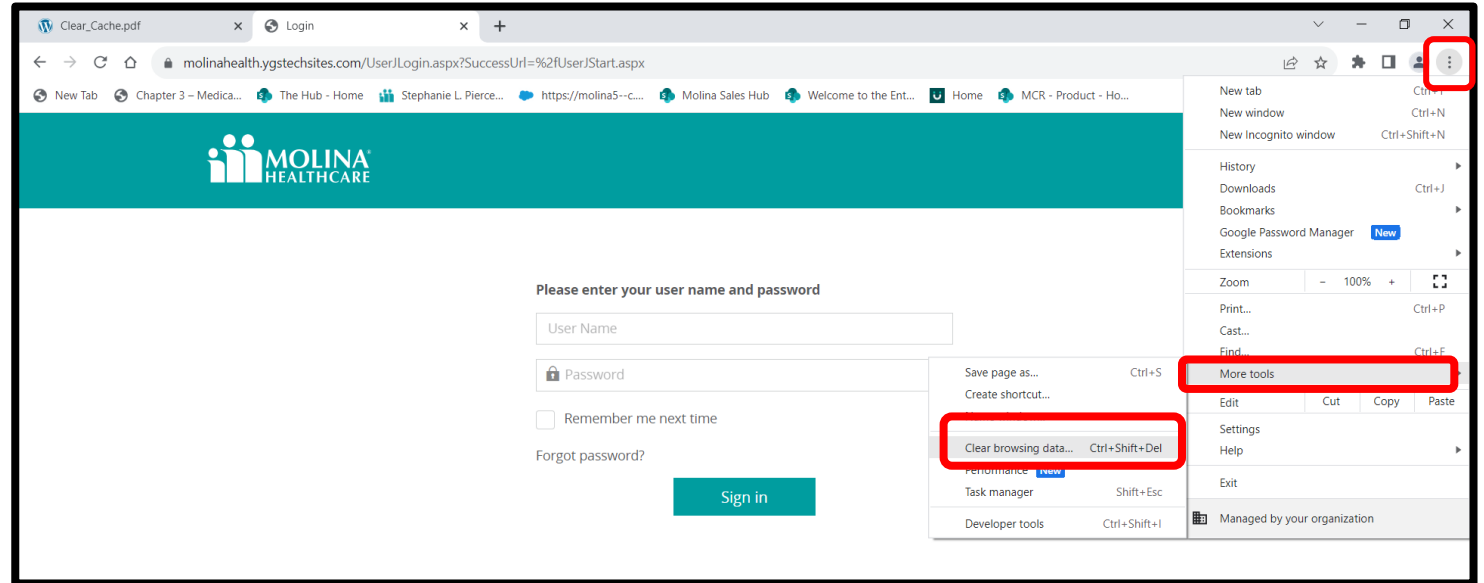
5) Lastly, click **Clear Data** on the dialog box that appears.

