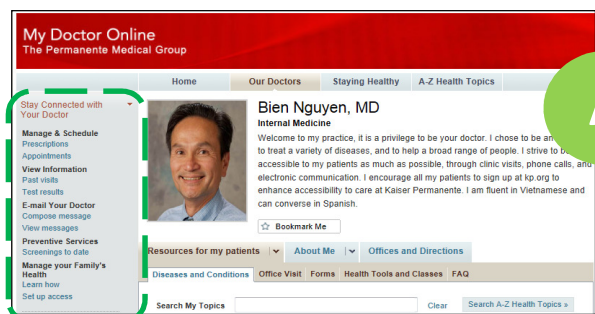
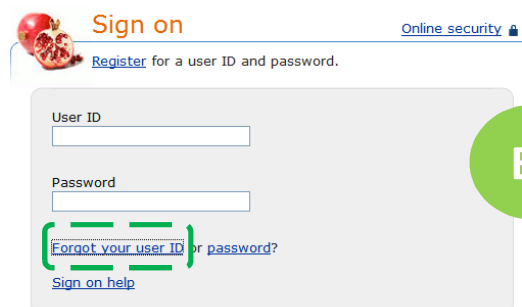


Reset your Password Instantly to Manage Your Care Online



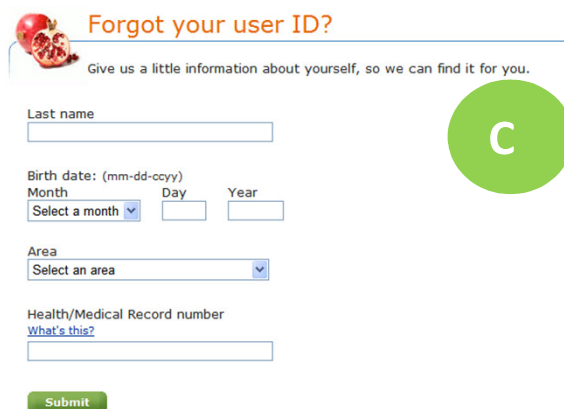
Step A.

1. Find your primary care doctor's home page at kp.org/mydoctor.
2. Click on any of the links on the top left.



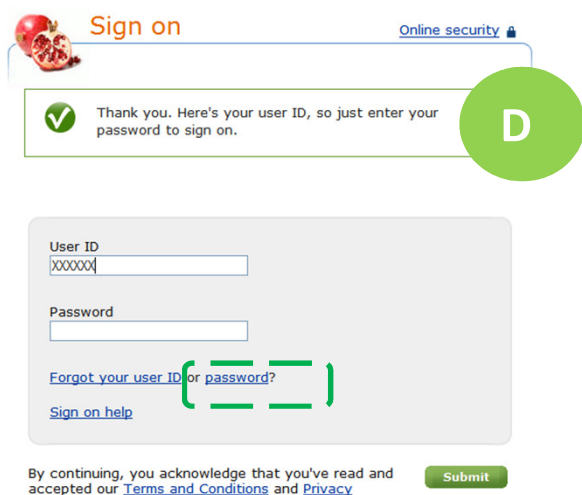
Step B

1. From the sign on screen, click on "Forgot your user ID" at the bottom left. This is a precaution to make sure you don't get locked out due to a forgotten user ID.
2. Click on "Sign on help" for more assistance.



Step C

1. Enter your member information:
 - Last Name
 - birthday
 - Select Northern California Region
 - medical record number
2. Click "Submit".



Step D

1. The system will provide your user ID.
2. Now, click on "Forgot your password"



Reset your password



E

⚠ Don't use your browser's back button. It will cancel your password reset.

Enter your member information

- 1.
- 2.
- 3.

User ID
[Forgot your user ID?](#)

Area

Health/Medical Record number
[What's this?](#)

4.

Submit



Reset your password



F

⚠ Don't use your browser's back button. It will cancel your password reset.

Reset your password

To protect your online information, we need you to confirm your identity. You have two options:

1.



