



General Agent Registration for Business.kp.org

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Overview

This document describes the steps for General Agent administrators and General Agent delegates to register on business.kp.org.

For delegation step-by-step instructions, please refer to the document '[General Agent Delegation for business.kp.org](#)'.

Please Note:

1. General Agent administrators are identified by the General Agent firm. Administrators delegate access to others within their firm. A firm can assign up to four administrators.
2. Broker delegates and General Agent delegates require separate accounts. You cannot use a General Agent delegated account to access your Broker delegated account.

Time to Complete: 20 Min

Audience: Small Group General Agents

Region: MAS, CO, GA, CA

Sales Connect Version: Release 23

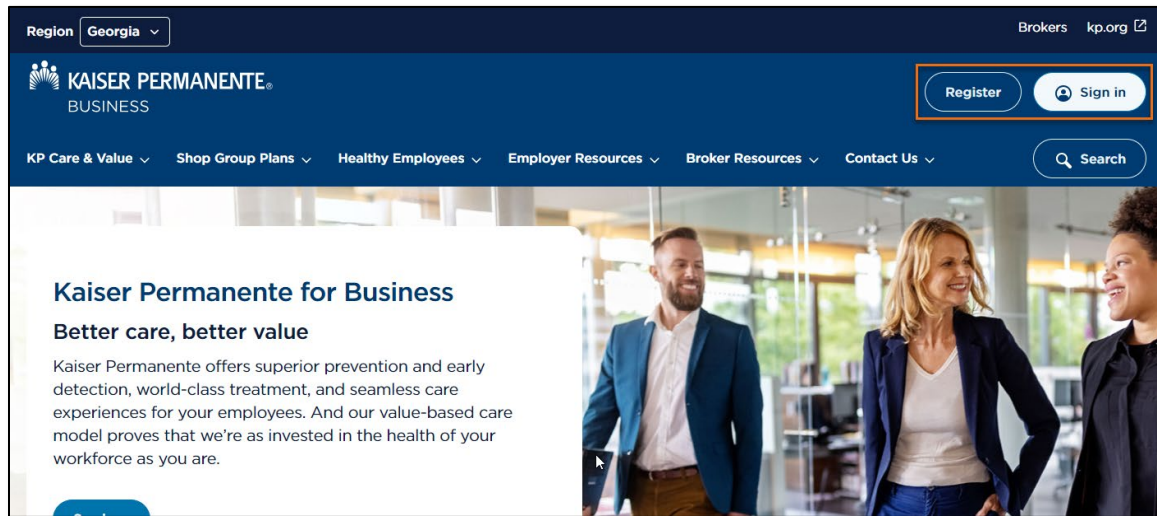
Register as a General Agent Administrator

During the registration process, the General Agent administrator will need to provide the unique firm ID and agent ID provided by Kaiser Permanente, along with the one-time activation code sent to the email address on file.

Note: A General Agency firm can have up to four administrators.

Where to begin

1. Go to business.kp.org.
2. Click **Register**.



3. The Registration form opens. Follow the steps below to complete it.

Personal Information

Complete the first page of the registration form:

1. Select your home **Region** from the drop down menu.

Note the following:

- The region should match the GA firm ID that is provided to you for registration.
- Changing the Region after you have completed the form will clear some of your selections.

2. Select **General Agent** as your role.
3. Select **Administrator**.
4. Enter your **first name**, **last name**, **firm** information, and the **email** address associated with your access.
5. Click **Continue**.

The screenshot shows the Kaiser Permanente registration interface. At the top left is the Kaiser Permanente logo. The main heading is "Register for a Kaiser Permanente account" with a "Registration tips" link on the right. A progress bar indicates "Step 1 of 4 - Personal info". The form section is titled "Personal information" and includes a note: "All fields are required unless noted as optional." The "Region" dropdown menu is set to "California". Below this is a note: "Note: Changing region will clear Your Role and Brokers selections." The "What is your role?" section has three radio buttons: "Employer group", "Broker", and "General Agent" (which is selected). The "Are you an administrator or a delegate?" section has two radio buttons: "Administrator" (selected) and "Delegate". There are information icons (i) next to both "Administrator" and "Delegate". The form includes input fields for "First name", "Middle initial (Optional)", "Last name", "Company name/brokerage firm", and "Email address". At the bottom right are "Cancel" and "Continue" buttons.

