



INSTRUCTIONS FOR USE
GLOOKO® FOR CLINICS

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Intended Use

The Glooko Web Application is a diabetes management platform that can be used in-clinic or remotely by Health Care Professionals and patients. It allows viewing of patient data from compatible medical devices and other health monitoring devices. It also allows Health Care Professionals to support the treatment of diabetes through analysis and monitoring of a patient's diabetes therapy and care program. Glooko Mobile is intended for use by individuals with diabetes.

Intended Users

Glooko Web is intended for use by Healthcare Professionals and their patients. The intended patient population is individuals with diabetes.

Contraindications

None known.

Clinical Benefits

Patients who use the Glooko System may experience the following clinical benefits:

- Improvement in glycemic control
- Improved A1C
- Sustained glycemic improvements

Warnings

Glooko does not measure, interpret or make decisions on the data it conveys nor is it intended to provide automated treatment decisions or be used as a substitute for professional judgment. 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 is a Unified Platform for Diabetes Management that seamlessly syncs glucose and other relevant health data from popular blood glucose (BG) meters, insulin pumps and Smart Pens, continuous glucose monitors (CGMs) and health and fitness devices. Glooko's solution provides key insights into correlations between patient glucose trends and their carb intake, insulin dosage, exercise and other biometric factors – enabling care teams to make more informed decisions that improve the overall quality of diabetes care. By illuminating issues, Glooko enables providers to more effectively optimize and manage their entire diabetes population during and in between appointments.

NOTE: Some screens may vary based on additional features added to your subscription. For more information, reference the [Appendix 1: Add-On Features](#).

1.1. Performance Characteristics

The Glooko Web Application maintains a minimum service uptime of 99%.

1.2. Compatibility

Operating Systems

For each Operating System and Web browser below, Glooko supports the latest version as well as the version preceding that (as of this document's release date).

Computer Operating Systems:

- macOS
- Windows

Web browsers:

- Google Chrome
- Microsoft Edge
- Firefox
- Safari

For the best performance, we recommend using Google Chrome.

Device Compatibility

To determine patient diabetes device compatibility, reference the [Glooko Compatibility](#) page. The complete Glooko System is comprised of the following Glooko products:

- Glooko Web Application (REF-0001)
- Glooko Mobile Application (REF-0002)
- Glooko Research Application (REF-0009)

**May not be available in your country.*

IT and Security

Glooko requires a username and password for Professional users accessing their accounts. Do not share your username or password with anyone. It is recommended that two-step verification be activated (refer to Section A.8).

1.3. Identify your Clinic Upload Tool

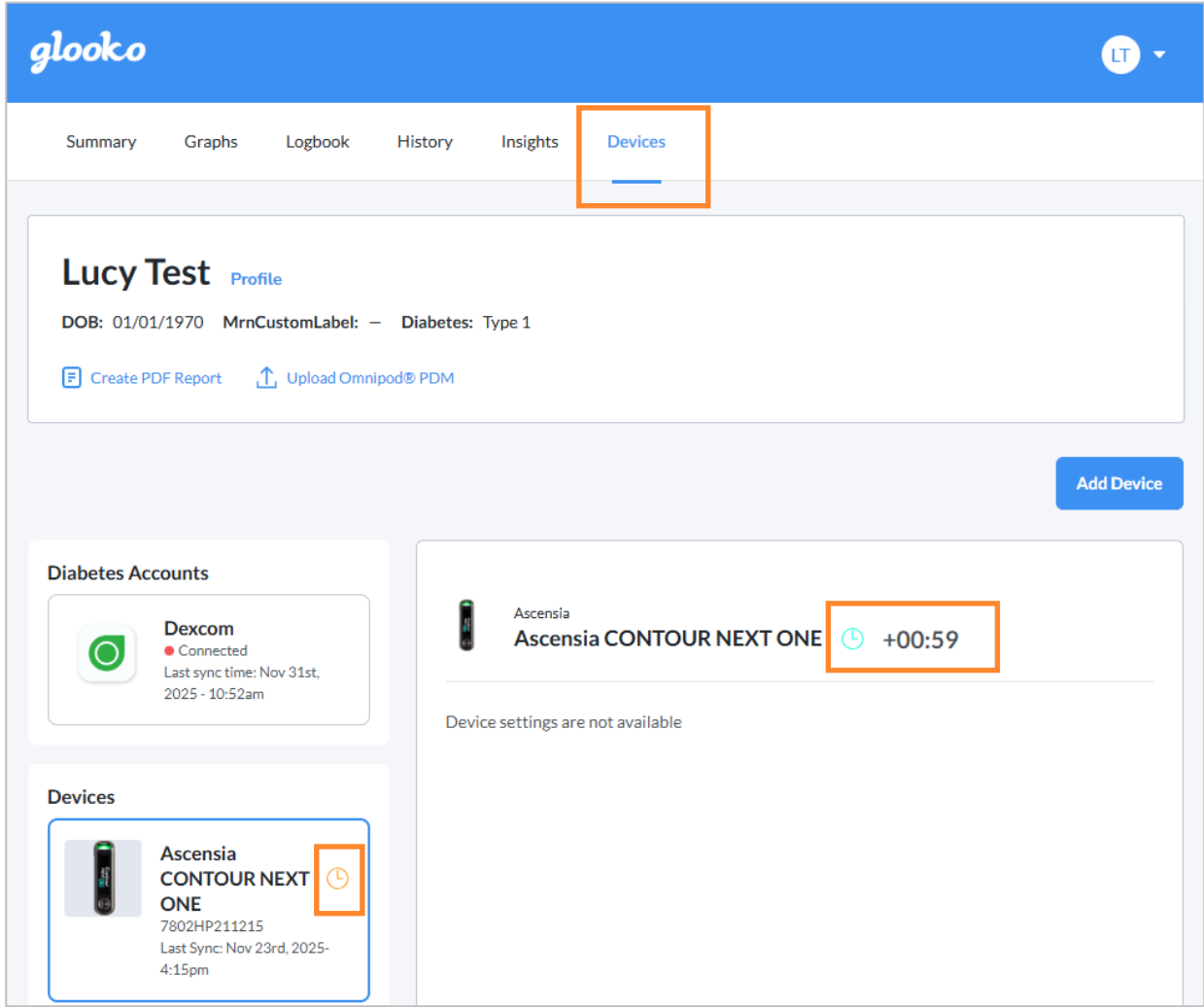
The process for uploading patient diabetes data will vary based upon your clinic's upload tool. Reference the applicable Instructions for Use for detailed instructions on how to use each tool to upload data:

- [Glooko Transmitter](#)
- [Glooko Uploader](#)

1.4. Upload and View Patient Diabetes Data

Once you have familiarized yourself with diabetes device compatibility and your clinic’s upload tool, follow the steps below to begin uploading patient diabetes data to Glooko:

NOTE: Having the wrong time or date on the Diabetes Device can cause issues when trying to sync with Glooko. When first viewing patient data within the Glooko Web App, confirm that the data timestamps within the app correspond to the timestamps on the patient’s Diabetes Device. In the **Devices** tab of the patient’s account, you can confirm there is no time offset alert (clock icon) for physically uploaded devices.



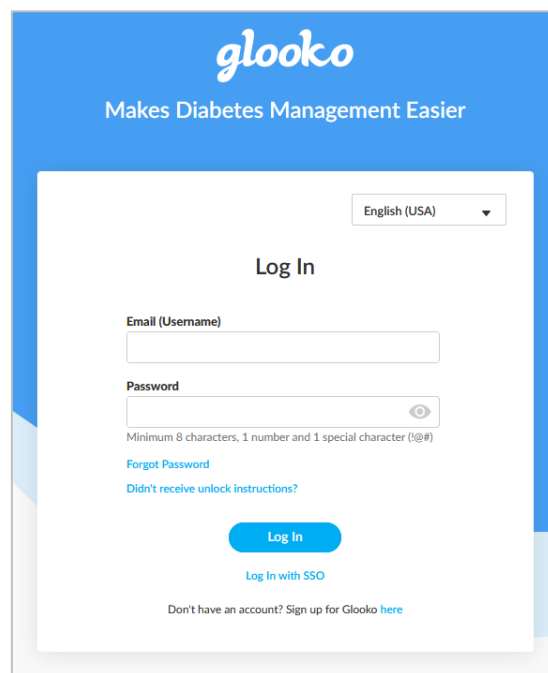
Step 1: Connect and Upload a Diabetes Device

Connect a patient's diabetes device to your [clinic upload tool](#) and initiate the upload process according to the steps outlined in the applicable Instructions for Use.

