



GLOOKO® FOR PERSONAL USE  
QUICK START GUIDE

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## Intended Use

Glooko is a data management software intended for use in home and professional settings to aid individuals with diabetes and their healthcare professionals in review, analysis and evaluation of device data to support an effective diabetes management programme. Glooko connects to compatible medical devices and trackers to allow users to transfer their data to the Glooko system.

Glooko is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice.

## Warnings

The Glooko® device system for Glooko application does not measure, interpret or make decisions on the data it conveys, nor is it intended to provide automated treatment decisions or to be used as a substitute for professional judgement. All medical diagnosis and treatment are to be performed under the supervision and oversight of an appropriate healthcare provider.

# 1. How to Start Using Glooko®

Glooko allows people with diabetes to synchronise data from popular blood glucose (BG) meters, insulin pumps and Smart Pens, continuous glucose monitors (CGMs) and health and fitness devices – and securely share that information with their healthcare teams. With multiple viewing options, Glooko provides insights into glucose data fluctuations based on integrated or manually added lifestyle events, including exercise, food, carbs and medications. Glooko can be accessed via the Glooko mobile app or Glooko web app.

**NOTE:** Some screens may vary based on additional features. For more information, consult the [Appendix: Additional Features](#).

## 1.1 Compatibility

Glooko supports iOS devices on OS 14.0 or later and Android devices on OS 6.0 or later.

Glooko supports the following web browser versions:

- Google Chrome version 87 or later
- Microsoft Edge version 94 or later
- Firefox version 78 or later
- Safari version 11.1 or later

For the best performance, we recommend using Google Chrome.

To determine your diabetes device compatibility, consult the [Glooko Compatibility](#) page.

### MeterSync Blue\*

The MeterSync Blue is a Bluetooth device used with BG meters that are not Bluetooth-enabled to upload diabetes device data to the Glooko mobile app. For detailed instructions on how to pair the MeterSync Blue to your mobile device, consult the [MeterSync Blue Quick Start Guide](#).

*\* Currently only available in the U.S.*

### Glooko Uploader

If your diabetes device is not compatible with your smartphone, and the PC/MAC option is available according to the Compatibility page, you can install the Glooko Uploader to upload your data using your computer. For detailed instructions on how to use this tool to upload data, consult the [Glooko Uploader Quick Start Guide](#).

## 1.2. Upload and View Your Diabetes Data

Once you have determined your diabetes device compatibility and which method you will use to upload your data, follow the steps below to begin uploading your diabetes data to Glooko:

### Step 1: Log into your Glooko Account

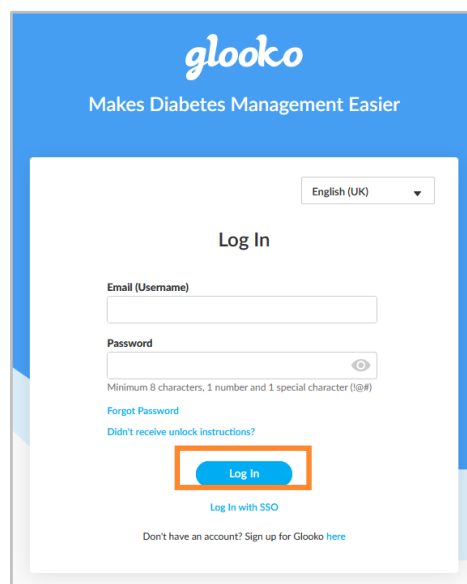
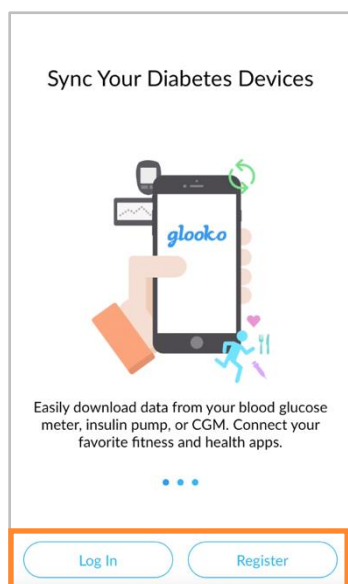
Log into your Glooko account via the Glooko mobile app or Glooko web app.

**Mobile App:** Install the app from the [App Store](#) or [Google Play](#). If you already have an account, tap **Log In**, enter your login information and tap **Log In** again. If you do not have an account, tap **Register** and follow the on-screen prompts to create a new account.

**NOTE:** If you were given an activation code by your provider or through a sponsored programme, you will have the option to enter that code during the registration process.

**Web App:** Go to [my.glooko.com](https://my.glooko.com) in your web browser. If you already have an account, enter your login information and click **Sign In**. If you do not have an account, click the link to sign up for a new account (or go to [join.glooko.com](https://join.glooko.com)) and follow the on-screen prompts to create a new account.

**NOTE:** If you received an activation request via email notifying you that your healthcare provider created an account for you, click the **Activate Account** button within the email and follow the on-screen prompts to activate your account. If you were given an activation code by your provider, go to [join.glooko.com/activate](https://join.glooko.com/activate) and follow the on-screen prompts to activate your account.



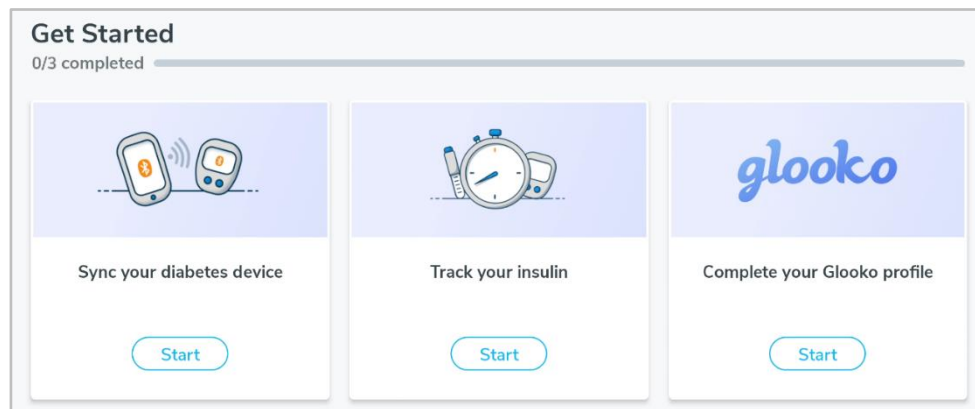
## Step 2: Upload your Diabetes Device Data

After you have logged into the Glooko mobile or web app, you can upload your data to your Glooko account.

### Mobile app:

The Glooko Mobile App has been redesigned and users will now be encouraged to complete a set of onboarding goals in order to quickly familiarise themselves with the app and its main features.

**NOTE:** The onboarding goals may vary depending on account type and country/language settings.



To add and sync additional devices after the onboarding goals have been completed, tap the **Devices** button on the home screen. Please reference the [Glooko Mobile App Overview](#).