User ID and Password

1. Create a User ID and Password.
2. Click Continue.

The screenshot shows the Kaiser Permanente registration interface. At the top left is the Kaiser Permanente logo. The main heading is "Register for a Kaiser Permanente account" with a "Registration tips" link on the right. A progress bar indicates "Step 2 of 4 - User ID & password". The section title is "User ID and password" with a note: "All fields are required unless noted as optional." There are three input fields: "Create your user ID", "Create your password", and "Retype password". Each field has an information icon (i) to its right. At the bottom right are three buttons: "Cancel", "Back", and "Continue".

Security Questions

1. Answer the 3 Security Questions.
2. At the bottom of the screen, read and accept the **Terms and Conditions**.
3. Click **Continue**.

Register for a Kaiser Permanente account

[Registration tips](#)

Step 3 of 4 - Security questions

Security questions

All fields are required unless noted as optional.

Security question 1

Select question

Answer 1

Security question 2

Select question

Answer 2

Security question 3

Select question

Answer 3

Terms and Conditions

You must accept [Kaiser Permanente's Terms and Conditions](#) to use this website.

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

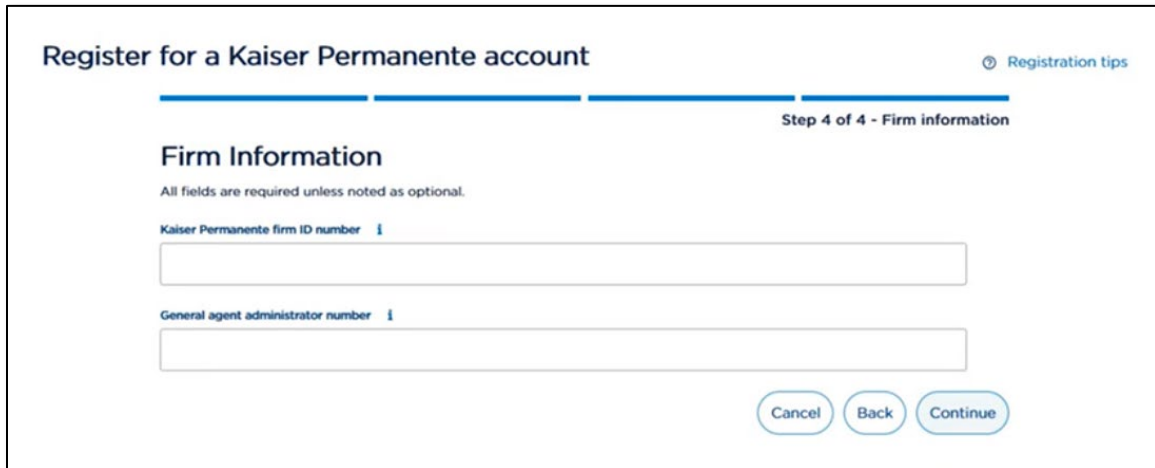
[Cancel](#) [Back](#) [Continue](#)

Firm Information

1. Enter your Kaiser Permanente Firm ID number.
2. Enter your General Agent Administrator number.

Note: The email address, firm ID and GA Administrator number should match what Kaiser Permanente has provided to you.


3. Click **Continue**.




The screenshot shows a web form titled "Register for a Kaiser Permanente account" with a "Registration tips" link. It is "Step 4 of 4 - Firm information". The form includes a "Firm Information" section with a note: "All fields are required unless noted as optional." There are two input fields: "Kaiser Permanente firm ID number" and "General agent administrator number". At the bottom right are three buttons: "Cancel", "Back", and "Continue".


Activation Code

1. After you have complete the registration form, you will see the Actvate Account screen.
2. Enter the **Activation code** from your invitation email.
3. Click **Submit**.

