

Finding a Member

Finding a Member from the Members Tab

In this video, we'll show you how to find a member in account.kp.org.

First, make sure you've signed into account.kp.org and have clicked Manage Members, where you can view your group.

If you support a single group, the Members tab is the best method for finding a member.

Please note: For groups with more than 2000 members, the Members tab is replaced by the Find Member tab with a few fields which you'll complete to search for a member.

When you click the Members tab, you'll see a list of all members within the group.

Use the Search box to find a specific member by typing in their name and clicking the search icon.

Alternatively, you can sort the list, or filter the list to find the member you're looking for.

Finding a Member from Manage Members Menu

If you support a group above 2000 members, or support multiple groups, try using the Find Member search feature.

To do that, click Manage Members to open the drop-down.

Select Find Member.

On the Find Member page, there are two sections you'll need to complete using the member information you have available.

In the first section, select the Region and Group ID. The Subgroup and Billgroup fields are optional.

In the next section, complete at least one of the starred fields, which include the member's last name, Social Security Number, or Member Record Number.

Click Search.

You'll see a list of any members matching your search criteria.

Once you've found the member, you can use the action menu to the far right to complete common tasks, or click the member's name to view their information.

To quickly begin a new search, click Find Member in the navigation path in the top left of the page.