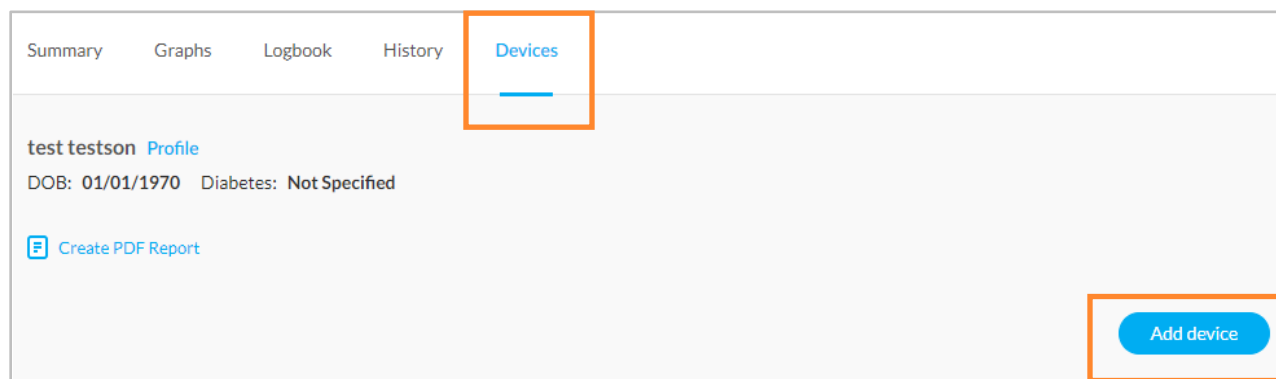
### Order hardware:\*

If you need to order syncing hardware, tap the **Account** menu in the upper-right corner and then select **Order Sync Hardware**.

*\*Only applicable in the U.S. and Canada*

## Web App:

Some diabetes devices can be synced using your computer together with the [Glooko Uploader](#) software to upload data to your Glooko account, while others require a cloud connection or can be synced using a mobile phone and the Glooko Mobile App. To find out the different uploading methods available for each diabetes device, please click the **Add device** button on the Devices page (or use the Add device link on the Summary page).



1. Click the **Add device** button on the Devices page.
2. Select device category.
3. Select your device and upload data according to the available methods listed for the device.
4. The devices that you have previously synced with your account will be visible under My devices or My cloud connections depending on device.

**Please note:** The compatibility of the diabetes devices varies depending on country/market.

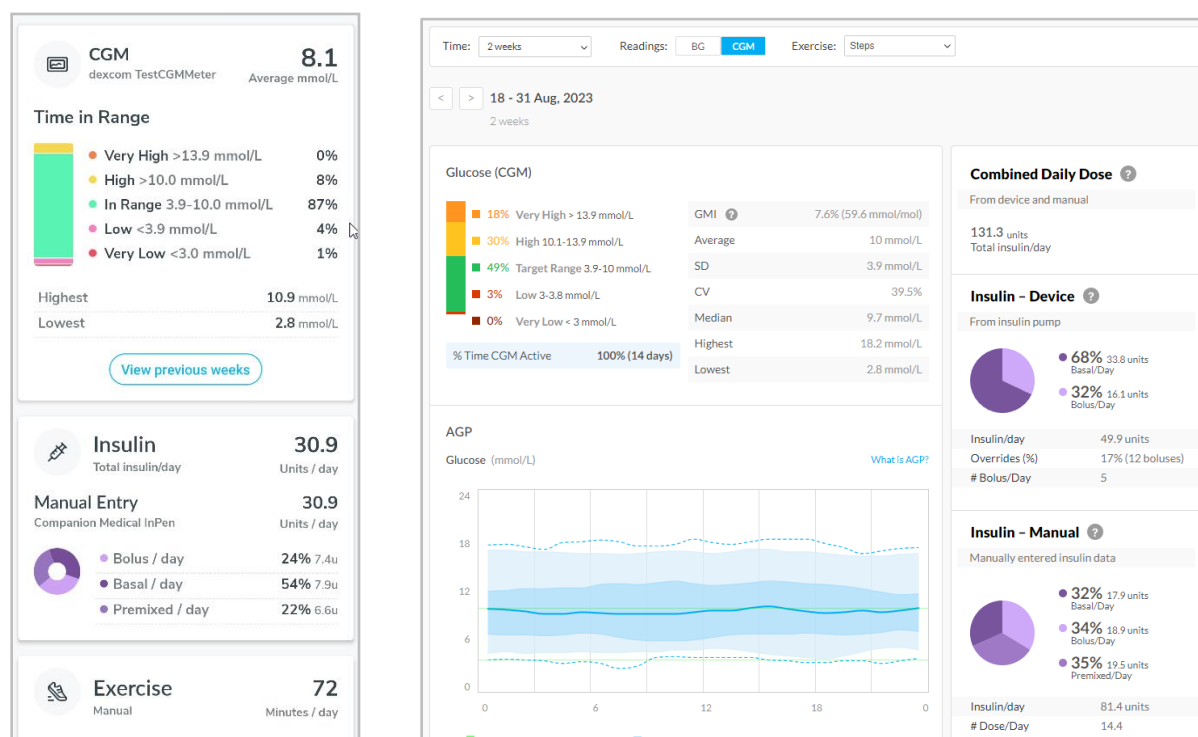


## Step 3: View your Diabetes Data

Once your data has been uploaded, it is available for you to view in the Glooko mobile app or Glooko web app.

Toggle between the different screens for multiple views of your data – and generate [reports](#) to print, share or save that data.

To learn more, see [View Charts and Graphs](#).



**NOTE:** In the Glooko Web App, insulin pump data and Smart Pen data will be displayed as **Insulin – Device** and manually entered insulin data will be displayed as **Insulin - Manual**. If a patient has a pump with advanced technology to automatically stop the pump and/or automatically deliver insulin, the summary page will display an additional information card with the title **System details** below Insulin. Please reference [Appendix: Additional Features](#) for more information.

## 2. Glooko Mobile App Overview

There are a number of Glooko mobile app features that add value to your diabetes management programme and enable Glooko to more seamlessly integrate with your lifestyle. By taking advantage of these features, you can easily track, upload and share your diabetes data wherever you are.

### Add care team

Tap here to add the ProConnect Code of your care team to share your data with them.

### Daily log

Tap here to see daily historic data, such as: Blood Glucose Readings, Insulin Doses, Food Entries, Exercise data and more.

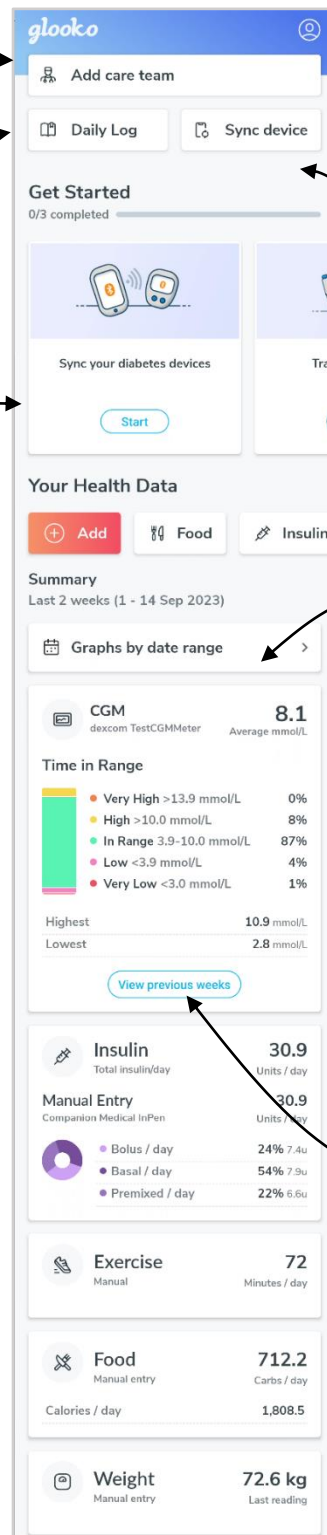
### Get Started\*

Complete the onboarding goals by tapping each card and following the on-screen instructions. Once all the goals have been completed this section will not appear again.