 KAISER PERMANENTE®

Activate Account


 **Registration is complete!**
We've sent a one-time activation code to your email address. To begin using your account's secure features, please enter this code now.


Activation code 

Note: Your code will expire in 24 hours. If you don't get an email from us in the next few minutes, check your spam folder or contact the Client Services Unit at [1-866-236-0189](tel:1-866-236-0189), Monday through Friday, 8 a.m. to 5 p.m. Pacific time.

[Get a new code](#)

4. You'll see a confirmation screen.
5. Click **Go to Dashboard** in the lower right corner.

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 **You've activated your account.**
If you have any questions, please contact the Client Services Unit at 866-236-0189, Monday through Friday, 8 a.m. to 5 p.m. Pacific time.

[Go to Dashboard](#)

6. The General Agent Dashboard page opens. You can begin using the account features assigned to you.

Note: To return to this Dashboard later, return to business.kp.org and click Sign In.

KAISER PERMANENTE® | General Agent

Home Book of Business Plans & Resources Forms & Documents Feedback Help

General Agent Dashboard

Review Your Renewals

Select a group to view renewals and benefits information.

October 2025 **46** November 2025 **35** December 2025 **79**

California

- A & B CUSTOM DESIGN, LLC 8/27/2025 - 10/31/2025
- ADAM PAC ISLAND AMERICAN PUBLIC AFF'S ASSOC & AFFIN COMPASS FROM 10/1/2025 - 10/31/2025
- AUTO BODY EXCELLENCE INC 8/27/24 - 10/31/2025

Maryland | Virginia | Washington DC

- A & T TRUMP INC 10/1/2025 - 10/31/2025
- AMERICAN BIBLE CHURCH 8/27 - 10/31/2025
- AMERICAN BIBLE CHURCH 8/27 - 10/31/2025

[View all renewals for selected month](#)

Quick Links

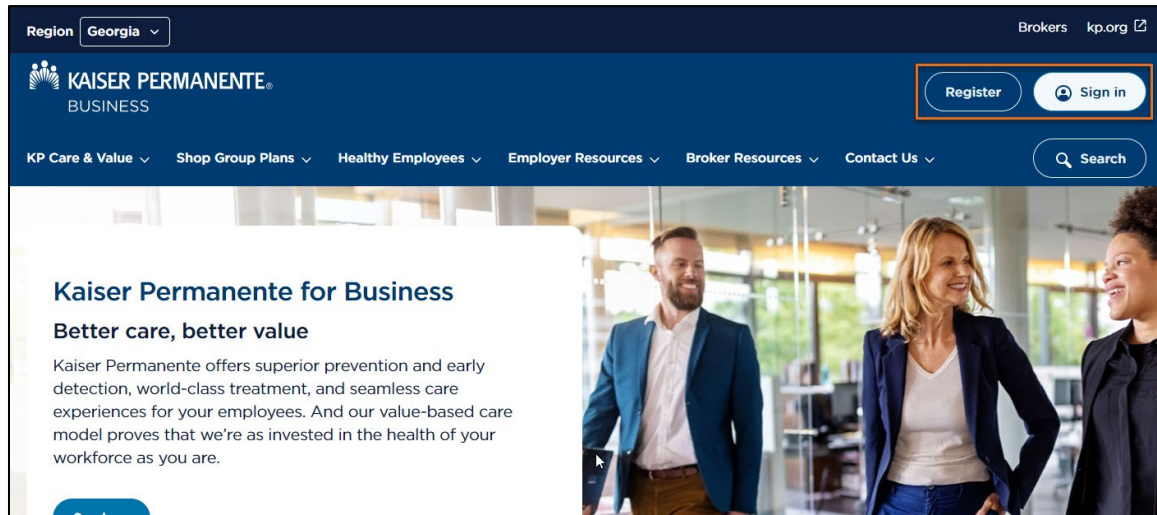
- Book of Business**
 - [Book of Business](#)
 - [Manage Members](#)
 - [Group Documents](#)
- New Sales**
 - [Get a Small Business Quote](#)
 - [Enroll a New Small Business Group](#)
- Access and Delegation**
 - [Manage Delegated Access](#)

Registration for General Agent Delegate

Once delegated access by a General Agent administrator, the delegate receives an email invitation with instructions. Using the access code from the email, the delegate registers an account on business.kp.org.

