



# KONZA Health Gateway®

## Platform User Guide

November, 2025

**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](mailto:helpdesk@konza.org) | 877-520-5448

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

**Version:** November 2025

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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.

*This version is for focused-access users. If you need full access as a QHIN participant, please use the [KONZA Health Gateway Full-Access User Guide].*

## Getting Started: Multi-Factor Authentication (MFA)

To begin, visit <https://hie.konzahealth.org/> and log in with your User ID and password.

After logging in:

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

**Pro Tip:** If you don't receive the email, check your spam. Also ensure your email domain accepts emails from [carealign.net](mailto:carealign.net). Contact your IT team if no email arrives.

**KONZA HEALTH**  
The Connections to Make a Difference

**KONZA Health Gateway**  
(Focused Access)

**A code has been emailed to you and is valid for 10 minutes.**  
Call the Support Desk if you do not receive the code.  
877-520-5448

Code

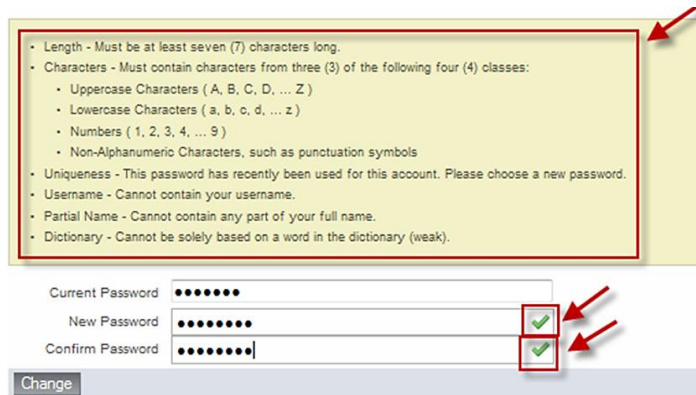
[Resend Code?](#)

**HIE Konza Health**

**Support Desk:**  
**helpdesk@konza.org**  
**877-520-5448**

## Changing Your Password

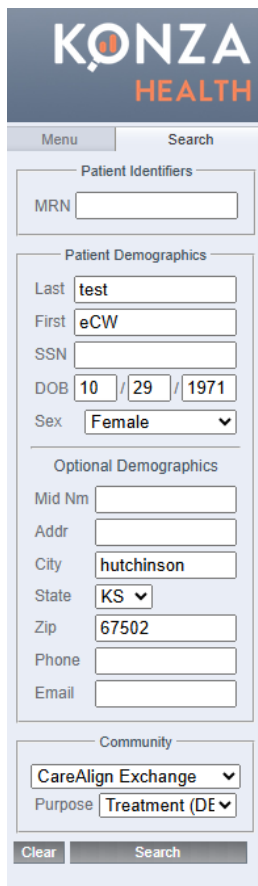
1. Navigate to the **Change Password** screen.
2. Enter your current password, then the new password (must meet requirements).
3. Re-enter to confirm (green checkmarks will confirm match).
4. Click **Change** – you'll be prompted to log in again.
5. On the first login, complete **security questions**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



**KONZA HEALTH**  
 Menu Search  
 Patient Identifiers  
 MRN [input]  
 Patient Demographics  
 Last [test]  
 First [eCW]  
 SSN [input]  
 DOB [10] / [29] / [1971]  
 Sex [Female]  
 Optional Demographics  
 Mid Nm [input]  
 Addr [input]  
 City [hutchinson]  
 State [KS]  
 Zip [67502]  
 Phone [input]  
 Email [input]  
 Community  
 CareAlign Exchange [dropdown]  
 Purpose [Treatment (DE)]  
 Clear Search

## Searching Patient Records

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

### Required “Big 4” for any search:

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

*It is best practice to also enter at least two optional demographics for most results:*

- Address
- City, State, and Zip Code
- Telephone number with no spaces or hyphens

Choose the **Purpose of Use** before hitting **Search** (e.g., Treatment, Operations).

## Understanding Results

Typically, at least two result sources will populate.

### STC TESTPATIENT

07-08-1991 (34 Years Old) F  
6bc7b3df-efc7-4d59-9c63-4ad1a857dafd @ KONZA Network

### Stc Testpatient

07-08-1991 (34 Years Old) F  
590f40840564aa0f24fa9730 @ KONZA Historical Network

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

## 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*

## 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.*

## 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](mailto:helpdesk@konza.org)
- Phone: 877-520-5448
- Website: [www.konza.org](http://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](mailto:helpdesk@konza.org) or call 877-520-5448. We appreciate your continued partnership in advancing health information exchange.