

1. HOW DO I LOG IN TO THE WEBSITE AND THE APP?

123GoGreen consists of both a website and a mobile app.

The website is www.123go.green. Please note, it is NOT “dot com”, it’s “dot green”! Click on the “Members Login” button, then enter your login credentials on the next screen.

The app is called “Mobile Office Pro” and it can be found in the Google Play store or Apple App Store. After downloading, log in using your 123GoGreen credentials... (your same username & password as for the website).



The “App ID” is 123go.green

2. HOW DO I USE THE SYSTEM?



The most important training for all new users is the “Complete System Training”. This can be found by clicking on the large box at the top left of the Dashboard, “New to the System? Start HERE”



Another VERY important training can be found by clicking on the “How to 123” icon in the Tools row on the Dashboard. This will take you to a FULL walkthrough of the 123 Customer Introduction, as it should be performed with a prospect.



Download the “Phone Appointment Companion Guide” (also found in “How to 123”) to use during your 123 appointments.



There is also an icon called “Training” located in the Tools row on the Dashboard. This contains other trainings and tutorials to help with system mastery.

****The trainings are NOT found in the App, ONLY on the website!**

3. “THE LINK I SENT HAS EXPIRED”

123GoGreen has security features built in to ensure that content cannot be abused through mass-distribution. Each link generated by the system is unique and is set to expire after a certain time. There are other tracking features which cause links to shut down automatically if accessed by a certain number of unique devices.

4. “THE LINK I SENT HAS EXPIRED” (continued)

If you are receiving a “link expired” message from a generated link, generate a new link.

If you are receiving this message when trying to access any of the “Follow Along” content from the Dashboard, simply log out of 123GoGreen and log back in.

How to Avoid This Issue: Be sure to log out after each session, rather than just closing the window.

ALSO: Do not attempt to copy and paste the URL’s from video previews, such as Follow Along links or links that appear when previewing videos in the app.

5. MY PROSPECT CANNOT PLAY THE VIDEO WHILE ON THE PHONE WITH ME

This is most likely due to one of two issues...

- 1) Low Internet Bandwidth / Poor Internet Signal. 123GoGreen uses streaming video content which is dependent on internet access. The connection strength requirement to view video content is extremely minimal and nearly ALL users with internet access will have a strong enough signal. However, if the prospect does not have good reception, the videos may not play and the prospect will experience buffering or a blank screen for an extended period.
- 2) Device Does Not Support Streaming While Talking. Some smartphones do not support watching streaming video while simultaneously connected on a cellular call. This occurs primarily with certain Android-based models.



How to Avoid This Issue:

After the prospect agrees to an appointment, request a time when they’ll have a computer, tablet, or second internet-connected device on hand. If using a wireless connection, Wi-Fi is preferable.

6. WHY IS THERE A COST TO USE 123GoGreen?

Web-based Melaleuca business systems are required to partner with a Company-approved, policy-compliant internet platform provider. 123GoGreen subscription fees are paid directly to Platinum Synergy Group. The monthly cost of 123GoGreen is \$19.95/month.

123GoGreen allows ALL new users to try the system risk-free for 30-days for \$1.00. Additionally, all trial members receive a free digital copy of “Built on Solid Principles – The Melaleuca Story”.

How to Handle a Concern About \$19.95/month:

If partners have a goal to earn several hundred, or several thousand dollars per month, \$19.95 is a minor business expense, especially considering how important one’s system is to their business.

***“If it doesn’t work for you in the first 30 days, you don’t have to keep it.
But if it DOES work, you won’t want to be without it!”***

7. CAN I IMPORT MY CONTACT DATABASE INTO 123GoGreen?

123GoGreen does not support the import of contact lists at this time. We seek to ensure that users are not able to distribute our content to large lists of “leads”. Digital & video technology simplify the Customer Introduction process, but it is still a relationship business.

123GoGreen has a basic contact manager. Anything sent to a prospect will automatically create a record for that person in the system, and data can be entered and edited manually with ease.

8. FACEBOOK

8a. IS THERE A FACEBOOK GROUP TO SUPPORT 123GOGREEN?

Yes. It is called “123GoGreen Community”



123GoGreen Community is for active subscribers ONLY. Trial members count. Join requests are only approved if the three Membership Questions are answered!

8b. WHAT KIND OF ACTIVITIES ARE ENCOURAGED IN 123GoGreen Community?

The purpose of 123GoGreen Community is to provide a positive online forum for members to:

- Welcome new team members
- Celebrate SUCCESS!
- Ask questions about the 123 process
- Recognize other’s accomplishments
- Share 123GoGreen best practices
- Attend special FB Live trainings!

8c. WHAT KIND OF COMMUNICATIONS ARE NOT PERMITTED IN 123GoGreen Community?

123GoGreen Community admins do not wish to micromanage posts in the group, however it is critical that our FB community remains an encouraging and uplifting forum for our members... (especially for new members just becoming acquainted with our system and community).

With that in mind, please refrain from posting complaints, rants, or any form of insult or attack.