Once the diabetes device data has uploaded, go to my.glooko.com in your web browser and log into your Population Tracker to assign or view the uploaded data.

NOTE: If [single sign-on](#) is enabled for your clinic, click **Log In with SSO**, enter the email address associated with your account and follow the on-screen prompts.

Health Care Professionals connected to several clinics can sign in with the same credentials and then pick the desired clinic after login. The option to change clinic is located in a drop-down menu in the top-right corner where the ProConnect Code is displayed.



glooko
Makes Diabetes Management Easier

English (USA) ▼

Log In

Email (Username)

Password

Minimum 8 characters, 1 number and 1 special character (!@#)

[Forgot Password](#)

[Didn't receive unlock instructions?](#)

[Log In](#)

[Log In with SSO](#)

Don't have an account? Sign up for Glooko [here](#)

Step 2: Assign Device Data to a Patient

NOTE: This step applies to Glooko Transmitter and Uploader users only. All other users can skip ahead to [Step 3](#).

Assign Devices

Click the **Assign Devices** tab to view a list of all devices uploaded within the last 24 hours. Here, you have the option to filter by **Terminal** (serial number) or **Device Type** (CGM, Meter or Pump).

Glooko will attempt to match uploaded devices to a patient based on the device's serial number.

- **If a match is found:** You will have the option to **Assign to [Patient Name]** or **Assign to Other Patient**.
 - After clicking **Assign to Other Patient**, you will be prompted to search for an existing patient account or [create a new patient account](#).
- **If a match is not found:** The device will be flagged as a **New Device**, and you will have the option to **Assign**.
 - After clicking **Assign**, you will be prompted to search for an existing patient account or [create a new patient account](#).

Once a device is assigned, it will move from Unassigned to Recently Assigned. You will have the option to view the patient account, **Create Report** or **Unassign**.

Assign Devices (3)		View Patients	
Terminal	Device Type		
Filter by U39637637	CGM, Meter, Pump		Refresh List
Device Type	Last Sync	Assignment	
Unassigned			
OmniPod Pump 130337586	2:53 PM U39637637	Assign to Lucy Test 01/01/1970	Assign to Other Patient
OneTouch VerioIQ Meter TGKFX1T7	2:52 PM U39637637	Assign to George Testerson 06/10/1962	Assign to Other Patient
Contour Next Link US Meter 6203-C16DAE	11:45 AM U39637637	New Device	Assign
Recently Assigned			
✓ Ascensia Contour Next One Meter 7830H6130960	11:48 AM U39637637	Lucy Test 01/01/1970	Create Report Unassign

NOTE:

To prevent errors and data inconsistencies, Glooko now blocks multiple device assignments from being made simultaneously for the same patient. If a device assignment is already in progress, all assignment options for that patient will be temporarily disabled until the current assignment is completed or cancelled.

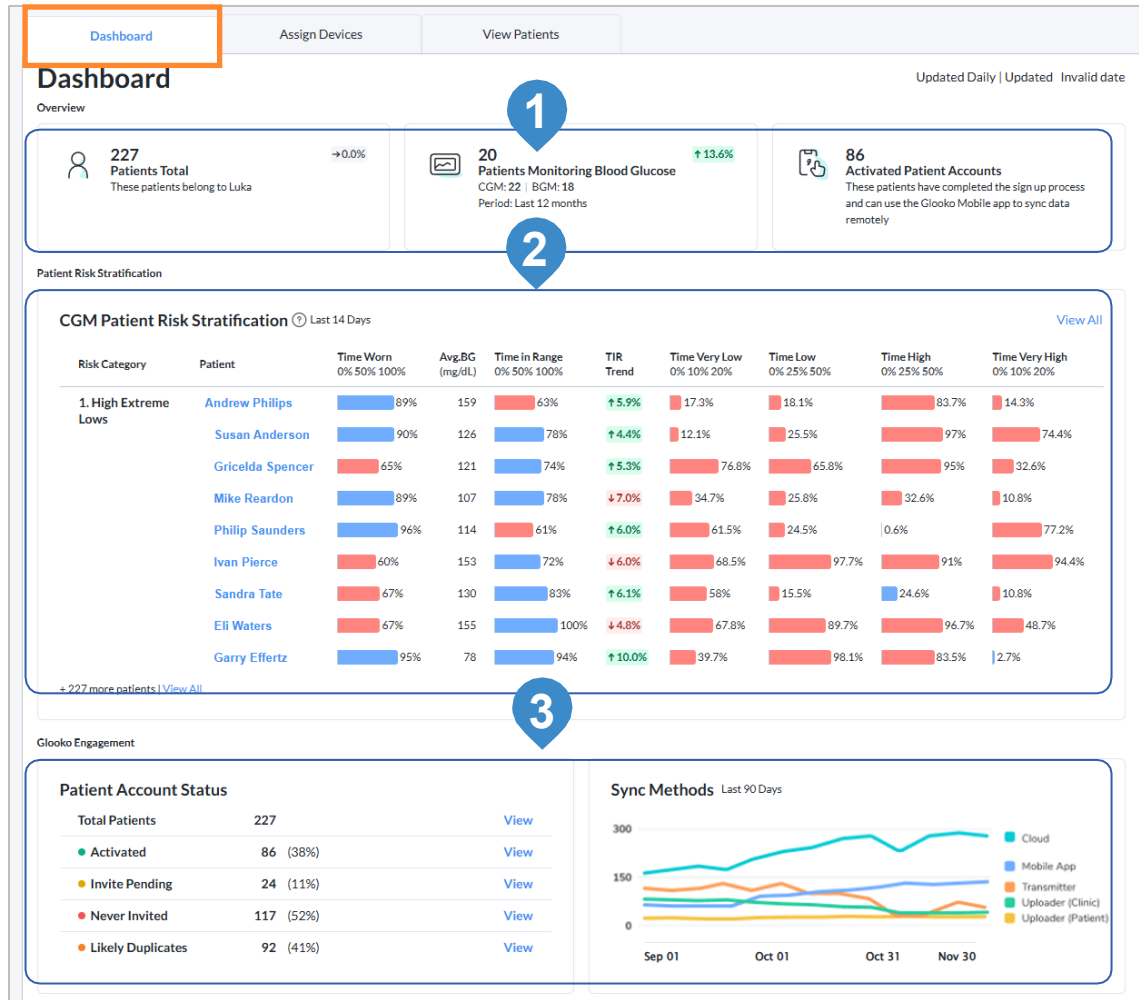
Unassign Devices

If you assign a device in error and need to unassign it from a patient's account, click **Unassign** beside the device in the Recently Assigned section. The device will move from Recently Assigned to Unassigned, and all data associated with that upload will be removed from the patient account. You will then have the option to assign the device to a different patient.

NOTE: Click **Refresh List** to update the list of Assigned and Unassigned devices.

Step 3: Get an overview of your patient population with the Clinic Dashboard*

The Clinic Dashboard gives healthcare professionals a centralized view of their clinic’s patient population. It displays data from the past 14 days and is updated daily.



The dashboard is available as a tab in the Population Tracker and consists of three main sections:

1. Population Metrics:

This section displays key metrics that summarize the current status of the clinic’s patient population:

- **Patients Total:** The total number of patients in the Population Tracker, including the percentage change in the last 14 days.

- **Patients Monitoring Blood Glucose:** Number of patients using CGM or BGM devices, showing the percentage change in the last 14 days. Only patients with at least one data entry in the past year are included.
- **Activated Patient Accounts:** The total number of patients who have activated their accounts.

2. CGM Patient Risk Stratification

This section displays a summary of the top 10 patients ranked by clinical risk, based on CGM data. These patients are sorted into risk groups to help prioritize care. A "View All" option allows users to access the full patient list.