*\*The onboarding goals may vary depending on account type and country/language settings.*

### Add

Tap here to make manual entries, such as: A1C, Blood Pressure, Exercise, Food, Insulin, Medication, Note and Weight.



### Account

Tap here to find the following menu options: Profile, Devices, Settings, Share Report, Reminders, Order Sync Hardware, About and Help.

### Sync device

Tap here to add and sync your diabetes devices.

### Charts and graphs

Tap here to view charts and graphs.

### BG/CGM, Insulin, Exercise, Food and Weight

If data exists from within the last two weeks, a short summary will be presented here for these data types.

### View previous weeks

Tap here to see a weekly overview, including: Time in Range/week, average Blood Glucose/week, average Insulin/day.

## 2.1. Manage your Account

By tapping the **Account** icon at the top-right corner of the home screen you can view and update your personal details, add a ProConnect Code, manage your device settings, share reports, create reminders, delete or log out of your account and more.

**NOTE:** Many of these and additional settings can be configured in the Glooko web app > [Settings](#).

### Profile

To access your personal details, select **Profile** from the **Account** menu.

To update your information, tap an item to change the selected value. Tap **Done**, if applicable, to register your changes.

**NOTE:** Name, Email and Gender can only be updated in the Glooko web app > [Settings](#).

### Add a ProConnect Code

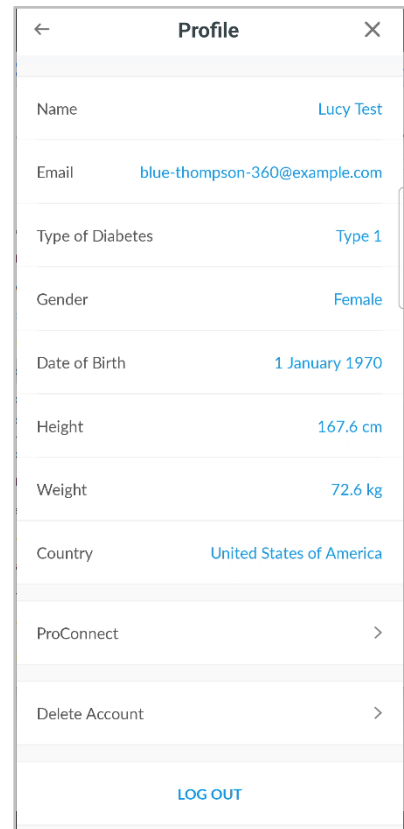
If your healthcare provider(s) also use Glooko, you can add their ProConnect Code(s) to your account to automatically share your diabetes data with them via the secure cloud.

**NOTE:** You can add up to five (5) ProConnect Codes to your account.

To add a new ProConnect Code:

1. In **Account** > **Profile**, tap **ProConnect**.
2. Tap **Add Care Team**.
3. Enter the ProConnect Code and then tap **Continue**
4. Tap **Connect**.
5. Tap **OK** to save.

**TIP:** You can also add a ProConnect Code in the Glooko web app in Settings > [Account](#).



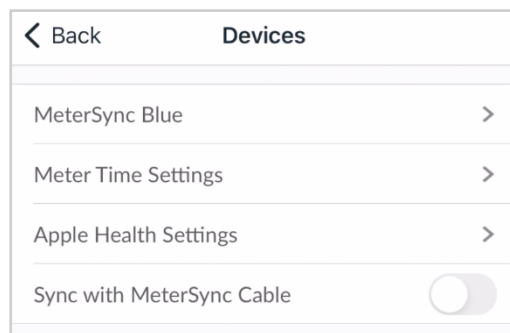
The screenshot shows the 'Profile' screen in the Glooko app. At the top, there is a back arrow and the title 'Profile' with a close 'X' icon. Below this is a list of personal details, each with a text field and a value: Name (Lucy Test), Email (blue-thompson-360@example.com), Type of Diabetes (Type 1), Gender (Female), Date of Birth (1 January 1970), Height (167.6 cm), Weight (72.6 kg), and Country (United States of America). At the bottom of the list are two items: 'ProConnect' and 'Delete Account', both with right-pointing chevron icons. At the very bottom of the screen is a 'LOG OUT' button.

| Field            | Value                         |
|------------------|-------------------------------|
| Name             | Lucy Test                     |
| Email            | blue-thompson-360@example.com |
| Type of Diabetes | Type 1                        |
| Gender           | Female                        |
| Date of Birth    | 1 January 1970                |
| Height           | 167.6 cm                      |
| Weight           | 72.6 kg                       |
| Country          | United States of America      |
| ProConnect       | >                             |
| Delete Account   | >                             |
| LOG OUT          |                               |

## Devices

In **Account > Devices**, you can set up a [MeterSync Blue](#) device, view Meter Time Settings, connect an Apple Health account and toggle MeterSync cable syncing on or off.

To update your Devices, tap an item and change the settings as needed. Tap **Done**, if applicable, to register your changes.



## Connect to Apple Health

You can connect your Apple Health account to your Glooko account to synchronise BG and CGM readings, insulin data and nutrition information in near real-time.

**NOTE:** Before connecting your Apple Health account, the Apple Health app must be installed on your mobile device. You will be required to make updates within the Apple Health app to allow Glooko to access your data.

To connect your Apple Health account:

1. In **Account > Devices**, tap **Apple Health Settings**.
2. Tap on the Shared Data Types (**Carbs, Calories, Fat, Protein, Insulin** or **Blood Glucose**) you would like to enable.

**NOTE:** Tapping **Blood Glucose** will enable sharing of BG and CGM data.

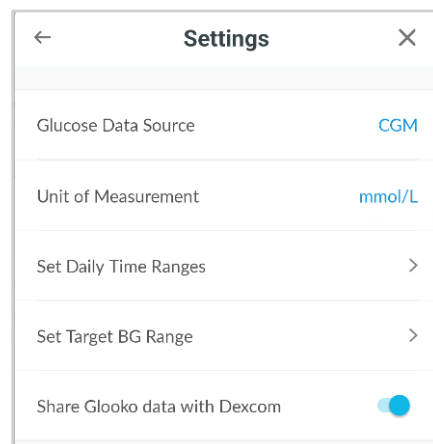
3. When the Apple Health app opens:
  - Tap **Turn All Categories On** or tap to toggle on synchronisation for only **Blood Glucose, Carbohydrates, Dietary Energy, Insulin Delivery, Protein** or **Total Fat**.
  - Tap **Allow** to allow Glooko to access your data.
4. You will be routed back to the Glooko app to view your synchronised data.

## Settings

In **Account > Settings**, you can view and update your Glooko account settings, including your Glucose Data Source, Prime Detection, Unit of Measurement\*, Set Daily Time Ranges and Set Target BG Range. You can also enable data sharing with Dexcom.

To update your settings, tap an item to change the selected value. Tap the **tick (✓)** or select **Done**, if applicable, to register your changes.