Browser Tips: Google Chrome

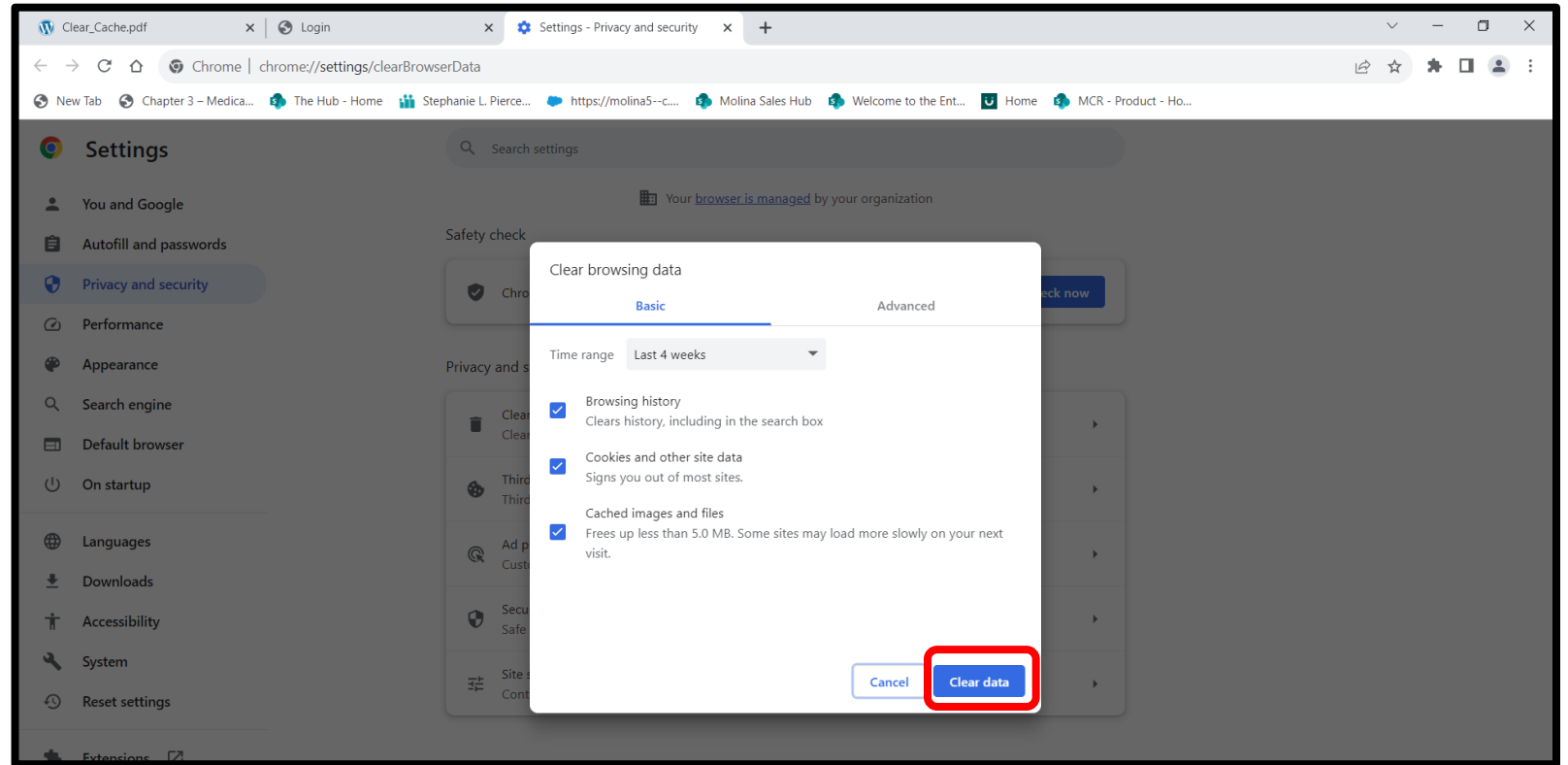- If the site has opened in **Google Chrome**, please complete the following steps before placing an order:

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**.
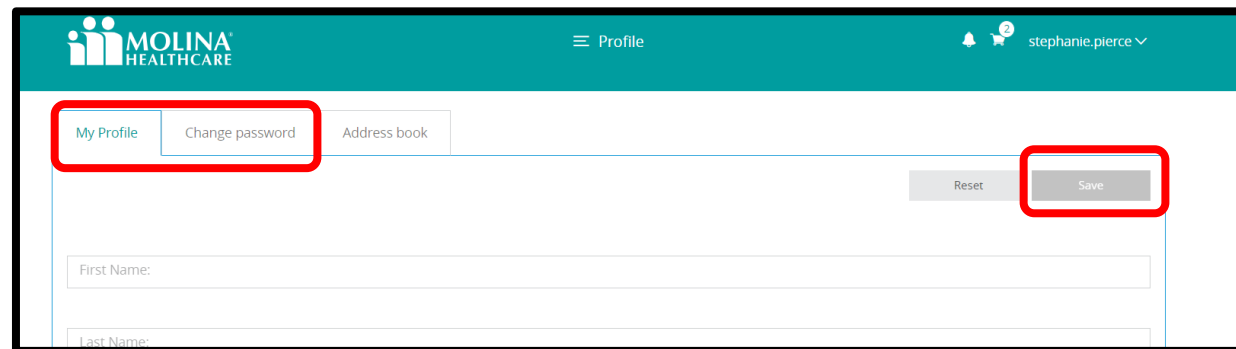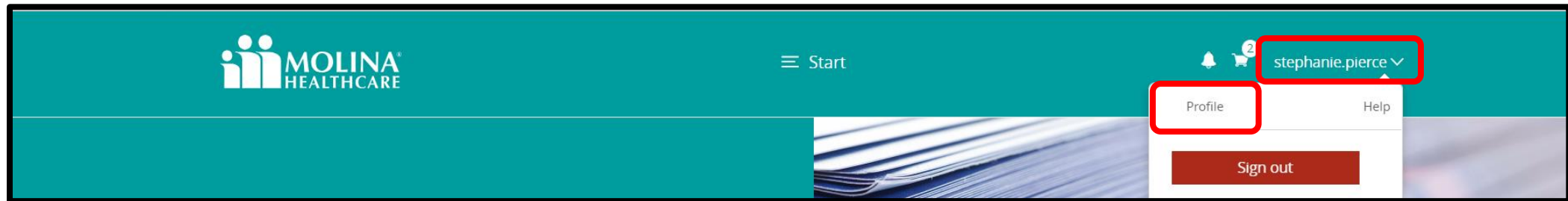
Still cannot locate the email?

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

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