Send TECHNICAL questions to systemsupport@123go.green, not Facebook.

8d. WHY WAS MY POST REMOVED?

Posts are removed in 123GoGreen Community for the following reasons:

- It was a Technical Question... Send question to systemsupport@123go.green instead
- Topic is covered on another thread (you will be tagged on that thread upon removal)
- It did not contribute to the above-stated purposes of the 123GoGreen Community
- It promoted something NON-compliant with Melaleuca policies or 123GG procedure
- It was outright negative or did not fit our culture of encouragement and support

8e. HOW DO I FIND PRIOR POSTS or TRAININGS?



Use the SEARCH function (a magnifying glass icon at the top of the group page) to find all instances of ANY search criteria, including “123GoLIVE” and “123TidBits”.

9. DIDN'T RECEIVE PRODUCT CHECKLIST RESULTS (SHOPPING GUIDE) EMAIL



Other than data entry errors (prospect enters email incorrectly), the main reason why their checklist results don't show up in their email inbox is email SPAM filters.

Always check Junk Mail and SPAM folders if the link is not in the inbox.

IF EMAIL IS NOT IN SPAM FOLDER:

You can find a link to your prospect's checklist results in your own inbox (you are supposed to receive a copy as well)

OR you can find the link in the contact's record in the 123GoGreen Contact Management System.

LOG IN TO 123go.green... This feature is NOT available in the app... ONLY on the WEBSITE!

Click on the "CONTACTS" icon at the top of the Dashboard menu. Search for your contact and click on their record.

1. [Icons: Home, Refresh, Person, Calendar, Bell]

2. Search Results for paul - Displaying 2 of 2
Approaching (56) Showing 123 (80) Customers (Category)

Name	Date Acquired
<input type="checkbox"/> paul	2019-04-09

Scroll Down - Under "History" you will see their Checklist entry. Click on "See Checklist Details"

History

Action	Date
Prospect Completed Product Checklist	Apr 9th 2019
Completed product checklist with score of 402 See Checklist Details	

Scroll to the bottom of the Checklist Results and find the link which can be copied and sent!

Hair, Skin & Nails	15	\$41.99	\$24.99	\$17.00
Vitamins & Supplements Total	15	\$41.99	\$24.99	\$17.00
Personal Care				
Alloy® Sport Deodorant	2	\$6.00	\$3.79	\$2.21
Personal Care Total	2	\$6.00	\$3.79	\$2.21
Grand Total				
	Points	Regular Price	Preferred Price	Savings
	404	\$1,190.31	\$732.54	\$457.77

Print this Summary
Copy this link to share these results:
<http://123go.green/include/cr.php?r=chrisdavieson&p=82985678>

10. CAN I SHARE MY 123GG ACCOUNT WITH SOMEONE ELSE?



No. The Contact Manager contains personal information about prospects & customers, so sharing 123GoGreen accounts is strictly prohibited for security and privacy reasons.

EXCEPTION: Married couples who share a Melaleuca business MAY share the same 123GoGreen account, however it is not possible to have two separate user profiles under the same account.

In order for a married couple to use the same 123GoGreen account, we suggest setting up their account under a combined profile name (i.e. "Mike and Mary Smith").

NOTE: If any user attempts to log in to 123GoGreen while it is in use on another device, the latter login will supersede the previous login, and the previous session will become nonfunctional.

11. I DID NOT RECEIVE A TEXT VERIFICATION CODE

Simply use the "SKIP" feature at the bottom of the page.



[skip](#)



12. HOW DO I INVITE A TEAM MEMBER TO TRY 123GOGREEN?

There are two ways to share 123GoGreen with an existing Melaleuca Marketing Executive:

1) From App or Web, use the “Invite Existing Partners” button



2) You can also send your unique domain: www.123go.green/username

NOTE: NEW partners who are introduced to Melaleuca using 123GoGreen will set up their own 123GoGreen account through the STRATEGY SESSION, and therefore don't need an invitation.

13. HOW DO I CHANGE MY USERNAME / PASSWORD / PERSONAL INFO?

Log in to your 123GoGreen account using an internet browser (not the app).

Click on the My Settings icon in the upper right corner of the Dashboard screen



Click on My Info



My Info

and you'll see this

Username: (click here to change)

New Password:	<input type="text"/>
Re-Type Password:	<input type="text"/>

at the bottom of the screen.

NOTE: If the system does not accept your new username, contact systemsupport@123.green for assistance, as there may be a duplicate account on record.

14. HOW DO I CHANGE MY METHOD OF PAYMENT ON FILE?

Log in to your 123GoGreen account using an internet browser (not the app).

Click on the My Settings icon in the upper right corner of the Dashboard screen



Click on Update Credit Card



Update Credit Card

You may also CANCEL 123GoGreen on this screen!

15. I HAVE A BILLING QUESTION

For **BILLING** questions only, please contact support@platinumsynergy.com

16. I DIDN'T FIND THE ANSWER TO MY QUESTION HERE

Please contact systemsupport@123go.green with any further questions about 123GoGreen.