Glooko® Uploader

Instructions for use – for Glooko users

glooko®
BETTER TOGETHER

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General information

Product description

Glooko Uploader® is indicated for use by individuals or healthcare professionals in the home or healthcare facilities to transfer predefined data from home monitoring devices to a server database. The device can be used as a stand-alone product or in combination with the Glooko System.

Intended use

Glooko is a data management software intended for use in home and professional settings that assists individuals with diabetes and healthcare professionals in reviewing, analysing and evaluating device data in order 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.

Supported devices

To get started, individuals will need:

1. A compatible blood glucose meter, insulin pump or continuous glucose monitor (CGM);

2. A PC or Mac computer with one of the following operating systems (OS):
   - Windows 8.1 (32-bit and 64-bit)
   - Windows 10 (32-bit and 64-bit)
   - macOS 10.14: Mojave
   - macOS 10.15: Catalina
   - macOS 11.0: Big Sur

3. the Glooko Uploader software;
4. A Glooko account; and
5. The syncing or device download cable supplied with the supported diabetes device.

Warning!

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.

Contraindications

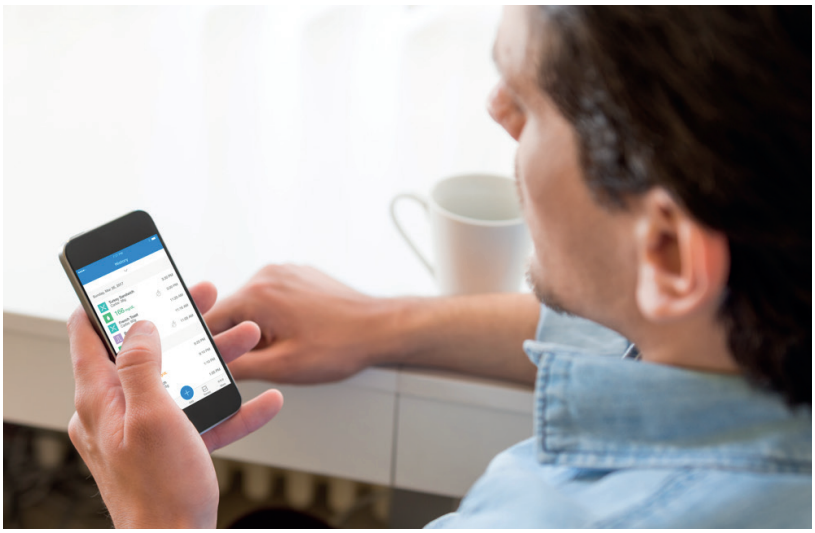
None.

Instructions for use – Glooko Uploader

You will need to create a Glooko account to use Glooko Uploader. The data uploaded using Glooko Uploader will synchronise to your Glooko account, which can be accessed using your Glooko login information. Internet (WiFi or mobile data network) access is necessary for your data to synchronise to the Glooko server.

Patients:

- Learn how to install and upload data using Glooko Uploader on the next page.



Healthcare providers:

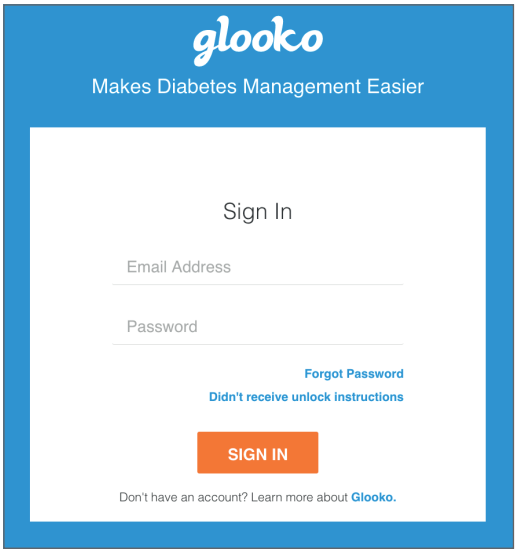
- Learn how to install and upload data using the Glooko Uploader on page 9.

