



# Online Features and Resources

**An array of secure online tools and resources on [kp.org](http://kp.org) and your physician's Home Page are right at your fingertips, 24 hours a day, and ready to help you take an active role in managing your health. You can:**

- E-mail your doctor's office with routine health questions
- Act for a family member
- Request, change, or cancel appointments for routine care
- Order and check the status of prescription refills
- View most lab test results
- Check eligibility and benefit information
- View past office visit information
- Subscribe to our Healthy Beginnings Pregnancy Newsletter on **[kp.org/mydoctor](http://kp.org/mydoctor)**
- Take advantage of our interactive online Health Coach "S.M.A.R.T. Eating" and "Let's Get Physical" programs on **[kp.org/mydoctor](http://kp.org/mydoctor)**

You can also look up facility locations, health and drug information, and classes (some classes require a fee). To use our secure online features for the first time, all you need to do is register at **[kp.org](http://kp.org)**, then sign on with your user ID and password.

**Turn this page over for instructions on how to get access online today and get started on a healthier way of life.**



# Get Access Today

## Here's how to get a password to access an array of secure online features on [kp.org](https://kp.org) and your physician's Home Page:

- Go to [kp.org](https://kp.org) and click "Register to get a user ID".
- **Step 1:** Enter your name, Medical Record Number, date of birth, and e-mail address.
- **Step 2:** Read and confirm that you agree to the Web site terms and conditions.
- **Step 3:** Choose your preferences for e-mail announcements and information.
- **Step 4:** Choose a unique user ID.
- **Step 5:** Confirm your current mailing address.
- **Step 6:** Confirm your identity by entering the last four digits of your Social Security Number.
- **Step 7:** Answer five questions that only you will know the answers to. This step will ensure that your identity is protected. You will have approximately one minute to answer each question.

*The identity questions are based on information generated by a third-party online security vendor through a search of public records. Kaiser Permanente does not see or record your answers.*

- **Step 8:** Choose a unique password and secure that password by selecting three security questions for which you'll provide your own answers.
- **You're done!** Make a note of your user ID and password and store it in a safe place.

If you have any problems with registration, call **1-800-556-7677** or stop by your local Kaiser Permanente Health Education Center for assistance.