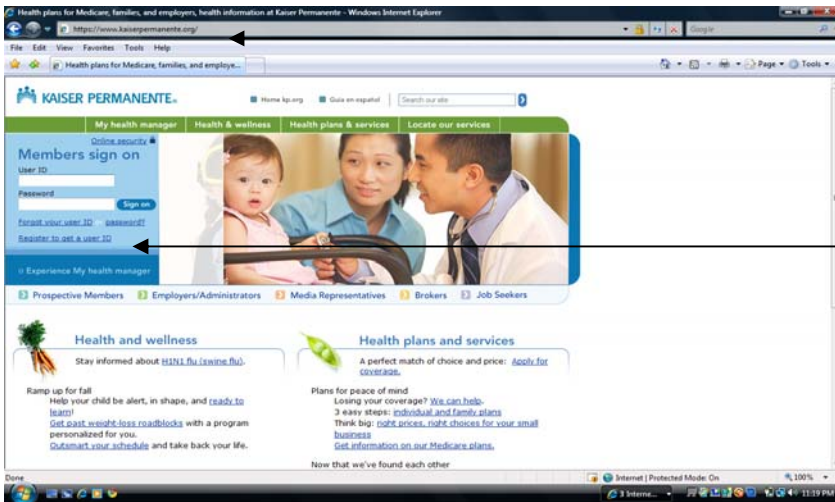


How to get a password for online Kaiser Permanente tools



Log on to kp.org
Click on
"Register to get
user ID"

Member access
Help

Step 1

Enter your member information

*Indicates required fields

*Preferred first name *Last name

*Health/Medical Record number *Birth date: (mm-dd-yyyy)
Month Day Year

*Area
California - Northern

*E-mail address *Retype e-mail address
[\(why we need this\)](#)

[Need help with your member access?](#)

STEP 1
Enter your
member
information.
Click on Continue

Member access
Help

Step 2

Please agree to our Terms and Conditions

Purpose

Kaiser Permanente provides this Web site, "kaiserpermanente.org" or "kp.org" (the "Web site"), to allow our members and other users to view health-related information, communicate with our practitioners, our staff and each other, arrange for clinical and health plan services and access additional services.

The information provided on this Web site is not a substitute for the advice of your personal physician or other qualified health care professional. Always seek the advice of your physician or

I have read the Terms and Conditions and **agree** to the terms stated.

I have read the Terms and Conditions and **do not agree** to the terms stated. (If you do not agree, you will not be able to get access to secure features on our site.)

[Need help with our Terms and Conditions?](#)

STEP 2
Agree to Terms
and Conditions
Click on Continue

Member access
Help

Step 3

Sign up for Kaiser Permanente e-mail

In addition to e-mail you receive when you use our online services, you can choose to receive e-mail from us on the following topics:

- Health and wellness announcements and reminders**
Information and reminders to help you live healthy and thrive!
- Updates about your health plan coverage**
Keep up to date with what your health plan can do for you.
- Announcements about our new online services**
We will let you know when we have added or improved online services that you may find useful.
- Additional products and services**
Information about services and products available that may or may not be covered by your plan.

Want to receive e-mail on a topic? Simply check the box next to it. When you're done, click "Continue."

[Back](#) [Continue](#)

STEP 3

Click in boxes Sign up for Email Announcements

Click on Continue

My health manager Health & wellness Health plans & services Locate our services

Member access
Help

Step 4

Create your new user ID

You are creating your user ID, **not** your password. Your user ID can be letters, numbers, or a combination of both. (Your user ID is not case sensitive - capitalization doesn't matter.)

Create your new user ID (4 to 50 characters)

[Back](#) [Continue](#)

[Need help choosing a user ID?](#)

STEP 4

Create your new User ID

Click on Continue

Member access
Help

Step 5

Confirm your mailing address

Is your mailing address still at **ST?**

Yes, that is correct.

No, I need to give you my new address.

[Continue](#)

Why we don't show your full address for you to verify

To protect your privacy, we can only show the street name of your address. If the street is not correct, click the "No" link and we will provide you with a toll-free number to call to give us your current mailing address.