Patients

In order to access the MyGlooko dashboard and download the Glooko Uploader software, you will need to have a Glooko account. You can sign up for Glooko using the Glooko mobile app for iOS or Android. You can also contact **Glooko Support** (https://support.glooko.com) for assistance in creating an account. Once you have created a Glooko account, please follow the instructions below.

1 Sign into your MyGlooko dashboard at https://my.glooko.com

- Enter your email address and password.
- Tap Sign In.



GET HELP SIGNING INTO YOUR GLOOKO ACCOUNT

- FORGOT PASSWORD:

If you are unable to remember your password to sign in, tap **Forgot Password** to receive a password reset email. Follow the instructions on the screen. You can also contact Glooko Support for assistance.

- UNLOCK YOUR ACCOUNT:

If you enter your password incorrectly five times, your account will be locked. An email with unlock instructions will automatically be sent to the email address registered to your account. However, if you do not receive an email, click **Didn't receive unlock instructions** – you will be redirected to the Unlock page. Follow the instructions on the screen. You can also contact Glooko Support for assistance.

2 Download the software installation file

After logging into your MyGlooko dashboard, you will need to download the installation file.

- Tap **Settings**.
- Scroll to the bottom of the page and click **Get Glooko Uploader**.
- You will be taken to a screen with buttons to install Glooko Uploader on a Mac or PC. Click either the Mac or PC button to download the installation file.

3 Locate the installation file and run the file

Depending on your web browser and operating system, you may need to search for the downloaded installation file or you may see a popup window asking you to run the file.

- If you are using a **PC**, look in your recent downloads folder
- If you are using a **Mac**, look in the downloads folder in Finder

Once you have located the file, double-click on it and follow the installation instructions on the screen.
NOTE: You will need to restart your computer at the end of the installation process.

Healthcare providers

In order to use the Glooko Uploader software, you will need a Glooko provider account and a subscription that supports Glooko Uploader. You will also need a specific link to download Glooko Uploader. Please contact Glooko Support (https://support.glooko.com) for assistance.

1 Request a link to download the Glooko Uploader software

Healthcare providers must request a link to download the Glooko Uploader software.

- Please contact Glooko Support (https://support.glooko.com) to request a link to download the Glooko Uploader software.

2 Download the software installation file

- When you receive the link to download the software from Glooko, click the link in your email. You will be taken to a screen with buttons to install Glooko Uploader on a Mac or PC. Click either the Mac or PC button to download the installation file.

3 Locate the installation file and run the file

Depending on your web browser and operating system, you may need to search for the downloaded installation file or you may see a popup window asking you to run the file.

- If you are using a **PC**, look in your recent downloads folder
- If you are using a **Mac**, look in the downloads folder in Finder

Once you have located the file, double-click on it and follow the installation instructions on the screen.
NOTE: You will need to restart your computer at the end of the installation process.

Patients and healthcare providers

After installing Glooko Uploader (Instructions for patients; Instructions for healthcare providers) and restarting your computer, locate the Glooko Uploader icon on either your desktop (PC) or in your Applications folder (Mac).

4 Open the Glooko Uploader software

- **Locate** the Glooko Uploader icon on your desktop (PC) or in your Applications folder (Mac).
- **Double-click** on the Glooko Uploader icon to start the program.

