

# 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:<sup>1</sup>

- 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 costs<sup>2</sup>
- Manage a family member's health care<sup>3</sup>

## 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 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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<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

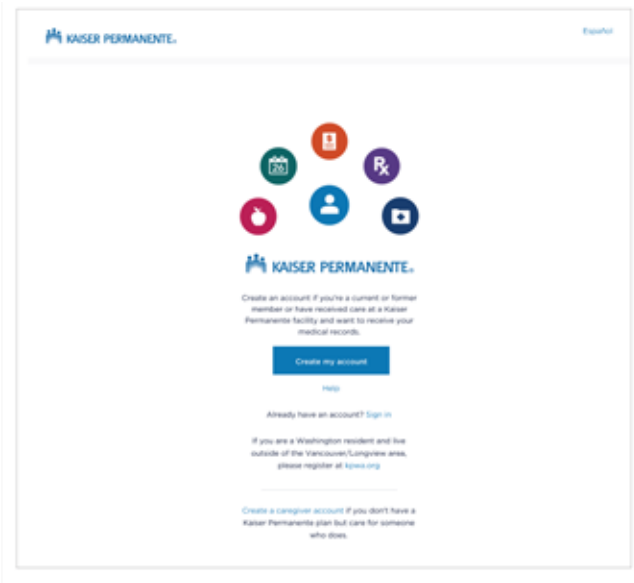
<sup>2</sup>These tools are not yet available on smartphones and tablets.

<sup>3</sup>Due 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.

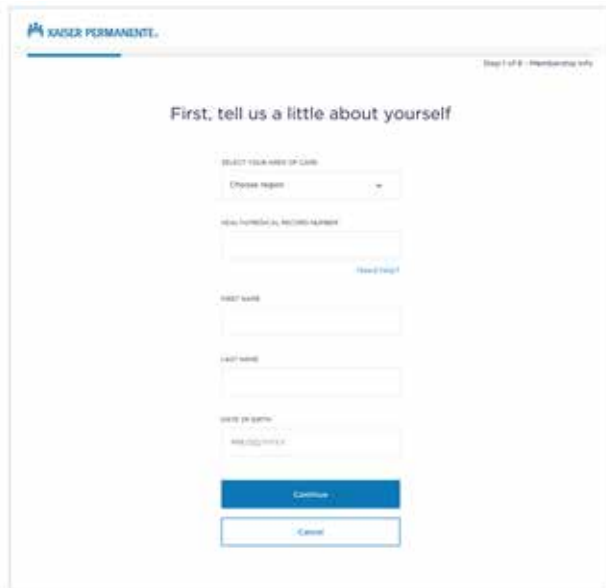
(continued from previous)

## Begin the registration process

Go to [kp.org/registernow](https://kp.org/registernow)

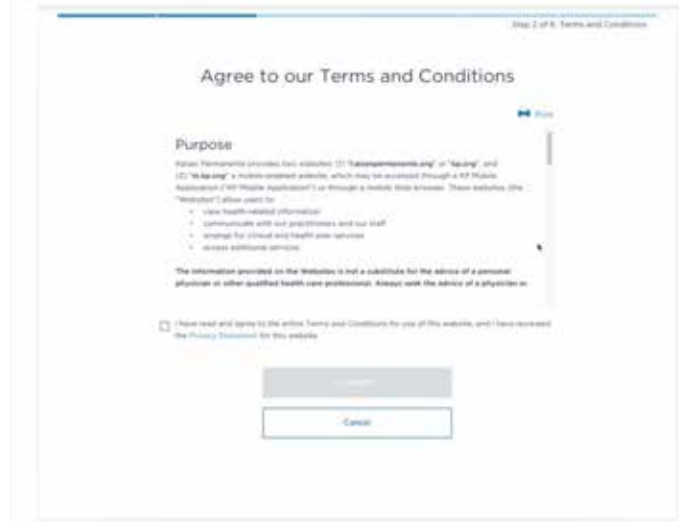


### Step 1 – Membership Info



The image shows the "Step 1 of 3: Membership Info" form. The heading is "First, tell us a little about yourself". The form includes a dropdown menu for "SELECT YOUR AREA OF CARE" with "Choose region" selected. Below that is a text field for "HOW MANY MEDICAL RECORDS DO YOU WANT TO DOWNLOAD?" with a "Need help?" link. There are three text fields for "FIRST NAME", "LAST NAME", and "DATE OF BIRTH". At the bottom, there are "Continue" and "Cancel" buttons.