[Blind or have low vision and need your password in an alternate format?](#)

STEP 5

Confirm address

Click on Yes (or) No

Click on Continue

Step 6

Confirm your identity

To protect your online medical records, we need you to confirm that the person signing up for your kp.org access is really you. Once we've checked your information, you can get a password to kp.org's secure features.

You have two choices, our online method and our traditional mail method. Choose one, then click the "Continue" button.

I want my password now.

Using the online method for verifying your identity, you will be asked to answer up to 5 security questions that are created by our third-party contractor using information about you in public databases. You'll have 75 seconds to answer each question. Also, you'll have only one chance to answer this series of security questions, and you must answer each question.

What kind of questions will you be asked? Personal questions, including those about addresses at which you've lived or people you are or have been related to. Our contractor asks these personal questions to ensure the security of your online information.

Your answers to these security questions will be sent securely to our contractor, who will let us know if your answers are correct. (We don't review the questions or your answers or get copies of this information.)

If your answers match, you can set your own password and use all of kp.org's secure features right away. [Find out more about this method.](#)

* Indicates required fields

Choosing the online confirmation method? Please fill in the information below.

* Last four numbers of your Social Security number

* Yes, I've read about and understand [this activation method](#), and I agree to use it.

Send me my password by U.S. mail (three to seven days).

Using the traditional mail method, we'll confirm your identity using the mailing address you've already checked for us. We'll mail your temporary password to this address in approximately three to seven business days. When it arrives, just enter the user ID that you chose and your temporary password to use all of kp.org's secure features.

Back

Continue

STEP 6

Click on "I want my password now"

Type last four digits of your Social Security number

Click on Continue

Step 7

Answer your security questions

Remember, you'll need to answer up to 5 security questions to confirm your identity. You'll have 75 seconds to answer each question.

You will only have one chance. If you can't answer a question in 75 seconds, you can still get a password sent to you by mail.

Which of the following vehicles have you recently owned, leased or co-signed?

- 1990 Volkswagen Jetta Carat
- 1992 Jeep Wrangler Renegade
- 1996 Ford Explorer
- 2006 Toyota Camry
- 2008 Volkswagen Passat VR6 4Motion
- I have never been associated with any of these vehicles

Want to get a temporary password by U.S. mail (in three to seven business days) instead of answering these security questions? Select the checkbox and click "Continue" to get a temporary password mailed to you.

Continue

STEP 7

Answer your (5) Security Questions

Click on Continue

Step 8 Create your password

Congratulations! You're almost finished. All that's left is creating a password and choosing secret password questions to protect it.

Your password

Your password can have 6 to 50 characters and must include at least one letter. It cannot have a series of four characters (1234) or four of the same character (aaaa). Find out more about [creating a secure password](#).

*Your new password (6 to 50 characters)

*Retype your new password

Your secret password questions

Why choose secret password questions? Well, unlike the security questions you answered to confirm your identity, you choose which questions you want to answer, and we save your answers.

That way, if you ever forget your password, you can answer your secret password questions and reset your password online, anytime, without waiting for us to mail you a new password. [Find out more](#).

Your secret password questions

Why choose secret password questions? Well, unlike the security questions you answered to confirm your identity, you choose which questions you want to answer, and we save your answers.

That way, if you ever forget your password, you can answer your secret password questions and reset your password online, anytime, without waiting for us to mail you a new password. [Find out more](#).

Please choose three secret questions and type your answers in the blank boxes.

* Choose your first question
Answer:

* Choose your second question
Answer:

* Choose your third question
Answer:

[Continue](#)

STEP 8

Create your Password

Choose your (3) Secret Questions and Type in your Answers

Click on Continue



Welcome to kp.org!

You're almost ready to go. Here's your member access information one last time:

Your user ID:
Your password: the password you chose

Once you sign on to kp.org, you can:

- Refill prescriptions
- Make appointments
- E-mail your doctor
- View your lab results**
- View your future appointments**
- View your immunizations**
- View some of the information in your health record**

We look forward to a long, healthy relationship.

* This feature is not available in some regions to members who are under 18.

Sign on now:

User ID

Password

[Sign on](#)

STEP 9

Type in your User ID and Password

Click on Continue

CONGRATULATIONS! Welcome to Kaiser Permanente online.