



KONZA Health Gateway[®]

Platform User Guide

May 22nd 2026

KONZA Health Gateway[®] is a secure online tool from KONZA Health that helps care teams access the right health information at the right time. It consolidates medical records from multiple sources, making it easier to deliver safe, connected, and appropriate a top priority.

Website: <https://www.konza.org/gateway/>

Log in: <https://hie.konzahealth.org/>

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

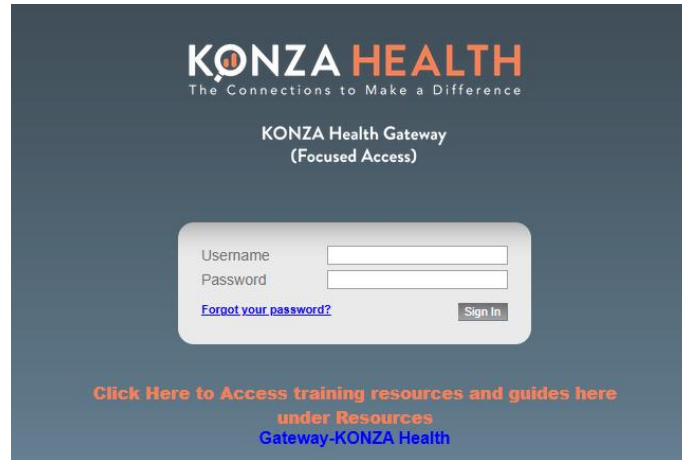
Browser Compatibility: Use Chrome, Edge, or Firefox for best results.

Version: May 2026

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



Getting Started: Multi-Factor Authentication (MFA)

After logging in with your User ID and password:

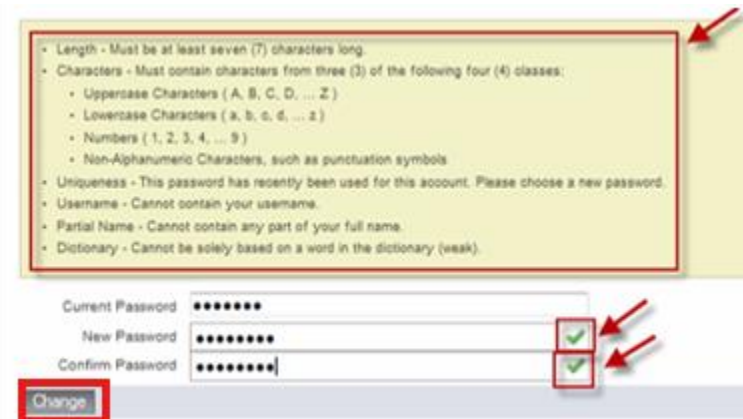
1. A **6-digit code** is emailed to you from do-not-reply@carealign.net.
2. Enter this code on the second screen.
3. If needed, click **Resend Code**.

***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.



• 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).

Current Password: [masked]
 New Password: [masked] ✓
 Confirm Password: [masked] ✓

Change

Security Questions

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

Question 1: [dropdown] ✓
 Answer 1: [text input]

Question 2: [dropdown] ✓
 Answer 2: [text input]

Question 3: [dropdown] ✓
 Answer 3: [text input]

Submit

The screenshot shows the search interface with the following fields filled in:

- Patient Identifiers:** MRN (empty)
- Patient Demographics:** Last: test, First: eCW, SSN (empty), DOB: 10 / 29 / 1971, Sex: Female
- Optional Demographics:** Mid Nm (empty), Addr (empty), City: hutchinson, State: KS, Zip: 67502, Phone (empty), Email (empty)
- Community:** CareAlign Exchange (dropdown), Purpose: Treatment (DE) (dropdown)

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 appropriate **Purpose of Use** for your query

