

## Printing an ID Card from the Member Web Portal

### Quick Reference Guide

---

### We're here to help

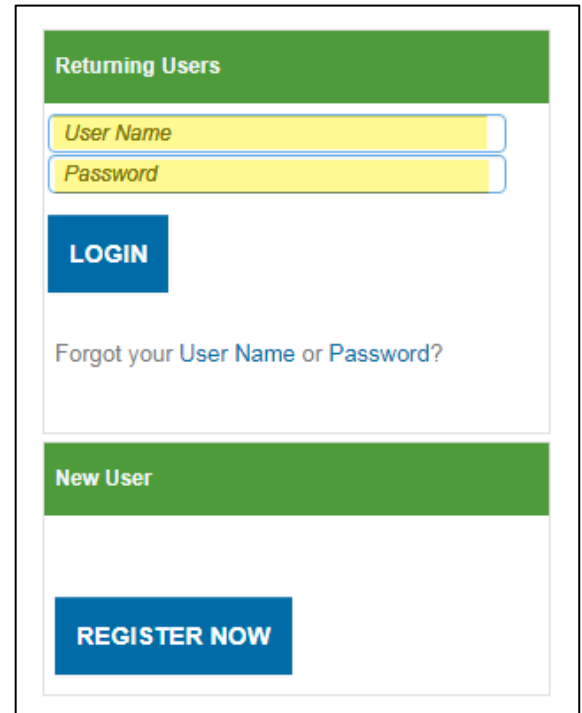
Our expert Web Portal team can assist you with Web Portal questions and can provide any additional training needed. Contact us directly at **844-275-8757** or send an email to [memberportal@skygenusa.com](mailto:memberportal@skygenusa.com)

### Finding the portal

To access Kaiser Permanente's Member Web Portal (MWP) go to [kpmwp.wonderboxsystem.com](http://kpmwp.wonderboxsystem.com).

### Getting logged on

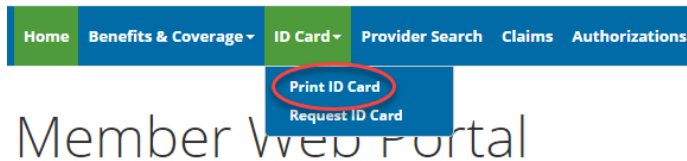
1. To log on to your account, enter the *User Name* and *Password* in each field, and click the **LOGIN** button.
2. If you do not know your *User Name*, click the **Forgot your user name** link.
  - a. Enter the *email address* your account was registered with, and click the **Request User Name** button.
  - b. The *User Name* will be sent to the account's email address.
3. If you do not know your *Password*, click the **Forgot your Password** link.
  - a. Type your *User Name* and click the **Request Password Reset** button.
  - b. A message with a link to reset the password will be sent to the account's email address. (**Note:** The link to change the password will be valid for 24 hours.)



The screenshot shows the login and registration interface of the Kaiser Permanente Member Web Portal. It features two main sections: 'Returning Users' and 'New User'. The 'Returning Users' section includes input fields for 'User Name' and 'Password', a blue 'LOGIN' button, and a link for 'Forgot your User Name or Password?'. The 'New User' section includes a blue 'REGISTER NOW' button.

## Printing an ID Card

1. Click on the **ID Card** dropdown
2. Click **Print ID Card**



3. Choose the member from the drop-down list
4. Click the **View** button to generate the ID Card

## Print ID Card

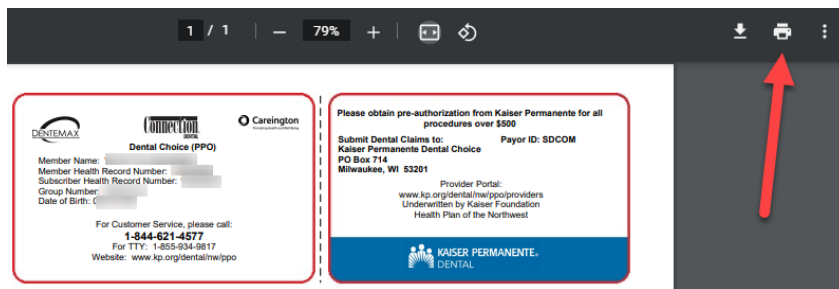
To generate an ID card as a PDF file, select a member and click View. To print that ID card, use the print option of your PDF viewer.

\* Indicates required fields

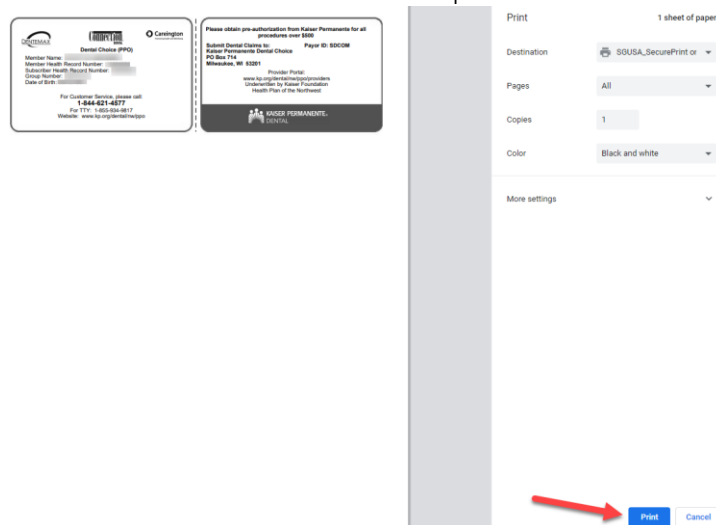
Member \*

**VIEW**

5. Click the printer icon in the ID Card report

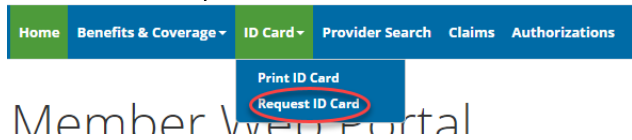


6. Then click the **Print** button to print the ID Card



## Requesting an ID Card

1. Click on the **ID Card** dropdown
2. Click **Request ID Card**



3. Choose the member you would like to request an ID card for and verify the correct address is listed

## Request ID Card

New ID cards will arrive at this correspondence address within 1 to 3 weeks.

\* indicates required fields

Member \*

Address shown here

REQUEST

4. Click **Request**
5. ID Card will arrive in 1 to 3 weeks