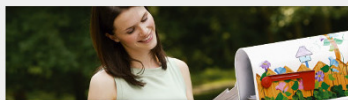
Get your password online now

A third-party contractor creates up to 5 random security questions using personal data gathered from government databases and the web. **(The questions are personal — likely only you'd know details like these — to better protect your security.)** You'll have 90 seconds to answer each question.

[More about this method](#)

☐ I want my password now.

2.



Get your password through U.S. Mail (3 - 7 days)

We'll confirm your identity using your mailing address and mail your temporary password to this address. When it arrives, just enter your user ID and temporary password to sign on.

[More about this method](#)

☐ Send me my password by U.S. Mail (3 - 7 days).



Reset your password



G

⚠ Don't use your browser's back button. It will cancel your password reset.

Answer your security questions

Remember, you'll need to answer up to 5 security questions to confirm your identity. You'll have 90 seconds to answer each question.

You will only have one chance. If you can't answer a question in 90 seconds, you can still get a password sent to you by mail.

Which of the following street addresses in 'Oakland' have you ever lived at or been associated with?

- ☐ 10658 Amantha Ave
- ☐ 229 Bw Williams Dr
- ☐ 3850 La Salle Ave
- ☐ 4725 W Edinger Ave
- ☒ 6819 Chambers Dr
- ☐ Either 1) None of the above or 2) I have never lived or owned property in this city

☐ 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 "Submit" to get a temporary password mailed to you.

Submit

Step E

1. Type in your user ID from Step D.
2. Select Northern California Region.
3. Enter your medical record number.
4. Click "Submit".

Step F

There are 2 ways to receive your password:

- Receive password online now
 - Receive password by mail in 3-7 days
1. To receive your password now:
 - Click on "I want my password now".
 - Check the box indicating you've read about and agree to this method.
 - Confirm your address .
 - Enter last 4 numbers of your Social Security number.
 2. To receive your password by mail:
 - Click "Send me my password by US mail".
 - Confirm your mailing address.
 - Your temporary password will be mailed.

Step G

1. To confirm your identity, please answer the security questions presented, which are created by a third-party contractor, using information from public records. These may include personal questions, including those about past addresses at which you've lived or people you are, or have been, related to. Click "Submit" after selecting each answer (5 total).
2. If you are unable to answer any one of the questions within 90 seconds, your temporary password will be sent to you by US mail.



Reset your password



⚠ Don't use your browser's back button. It will cancel your password reset.

Choose your password

Complex passwords are safer. At a minimum, your password:

- must be between 8 and 50 characters long
- must contain at least one letter and one number or special character (!, @, #, etc.)
- **must not** have four or more of the same character (aaaa) or a sequence of four or more characters (1234 or abcd)

Good:
sanfrancisco

Better:
\$anFrancisc0

Best:
"I went to San Francisco last summer!" becomes Iw2SFIs!

[More about choosing a secure password](#)

Your password

Retype your password

Submit

Step H

1. Create your password (instructions given).
2. Re-type your password.
3. Click **"Submit"**.



Sign on

[Online security](#) 🔒



Your password has been reset - sign on and use our many convenient features.

User ID

Password

[Forgot your user ID](#) or [password?](#)

[Sign on help](#)

By continuing, you acknowledge that you've read and accepted our [Terms and Conditions](#) and [Privacy Statement](#). If you haven't, we will ask you to do so before signing you on.

Submit

Final Step- Signing on:

1. Enter your new password.
2. Write it and your user ID in a safe place.
3. Click **"Submit"**.
4. At this time you maybe asked to confirm your e-mail address. Update if needed.
5. You may also be asked to complete secret questions at this time, if not done earlier. These are questions you select and provide answers to. They are used to confirm your identity if you need to reset your password in the future.

If you need assistance, you can call 1-800-556-7677 or visit our San Jose Health Education Departments at:

- 270 International Circle, San Jose, CA 95119
- 276 International Circle, San Jose, CA 95119
- 7520 Arroyo Circle, Gilroy, CA 95020