- Treatment (DEFAULT) is the most commonly used

Select Search


Understanding Results

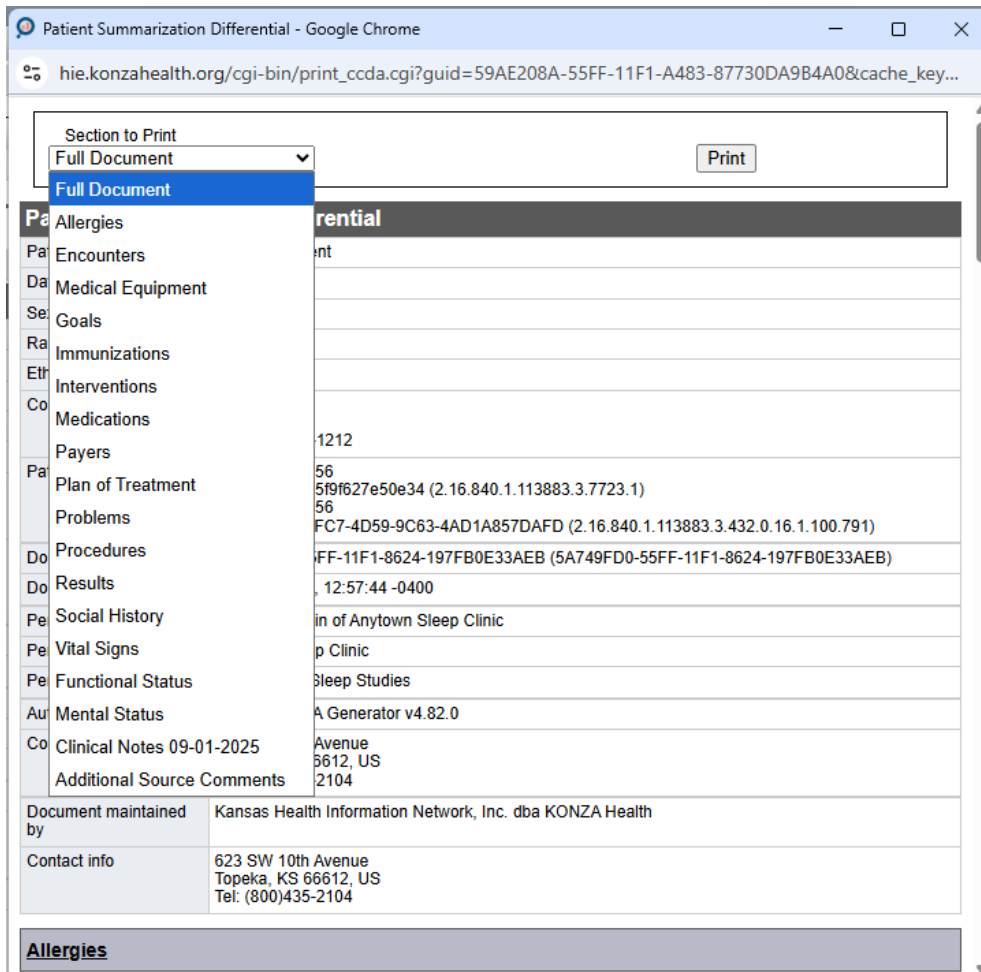
Typically, at least two result sources will populate.

<p>STC TESTPATIENT 07-08-1991 (34 Years Old) F 6bc7b3df-efc7-4d59-9c63-4ad1a857dafd @ KONZA Network</p>
<p>Stc Testpatient 07-08-1991 (34 Years Old) F 590f40840564aa0f24fa9730 @ KONZA Historical Network</p>

Each source band will provide access to the Consolidated CDA, with @ KONZA Network containing data from July 10th, 2025, to current and @ KONZA Historical Network containing data pre-July 10th 2025. Both documents have a twelve-month lookback period.

Printing Patient Records

- Click the **printer icon** on any tab 
 - Print Preview Window appears.
 - Print Full Document or select section to print



- 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 if configured for your user profile.

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

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 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.