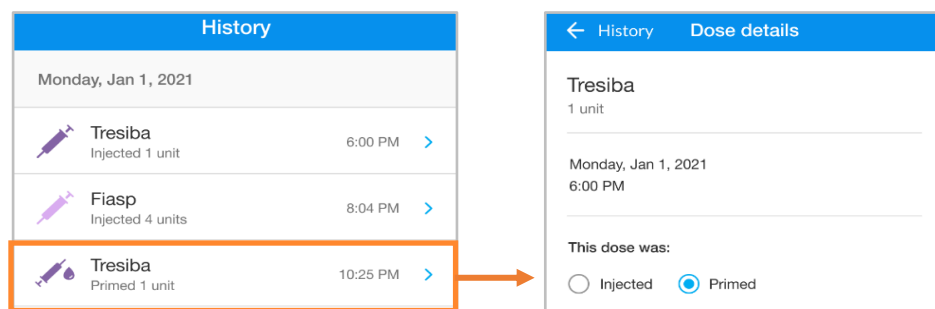
*\* For users in Canada, this setting is locked to mmol/L and cannot be toggled to mg/dL.*



## Prime Detection\*

### For other Smart Pens

This is a feature available for patients using selected Smart Pens. Prime detection is automatically enabled for patients where this feature is allowed by local regulations in the patients' country of residence. When prime detection is enabled, Glooko excludes probable prime doses from the insulin statistics and graphs. All doses are, however, stored in Glooko and are never deleted. In the **Daily log**, patients have the option to manually change the status of a dose.



**NOTE:** The priming detection algorithm is not always accurate. The software detects prime doses that are two units or less within six minutes before another insulin injection. If too much time has passed between your priming dose and injected dose, your prime dose may show up as an injected dose. You will have to manually designate your dose as prime. To do this, tap on the dose in the **Daily log** and select **Primed**.

### For Sanofi SoloSmart

Sanofi SoloSmart device detects prime doses and reports them to Glooko. For detailed information regarding which doses the SoloSmart reports as prime doses, please refer to the SoloSmart instruction manual.

*\*May not be available in your country. Currently not available in the U.S.*

## 2.2. Manually add data

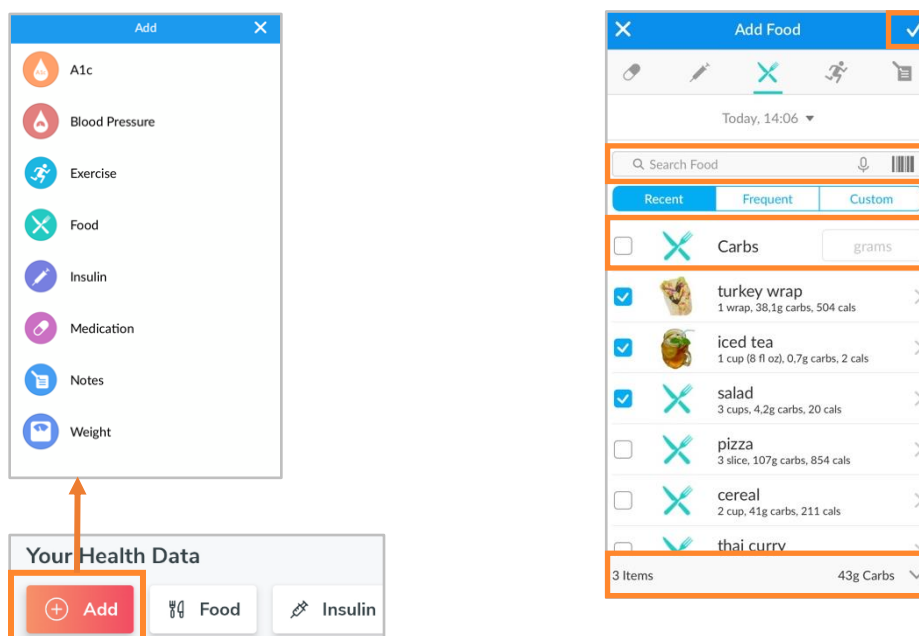
Different types of data, including A1c, Blood Pressure, Weight, Medication, Insulin, Food and Exercise, as well as custom Notes, can be manually added to your Glooko mobile app so that they can be viewed alongside blood glucose data to reveal trends and patterns.

To manually add data:

1. Tap **Add (+)** on the home screen.
2. Select the type of data: **A1c, Blood Pressure, Weight, Medication, Insulin, Food, Exercise** or **Notes**.
3. Tap the **date/time** field and adjust the date and time of the data entry, if necessary.
4. Search for and/or select (from your Recent, Frequent or Custom lists) the item(s) you would like to include in the entry and add all relevant details. Tap **Done** and/or the **plus (+)** symbol to add the item(s).
  - To add multiple entries (of different types) at the same time, toggle between the event types at the top of the Add Event menu and add items as needed (not applicable for A1c, Blood Pressure or Weight).
5. Tap the **tick (✓)** at the top-right of the screen to save your entries.

**TIP:** When adding a Food event, you can search for the item, select from Recent or Frequent items, add a Custom item or add a quick Carbs entry. You can also use your voice or the bar-code scanner by tapping the **microphone** icon (🎤) or **bar-code** icon (📊) in the search bar. As foods are added, total carbs will display at the bottom of the screen (expand for calories, fat and protein).

**NOTE:** The ability to search for food items is currently available in English, German, French, Spanish and Italian. And the microphone and bar code search options are currently available in the U.S. only. In other languages you have the option to add a Custom item or a Carbs entry.



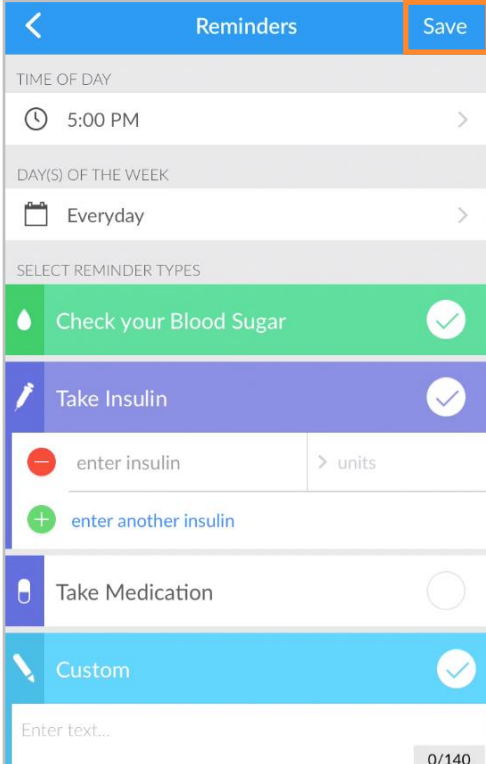
## 2.3. Set Reminders

You can set reminders to Check Your Blood Sugar, Take Insulin, Take Medication or set a Custom reminder from within the Glooko mobile app. You will be alerted via push notification on your mobile device at the specified reminder time.

**NOTE:** In order to receive push notifications from Glooko, you must also toggle on the Push Notifications option in Profile > [Settings](#).

To create a reminder:

1. Select **Reminders** from the **Account** menu.
2. Tap the **plus symbol (+)** at the top-right of the screen to create a new reminder.
3. Configure the reminder settings:
  - **Time of Day:** Tap and scroll to select the time of day the reminder should occur.
  - **Day(s) of the Week:** Tap to place a tick (✓) beside the day(s) of week on which the reminder should occur.
  - **Select Reminder Type(s):** Tap to place a tick (✓) beside the reminder type(s) you would like to add and enter all relevant information.
4. Tap **Save** at the top-right of the screen to enable the reminder(s).

