

# Simple steps to connect with your health



## Start managing your health online on your time

With Kaiser Permanente, **kp.org** is your connection to great health and great care. Once you register, you'll have easy access to time-saving tools and resources that help you stay on top of your health and keep you feeling great.

## Manage your health anytime, from anywhere

Sign on anytime to:\*

- 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.
- Use tools to help you manage your coverage and costs.†
- Manage a family member's health care.‡

Even if you don't need care right away, register today and explore our tools so you can use them as soon as you need them.



### Registering is very easy

Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions. You'll need your medical record number/health record number, which you can find on your Kaiser Permanente ID card.

Detailed instructions are printed on the back of this page.

## Download the Kaiser Permanente app

Once you've registered, you can download the Kaiser Permanente app to your smartphone to access these tools on the go.

1. From your smartphone, go to your preferred app site.
2. Search for the Kaiser Permanente app, then download it for your smartphone.
3. Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!

*(continues on back)*

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

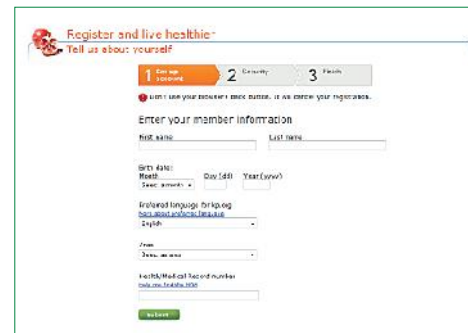
†These tools are not yet available on smartphones and tablets.

‡Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.

## Step 1:

### Enter your plan information

Along with simple questions like your name and birth date, you'll need to enter the medical record number/health record number printed on your plan ID card.



The screenshot shows the first step of the registration process. It includes a progress bar with three steps: 1. Tell us about yourself (highlighted), 2. Security, and 3. Finish. Below the progress bar, there are instructions: "Don't use your browser's back button, it will cancel your registration." The form fields include: "First name" and "Last name" (text boxes), "Birth date" (Month, Day, Year dropdowns), "Preferred language" (dropdown menu), "Sex" (radio buttons for Male and Female), and "Health/Medical record number" (text box). A "Submit" button is at the bottom.

## Step 2:

### Accept the terms and conditions

- By checking this box and clicking the "Submit" button, I indicate that I have read and agree to the summary and the [entire Terms and Conditions](#) for use of this website, and I have reviewed the [Privacy Statement](#) for this website.

## Step 3:

### Create your user ID

Choose a user ID and enter your email address. After you're registered, you'll use this user ID to sign on to kp.org.



The screenshot shows the second step of the registration process. It includes a progress bar with three steps: 1. Tell us about yourself, 2. Security (highlighted), and 3. Finish. Below the progress bar, there are instructions: "Don't use your browser's back button, it will cancel your registration." The form asks to "Choose a user ID" and provides instructions: "When you sign on to kp.org, you'll use a user ID (a name you choose to help identify you on a website) and a password." It lists requirements: "Choose a user ID between 6 to 26 characters long. (An email address is fine.)" and "Don't use spaces or punctuation marks, except for @ ...". Examples are provided: "kpa12345" and "kpa12345@email@kp.com". There are text boxes for "User ID" and "E-mail address". A "Submit" button is at the bottom.

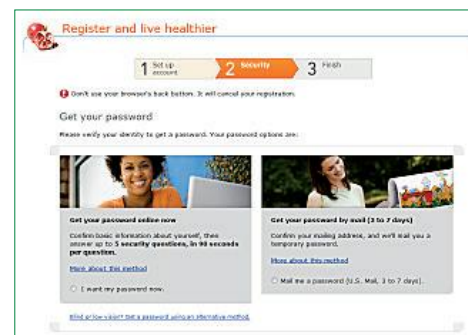
## Step 4:

### Secure your account

**Complete the security steps online.** After answering a few questions to confirm your identity, you'll create a password and pick 3 secret questions to help keep your account secure.

These questions are developed using industry-standard online security practices, so all your information stays protected.

**Or finish registering by mail.** You'll get a temporary password in the mail in 3 to 7 days. After you sign on for the first time, you'll create a new password and pick 3 secret questions to help keep your account secure.



The screenshot shows the third step of the registration process. It includes a progress bar with three steps: 1. Tell us about yourself, 2. Security, and 3. Finish (highlighted). Below the progress bar, there are instructions: "Don't use your browser's back button, it will cancel your registration." The form asks to "Get your password" and provides instructions: "Please verify your identity to get a password. Your password options are:" There are two options: "Get your password online now" (with a sub-instruction: "Confirm basic information about yourself, then answer up to 5 security questions, in 90 seconds per question.") and "Get your password by mail (3 to 7 days)" (with a sub-instruction: "Confirm your mailing address, and we'll mail you a temporary password."). There are radio buttons for "I want my password now" and "Mail me a password (U.S. Mail, 3 to 7 days)". A "Submit" button is at the bottom.

## Step 5:

### Sign on

That's it! As soon as you have your password, you can sign on and start using the great features on kp.org.

Services covered under your health plan are provided and/or arranged by Kaiser Permanente health plans: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232. Services for self-insured plans are administered by Kaiser Permanente Insurance Company, One Kaiser Plaza, Oakland, CA 94612.