



PORTICO

Healthnet

## MNSURE APPLICATION: TIPS AND TROUBLESHOOTING

### WHEN FILLING OUT THE APPLICATION:

- **It is highly recommended that you complete the application in one sitting and have all the information needed before beginning.**
  - The application will time out after 15 minutes of inactivity. You will need to login again.
- There is an option to save the information that you have entered by clicking on the “Save and Exit” button. You may resume your application at a later time by clicking on “Go to My Account” and clicking on “Resume Application” after login.
  - However, this is not recommended because this option doesn’t always work correctly, and you may need to restart a new application and re-enter what you had saved previously.
- If you are having issues with the application at any time, you should click on “save and exit”. Then clear your browser history, close the browser, open it back up and try again.

Instructions to clear browser history are:

  - For Google Chrome:  
<https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DAndroid&hl=en>
  - For Firefox Mozilla:  
<https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>
- Please note that the application will not allow any special characters except:
  - When you are typing in a date you may use slashes (/)
  - When entering the Employer Identification Number (EIN) you may include all numbers and a dash where necessary
- Make sure you do not miss any question with an asterisk/star, as the application will not allow you to move on to the next page.
- **ERRORS:**
  - If you receive any errors listed on [https://www.mnsure.org/assets/Guide-to-online-error-codes\\_tcm34-182638.pdf](https://www.mnsure.org/assets/Guide-to-online-error-codes_tcm34-182638.pdf), please follow the recommended steps as stated.
  - If you are receiving an error and do not understand or cannot identify what the error is, you may contact MNSure Contact Center at 855-366-7873 or Portico Healthnet at 651-431-2273.