Where to begin

1. Go to business.kp.org.
2. Click Register.



3. The Registration form opens. Follow the steps below to complete it.

Personal Information

Complete the first page of the registration form:

1. Select your home **Region** from the drop down menu.
Note: Changing the Region after you have completed the form will clear some of your selections.
2. Select **General Agent** as your role.
3. Select **Delegate**.
4. Enter your **first** name, **last** name, **firm** information, and the **email address** associated with your delegation.
5. Click **Continue**.

The screenshot shows the Kaiser Permanente registration interface. At the top left is the Kaiser Permanente logo. The main heading is "Register for a Kaiser Permanente account" with a "Registration tips" link on the right. Below this is a progress bar indicating "Step 1 of 3 - Personal info". The form is titled "Personal information" and includes a note: "All fields are required unless noted as optional." The "Region" dropdown menu is set to "California". A note states: "Note: Changing region will clear Your Role and Brokers selections". Under "What is your role?", the "General Agent" radio button is selected. Under "Are you an administrator or a delegate?", the "Delegate" radio button is selected. The form contains input fields for "First name", "Middle initial (Optional)", "Last name", "Company name/brokerage firm", and "Email address". At the bottom right are "Cancel" and "Continue" buttons.

User ID and Password

1. Create a User ID and Password.
2. Click Continue.

The screenshot shows the registration process for a Kaiser Permanente account. The title is "Register for a Kaiser Permanente account" with a "Registration tips" link. The progress bar indicates "Step 2 of 3 - User ID & password". The section is titled "User ID and password" with a note: "All fields are required unless noted as optional." There are three input fields: "Create your user ID", "Create your password", and "Retype password". Each field has an information icon (i) to its right. At the bottom right, there are three buttons: "Cancel", "Back", and "Continue".

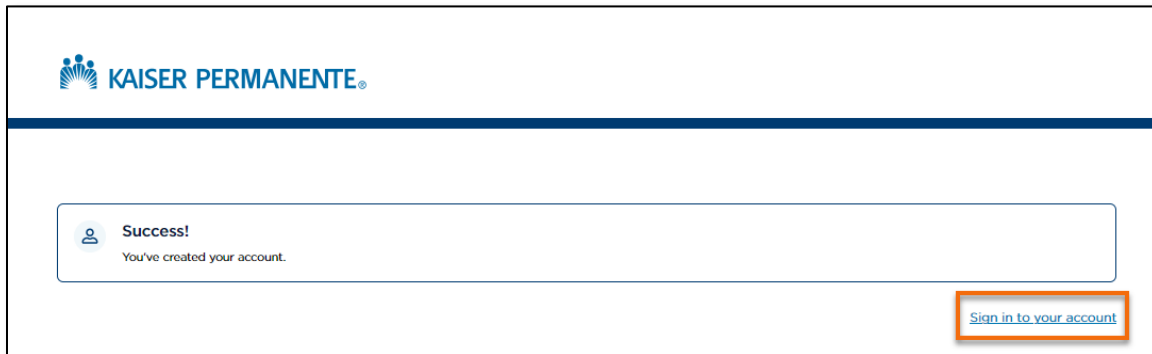
Security Questions

1. Answer the 3 Security Questions.
2. At the bottom of the screen, read and accept the Terms and Conditions.
3. Click Submit.