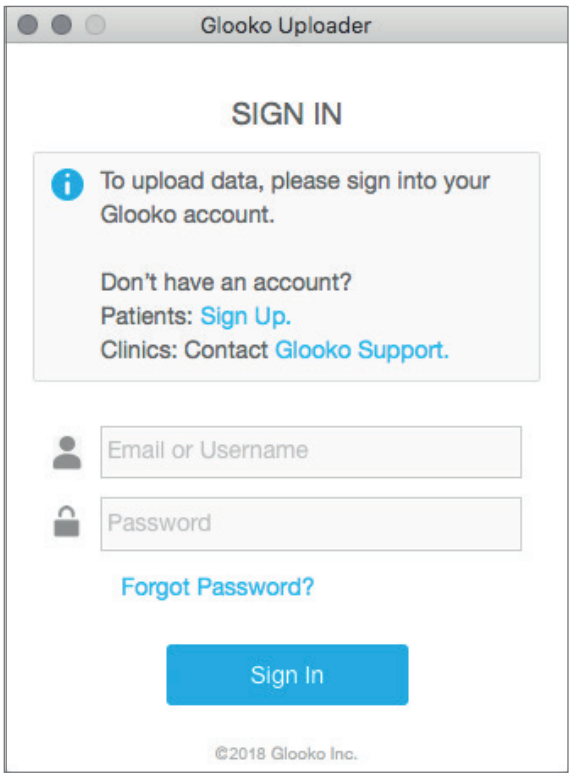
NOTE: Make sure you have restarted your computer before starting Glooko Uploader for the first time.

5 Sign into your Glooko account

Once the Glooko Uploader program opens, you will need to sign into your Glooko account.

- Enter your **email or username**
- Enter your **password**
- Tap **Sign In**.

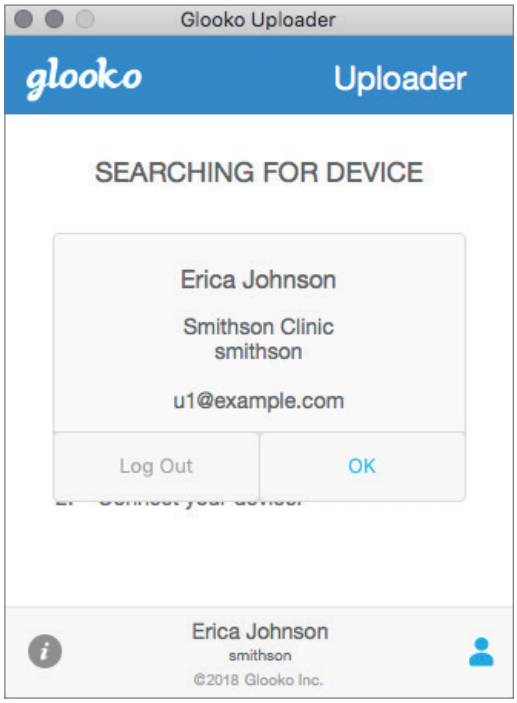
GET HELP SIGNING INTO YOUR GLOOKO ACCOUNT
If you cannot remember your password to sign in, click **Forgot Password** to receive a password reset email. You can also contact Glooko Support for assistance.



6 Features in Glooko Uploader

LOG OUT OF YOUR ACCOUNT

- You can log out of your Glooko account by tapping the Profile button in the bottom right-hand corner of Glooko Uploader.
- Tap **Log out**

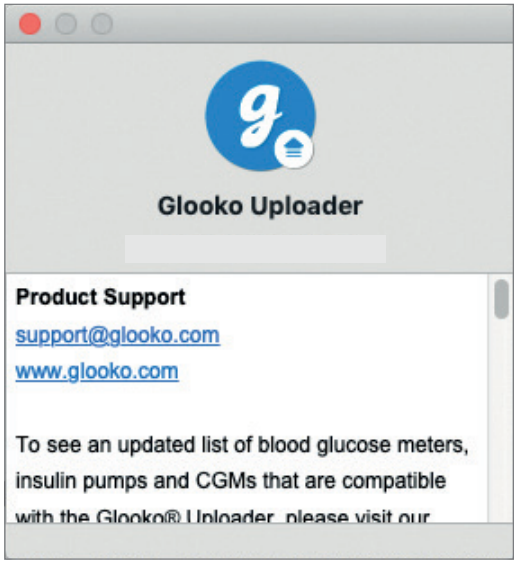


VIEW YOUR PROFILE INFORMATION

- You can view your profile information by tapping the Profile button in the bottom right-hand corner of Glooko Uploader.
- This popup includes:
  - Your **name**
  - Your **primary authorised site** (healthcare provider) and the associated **ProConnect code**
  - Your **email address**
- Tap **Log Out**.