Each patient entry shows:

- Patient name
- Time Worn (% of time CGM was worn)
- Average BG (mg/dL)
- Time in Range (TIR %)
- TIR Trend (Change in TIR compared to the previous 2-week period)
- Time below range:
 - Below 54 mg/dL
 - Below 70 mg/dL
- Time above range:
 - Above 180 mg/dL
 - Above 250 mg/dL

Patients are grouped and prioritized by the following risk categories:

1. **High Extreme Lows:** >1% time below 54 mg/dL (CGM worn >50%)
2. **High Lows:** >4% time below 70 mg/dL (CGM worn >50%)
3. **Very High:** >5% time above 250 mg/dL (CGM worn >50%)
4. **Large Drop in TIR:** TIR decreased by >15% compared to the previous 2 weeks
5. **High:** >25% time above 180 mg/dL (CGM worn >50%)
6. **Low TIR:** TIR <65%
7. **Missing/Insufficient Data:** CGM worn <50%
8. **No Alerts:** Patient does not meet any of the risk criteria above

3. Engagement

This section helps track patient interaction with the Glooko platform.

Patient Account Status:

- Displays how many patients fall into the following categories:
 - Activated
 - Invite Pending
 - Never Invited
 - Likely Duplicate
- Each status can be clicked to filter the patient list.

Sync Methods (Last 90 Days):

- Shows a line graph of how patients have synced data using:
 - Cloud
 - Mobile
 - Transmitter
 - Uploader (Clinic)
 - Uploader (Patient)

** May not be available in your country.*

Step 4: View Patient Diabetes Data

View Patients

The Patient List displays a list of all patients who are ProConnected to your clinic (connected via your clinic's unique [ProConnect Code](#)). This provides an at-a-glance view of your patient population.

To locate specific patients, select **Name**, **MRN** or **Birthdate** from the drop-down menu at the top of the page and enter your search criteria into the search field. You can also click **All Filters** to filter your results by tags or other attributes, or sort patients by clicking on any of the column headers.

The **Last Sync** column will display a house icon for patients who last synced at home and a clinic icon for those who last synced at the clinic. It will also show the number of days since the last sync and the name of the synced device.

The **Time in Range** column will show the percentage of time the patients are within their target range. If you hover over the percentage, additional details will be provided, such as the date range, average daily readings, and target range.

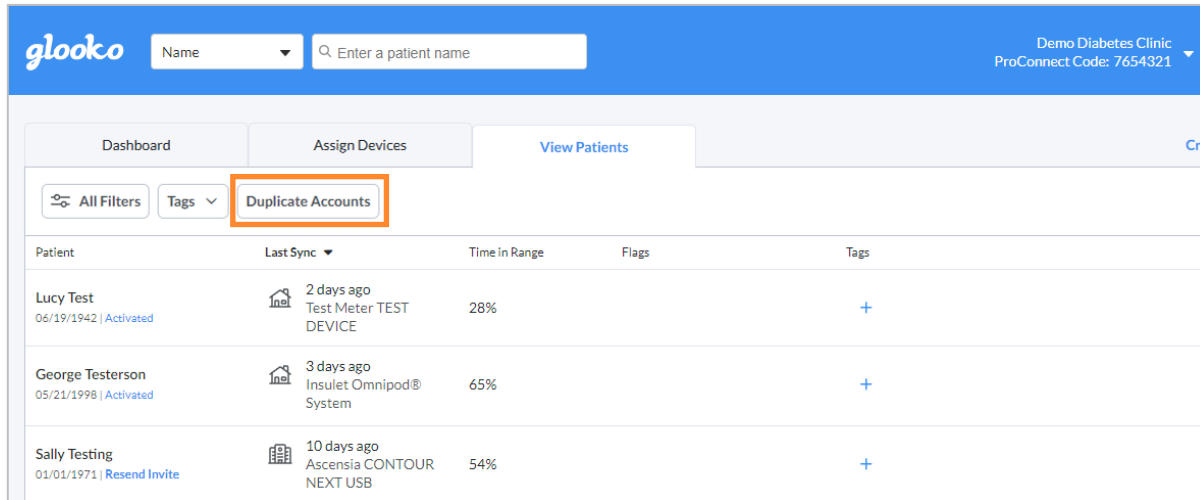
The Population Tracker provides filtering and tracking options, including the ability to create custom tags and invite patients from the Patient List.

The screenshot shows the Glooko interface for viewing patients. At the top, there is a search bar with a dropdown menu set to 'Name' and a search input field containing 'Enter a patient name'. The top right corner displays 'Demo Diabetes Clinic' and 'ProConnect Code: 7654321'. Below the search bar are navigation tabs: 'Dashboard', 'Assign Devices', and 'View Patients' (which is highlighted with an orange box). To the right of the tabs is a 'Create Patient' link. Below the tabs are filter buttons: 'All Filters', 'Tags', and 'Duplicate Accounts'. The main content is a table with the following columns: Patient, Last Sync, Time in Range, Flags, and Tags. The table contains three rows of patient data:

Patient	Last Sync	Time in Range	Flags	Tags
Lucy Test 06/19/1942 Activated	2 days ago Test Meter TEST DEVICE	28%		+
George Testerson 05/21/1998 Activated	3 days ago Insulet Omnipod® System	65%		+
Sally Testing 01/01/1971 Resend Invite	10 days ago Ascensia CONTOUR NEXT USB	54%		+

Duplicate accounts

As an administrator at your Clinic, you have the ability to identify and remove duplicate accounts. Follow the steps below to identify possible duplicate accounts and remove them.



The screenshot shows the Glooko interface for a 'Demo Diabetes Clinic' with ProConnect Code: 7654321. The 'View Patients' tab is active, and the 'Duplicate Accounts' button is highlighted with an orange box. Below the navigation bar, there are filters for 'All Filters' and 'Tags'. The main content area displays a table of patient accounts:

Patient	Last Sync	Time in Range	Flags	Tags
Lucy Test 06/19/1942 Activated	2 days ago Test Meter TEST DEVICE	28%		+
George Testerson 05/21/1998 Activated	3 days ago Insulet Omnipod® System	65%		+
Sally Testing 01/01/1971 Resend Invite	10 days ago Ascensia CONTOUR NEXT USB	54%		+

1. Click the **Duplicate Accounts** button in the **View Patients** tab.
2. A list of potential duplicate accounts will appear. Click **Fix** to review further.
3. Review the likely duplicates and their identifiable metrics, such as first and last name, date of birth, and any devices synced in the past. On the right, choose to **Keep** or **Remove** the account.
4. You also have the option to **Edit** the following patient information: first and last name, date of birth and MRN.
5. When you are done editing and reviewing the accounts, click **Review Changes**.
6. A summary of the changes will be displayed. Check the box confirming that you understand these changes cannot be undone, then click **Save**.
7. The marked duplicates will now be removed.
8. Continue reviewing other potential duplicates or click the **Duplicate Accounts X** button to return to the standard **View Patients** view.

NOTE:

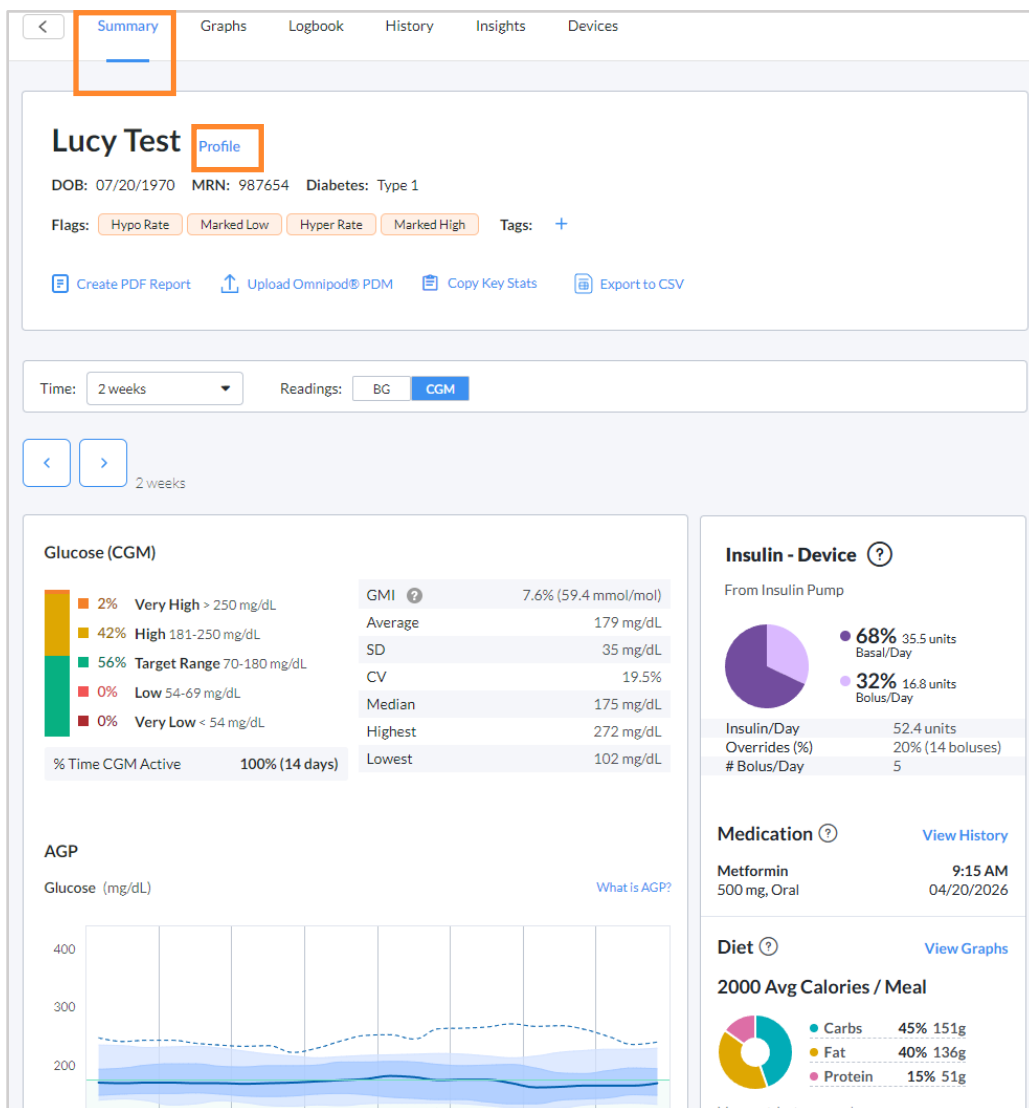
- It is recommended to maintain at least one patient account per unique user.
- If a patient account has a status of **Not Activated** and you choose to remove this account, it will be permanently deleted.
- If a patient account has a status of **Activated**, the patient will be notified via email that their account is no longer connected to your clinic through ProConnect. The patient will retain access to their Glooko account and personal data. However, they will lose access to any third-party applications enabled by the clinic.

Patient Summary

Click on a patient to be routed to the Patient Summary, which provides a snapshot of the patient's diabetes data. View additional data by toggling between the tabs on the top navigation bar – and generate PDF [reports](#) to print, share or save that data. On all patient pages, the date of birth and Medical Record Number (MRN) are displayed below the patient's name to help ensure you're viewing the correct patient.

NOTE: If the patient has a cloud connection with Senseonics Eversense or Medtrum, you may need to navigate to the **Devices** page and click the **Sync Device** button to be able to see the most recent data. Data from these cloud connections are synchronized automatically every night. But if you want to see data from the current day, you need to click the button to retrieve this data.

Click **Profile** at the top-left of the screen to view and manage [Patient Settings](#).



NOTE: 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 consult [Appendix 2: Device-specific Features](#) for more information.

Prime detection*

General information (applies to most compatible Smart Pens and pen accessories with insulin)

Insulin pen data from Smart pens that was detected as a prime dose by the Glooko's Priming Dose Algorithm will be denoted as Primed in the History log. The Glooko Priming Detection Algorithm detects prime doses that are two units or less within six minutes before another insulin injection.

Information for Sanofi SoloSmart / Novo Nordisk Mallya / Mallya®^D

These devices detect and report prime doses directly to Glooko. For detailed information on how each device identifies and reports prime doses, refer to the respective device and pen instruction manuals.

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

2. Population Tracker Overview

The availability of the features below will vary based upon your subscription model and region. For additional information about any of the features detailed here, contact your Glooko account representative directly or [email us](#).

2.1. Create Patient Accounts

If the patient is new to your clinic, you have the option to create a new patient account from the Patient List.

To create a patient account:

1. Click **Create Patient Account** at the top-right of the screen.
2. Enter the following information:
 - First Name
 - Last Name
 - Birthdate
 - Email Address*
 - Zip Code
 - Medical Record Number (Optional, but may be required for your specific clinic)
 - Phone Number*
 - Type of Diabetes (Optional)
 - Gender (Optional)
 - Care Program (Optional)

* **NOTE:** The email address and telephone number can be omitted even if they are required fields. To bypass these fields, check the decline box below the field where and select the reason why this information will not be provided.

If you are creating an account outside of the U.S., you will also be required to confirm the patient's consent to share data.

3. Click **Create**.
 - The patient will receive an email with a link to set a password for the new account.

Create New Patient

*Indicates a required field

Create Account
Fill out the fields below to create a new patient account.

* First Name

* Last Name

* Birthdate

* ZIP Code

Type of Diabetes

Invite Patient to Remotely Connect with Your Clinic
When patients join Glooko, they can remotely sync their device data at home. Patients will have access to free diabetes management tools and educational content to improve adherence and optimize outcomes.

* Email Address

 Decline to add email address (not recommended)

Phone Number

Medical Info

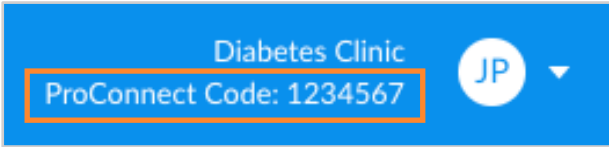
Medical Record Number

Gender

Care Program

2.2. ProConnect Patients

Your clinic’s unique ProConnect Code can be found at the top-right of your Population Tracker’s Home screen. In order for patients to remotely share their diabetes data with your clinic, your clinic must provide your unique code to them to add to their Glooko patient accounts.



2.3. Tag Patients

From the Patient List or the top of a patient page, click on the **plus symbol (+)** to create a custom tag, add an existing custom tag or add a provider tag. If a provider tag is applied, you can hover over the tag to view the first and last name of the provider.

Multiple provider tags can be added to each patient account. You can also create your own customized tags and filter patients by these tags and other attributes by clicking the **All Filters** button at the top-left of your Patient List.

Patient	Last Sync ▼	Time in Range	Flags	Tags
Lucy Test 06/19/1942 Activated	2 days ago Test Meter TEST DEVICE	28%		+

Lucy Test Profile

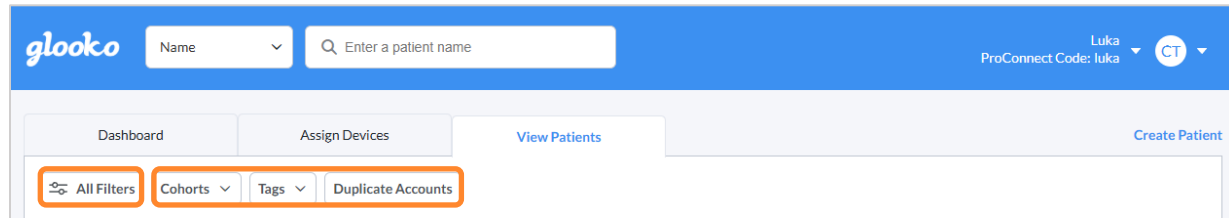
DOB: 01/01/1970 MRN: 654321 Diabetes: Type 1

Flags: - **Tags: +**

Create PDF Report Upload Omnipod® PDM Copy Key Stats Export to CSV

2.4. Filter and Segment Patients

Under **View Patients**, the Population Tracker includes an enhanced filter panel to further support your needs and workflows.



- **Quick Filters:** Use predefined quick filters at the top of the list to instantly view high-priority segments, such as **Cohorts***, **Tags** and **Duplicate Accounts***.
- **“All Filters” button:**
 - **Cohorts***: Filter by your saved cohorts.
 - **At-Risk Status:**
 - **Glucose Risk Categories:** Filter by the predefined risk categories (e.g., *High Extreme Lows* and *Large Drop in TIR* etc.). Hover over the category to view the specific definitions and thresholds.
 - **Tags:** Filter by tags previously created by your clinic.
 - **Account Management:**
 - **Glooko Patient Account Status:** Filter by *Activated*, *Invite Pending* or *Not Invited*.
 - **Account Creation:** Filter by a selected time range (e.g., *Any Time* or the past 7–180 days).
 - **Cleanup:** Filter by *Duplicate Accounts** or *No EHR Link**
 - **Devices:** Filter by *Last Sync* and *Device Category*.
 - **Care Management:** Filter by *Provider* and *Care Programs* (if applicable).
 - **Demographics:** Filter by *Diabetes Type* and *Age*.