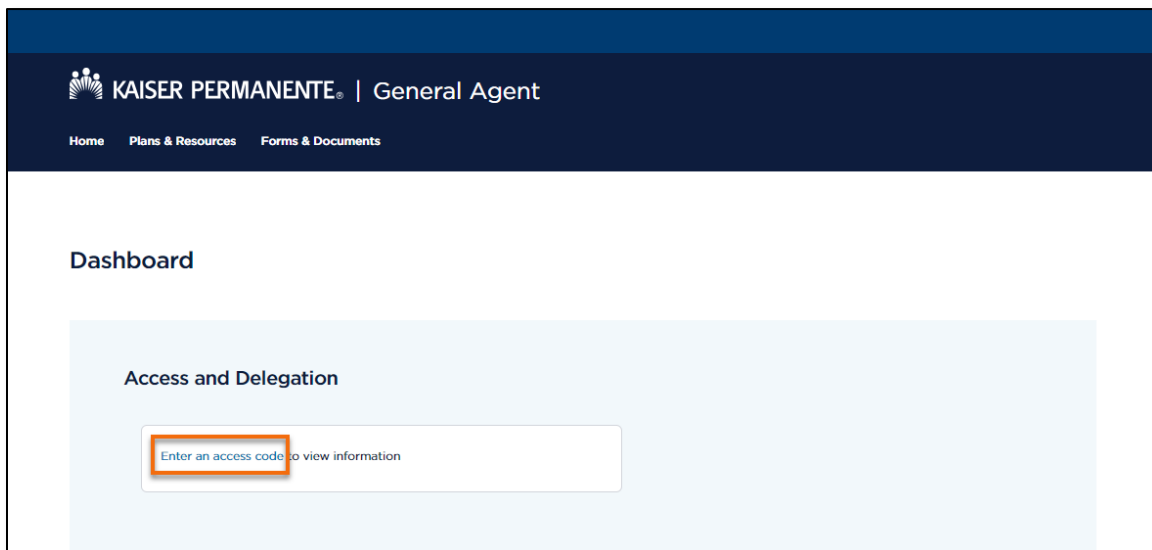
The screenshot shows the registration process for a Kaiser Permanente account. The title is "Register for a Kaiser Permanente account" with a "Registration tips" link. The progress bar indicates "Step 3 of 3 - Security questions". The section is titled "Security questions" with a note: "All fields are required unless noted as optional." There are three security questions, each with a dropdown menu for the question and a text input field for the answer. Question 1: "What is the name of a college you applied to but didn't attend?". Question 2: "What was your childhood best friend's first name?". Question 3: "At your first job, what was your boss' last name?". Below the questions is the "Terms and Conditions" section, which includes a link to "Kaiser Permanente's Terms and Conditions" and a checkbox that is checked: "I have read the Terms and Conditions and agree to the terms stated." At the bottom right, there are three buttons: "Cancel", "Back", and "Submit".

Activation Code

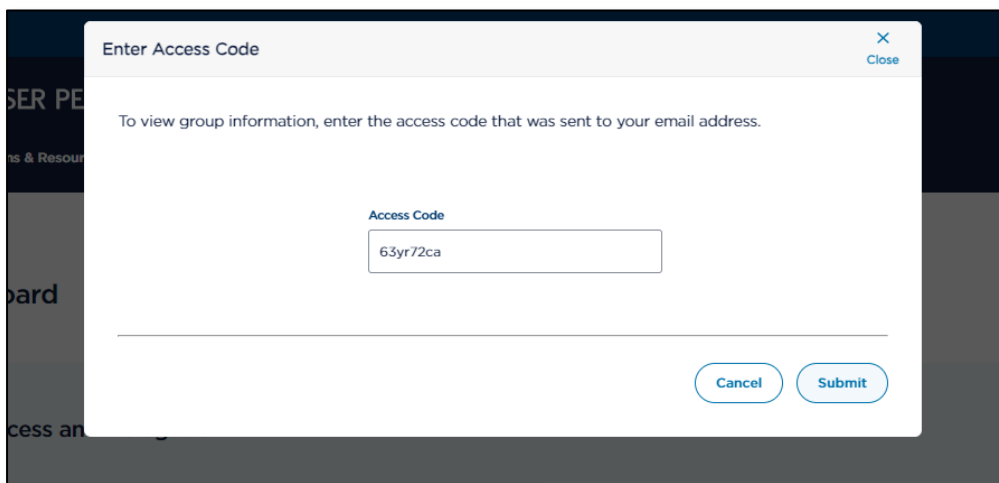
1. After you have submitted the registration form, you will see a confirmation screen.
2. Click **Sign in to your account**.



