

Get started! Register on **kp.org**

Have your health record number handy – it's on your member ID card.

If you haven't received your member ID card in the mail, call New Member Connect at **303-338-3361** or **1-844-639-8657 (TTY 771)**, Monday-Friday, 7 a.m.-6 p.m.

STEP

1

Go to kp.org/registernow

- Select your language preference
- Choose "I have a Kaiser Permanente plan and want to use online services"
- Click "Continue"

STEP

2

Create your user account

On the following screens you will:

- Enter your name, date of birth, preferred language, area, and health record number
- Accept the terms and conditions
- Create a user ID and provide your email address

STEP

3

Get your password and sign in to your account

- Get your password immediately by confirming your personal information, such as current or past address or the last 4 digits of your social security number¹
- Once your password is set up, you can sign on to your account
- You may also choose to have a password sent to you by mail, but you won't be able to access online services immediately

- Get lab results
- Email your doctor²
- Refill prescriptions²
- Make or cancel appointments²
- Chat with a doctor, pharmacist, or financial counselor

All online,
easier than ever

1. These questions are asked from a third-party security company that won't share your information.

2. These services are available when you receive services from Kaiser Permanente.