After selecting your desired criteria under **All Filters**, click **Apply**. The patient list will refresh to show only those patients meeting the selected logic.

* NOTE:

- The **Cohorts** filter is only visible if you have added this feature to your subscription. Read more about cohorts in [A.8. Create Patient Cohorts](#) (add-on feature).
- **Duplicate Accounts** are only visible if you are an admin at your clinic.
- **No EHR Link** is only visible if your clinic has an active EHR integration.
- Applied filters will not persist after logout.

2.5. Invite from Patient List

If an account is not activated, you have the option to **Invite**, which triggers an activation request to the patient via email to set up a personal Glooko account. If an activation request has been sent to the patient, you have the option to **Resend Invite** and/or edit existing email address.

Sally Testing 01/01/1971	Resend Invite	10 days ago Ascensia CONTOUR NEXT USB	54%	+
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2.6. Manage Provider Settings

Access Provider Settings by selecting **Settings** from the drop-down menu at the top-right of your Population Tracker's Home screen. You have the option to update your Profile and Account information, view your Site Profile and manage your Data Settings and Terminal Settings.

The screenshot displays the Glooko user interface. At the top, there is a navigation bar with the Glooko logo, a dropdown menu set to 'Nom', a search bar for patient names, and user information for 'Diabetes Clinic' with ProConnect Code 1234567 and initials 'JP'. A dropdown menu is open, showing options for 'Jessica Providerly', 'Settings' (highlighted with an orange box), 'Help', and 'Log Out'. Below the navigation bar, the 'My Profile' section contains fields for 'Professional Designation' (Physician (MD)), 'First Name' (Jessica), and 'Last Name' (Providerly), with a 'Save' button. The 'Account' section shows 'Email Address' (drqa@example.com), 'Password' (masked), and 'Language' (English), with links for 'Change Email', 'Change Password', and 'Change Language'. The 'Site Profile' section displays 'Site' (Diabetes Clinic), 'Group' (Glooko Medical Group), and 'ProConnect Code' (1234567), along with a 'Site Contact' field.

My Profile

In Settings > My Profile, you can edit your Professional Designation, First Name and Last Name. Click **Save** to register any changes.

Account

In Settings > Account, you have the option to update the Email Address, Password and default Language setting associated with your account.

Site Profile

In Settings > Site Profile, you can view your clinic's Site, Group, [ProConnect Code](#) and Site Contact.

Data Settings

In Settings > Data Settings, you have the option to adjust your view of patient data on a population level, including Unit of Measurement, Pump BG Entry Settings, Diabetes Clinic Default Target BG range and Population Flag parameters. Click **Save** to register any changes.

Data Settings

Unit of Measurement mg/dL mmol/L

Pump BG Entry Settings [Restore Default](#)

Include in statistics Yes No

Demo Diabetes Clinic Default Target BG Range [Restore Glooko Default](#)

New patients created have the following target blood glucose range:

Lower Limit mg/dL Before Meal Upper Limit mg/dL After Meal Upper Limit mg/dL

Reset All Patient Target BG Ranges [?](#)

Patients or providers may edit individual patient blood glucose ranges from the patient profile. For this reason, existing patients may have target blood glucose ranges different from the Demo Diabetes Clinic default target blood glucose range. "Reset All Target BG Ranges" allows you to assign the Demo Diabetes Clinic default to all patients at once.

[Reset All Target BG Ranges](#)

Population Flag Settings [Restore Default](#)

Hyper Rate % of readings are above mg/dL

Hypo Rate % of readings are below mg/dL

Marked High A Marked High is above mg/dL

Marked Low A Marked Low is below mg/dL

These can be changed individually for each patient within their settings.

[Save](#)

Terminal Settings

Transmitters

SERIAL NO.	DATE OF LAST SIGNAL CHECK	SIGNAL STRENGTH	SIGNAL QUALITY	NAME
S17540231	2022-11-15 15:08:28	N/A	N/A	<input type="text" value="S17540231"/>

[Save](#)

The following Settings display:

- **Unit of Measurement:** This can be toggled to **mg/dL** or **mmol/L**. For users in Canada, this setting is locked to mmol/L and cannot be toggled to mg/dL.

NOTE: Adjusting this setting will update your Population Tracker unit display for BG Flags but does not update the patient's device data.

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

NOTE: You can also adjust this at the patient level in Patient Settings > [Data Settings](#). Settings at the patient level always take precedence over settings at the population level.

- **Clinic Default Target BG Range:** This allows the administrator at your clinic to change the Target BG Ranges for all new patient accounts, including the Lower Limit, Before Meal Upper Limit and After Meal Upper Limit.

NOTE: The Target BG Ranges can also be changed at an individual level in Patient Settings > [Data Settings](#). Settings at the patient level always take precedence over settings at the population level. To assign the Clinic Default Target BG Range to all your patients, you need to click **Reset All Target BG ranges**.

- **Population Flag Settings*:** Adjusting these settings will update the flag parameters for all patients in your diabetes population. To edit these settings, click into the field of the value that you would like to modify and enter a new value.

NOTE: You can also adjust the flag parameters at the patient level in Patient Settings > [Data Settings](#). Settings at the patient level always take precedence over settings at the population level.

**Currently only available if you have enabled the add-on feature [Population Health](#).*

Terminal Settings

In Settings > Terminal Settings, you have the option to adjust the name(s) of your installed Glooko Transmitter(s) and Uploader(s) and view the upload tools currently associated with your account. All changes are reflected on the Assign Devices tab of your Population Tracker.

If there are Glooko Transmitters on your account, the Serial Number, Date of Last Signal Check, Signal Strength, Signal Quality and Name will be displayed. If there are Glooko Uploaders on your account, the Serial Number and Name will be displayed.

The names of Glooko Transmitters and Uploaders can be adjusted by clicking into the **Name** field of the tool you wish to adjust and entering a new name. Click **Save** to register any changes.




Favorite PDF Settings

In Settings > Favorite PDF Settings, you can view, modify or add new Favorite Profiles. Favorites are added at the population level and appear in the Preferred PDF Setting drop-down menu when generating PDF [reports](#) from any patient's account.

To add a new Favorite, click **+ New Favorite**, enter a Favorite Profile name (click **OK**), select a Time range, select which reports should be included, choose a Print mode and click **Save**.

Favorite PDF Settings

[+ New Favorite](#)

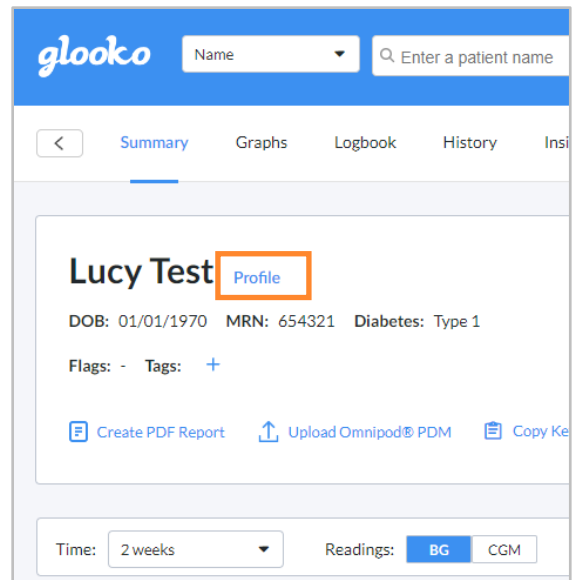
Name		
Summary + Logbook (30 days)		
All Reports (1 week)		
Daily Overview (2 weeks)		

2.7. Manage Patient Settings

In Patient Settings, you have the option to update an individual patient's profile information; view account email or send activation requests; customize Data Settings; set Target BG Ranges, Flag parameters and Daily Time Ranges; upload an Omnipod system; and connect iGlucose devices. All changes will be reflected in the patient's Glooko account.

To view or update a patient's account settings:

1. Locate or search for a patient on the Patient List.
2. Click on the patient's name to be routed to the **Patient Summary** screen.
3. Click on **Profile** next to the patient's name.



Profile

In Patient Settings > Profile, you can view and modify a patient's demographic information, including Name, Gender, Type of Diabetes, Date of Birth, Height, Weight and Medical Record Number. Click **Save** to register any changes.

