



KONZA Health Gateway Plus[®]

Platform User Guide

May 21st, 2026

KONZA Health Gateway Plus[®] is a secure online tool from KONZA Health that helps care teams access the right health information at the right time. It brings together medical records from different sources, making it easier to deliver safe, connected, and thoughtful care while keeping privacy and trust a top priority.

Website: <https://qhin.konzahealth.org/cgi-bin/login.cgi>

Support: helpdesk@konza.org | 877-520-5448

Browser Compatibility: Use Chrome, Edge, or Firefox for best results.

Version: May 2026

Contents

KONZA Health Gateway Plus® Platform User Guide	1
Getting Started: Multi-Factor Authentication (MFA)	3
Changing Your Password.....	3
Searching Patient Records	5
Required Information for Basic Search:	5
Purpose	5
Understanding Results	5
Printing Patient Records.....	6
Secure Messaging (DIRECT)	6
To Use:.....	6
To Send a Message:	6
Add Attachments:	6
Security Override (“Break the Glass”)	6
Help and Support	7

Welcome to **KONZA Health Gateway Plus**, your access point to a robust patient record interoperability as part of KONZA Health’s QHIN™ environment. This guide will walk you through key tasks like logging in, searching records, sending secure messages, and more.

This version is for full-access users (QHIN participants). Gateway Plus provides accessibility to KONZA Health HIE and QHIN data to our participating members.

Getting Started: Multi-Factor Authentication (MFA)

After logging in with your User ID and password:

1. A **6-digit code** is emailed to you from do-not-reply@carealign.net.
2. Enter this code on the second screen.
3. If needed, click **Resend Code**.

Pro Tip: *If you do not receive a code in your email inbox, check your junk mail or spam folder. If you still haven't received a code, contact your IT to ensure the email domain from our MFA are "whitelisted" in your email system. If you have any other issues logging in, please notify the Helpdesk.*



Changing Your Password

1. Navigate to the **Change Password** screen.
2. Enter your current password, then the new password (must meet requirements).
3. Re-enter to confirm (green checkmarks will confirm match).
4. Click **Change** – you'll be prompted to log in again.
5. On first login, complete **security questions** setup.

The screenshot shows a password change interface. At the top, a yellow box contains a list of requirements for a new password:

- Length - Must be at least seven (7) characters long.
- Characters - Must contain characters from three (3) of the following four (4) classes:
 - Uppercase Characters (A, B, C, D, ... Z)
 - Lowercase Characters (a, b, c, d, ... z)
 - Numbers (1, 2, 3, 4, ... 9)
 - Non-Alphanumeric Characters, such as punctuation symbols
- Uniqueness - This password has recently been used for this account. Please choose a new password.
- Username - Cannot contain your username.
- Partial Name - Cannot contain any part of your full name.
- Dictionary - Cannot be solely based on a word in the dictionary (weak).

Below the requirements are three input fields: "Current Password", "New Password", and "Confirm Password". Each field contains seven dots. To the right of the "New Password" and "Confirm Password" fields are green checkmarks in small boxes, with red arrows pointing to them. At the bottom left of the form is a "Change" button with a red border.

Security Questions

- 1 Please select and answer questions from the options provided below.
- 1 Security questions are required for password recovery and to log in from an unsecure location.

Question 1:

Answer 1:

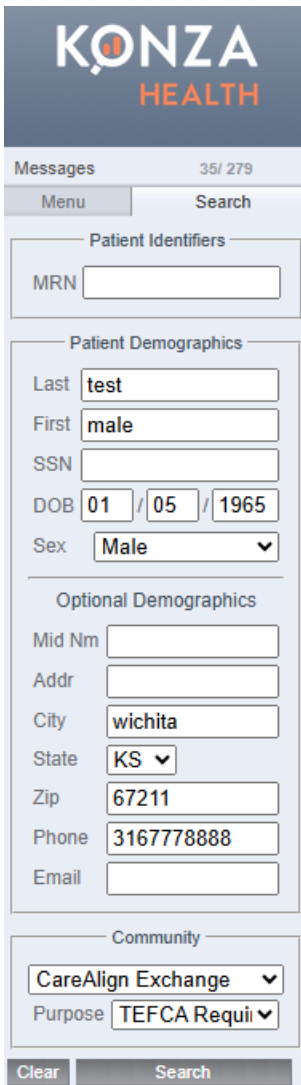
Question 2:

Answer 2:

Question 3:

Answer 3:

Submit



The screenshot shows the search interface with the following fields:

- Patient Identifiers:** MRN (empty)
- Patient Demographics:** Last (test), First (male), SSN (empty), DOB (01 / 05 / 1965), Sex (Male)
- Optional Demographics:** Mid Nm (empty), Addr (empty), City (wichita), State (KS), Zip (67211), Phone (3167778888), Email (empty)
- Community:** CareAlign Exchange (selected), Purpose (TEFCA Requi)

Buttons: Clear, Search

Searching Patient Records

From the left-side **Search** tab:

Required Information for Basic Search:

- Last Name
- First Name
- Date of Birth
- Sex (M/F/U)

Adding Optional Demographics is highly recommended for QHIN searches:

- Address
- City or Zip
- Phone Number without special characters

Pro Tip: Use filters like zip or city to refine your search.

Purpose

Choose TEFCA Required Treatment (DEFAULT) as the **Purpose of Use**

Select Search

Understanding Results

You'll see two or more result bands:

- **@ CareAlign Exchange**
Includes data received directly from KONZA Health HIE Members, organized by tabs
 - XCA (Continuity of Care Documents)
 - HL7 Documents (Reports, including Lab, Discharge Summaries, Notes)
 - Lab, Procedures & Diagnoses, Visit Info, Allergies, Medications
- **@ KONZA Network**
Consolidated CCDA summarizing 12 months of exchange data.
- **@KONZA Historical Network**
Consolidated CDA summarizing data prior to July 2025
- More bands could populate if QHIN data is returned.
 - The site of origin will be listed in the band

Printing Patient Records

- Click the **printer icon** on any tab
- For best results, use **Chrome, Edge, or Firefox**

Pro Tip Always follow HIPAA guidelines when printing or distributing PHI.

Secure Messaging (DIRECT)

Securely send and receive messages with patient data across organizations.

To Use:

- Click **Secure Messaging**
- View, compose, and manage your mailbox tabs
- Search by keyword or sender
- Set a default **signature** (gear icon)

To Send a Message:

- Click **New**
- Begin typing a DIRECT address or use address book (index card icon)
- Add recipients to **Favorites** (heart icon)

Add Attachments:

- **Upload:** Attach from your device
- **Patient Summary:** Attach CCDs directly from KONZA system

Pro Tip 1: Archive messages using the checkbox + folder icon

Pro Tip 2: Messages are not deleted but can be stored in custom folders

Security Override (“Break the Glass”)

When data is secured, you'll see a lock icon.

- Click the lock and select a reason to override.
- Only use during emergencies or with explicit consent.

Help and Support

If you encounter issues, contact the KONZA Health Help Desk:

- Email: helpdesk@konza.org
- Phone: 877-520-5448
- Website: www.konza.org

Thank you for using the **KONZA Health Gateway Plus Platform**. We are committed to providing secure, reliable, and comprehensive access to health data that supports your organization's interoperability and care coordination goals. If you have any questions or need additional support, please contact the KONZA Health Help Desk at helpdesk@konza.org or call 877-520-5448. We appreciate your continued partnership in advancing health information exchange.