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 number[1]
- 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 doctor[2]
☑ Refill prescriptions[2]
☑ Make or cancel appointments[2]
☑ 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.

kp.org

KAISER PERMANENTE®