Sally Testing Profile

First Name <input type="text" value="Sally"/>	Last Name <input type="text" value="Testing"/>	Date of Birth February <input type="text" value="1"/> 1983		
Medical Record Number <input type="text" value="123456"/>	Gender Female	Height 0 ft 0 in		Weight <input type="text" value=""/>
Type of Diabetes Type 2	Zip Code <input type="text" value="12345"/>	Phone Number +1 (___) ___-____		

Account

In Patient Settings > Account, you can view a patient's account status and add, change or view the email address on file. If an account is not activated (Status: Not Activated), you have the option to **Add Email Address**, which triggers an activation request to the patient via email to set up a personal Glooko account. If an activation request has been sent to the patient (Status: Invited), you have the option to **Resend Invite** or **Change Email**, which triggers another request. Once an account has been activated by a patient (Status: Activated), you will no longer have the option to change the email address.

Status	Email
Invited (07/13/2019) Resend Invite	lucytest1@sample.com Change Email

Data Settings

In Patient Settings > Data Settings, you can adjust a patient's Unit of Measurement, Pump BG Entry Settings, Target BG Ranges, Flag settings and Daily Time Ranges. Click **Save** to register any changes.

The following Settings display:

- **Unit of Measurement:** This can be toggled to **mg/dL** or **mmol/L**. 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 the patient's

Data Settings

Unit of Measurement mg/dL mmol/L

Pump BG Entry Settings [Restore Default](#)

Include in statistics Yes No

Target BG Ranges [Restore Default](#)

Lower Limit mg/dL Before Meal Upper Limit mg/dL After Meal Upper Limit mg/dL

Patient Flag Settings [Restore to Population Settings](#)

Hyper Rate % of readings are above mg/dL

Hypo Rate % of readings are below mg/dL

Marked High A Marked High is above mg/dL

Marked Low A Marked Low is below mg/dL

Changing these settings will override the population flag settings.

Daily Time Ranges* [Restore Default](#)

5:00 AM MORNING 10:00 AM AFTERNOON 3:00 PM EVENING 9:00 PM NIGHT MORNING

*Events that occur before Morning will appear in the previous Night. To confine events strictly to calendar days, set Morning to start at midnight.

[Save](#)

graphs and statistics. By default, these readings are included.

NOTE: You can also adjust the Pump BG Entry Settings for all patients at the population level in Provider Settings > [Data Settings](#). Settings at the patient level always take precedence over settings at the population level.

- **Target BG Ranges:** This allows you to change an individual patient's 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.
- **Population Flag Settings*:** Adjusting these settings will only impact the selected patient. To edit these settings, click into the field of the value that needs to be modified and enter the desired percentage or value.

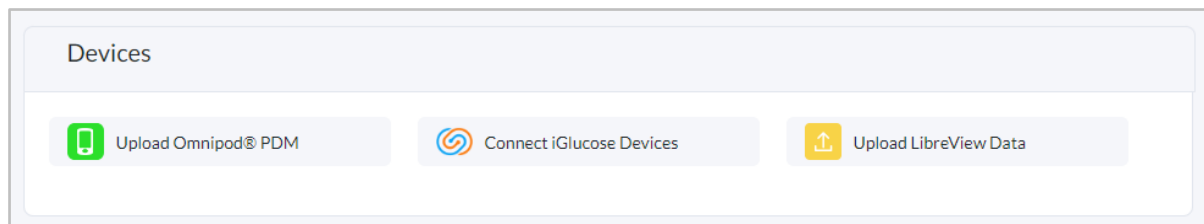
NOTE: You can also adjust the flag parameters for all patients at the population level in Provider Settings > [Data Settings](#). Settings at the patient level always take precedence over settings at the population level.

**Currently only available if you have enabled the add-on feature [Population Health](#).*

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

Devices

In Patient Settings > Devices, you have the option to upload data from a patient's Omnipod® system, connect a patient's iGlucose device(s) or upload a patient's LibreView Data to Glooko.



Upload Omnipod® PDM

To upload data from an Omnipod system:

1. In Patient Settings > 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 sync an Omnipod DASH™ System on a Mac computer, you will be prompted to install the [Glooko Uploader](#) to sync patient data if this is part of your subscription model. If your subscription model does not include the Glooko Uploader, you will be prompted to use a Windows computer or contact support@glooko.com.

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

NOTE: If the patient has synced an Omnipod device previously, you also have the option to upload Omnipod data by selecting the **Upload Omnipod® PDM** option at the top-right of most screens within the patient's account.

Connect iGlucose Devices

You can connect a patient's iGlucose meter(s) to his or her Glooko account to sync data from iGlucose in real time.

NOTE: Before connecting an iGlucose meter to Glooko, the patient must have at least one reading on his or her meter.

To connect an iGlucose meter:

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

Upload LibreView Data*

To upload a LibreView CSV file to a patient's Glooko account:

1. In Patient Settings > Devices, click **Upload LibreView Data**.
2. Follow the on-screen prompts to upload the CSV file.
3. Confirm that the CSV data is uploaded to the correct Glooko account.
4. Click the **View Data** button to be redirected to **Assign Devices**, where the data needs to be assigned to the patient.

**May not be available in your country.*

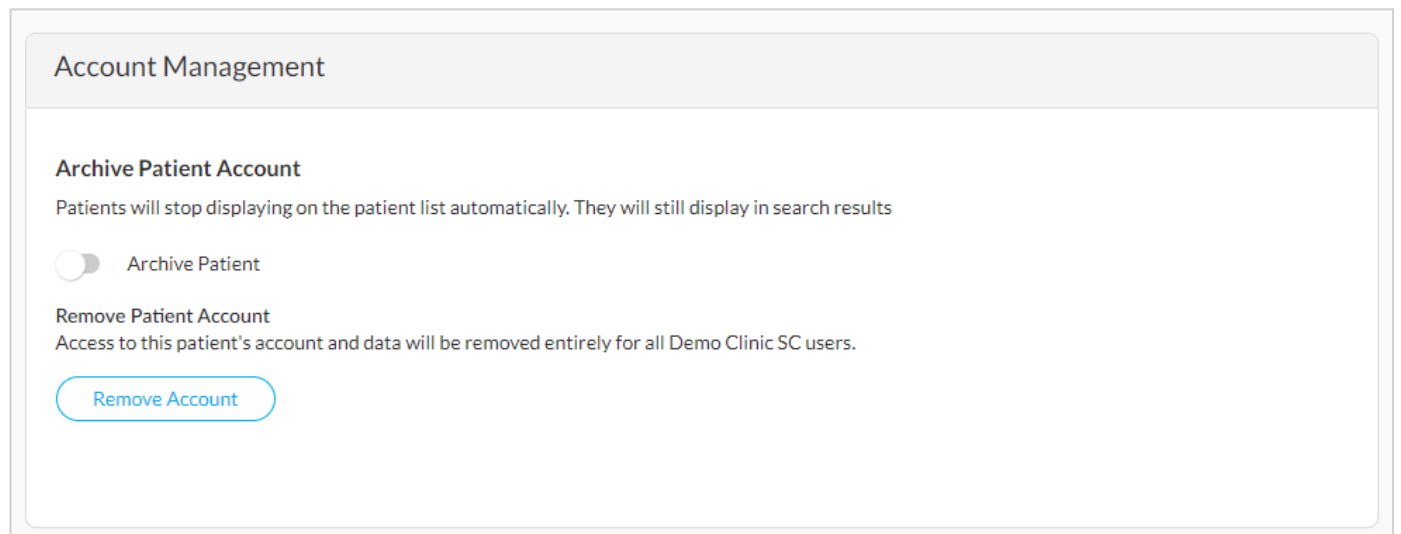
Account Management

How to archive a patient account:

In Patient Settings > Account Management, toggle the **Archive Patient Account** option on. Once a patient account has been archived, that patient will no longer display on your Patient List, but the patient will still display in search results.

How to remove a patient account:

In Patient Settings > Account Management, press the **Remove Account** button. Once a patient account has been removed, it will not be possible for your clinic to access or view this data anymore.



NOTE: Only Administrators have access to archive and remove patient accounts.

3. Reports Overview

Patient diabetes data is aggregated into PDF reports that can easily be printed, shared or saved. You can include all available data or choose only the data you would like to display.

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

3.1. Available Reports

Available reports include:

- Summary
- Logbook
- Overview
- Daily Overview
- Overlay
- Week View
- Calendar
- Devices
- Insights

3.2. Create Reports

To create a PDF report, follow these steps:

1. From the Patient List, click on a patient's name to be routed to the **Patient Summary** screen. Click **Create PDF Report** at the top-left of most screens within the patient's account.
2. Select a date range, which reports should be included and the desired Print mode.