SEE ADDITIONAL INFORMATION ABOUT GLOOKO UPLOADER

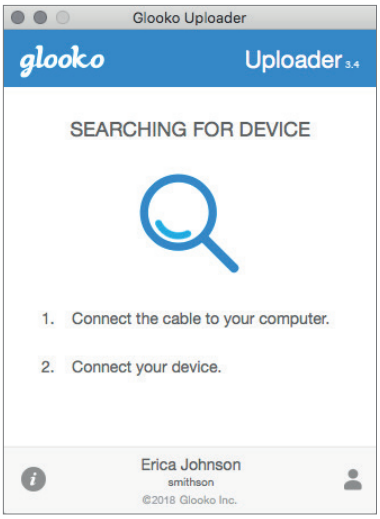
- You can view additional information by tapping the Info button in the bottom left-hand corner of Glooko Uploader.
- This popup includes product support information, product description, and the intended use statement.



Patients and healthcare providers

7 Upload diabetes data

Once you have signed into Glooko Uploader, you can upload your diabetes device data.



CONNECT THE CABLE FOR YOUR DIABETES DEVICE TO THE COMPUTER

After logging in, Glooko Uploader will start searching for a device.

- Connect the appropriate USB cable or infrared (IR) cable for the diabetes device to the computer.
- Once the cable is recognised, wait a few seconds for the cable drivers to be recognised before connecting your device.

CONNECT THE DIABETES DEVICE TO THE CABLE

- After connecting the cable to the computer, connect the diabetes device to the cable.
- Click here to learn more about what cable you need to upload your diabetes device.

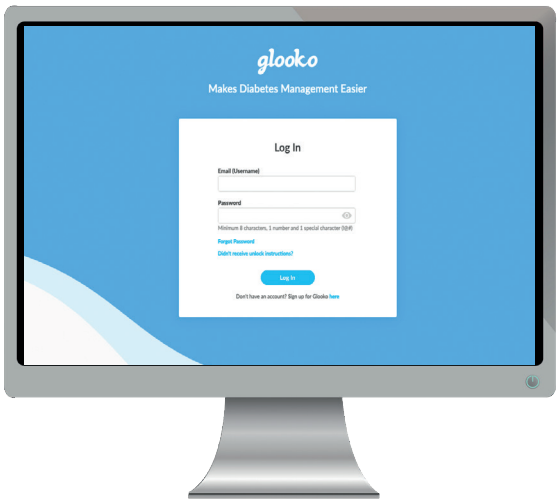
NOTE: Make sure you use the cable supplied with your diabetes device. If you need a new cable, please contact the manufacturer of your diabetes device.

- After connecting the diabetes device to your computer using the cable supplied with the device, your device will begin uploading data using Glooko Uploader.
- If an error occurs, please follow the instructions on the screen to resolve the error. If you continue to experience difficulties, please contact Glooko Support for assistance.

NOTE: The first time you upload data from your device, you may be asked to validate your user account. If prompted, please enter your username and password to complete the upload and assign the device to your account.

Patients and healthcare providers

8 View diabetes data



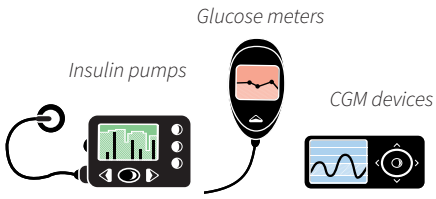
After uploading your diabetes device data using Glooko Uploader, you can view the data at https://my.glooko.com by logging into your Glooko account.

- **Patients**:
  To learn more about the MyGlooko web dashboard, please refer to Glooko for personal use – Quick start guide at https://support.glooko.com

- **Healthcare providers**:
  To learn more about Population Tracker, please refer to: Glooko for clinics – Quick start guide at https://support.glooko.com

Compatible devices and transmission methods

Below are instructions on how to upload diabetes data to Glooko using diasend® Uploader. Unless explicit upload instructions are provided for the device, it will upload automatically when you connect it to the PC/Mac using its specific USB cable.



