

## Navigating Manage Members

In this video, we'll show you how to navigate Manage Members in [account.kp.org](https://account.kp.org).

Sign into [account.kp.org](https://account.kp.org) and you'll see your Employer Dashboard.

Click Manage Members in the header.

This header will be at the top of every page to provide you ways to navigate through the site.

If you're a broker, your screen will be a bit different.

From Your Dashboard, click Book of Business in the header and select the Manage Members option.

Manage Members allows you to view group enrollment information and complete membership updates. There are different levels of user access.

If you have questions about what you can do online, please contact your group administrator.

The site is organized so you begin with high-level information and drill down to the details. Most users support only one group, so Manage Members will open to that Group page.

If you have access to more than one group, you will first see a page with a list of groups, where you must select the group you want to view.

To return to the Dashboard, click Home on the header. On the Group page, you will see the group's name and ID number, as well as a real-time count of active members.

To the right, you'll see links to common tasks.

If you click Group Member List on this page, you'll get a list of all members enrolled in this group.

Below, you'll see tabs for this group's Subgroups, Members, and Billgroups.

Here, you can see a list of all the Subgroups within this group.

You can use the column headers in each tab to sort the information as needed.

The Actions drop-down menus on the right, provide a quick way to initiate tasks for that subgroup. The Billgroups tab works the same way.

On the Members tab, you'll see all the members enrolled in this group.

Please note that if your group has more than 2000 members, the Find Member search feature will appear in place of the list.

Here, the Actions drop-down menus initiate tasks for that member.

From the Subgroups tab, click the subgroup's name to view its information.

You'll see the subgroup name, ID, and the number of active members within this subgroup.

On the right, you'll see links to common tasks.

On the Subgroup page, these tasks relate only to this subgroup.

The navigation path above will show you where you are within the group structure. To return to the Group page, click the group name in the path.

Note that Billgroup pages work the same way.

To visit the Help Center, click the link on the header.

Our online Help Center offers

quick answers to common questions, video tutorials, and other resources.