NOTE: To save a report selection as a new Favorite Profile, place a **checkmark (✓)** in the **Save selection as Favorite Profile** box, enter a name for the favorite and click **OK**. You also have the option to select a Favorite Profile from the Preferred PDF Setting drop-down menu at the top-right of the window. To view, modify or add new Favorite Profiles, click **Manage Favorites** or go to Provider Settings > [Favorite PDF Settings](#).

3. Once the report criteria are defined and you are ready to proceed, click **Create PDF**.

The screenshot shows the 'Create PDF' interface for a patient named Lucy Test. At the top right, there is a 'Close' button. Below the patient name, the 'Preferred PDF Setting' is set to 'No Profile Selected', with a 'Manage Favourites' link. The 'Time' is set to '2 weeks' for the period '06/08/2020 - 19/08/2020'. The interface displays several report options: Summary (2 pages), Logbook (2 pages), Overview, Daily Overview, Week View (6 pages), Overlay (2 pages), Calendar (2 pages), Insights, and Devices. At the bottom, there is an 'Estimated report length: 10' and 'Print mode' options for 'Black and White' and 'Colour' (selected). A text box for comments is present, and a 'Save selection as Favourite Profile' checkbox is visible. The 'Create PDF' button is highlighted with an orange border.

4. Support

If you have questions, we're always happy to help. Our Support Team is available Monday through Friday, 8 a.m. until 8 p.m. ET. You can reach out to us in any of the following ways:

- Web Support: www.support.glooko.com
- Email Support: support@glooko.com
- SMS Support: +1-650-720-5310

Any serious incident that has occurred in relation to the device should be reported to the Glooko Support Team and the competent authority of the Member State in which you and/or your patient is established.

In the event where the Glooko System is malfunctioning, please discontinue use of the product and contact Glooko Support. Examples of malfunctions include incorrect assignment of device data to a patient, incorrect device time data, and incorrect unit of measures.



Glooko Inc.
579 University Avenue
Palo Alto, CA 94301
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Prinses Margrietplantsoen 33 - Suite 123
2595 AM The Hague
The Netherlands



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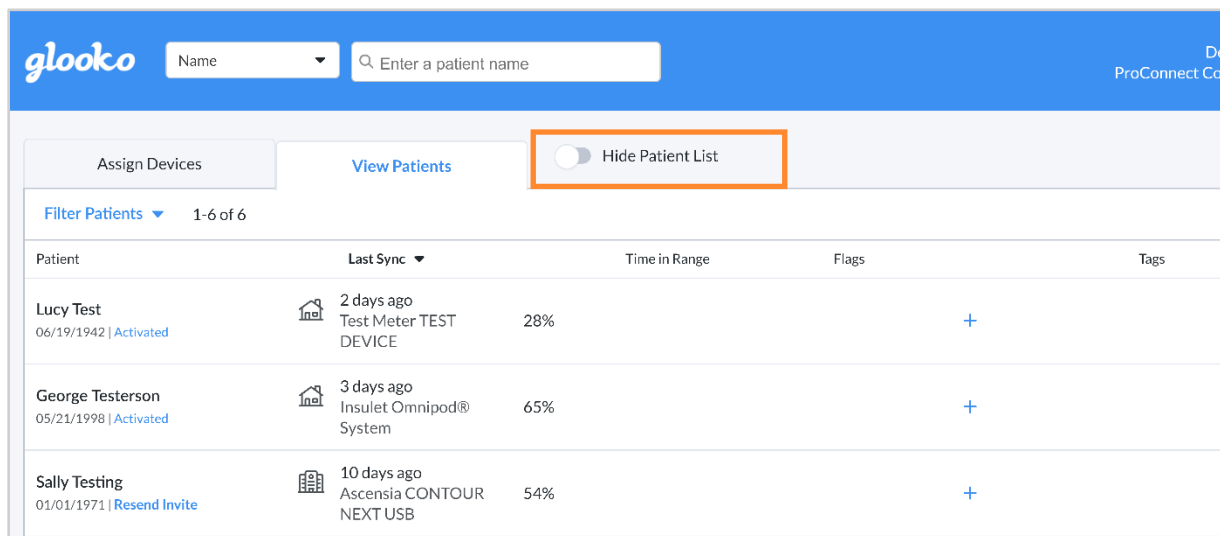
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Appendix 1: Add-On Features

The below features are available as add-on options to your Population Tracker subscription. For additional information or to learn how you can add these features to your Population Tracker, contact your Glooko account representative directly or [email us](#).

A.1. Hide Patient List

The Hide Patient List feature allows professional users to hide or unhide the patient list using a toggle switch. When this feature is enabled, it ensures that during a doctor's appointment, a patient cannot inadvertently view the population list and see the Protected Health Information (PHI) of other patients.



The screenshot shows the Glooko interface with a blue header. The 'glooko' logo is on the left, followed by a 'Name' dropdown menu and a search bar containing 'Enter a patient name'. On the right, 'De' and 'ProConnect Co' are partially visible. Below the header, there are three tabs: 'Assign Devices', 'View Patients', and 'Hide Patient List'. The 'Hide Patient List' tab is highlighted with an orange box and contains a toggle switch. Below the tabs, there is a 'Filter Patients' dropdown set to '1-6 of 6'. A table lists patient information:

Patient	Last Sync	Time in Range	Flags	Tags
Lucy Test 06/19/1942 Activated	2 days ago Test Meter TEST DEVICE	28%		+
George Testerson 05/21/1998 Activated	3 days ago Insulet Omnipod® System	65%		+
Sally Testing 01/01/1971 Resend Invite	10 days ago Ascensia CONTOUR NEXT USB	54%		+

A.2. Copy Key Stats*

The Copy Key Stats feature allows you to copy key patient information (such as patient demographics, device details, pump settings and glucose data), if available, from patient accounts in plain text format.

With the Copy Key Stats feature enabled, you can click the **Copy Key Stats** button, which will display at the top-right of the Summary and Devices screens of patient accounts, to copy the information found on these screens to your clipboard.

Lucy Test [Profile](#)
DOB: 01/01/1970 Diabetes: Type 2 Upload Omnipod® PDM Copy Key Stats Create PDF Report
Time: 2 weeks Readings: BG

NOTE: Since this feature copies protected health information (PHI) to your clipboard, Glooko recommends following your organization’s rules for handling this information.

** May not be available in your country.*

A.3. Glooko Clinical Research*

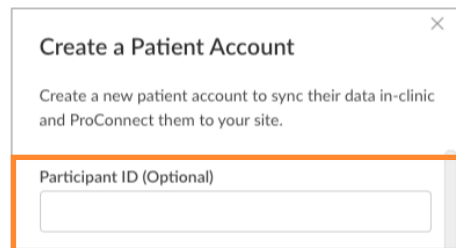
The Glooko Clinical Research feature allows your clinic to monitor research participants within your Population Tracker.

NOTE: In order to keep research participant accounts separate from your existing patient accounts, your clinic is assigned a new ProConnect Code specifically for research, and your clinic users are required to use separate accounts to access the platform. In order for research participants to share their data, they need to use one of the two methods below:

1. Upload data to the Glooko Clinical Research platform using the [Glooko Research Uploader](#) software.
2. Download the Glooko Clinical Research mobile app and connect to your Clinical Research ProConnect Code.

Participant ID

With the Glooko Clinical Research feature activated, you have the option to enter a **Participant ID** as part of the [Create Patient Account](#) workflow. The Participant ID can be used to track your research participants. You also have the ability to search by Participant ID in the Population Tracker.



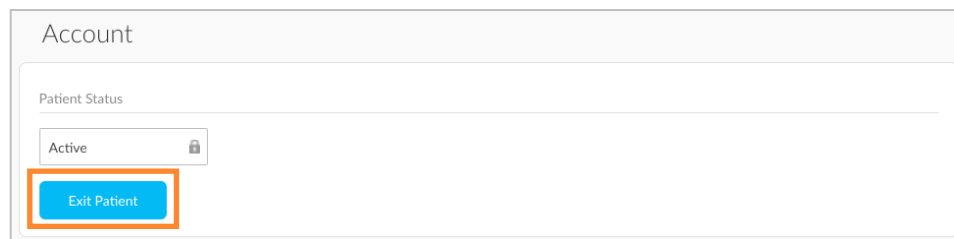
Create a Patient Account

Create a new patient account to sync their data in-clinic and ProConnect them to your site.