The screenshot shows the 'Reminders' setup screen in the Glooko app. At the top, there is a blue header bar with a back arrow on the left, the word 'Reminders' in the center, and a 'Save' button on the right. Below the header, the screen is divided into sections. The first section is 'TIME OF DAY' with a clock icon and '5:00 PM' selected. The second section is 'DAY(S) OF THE WEEK' with a calendar icon and 'Everyday' selected. The third section is 'SELECT REMINDER TYPES' with a list of options: 'Check your Blood Sugar' (green background, checked), 'Take Insulin' (purple background, checked), 'Take Medication' (blue background, unchecked), and 'Custom' (light blue background, checked). Below these options, there are input fields for 'enter insulin' and 'enter another insulin', and a 'units' field. At the bottom, there is a text input field labeled 'Enter text...' and a character count '0/140'.

## 2.4. View Charts and Graphs

Glooko makes visualising your diabetes health easier by providing at-a-glance insights into your blood glucose data in the form of Graphs and Trends – and you can generate [reports](#) to save, print or share that data.

You can access this view by tapping **Charts and Graphs** on the home screen.

# Graphs

The Graphs tab displays visual representations of your BG/CGM, Exercise, Insulin and Carb data. Graphs can be viewed over a 1-week, 2-week, 1-month or 3-month time period.

To access Graphs:

1. Tap **Charts and Graphs** on the home screen.
2. Tap the **Graphs** tab at the top of the screen.
3. The following graphs display:
  - BG Average or CGM Average
  - Exercise
  - Insulin
  - Carbs
  - BG by Time of Day or CGM Daily Overview
  - Weight
4. Tap the **down arrow (▼)** to expand any of the graphs, and slide to the left or right to view greater detail by day.



**TIP:** If you have BG and CGM data available, you can select which Glucose Data Source will pull in Profile > [Settings](#).

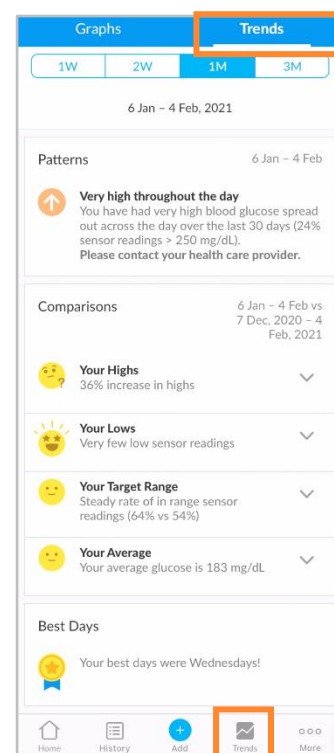
## Trends\*

The Trends tab displays Patterns, Comparisons and Best Days based on your BG/CGM data. Trends can be viewed over a 1-week, 2-week, 1-month or 3-month time period.

**NOTE:** A minimum of 15 days of data, with at least two readings per day, is required to provide insights.

To access Trends:

1. Tap **Charts and Graphs** on the home screen.
2. Tap the **Trends** tab at the top of the screen.
3. The following Trends display:
  - **Patterns:** These identify times of day when your BG/CGM readings are notably high, low or in your target range. Patterns are available only in the 1-month date range and will populate only if they can be identified.





- **Comparisons:** These help you monitor changes in your diabetes data over time by indicating how often your BG/CGM readings were high, low or in range for the time period selected as compared with the previous time period.
  - **Best Days:** These help you identify which days your diabetes health was best managed, based on your BG/CGM data.
4. Tap the **down arrow (▼)** to expand a Comparison to view greater detail.

**TIP:** If you have BG and CGM data available, you can select which Glucose Data Source will pull in Profile > [Settings](#).

*\* Currently only available in the U.S.*

## 2.5. Synchronise Fitness & Health Apps

With the Glooko mobile app, you have the ability to integrate exercise routine data from leading third-party fitness and health apps. This allows you to visualise your activity data and how it correlates with your glucose and insulin data.

To find out if your fitness or health app(s) are compatible with Glooko, consult the [Glooko Compatibility](#) page.

To synchronise your fitness or health app(s) with Glooko:

1. Tap the **Devices** button on the home screen.
2. Tap **Add New Device**.
3. Tap to place a **tick (✓)** beside **Fitness and Health Devices**, then tap **Continue**.
4. Tap to place a **tick (✓)** beside the device(s) you would like to synchronise.
5. Tap **Add**.
6. Next, tap **Connect** to complete the setup process for each new device.
  - After adding your device(s), you can complete the setup process at a later time by tapping the **Devices** button on the home screen and then tapping **Connect** beside the device(s) in the list.
7. Follow the on-screen prompts to connect the device(s) to Glooko.

## 3. Glooko Web App Overview

The Glooko web app enables access to your glucose, insulin, carb and fitness data through consolidated analytics and report views. With graphs and statistics by time of day and date range, you can better understand how often your glucose readings fall below, above and within normal range as a result of your lifestyle and care decisions. Reports are based on data from your blood glucose meter, insulin pump, continuous glucose monitor (CGM), fitness and health apps and events manually added in the Glooko mobile app.

### 3.1. Manage Settings

To access your account Settings, select **Settings** from the drop-down menu at the top-right of your Glooko web app. On this screen, you have the option to update your Glooko account information (including your Email, Password and ProConnect Codes), configure your Data Settings, connect to third-party apps and more.

The screenshot shows the Glooko web app interface. At the top is a blue header with the 'glooko' logo on the left and a user profile icon labeled 'LT' on the right. Below the header is a navigation bar with links: Summary, Graphs, Logbook, Insights, and Devices. A dropdown menu is open from the user icon, showing options: Lucy Test, Settings (highlighted with an orange box), Help, and Log Out. The main content area is titled 'My Profile' and contains a form with fields for: First Name (Lucy), Surname (Test), Date of Birth (January 1, 1970), Type of Diabetes (Type 2), Gender (Female), Height (168 cm), and Weight (73 kgs). The 'cm' and 'kgs' units are selected with radio buttons. A blue 'Save' button is at the bottom right, also highlighted with an orange box.

### My Profile

In Settings > My Profile, you can view and update basic demographic information, including your Name, Type of Diabetes, Date of Birth, Height and Weight. To make changes, click into the field(s) and update as needed. Click **Save** to register your changes.

## Account

In Settings > Account, you can update your Email, Password or Language, manage your ProConnect Code(s) and change your Primary Provider.

Account

Email Address  
blue-thompson-360@example.com  
[Change Email](#)

Password  
\*\*\*\*\*  
[Change Password](#)

Language  
[Change Language](#)

ProConnect Code [?](#) [Edit ProConnect](#)

★ **Primary Provider** [?](#)

Diabetes Clinic ★ 1234567 [?](#)

[+ Add New Code](#)

Data Authorization

Share Omnipod® System data with Insulet ☐ Agree ☐ Disagree [?](#)

Share Glooko data with Dexcom ☒ Agree ☐ Disagree [?](#)

## Change Email, Password or Language

To update your Email, Password or Language, click **Change Email**, **Change Password** or **Change Language**, enter or select the desired value and click **Save**.

## Add a ProConnect Code

If your healthcare provider(s) also use Glooko, you can add their ProConnect Code(s) to your account to automatically share your diabetes data with them via the secure cloud.

**NOTE:** You can add up to five (5) ProConnect Codes to your account.

To add a new ProConnect Code, follow these steps:

1. In Settings > Account, click **+ Add New Code**.
2. A pop-up window will display. Click **Continue** to proceed.
3. Enter the ProConnect Code.
4. Click **Submit**.
5. Click **OK** to return to the Settings menu.

