

## Requesting a Replacement ID Card

In this video, we'll show you how to request replacement ID cards for members.

First, make sure you're signed into [account.kp.org](https://account.kp.org), and have clicked Manage Members where you can view your group.

Select the Members tab, and use the search box to find the member who needs the ID card.

For more detailed information about finding members, refer to the tutorial video [Finding a Member](#).

Once you have located the member, you can either click the Actions menu on the far right and select Request ID Cards.

Or click the Member's name, and select Request ID Cards from the top right of the screen.

A new request will open, and you'll be asked to verify the member's information.

Click Next.

Verify or update the address, if needed.

Click Next.

Review the information for accuracy and click Next.

On the Order screen, check the boxes for any family members who need replacement ID cards.

Click Request IDs.

You'll see a confirmation message indicating ID cards are ordered.

Allow 5 to 7 days for members to receive their ID cards.

Click Done.