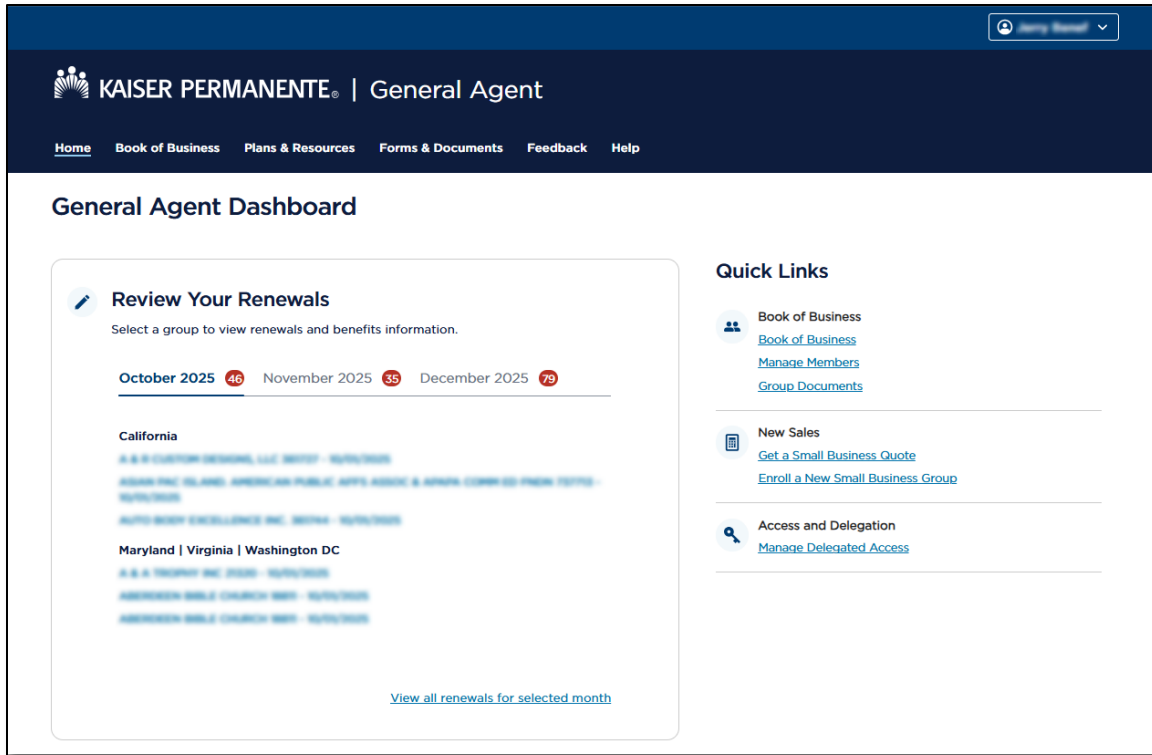
3. Click **Enter an access code**.



4. Enter the **Activation Code** from your email invitation.
5. Click **Submit**.



6. The General Agent Dashboard page opens. You can begin using the account features assigned to you.



Need Help?

For additional help, please contact the following:

Have general questions about delegation, registration, or self-service?	Employer Broker Services (EBS)	Email: ebs-web-support@kp.org Phone: 855-327-0507 Hours: 9am - 5pm EST
Have specific quoting questions?	Regionals Sales Team	CA: GASBUNEWGROUP@kp.org CO: CO-SBU-Sales-New@kp.org GA: BrokerQuotes.GA@kp.org MAS: MAS-SMALL-GROUP-NEW-BUSINESS@kp.org
Have specific enrollment questions?	Shared Service Team	All Markets: KPSBUBrokerNewGroups@kp.org