

CUREGATE

ORGANIZATION ADMINISTRATOR GUIDE

USE THIS GUIDE TO

Operate your organization portal, review evaluations, manage application mode, understand data classification, and work effectively with your technical team.

This guide is for the administrator appointed by a CureGate customer organization. It explains what you can see and control in the Organization Portal. It does not require technical knowledge.

Portal address: <https://console.curegate.app/organization>

1. What CureGate does

CureGate is an independent decision layer around your health AI. Your product creates a candidate answer. CureGate receives the user message, the candidate answer, and relevant context, then returns a clear decision about what your product should do next.

Your product	CureGate	Your product
Receives a user message and creates a candidate response.	Evaluates risk, context, policy, and the candidate response.	Logs or enforces the returned decision, depending on application mode.

CureGate does not replace your customer application. It helps your application avoid releasing responses that do not meet the assigned safety policy.

The Organization Portal

The portal is your organization-specific workspace. You will not see other CureGate customers. Use it to review applications, credential status, recent activity, and the detailed history of evaluations made for your organization.

2. Sign in and orient yourself

1. Open <https://console.curegate.app/organization>.
2. Sign in using the organization administrator email and password issued to you.
3. If you cannot sign in, contact CureGate support. Do not share passwords or API keys by email or chat.
4. The Overview tab is the starting point. It shows your organization, registered applications, current application mode, policy, credential status, and recent activity.

3. Applications and modes

An application is one customer product or workflow that calls CureGate, for example a patient chat, clinician-support tool, call-center assistant, or Health Guide Africa. Each application has an assigned policy and its own API credential.

Mode	What happens	What your product should do
SHADOW	CureGate evaluates and records every interaction, but patient impact is not permitted.	Keep your existing user-facing behavior. Log the CureGate response and review it in the portal.
ACTIVE	CureGate returns an enforceable customer action for every evaluation.	Apply the returned action: release, use proposed response, ask, hold, escalate, or block.

To change an application mode: in Overview, find the application card and press **Move to Active** or **Move to Shadow**. Confirm with the technical owner that the product has implemented all CureGate decisions before using Active.

4. API credentials

An API credential is the private key your technical team uses to call the CureGate API. The portal shows the credential label, prefix, status, and recent use. The full secret is displayed only once when issued.

1. Give the credential only to the technical owner who operates the application server.
2. Never put a credential into website JavaScript, a mobile app, screenshots, or a public document.
3. If a key is lost, exposed, or no longer needed, ask CureGate support to revoke it and issue a replacement.
4. A revoked credential cannot make new API evaluations.

5. Data classification

Every API request includes a data classification. This is the organization's declaration of the kind of data being sent. It appears on the evaluation record and can be used as a filter in the portal.

Classification	Meaning	Typical use
SYNTHETIC	Invented content with no real person's information.	Development, demonstrations, internal training, and test cases.
DEIDENTIFIED	Real interaction content processed to remove direct identifiers under your organization's process.	Quality review, analysis, and controlled testing.
PHI	Identifiable patient or health information.	A customer integration that deliberately sends identifiable health information.

Choose the value that accurately represents the request. Data classification is not a clinical severity score and does not change CureGate's medical-risk decision. It lets your organization review and separate different kinds of activity.

6. Reviewing evaluations

Open the **Evaluations** tab to see only evaluations created by your organization's applications. The list is paginated at 100 evaluations per page. Press **Refresh evaluations** when you need the newest data.

Use filters to focus the list:

Filter	Use it to answer
Decision	How often did CureGate approve, rewrite, escalate, or reject?
Date from / Date to	What happened during a particular deployment or review period?
Minimum severity	Which higher-risk interactions need attention?
Language	How does activity differ by language?
Minimum processing time	Which evaluations took longer than expected?
Application mode	Was the result made in Shadow or Active mode?
Data classification	Was the request Synthetic, Deidentified, or PHI?

7. Reading one evaluation

Click an evaluation row to open its detail panel. This is the record your organization uses to understand why CureGate made a decision.

Field	What it means
Decision	The decision made by the active policy.
Severity and actionability	Severity estimates potential harm from 0 to 5. Actionability estimates how directly the candidate asks or enables someone to act, from 0 to 4.
Primary and secondary risk codes	The most important risk family and any additional relevant risk families.
Reason and detector signals	The explanation and the signals that contributed to the decision.
Safe behavior	The required protective behavior for your product.
Proposed response	The safer replacement response when CureGate supplies one. Use it only according to the returned customer action.
Prompt, candidate, clinical context, history	The complete interaction that CureGate evaluated. Conversation history matters for short messages such as yes, no, or it got worse.
Application mode and data classification	The deployment state and declared type of data at the time of the evaluation.

The seven decisions

Decision	Practical meaning
APPROVE	The original candidate response may be released.
APPROVE WITH QUALIFICATION	Use the CureGate proposed response, which adds a necessary limitation or condition.
REWRITE	Do not show the original candidate; use the proposed response instead.
ASK FOR MISSING INFORMATION	Hold the candidate and request the missing context through the approved flow.
ROUTE FOR ADDITIONAL VERIFICATION	Hold the response while the designated verification process is completed.
ESCALATE	Hold the response and activate the approved human or urgent-care pathway.
REJECT	Block the response or request because it is outside permitted scope or cannot be safely repaired.

8. Conversation context

Health chat often depends on prior messages. A message such as “yes” may mean very different things depending on the earlier question. Your technical team should send the last six relevant turns by default, in order, with user and assistant roles.

Recommended handoff to your technical team

1. Send the original-language user prompt and candidate response for every evaluation.
2. Send relevant verified clinical context separately from conversation history.
3. Send up to six recent, relevant turns. Include the assistant response that was actually shown to the user.
4. Send the correct language, user role, stable external interaction ID, and truthful data classification.
5. Use a unique Idempotency-Key for each logical interaction. Reuse that key only when retrying the exact same interaction.

9. Your operating routine

Frequency	Recommended administrator activity
Daily during a launch	Review escalations, rejections, technical errors, and unexpectedly slow evaluations.
Weekly	Review decision mix, high-severity cases, languages, and any recurring issue shown by detector signals.
Before moving to Active	Confirm your product can enforce all seven decisions and that its escalation workflow is operational.
When changing a product	Tell CureGate and test the changed flow in Shadow mode first.

Getting help

For access, credentials, policy assignment, or a technical integration question, contact CureGate support. When reporting an issue, include the evaluation ID, application name, and approximate time. Do not include an API secret in the message.

End of guide