Blood glucose meters – connected via USB cable

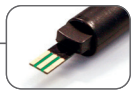
Abbott

FreeStyle Freedom Lite | FreeStyle Lite — *Abbott FreeStyle USB cable (2.5 mm)*

FreeStyle InsuLinx
FreeStyle Precision Neo
FreeStyle Optium Neo — *Micro USB*

Please note that the FreeStyle Libre is currently only compatible in Europe!

Precision Xceed | Precision Xtra — *Abbott Xceed USB cable*



Acon Laboratories

On Call® Express
On Call® Express II
On Call® Express Voice — *On Call USB cable (2.5 mm)*

Agamatrix

WaveSense Jazz — *Agamatrix USB cable*

Animas

OneTouch Ping (meter) — *Mini USB*

1. Connect to your computer.
2. Press the power button on the meter.

Arkray

Glucocard Shine XL — *i-Sens USB cable (2.5 mm)*

Connect and press any button.

Glucocard Shine Connex
Glucocard Shine Express — *Micro USB*

ReliOn Premier Blu (BLE)
ReliOn Premier Classic
ReliOn Premier Voice — *i-Sens USB cable (2.5 mm)*

Connect and press any button.

Blood glucose meters – connected via USB cable

Ascensia (Bayer)

Breeze 2 | Contour Plus

Contour
Contour link
Contour next EZ

Contour TS
Contour XT

Bayer blue USB cable (3.5 mm)

1. Connect to your computer.
2. Press the power button on the meter.

1. Connect to your computer.
2. Press the **M** button on the meter.

Contour next link
Contour next link 2.4

Contour next USB
Contour USB

USB port on meter

Contour Care
Contour Fit
Contour Next

Contour Next (Bluetooth)
Contour Next one
Contour Plus one

Micro USB

GlucoRx

Nexus | Q

Mini USB

i-SENS

Alphacheck professional

Mini USB

CareSens BGM/TEE2
CareSens N

CareSens N POP
CareSens N voice

i-Sens USB cable (2.5 mm)

1. Connect to your computer.
2. Push the **S** button on the meter.

Intuity

POGO® Automatic™

Micro USB

LifeScan

OneTouch Ultra
OneTouch Ultra2

OneTouch UltraEasy
OneTouch UltraMini

LifeScan USB cable (3.5 mm)

Connect and press any button.

OneTouch Select Plus
OneTouch Verio

OneTouch Verio Flex
OneTouch Verio Reflect

Micro USB

OneTouch Verio IQ | OneTouch Verio Sync

Mini USB

Blood glucose meters – connected via USB cable

Menarini

GlucoMen LX2

Menarini blue USB (3.5 mm)

If the meter displays: **E-3**, disconnect it, wait until the display switches off, and then connect the meter again.

Trividia (Nipro)

TRUEresult
TRUE METRIX
TRUE METRIX AIR
TRUEyou mini

Nipro dock USB cable

Connect and place the meter in the docking station.

Prodigy

AutoCode

Mini USB

Roche Accu-Chek

Active
Aviva Connect
Guide
Guide Me
Instant
Mobile (USB)

Micro USB

1. Connect to your computer.
2. Upload should start within 20 seconds of connecting the cable. If not, go to the main menu on the meter. Go to **My data > PC analysis > Data transfer** and connect the meter to the USB cable again.
   (Please do not hold down the two arrow buttons.)

Sanofi

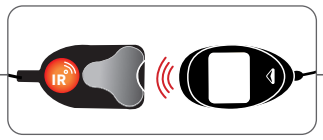
BGStar

Sanofi USB cable

Blood glucose meters – with infrared connection

Roche (IR)

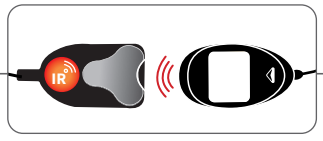
Accu-Chek Aviva Nano
Accu-Chek Aviva Plus Black
Accu-Chek Aviva Plus Silver
Accu-Chek Nano
Accu-Chek Performa
Accu-Chek Perfoma Nano



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect the IR cable to your computer.
2. With the meter off, activate IR transmission by pushing and holding the two arrow buttons until two arrows appear in the display.