**TIP:** You can also add a ProConnect Code to your account in the Glooko mobile app in Profile > [Personal](#).

## Change Your Primary Provider

Your Primary Provider is indicated with a star (★). Your Primary Provider has the ability to adjust your Pump BG Entry Settings, which influence your graphs and statistics. If you are sharing with multiple providers, only one can be set as your Primary Provider.

To change which provider is designated as your Primary Provider, follow these steps:

1. In Settings > Account, click **Edit ProConnect**.
2. Select your choice for **Primary Provider** by toggling on the button to the left of the provider name.
3. Click **+ Confirm Change** to register the new selection.

## Data Settings

In Settings > Data Settings, you have the option to adjust your Unit of Measurement, Pump BG Entry Settings, Target BG Ranges and Daily Time Ranges.

The following Settings display:

- **Unit of Measurement:** This can be toggled to **mg/dL** or **mmol/L**. This is automatically set based upon whether you are using a mg/dL or mmol/L-based BG meter. For users in Canada, this setting is locked to mmol/L and cannot be toggled to mg/dL.

- **Pump BG Entry Settings:** This can be toggled to **Yes** or **No** to include or exclude BG readings manually entered in insulin pumps in your graphs and statistics. By default, these readings are included.

**NOTE:** If you are [ProConnected](#), your Primary Provider can also adjust your Pump BG Entry Settings.

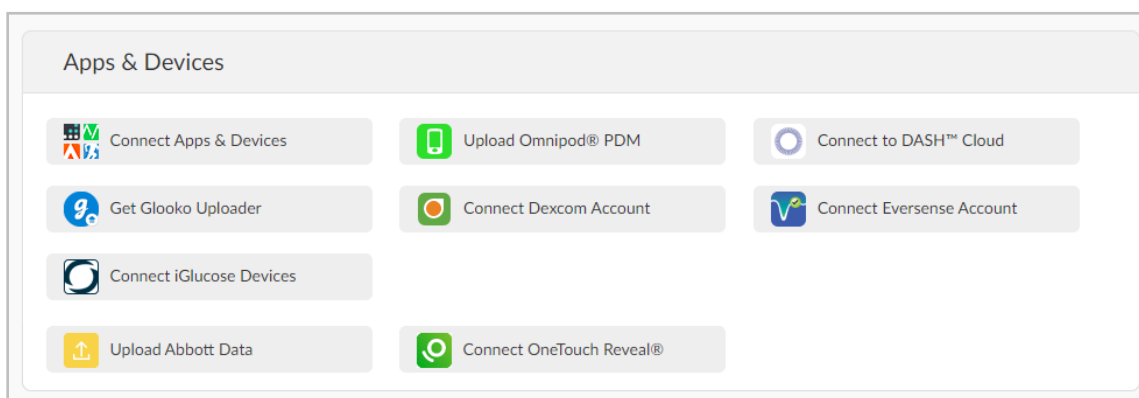
- **Target BG Ranges:** This allows you to change your Target BG Ranges, including the Lower Limit, Before Meal Upper Limit and After Meal Upper Limit. To edit these ranges, click into the field of the value that needs to be modified and enter the desired value.

- **Daily Time Ranges:** This allows you to set the times of day that indicate the start of your Morning, Afternoon, Evening and Night routines. To update these ranges, click the **down arrow (▼)** beside any of the times of day and select a new start time.

**TIP:** Many of these settings can also be updated in the Glooko mobile app in Profile > [Settings](#).

## Apps & Devices

In Settings > Apps & Devices, you have the option to connect your third-party fitness and health apps, install the Glooko Uploader or connect a device account to your Glooko account. Please note that the availability to connect different apps and device accounts will vary depending on region/market.



## Connect Apps & Devices

You have the ability to synchronise your third-party fitness and health app(s) with Glooko to pull in exercise routine data.

To connect your third-party app(s) to Glooko:

1. In Settings > Apps & Devices, click **Connect Apps & Devices**.
2. Choose from the list of third-party apps and click **Connect**. You will be redirected to the login page for the app(s).
3. Follow the on-screen prompts to log in and connect the app(s) to your Glooko account.

## Upload Omnipod® PDM

To upload data from your Omnipod system:

1. In Settings > Apps & Devices, click **Upload Omnipod® PDM**.
2. When prompted to confirm if you would like to proceed, click **Continue**.
3. Select **Omnipod® PDM System** or **Omnipod DASH™ System**, then click **Next**.

**NOTE:** If you are attempting to synchronise an Omnipod DASH™ System on a Mac computer, you will be prompted to install the [Glooko Uploader](#) to synchronise your data to Glooko.

4. Follow the on-screen prompts to connect your device and upload your data.

**TIP:** If you have synchronised an Omnipod device previously, you have the option to upload data by selecting the **Upload Omnipod® PDM** option at the top-right of most screens in your account. You can also synchronise your Omnipod device in the Glooko mobile app via Home > [Sync](#).

## Connect to DASH™ Cloud\*

You can connect your Omnipod DASH™ Cloud account to your Glooko account to synchronise your data once every 24 hours.

To connect your Omnipod DASH™ Cloud account:

1. In Settings > Apps & Devices, click **Connect to DASH™ Cloud**.
2. Click **Connect**.
  - If you have an existing PodderCentral™ account, enter your login information and click **Log In**.
  - If you do not have an existing PodderCentral™ account, scroll down to **Create a PodderCentral™ Account** and create a new account.
3. Follow the on-screen prompts to register and/or connect your account.

**NOTE:** After connecting your account, the device status will display as Pending, and it may take up to an hour for data to appear. Once the status changes to Connected, your data will begin synchronising.

**TIP:** You can also connect your DASH™ Cloud account in the Glooko mobile app via Home > [Sync](#).

*\*May not be available in your country.*

## Get Glooko Uploader

You can install the Glooko Uploader to synchronise data from compatible blood glucose meters, insulin pumps and CGMs to your Glooko account from your computer. To learn more, click [here](#).

## Connect Dexcom Account

You can connect your Dexcom account to your Glooko account to synchronise data (with a three-hour delay) from Dexcom once every four hours.

To connect your Dexcom account:

1. In Settings > Apps & Devices, click **Connect Dexcom Account**.

2. Enter your Dexcom Username and Password, then click **Log In**.
  - If you do not have an account, click **Create a Dexcom Account** to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

**TIP:** You can also connect your Dexcom account in the Glooko mobile app via Home > [Sync](#).

## Connect Eversense Account

You can connect your Eversense account to your Glooko account to synchronise data from Eversense once every four hours.

To connect your Eversense account:

1. In Settings > Apps & Devices, click **Connect Eversense Account**.
2. Enter your Eversense Email and Password, then click **Sign In**.
  - If you do not have an account, click **Sign Up** to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

**TIP:** You can also connect your Eversense account in the Glooko mobile app via Home > [Sync](#).

*\*May not be available in your country.*

## Connect iGlucose Devices

You can connect your iGlucose meter(s) to your Glooko account to synchronise data from iGlucose in real time.

**NOTE:** Before connecting your iGlucose meter to Glooko, you must have at least one reading on your meter.

To connect your iGlucose meter:

1. In Settings > Apps & Devices, click **Connect iGlucose Devices**.
2. Enter your iGlucose meter's Serial Number and Last Reading (value), then click **Next**.
3. Follow the on-screen prompts to connect your meter.

**TIP:** You can also connect your iGlucose meter in the Glooko mobile app via Home > [Sync](#).

## Connect Abbott FreeStyle LibreView account\*

You can connect your Abbott FreeStyle Libreview account to your Glooko account to continuously sync data from your Abbott FreeStyle Libre sensor.