Participant ID (Optional)

Exit Patient

In [Patient Settings](#), the new Account section gives you the ability to **Exit Patient**, which removes the research participant from the clinical research study and deactivates the account.



Account

Patient Status

Active

Exit Patient

Research Uploader

While using Glooko Clinical Research, your clinic has access to a separate Research Uploader specifically designed for uploading research participant device data to the Glooko Clinical Research platform.

** May not be available in your country.*

A.4. Two-Step Verification

The two-step verification feature allows your clinic to require two forms of authentication for Professional users accessing their accounts. This adds an additional layer of security for your clinic and your patient data.

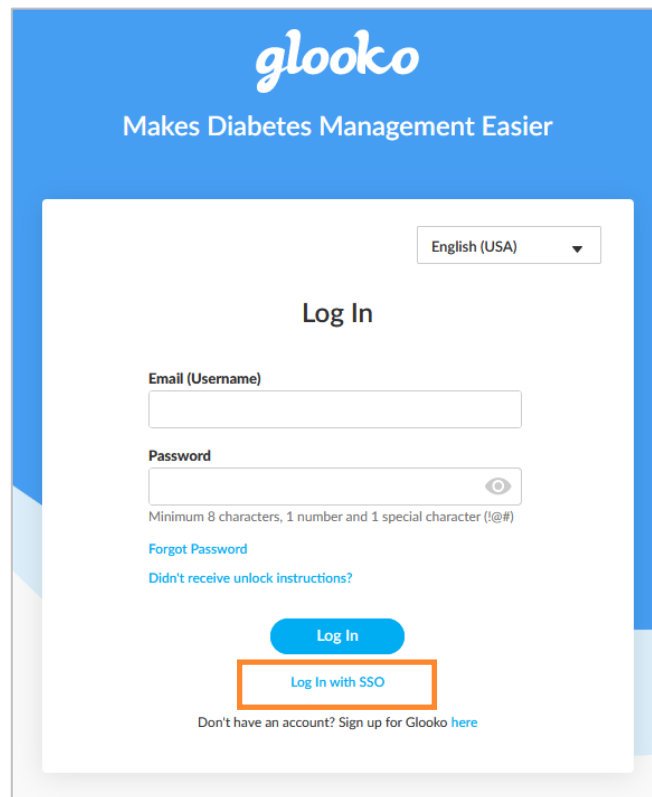
With this feature enabled, the user will receive a one-time password (OTP) via email or App Authentication that must be entered upon logging into Population Tracker. The user has the option to save this OTP for 30 days; otherwise, a new OTP will be required each time the user accesses his or her account.

NOTE: Only the Administrator has the ability to manage this setting for all Professional users at your clinic. There may however be regional/national regulatory requirements that demand the Two-Step Verification to always be enabled. In which case, it can't be disabled by anyone at the clinic.

A.5. Single Sign-On

The Single Sign-On (SSO) feature allows your Professional users to log into their Population Tracker accounts via a secure authentication service managing access to multiple applications.

With this feature enabled, users can select **Log In with SSO** on the Glooko login screen, enter their Glooko account credentials and follow the on-screen prompts to connect their accounts.



The image shows a screenshot of the Glooko login interface. At the top, the Glooko logo is displayed in white on a blue background, with the tagline "Makes Diabetes Management Easier" below it. A language dropdown menu is set to "English (USA)". The main heading is "Log In". Below this are two input fields: "Email (Username)" and "Password". The password field includes a toggle for visibility and a note: "Minimum 8 characters, 1 number and 1 special character (!@#)". There are links for "Forgot Password" and "Didn't receive unlock instructions?". Two buttons are visible: a blue "Log In" button and a blue "Log In with SSO" button, which is highlighted with an orange rectangular box. At the bottom, there is a link: "Don't have an account? Sign up for Glooko here".

A.6. Care Programs

Glooko Care programs allow your clinic to manage your patient population more effectively by assigning tailored programs for specific diabetes needs. These programs provide you and your patients with helpful resources for understanding their unique types of diabetes and guidance for using Glooko to improve diabetes management.

With Care programs enabled for your clinic, you have the option to assign programs to patients from your Population Tracker. Once a program is assigned to a patient, he or she will receive an email with instructions for accessing the program online.

A.7. Pregnancy Package

The Glooko Pregnancy Package allows your clinic to monitor pregnant women with diabetes. With this feature enabled, the estimated due date can be entered on the patient's Profile page. This will result in a pregnancy tag in the Clinic's Patient List where the patient's current pregnancy week + day is displayed for easy tracking of the diabetes management during the entire pregnancy.

The patient list can be filtered by pregnancy package, which will display a complete list of patients with an active pregnancy period.

When viewing a patient account with a set due date, the pregnancy week + day will also appear on the Summary page, Graphs page and History page.

A.8. Create Patient Cohorts

Clinics that have added the Cohorts functionality to their subscription can save custom filter sets for recurring use. This supports more effective population analysis, personalized interventions, and streamlined care workflows.

Once your clinic has purchased this add-on, the feature will be enabled for your site by Glooko. While basic filtering is available to all users, this is an advanced tool for cohort management.

- For example, you can create and save a cohort of *patients aged 10–18 with glucose data from the last 7 days* who have a *Time in Range of less than 50%* and a *CGM % Time Active greater than 70%*.

In the [Patient List filter section](#), you can then quickly filter your patient list using the saved cohort.

To create a new cohort:

1. Go to the [Settings](#) page from the top right menu and scroll down to **Cohorts**.
2. Click **Create Cohort** and select your desired filters (see image to the right).
3. After selecting your filters, click **Next**.
4. Enter a name and description for the cohort, then click **Save**.

Cohort Visibility: All users in your clinic can view and use created cohorts; however, only the creator and admins can edit and delete them.

Identify by Cohort: A **Cohorts** column will be added to the Patient List, showing all cohorts a patient currently belongs to. If a patient meets the criteria of one of the cohorts, their profile will be flagged with the Cohort name, visible also on the Patient Summary Page.



Exporting Cohorts: When a filter containing a cohort is active, clicking the **Export to CSV** button in the top right of the patient list will generate a report that includes only the patients in the current filtered view.

Appendix 2: Device-specific Features

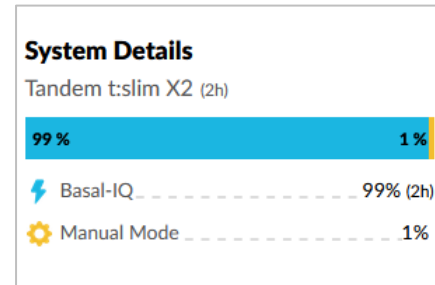
B.1. Basal-IQ

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.



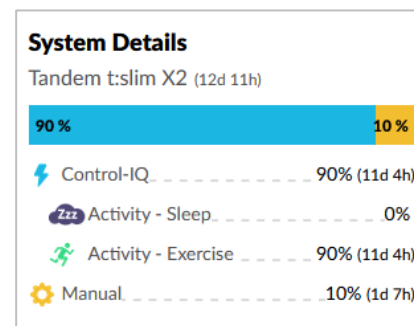
B.2. Control-IQ

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 Glooko, 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.

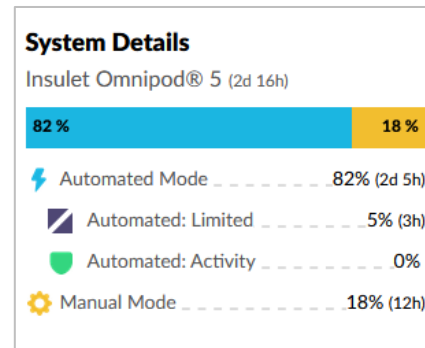


B.3. Omnipod® 5 System*

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: Activity
- 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, 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.

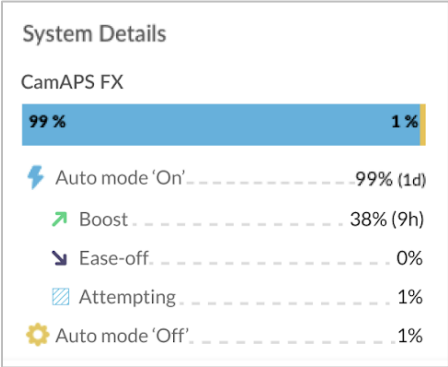
* May not be available in your country.

B.4. 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 visualized 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.*