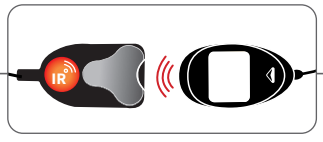
Accu-Chek Compact Plus



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect the IR cable to your computer.
2. Activate IR transmission by pushing and holding the **S** and **M** buttons below the display until two arrows appear in the display.

Accu-Chek Aviva Combo
Accu-Chek Aviva Expert



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect the IR cable to your computer.
2. In the main menu, go to **My data** and select **Data transfer**.

CGMs – connected via USB cable

Dexcom

G4 Platinum
G4 Platinum with Share
G5
Touchscreen Receiver (G5)

Micro USB

If the upload fails to start, disconnect the receiver and select Shutdown in the menu to turn the receiver off. Turn the receiver on again and connect it to the computer.

Insulin pumps – with infrared connection

Animas (IR)

OneTouch Ping
Vibe

ACTiSYS Li or Li2
Note! If you are using Windows 8 or 10, you need to use the ACTiSYS Li2 cable.

1. Suspend the pump. (MAIN MENU, scroll to **Suspnd/Resum** and press **OK**; **Suspend** is highlighted).
2. Press **OK**.
3. Place the pump with its back to the Actisys IR wireless download cable.
4. When the transmission is finished: Resume pump (MAIN MENU, scroll to **Suspnd/Resum** and press **OK**; **Resume** is highlighted). Press **OK**.

Compatible infrared cables

ACTiSYS – Li cable

Compatible operating systems:
macOS X: 10.14–11.0
Windows: N/A

ACTiSYS – Li2 cable

Compatible operating systems:
macOS X: 10.14–11.0
Windows: 8, 10

Accu-Chek – 360°cable (Realtyme)

Compatible operating systems:
macOS X: 10.14–11.0
Windows: 8, 10

Roche Accu-Chek Smart Pix 2 cable

Compatible operating systems:
macOS X: 10.14–11.0
Windows: 8, 10

Need a cable?
Please contact the manufacturer of your specific diabetes device.

Insulin pumps – connected via USB cable

Insulet

Omnipod® System

Mini USB

Omnipod® Dash™ System

Micro USB

1. Connect and press the power button on the PDM.
2. Unlock the PDM and tap ‘Export’ on the screen.

Medtronic

630G
640G
670G

1. Connect a Contour Next Link 2.4 meter to one of your computer’s USB ports.
2. Follow the on-screen instructions presented in your Glooko Uploader to upload data from your Medtronic pump.

Tandem

t:flex
t:slim

t:slim G4
t:slim X2

Micro USB

Insulin pumps – connected via infrared cables

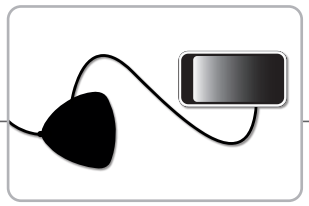
Compatible infrared cables

Roche Accu-Chek Smart Pix cable

Roche Accu-Chek Smart Pix 2 cable

Roche

Accu-Chek Aviva Insight
Accu-Chek Performa Insight



Smart Pix 2
Note! Connect the pump handset to Smart Pix 2 using a micro USB cable.

1. Connect the Smart Pix 2 cable to your computer and wait for the blue indicator on Smart Pix 2 to start flashing slowly.
2. Connect the handset to Smart Pix 2 using a micro USB cable.
3. In the handset menu select **Connect to PC** and press **OK**.
4. Ensure that the pump is within range of the handset.
5. The blue indicator on Smart Pix 2 is on while data is being transmitted from the device to Smart Pix 2.
6. The blue indicator turns itself off and both Smart Pix 2 and the device emit a sound to signal that data is being transmitted from Smart Pix 2 to Glooko Uploader. Do not disconnect Smart Pix 2 yet!
7. Wait for Glooko Uploader to confirm the upload was successful.

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glooko®
BETTER TOGETHER