To connect your Abbott FreeStyle Libreview account:

1. In Settings > Apps & Devices, click **Connect Abbott FreeStyle Libreview account**.
2. Enter your email address and your FreeStyle Libre app Password, then click **Sign In**.
  - If you do not have an account, go to <https://www.libreview.com> to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

*\*Currently available only in Sweden and Norway.*



## Connect Ypsomed mylife\*

You can connect your Ypsomed mylife account to your Glooko account to automatically synchronise data from your Ypsomed pump once every hour.

To connect your Ypsomed mylife account:

1. In Settings > Apps & Devices, click **Connect Ypsomed mylife**.
2. Enter your Ypsomed mylife Username and Password, then click **Connect**.
  - If you do not have an account, go to: <https://mylife-software.net> to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

*\*May not be available in your country.*

## Connect OneTouch Reveal® \*

You can connect your Lifescan OneTouch Reveal® account to your Glooko® account to automatically sync data from your Lifescan device.

To connect your OneTouch Reveal® account:

1. In Settings > Apps & Devices, click **Connect OneTouch Reveal®**
2. Enter your OneTouch Reveal® Username and Password, then click **Connect**.
  - If you do not have an account, you will be able to select “create an account” on the OneTouch Reveal® login page
3. Follow the on-screen prompts to create and/or connect your account.

*\*May not be available in your country.*

## Upload Abbott Data

You can add data from your Abbott FreeStyle Libre device to Glooko by downloading your Abbott data in Libreview as a csv file and then uploading the csv file to your Glooko account.

To upload a csv file with Abbott data to your Glooko account:

1. In Settings > Apps & Devices, click **Upload Abbott Data**.
2. Follow the on-screen prompts, then click **Upload**.

**TIP:** You can also upload Abbott Data by clicking **Upload Abbott Data** at the top of most screens in your account.

## Connect GlucoMen Day CGM\*

You can connect your GlucoMen Day account to your Glooko account to automatically sync data from your CGM.

To connect your GlucoMen Day account:

1. In Settings > Apps & Devices, click **Connect GlucoMen Day**.
2. Enter your GlucoMen Day email and password, then click **Allow**.
  - If you do not have an account, download the GlucoMen Day CGM mobile app and create an account with this app. Please ensure that you have enabled data sharing with AgaMatrix in your GlucoMen Day app.
3. Follow the on-screen prompts to connect your account.

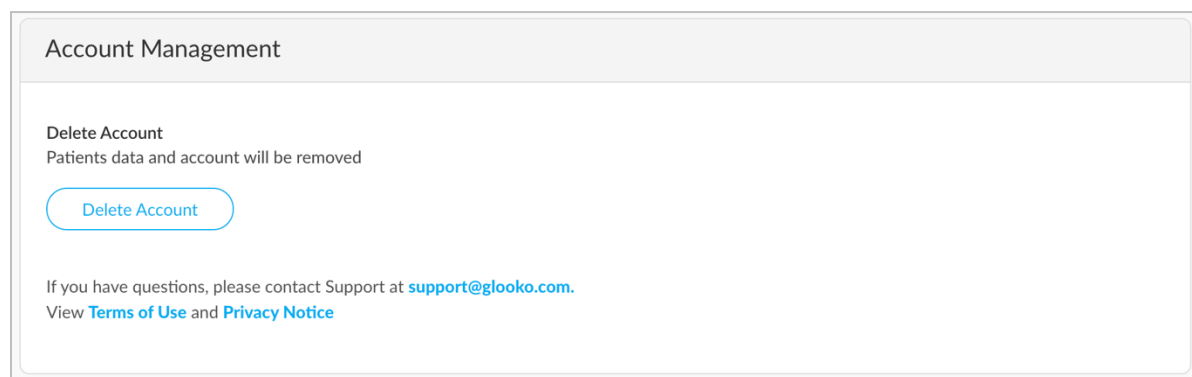
*\*May not be available in your country.*

## Account Management

### Delete Account

In Settings > Account Management, you have the option to delete your Glooko account at any time. This will also delete all of your Glooko account data. To delete your account, simply click the **Delete Account** button.

**TIP:** You can also delete your account in the Glooko mobile app via Profile > [Personal](#).



## 4. Reports Overview

With Glooko, it's easy to view and share your diabetes data. If there is data available in your Glooko account, you can save, print and share reports via the Glooko mobile app or Glooko web app.

For detailed information about the available reports and how to interpret the data, view the [Glooko Report Reference Guide](#).

### 4.1. Available Reports

Available reports include:

- Summary (only available in the Glooko web app)
- Logbook
- Overview
- Daily Overview
- Overlay
- Calendar
- Insights (only available in the Glooko web app)
- Devices

## 4.2. Create and Share Reports

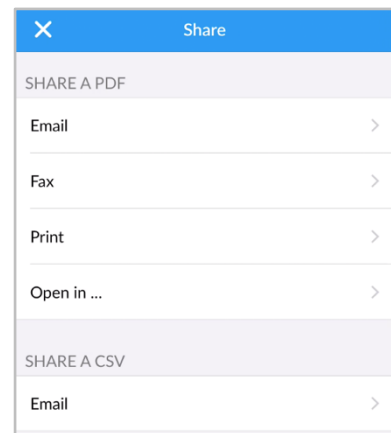
When creating reports, you can include all available data or select which data should display.

### Mobile App Reports

In the Glooko mobile app, you have the option to Email, Fax or Print a PDF report or Email your report in CSV format.

To create reports in the Glooko mobile app:

1. Select **Share Report** from the side navigation bar (≡) on Android devices or the More menu on iOS devices.
2. Tap to select your desired sharing method.
  - If sharing a PDF, select the timeframe, your report criteria and preferred print option.
  - Tap the **Reports** (📄) icon at the top-right of the screen
3. Follow the on-screen prompts to generate your report.

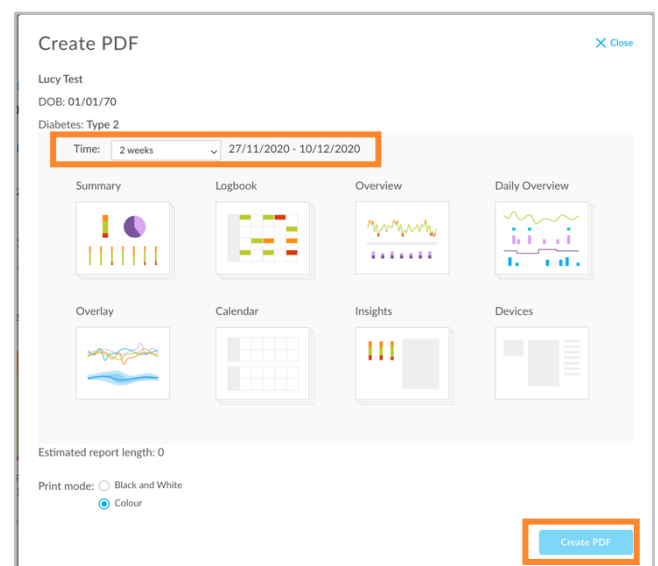


### Web App Reports

In the Glooko web app, you have the option to save or print a report in PDF format.

To view and share reports in the Glooko web app:

1. Select **Create PDF Report** at the top-right of most screens.
2. Select a time range and which report data should be included in the report.
3. Once the report criteria are defined, click **Create PDF**.
4. View, download or print your report.