### Step 2 – Terms and Conditions



The image shows the "Step 2 of 3: Terms and Conditions" form. The heading is "Agree to our Terms and Conditions". The "Purpose" section states: "Kaiser Permanente provides two websites (1) 'kaiserpermanente.org' or 'kp.org', and (2) 'My kp.org' a mobile-enabled website, which may be accessed through a KP Mobile Application (2 KP Mobile Application) or through a mobile site browser. These websites (the 'Website') allow you to: view health-related information; communicate with our practitioners and our staff; arrange for clinical and health care services; accept additional services." Below this, there is a checkbox for "I have read and agree to the entire Terms and Conditions for use of this website, and I have reviewed the Privacy Statement for this website." At the bottom, there are "Accept" and "Cancel" buttons.

### Step 3 – Account Details



The image shows the "Step 3 of 3: Account Details" form. The heading is "Now, let's set your account details". The form includes a text field for "EMAIL" and a text field for "YOUR CURRENT OR FORMER MEMBER ID NUMBER (OPTIONAL: PLEASE PROVIDE YOUR MEMBER ID NUMBER)". Below that is a text field for "PHONE NUMBER" and a text field for "PHONE NUMBER (OPTIONAL)". At the bottom, there is a blue button labeled "Set account details".

## Step 4 – Confirm Identity

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Step 4 of 6: Confirm identity

User ID, "healthyliving2", has been created and associated with your membership.

Next, help us confirm your identity

LAST ADDRESS OF YOUR JOB

Is your current address on SAMFIELD DR?

Yes, that's my address.

No, that's my old address.

No, I've never lived at that address.

The next step is check. You're allowed 90 seconds to answer each identity question.

Next

Continue identity by next screen

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Step 4 of 6: Confirm identity

01:30

What is the name of your youngest sibling?

Anne

Catherine

Lisa

Jane

Colleen

None of the above

Next

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## Step 5 – Secret Questions

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Step 5 of 6: Secret Questions

Choose your secret questions

What are these for?

QUESTION 1

Choose a question

ANSWER 1

QUESTION 2

Choose a question

ANSWER 2

QUESTION 3

Choose a question

ANSWER 3

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KAISER PERMANENTE

Step 5 of 6: Secret Questions

Confirm your secret questions

QUESTION 1

Where were you born?

ANSWER 1

London, UK

QUESTION 2

Best wedding gift ever (from your spouse's point of view)

ANSWER 2

Wine, red

QUESTION 3

Favorite city

ANSWER 3

Kansas City

QUESTION 4

Child's first name

ANSWER 4

April

Next

Done

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## Step 6 – Create Password

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Step 6 of 6: Create Password

Hello, Ted

You're almost finished. Let's create your password.

PASSWORD

\*\*\*\*\* Done

It's best if Passwords that include numbers or special characters.

Password strength

Strong

BETTER PASSWORDS

healthyliving2 Done

Create account

## Success.

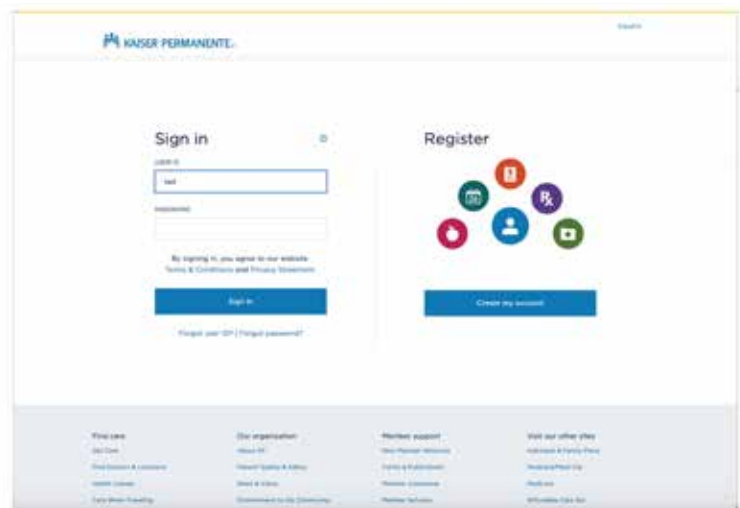
You have completed the registration process.

**NOTE:** Please save your User ID and Password. You will need to enter this information each time you log into your [kp.org](http://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](http://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.