

Manage your health online anytime



At **kp.org**, it's simple to connect to great health and great care. Check out all the time-saving tools and resources you get as a member.

Sign on to **kp.org** anytime to:¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Check your plan's benefits, view claims, or estimate costs²
- Manage a family member's health care³
- Check out Chat with KP, our new click-to-chat service available to members at no extra cost. Use Chat with KP to chat virtually with one of our licensed care providers via **kp.org** or the Kaiser Permanente app, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays.

Register to get started—it's easy

If you haven't already, register today to access all these convenient features. Just go to **kp.org/registernow** from a computer or mobile device and follow the sign-on instructions.

- You'll need your medical/health record number, which you can find on your Kaiser Permanente ID card.
- See detailed instructions on the back of this page.

Download the Kaiser Permanente app

After you've registered, you can download our **Kaiser Permanente app** to your mobile device to use these tools on the go. Just use your **kp.org** user ID and password to activate the app, and you'll be all set.

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¹These features are available when you get care at Kaiser Permanente facilities.

²These tools are not yet available on smartphones and tablets.

³Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18. Your child's physician may also be prevented from giving you certain information without your child's consent.



REGISTRATION PROCESS

Go to **kp.org/registernow** and click the button **Create my account** to begin a 6-step process. Each step has on-screen instructions, and the process is summarized below. After each step, click **Continue**.

- 1 Membership Info**
First, fill out the on-screen form with your background information.
- 2 Terms and Conditions**
Check the box to agree to our Terms and Conditions.
- 3 Account Details**
Enter your account details and select preferences that best fit your needs.
- 4 Confirm Identity**
Follow the prompts to confirm your identity.
- 5 Secret Questions**
Choose your secret questions to help us keep your account secure.
- 6 Create Password**
Finally, choose a password.



SUCCESS

You have completed the registration process.

NOTE:

Please save your User ID and Password. You will need to enter this information each time you log into your **kp.org** account.



SIGN IN

As soon as you have your password, you can sign in and start using all the great members-only features of **kp.org**.



Questions? We're here to help.

Call Member Services at **800-777-7902 (TTY 711)**, Monday through Friday, 7:30 a.m. to 9 p.m.

Services covered under your health plan are provided and/or arranged by Kaiser Permanente health plans: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, DC, 2101 E. Jefferson St., Rockville, MD 20852. Services for self-insured plans are administered by Kaiser Permanente Insurance Company, One Kaiser Plaza, Oakland, CA 94612.