## 5. Support

If you have questions, we're always happy to help. You can reach out to us in any of the following ways:

- Web Support: [support.glooko.com](https://support.glooko.com)
- Email Support: [help@glooko.com](mailto:help@glooko.com)
- SMS Support: +1-650-720-5310



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# Appendix: Additional Features

## A.1. Mobile Insulin Dosing System (MIDS)\*

Glooko's Mobile Insulin Dosing System (MIDS) is designed to help individuals with type 2 diabetes review, analyse, evaluate and communicate their fasting glucose readings to their clinician. The MIDS programme will allow you to receive adjustments to your long-acting insulin between visits, based on the Treatment Plan configured by your clinician.

**MIDS is only available for patients whose healthcare provider prescribes the programme. MIDS is for prescription use only. MIDS is designed to work with glucose readings that are reported in mg/dL and cannot safely be used with mmol/L values. To avoid harm please ensure that any glucose meters being used with the Glooko system are set for glucose values in mg/dL.**

To learn more about MIDS, consult the [Glooko MIDS for Patients User Guide](#).

*\*May not be available in your country.*

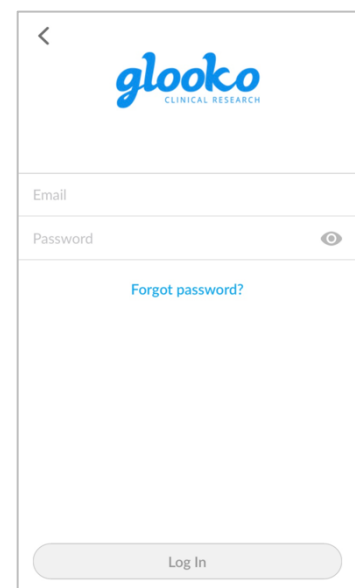
## A.2. Glooko Clinical Research\*

Glooko Clinical Research allows healthcare providers to monitor users participating in clinical research studies. As a research participant, you have access to a separate Glooko Clinical Research mobile app that must be connected to a unique Glooko Clinical Research ProConnect Code (provided by your site coordinator) in order to share your diabetes data.

As a research participant you can also upload and share your data, using a separate Research Uploader.

**NOTE:** The Glooko Clinical Research mobile app can be connected to only one ProConnect Code at a time.

*\*May not be available in your country.*

The image shows a mobile app login screen for 'glooko CLINICAL RESEARCH'. At the top is a back arrow and the app logo. Below the logo are two input fields: 'Email' and 'Password'. The 'Password' field has an eye icon to its right. Below the password field is a link that says 'Forgot password?'. At the bottom of the screen is a 'Log In' button.

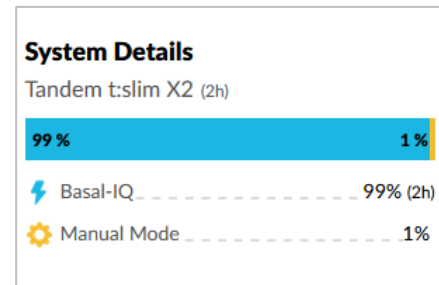
## A.3. Basal-IQ

Patients using a Tandem t:slim X2 pump together with a CGM have the option to activate a technology called Basal-IQ. It is an advanced technology that predicts and helps prevent low blood sugar. Basal-IQ allows a patient to let the pump automatically suspend and resume insulin delivery based on the CGM readings.

A patient with Basal-IQ installed on the pump can choose between 2 modes:

- Basal-IQ
- Manual Mode

In Glooko, if Basal-IQ data exists for a patient, this is featured on the Summary page in form of an information card called: **System Details**. Basal-IQ is also presented in the day view of the **Graphs** section.

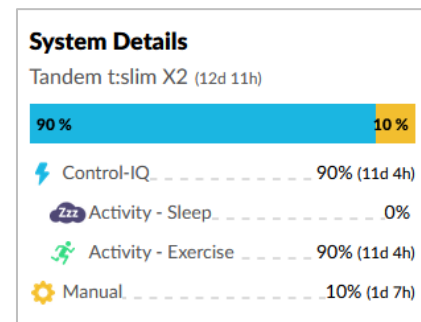


## A.4. Control-IQ

Patients using a Tandem t:slim X2 pump together with a CGM have the option to activate a technology called Control-IQ. It is an advanced hybrid closed-loop technology that predicts and helps prevent both highs and lows. Control-IQ allows a patient to let the pump automatically adjust insulin levels based on the CGM readings.

A patient with Control-IQ installed on the pump can choose between 4 modes:

- Control-IQ
- Sleep
- Exercise
- Manual



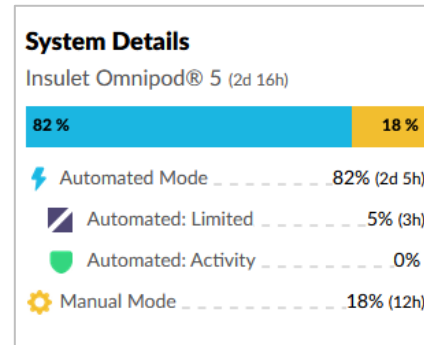
In the Glooko web app, if Control-IQ data exists for a patient, this is featured on the Summary page in form of an information card called: **System Details**. Control-IQ is also presented in the day view of the **Graphs** section.

## A.5. Omnipod 5 System\*

Patients using an Omnipod 5 pump together with a Dexcom CGM have the option to activate the closed-loop technology developed by Insulet. This is an advanced hybrid closed-loop technology that predicts and helps prevent both highs and lows. It allows a patient to let the pump automatically adjust insulin levels based on the CGM readings.

A patient with an Omnipod 5 and a Dexcom CGM can choose between 4 modes:

- Automated mode
- Automated: Limited
- Automated: HypoProtect
- Manual mode



In Glooko, if closed-loop data from the Omnipod 5 System exists for a patient, this is featured on the Summary page in form of an information card called: **System Details**. Closed-loop data is also presented in the day view of the **Graphs** section.

**NOTE:** The Omnipod 5 System is a cloud-to-cloud integration. The connection with Glooko is established at [www.omnipod.com](http://www.omnipod.com), where the users need to authorize the connection between their Omnipod 5 System and Glooko. Once the connection is made, data will stream regularly into Glooko with an hour delay.

*\*May not be available in your country.*

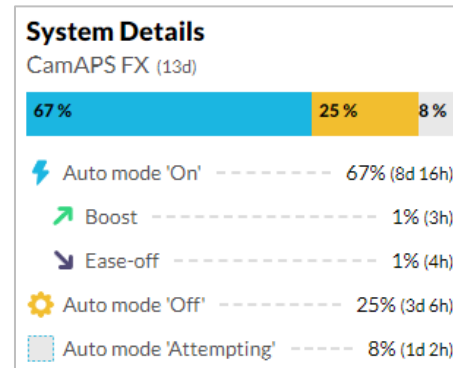


## A.6. CamAPS FX\*

Patients using a pump compatible with both Glooko and the CamAPS FX app have the option to use CamAPS FX's advanced adaptive hybrid closed-loop technology, which automatically adjusts insulin delivery to the insulin pump based on the sensor glucose readings.

The following 5 modes are visualised in Glooko:

- Auto mode 'On'
- Boost
- Ease-off
- Attempting
- Auto mode 'Off'



In Glooko, if closed-loop data from the CamAPS FX app exists for a patient, this is featured on the Summary page in form of an information card called: **System details**. Closed-loop data is also presented in the day view of the **Graphs** section.

*\*May not be available in your country.*