



GLOOKO® FOR CLINICS  
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 program. 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 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: Add-On Features](#).

## 1.1. Compatibility

Glooko supports the following web browser versions:

- Internet Explorer version 11 or later
- Internet Explorer Edge version 44 or later
- Google Chrome version 57 or later
- Firefox version 51 or later
- Safari version 8 or later

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

## 1.2. Identify your Clinic Upload Tool

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

- [Glooko Transmitter](#)
- [diasend® Transmitter](#)
- [Glooko Uploader](#)
- [Glooko Kiosk\\*](#)

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

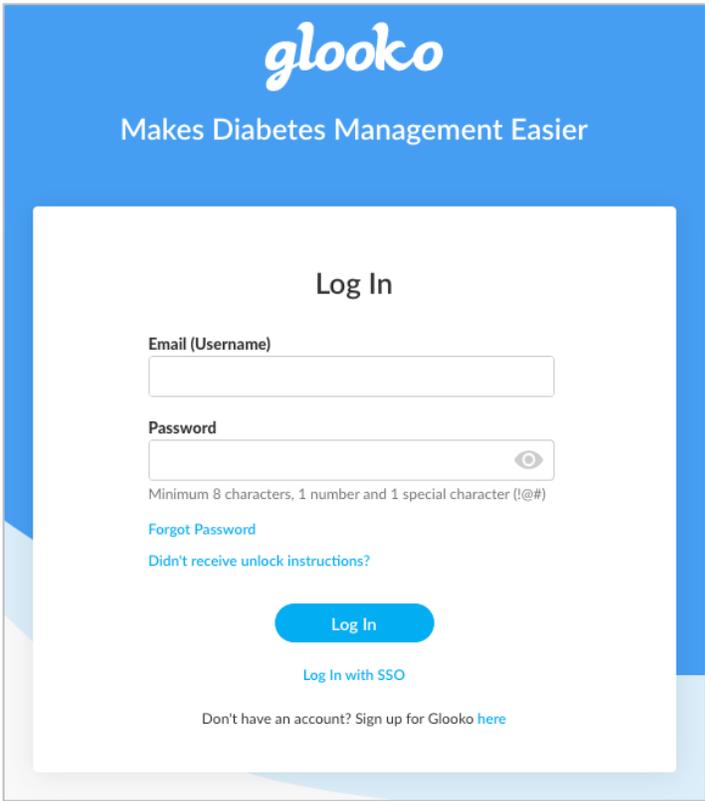
# 1.3. Upload and View Patient Diabetes Data

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:

## 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 Quick Start Guide.

Once the diabetes device data has uploaded, go to [my.glooko.com](http://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.

## 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	<a href="#">Refresh List</a>
Device Type	Last Sync	Assignment	
Unassigned			
OmniPod Pump   130337586	2:53 PM U39637637	<a href="#">Assign to Lucy Test</a> 01/01/1970	<a href="#">Assign to Other Patient</a>
OneTouch VerioIQ Meter   TGKFX1T7	2:52 PM U39637637	<a href="#">Assign to George Testerson</a> 06/10/1962	<a href="#">Assign to Other Patient</a>
Contour Next Link US Meter   6203-C16DAE	11:45 AM U39637637	New Device	<a href="#">Assign</a>
Recently Assigned			
✓ Ascensia Contour Next One Meter   7830H6130960	11:48 AM U39637637	<a href="#">Lucy Test</a> 01/01/1970	<a href="#">Create Report</a>   <a href="#">Unassign</a>

## 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: 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 diabetes data for 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 **Filter Patients** to filter your results by tags or other attributes, or sort patients by clicking on any of the column headers.

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 field containing 'Enter a patient name'. The ProConnect Code is 1234567. The 'View Patients' button is highlighted with an orange box. Below the search bar, there is a 'Filter Patients' dropdown menu. A notification bar indicates that data for Avg BG, Avg CGM, and BG-Flags is taken from a 30-day sample. Below this, there are filters for '≥ 25% of readings are above 250', '≥ 10% of readings are below 70', 'Marked High (above 400)', and 'Marked Hypo (below 50)'. There are also icons for 'Contact' and 'Remote Sync'. The main table displays patient data:

NAME	LAST SYNC Device Type	AVERAGE BG Readings/Day	AVERAGE CGM Active Days	BG-FLAGS
George Testerson	Today Meter	151 1.4		⬆️ ⬆️ ⬆️
Lucy Test	Yesterday CGM	- 0	161 30	
Sally Testing	Yesterday Meter	141 1.3		⬆️ ⬆️

The following information will display:

- **Name:** This shows the patient's first and last name. Hover over the patient's name to view date of birth and type of diabetes.

**NOTE:** If there is a device icon to the left of the patient's name, this indicates the patient uses the Glooko mobile app. A blue device indicates data was last synced remotely, and a

gray device indicates data was last uploaded in the clinic.

- **Last Sync:** This shows the number of days since the patient's last sync, as well as the last synced device type. Hover over the Last Sync to view device name and location of last sync.
- **Average BG:** This shows the patient's average blood glucose (BG) reading during the 30 days prior to the last device sync date. The average number of readings per day is shown below the average BG reading.
- **Average CGM:** This shows the patient's average continuous glucose monitoring (CGM) reading during the 30 days prior to the last device sync date. The number of active days the CGM was used within the last 30 days is also shown.
- **BG-Flags:** These are triggered based upon BG readings recorded during the 30 days prior to the last device sync date that fall outside of preset ranges.

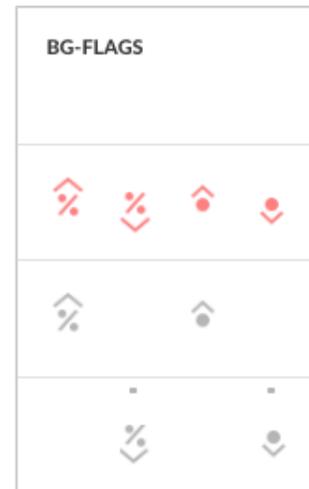
Colors are used to indicate whether reading(s) are within or more than 30 days since the Last Sync date.

- **Red BG flags:** These indicate that the reading(s) are within 30 days from the Last Sync date.
- **Gray BG flags:** These indicate that the reading(s) are more than 30 days since the Last Sync date.

Hovering over a flag displays additional information, including:

- Number or percentage of readings that are above or below the target range.
- Whether or not the BG flag is based upon a patient-specific setting.

**NOTE:** Ranges can be set at the population level in Provider Settings > [Data Settings](#) or at the patient level in Patient Settings > [Data Settings](#).

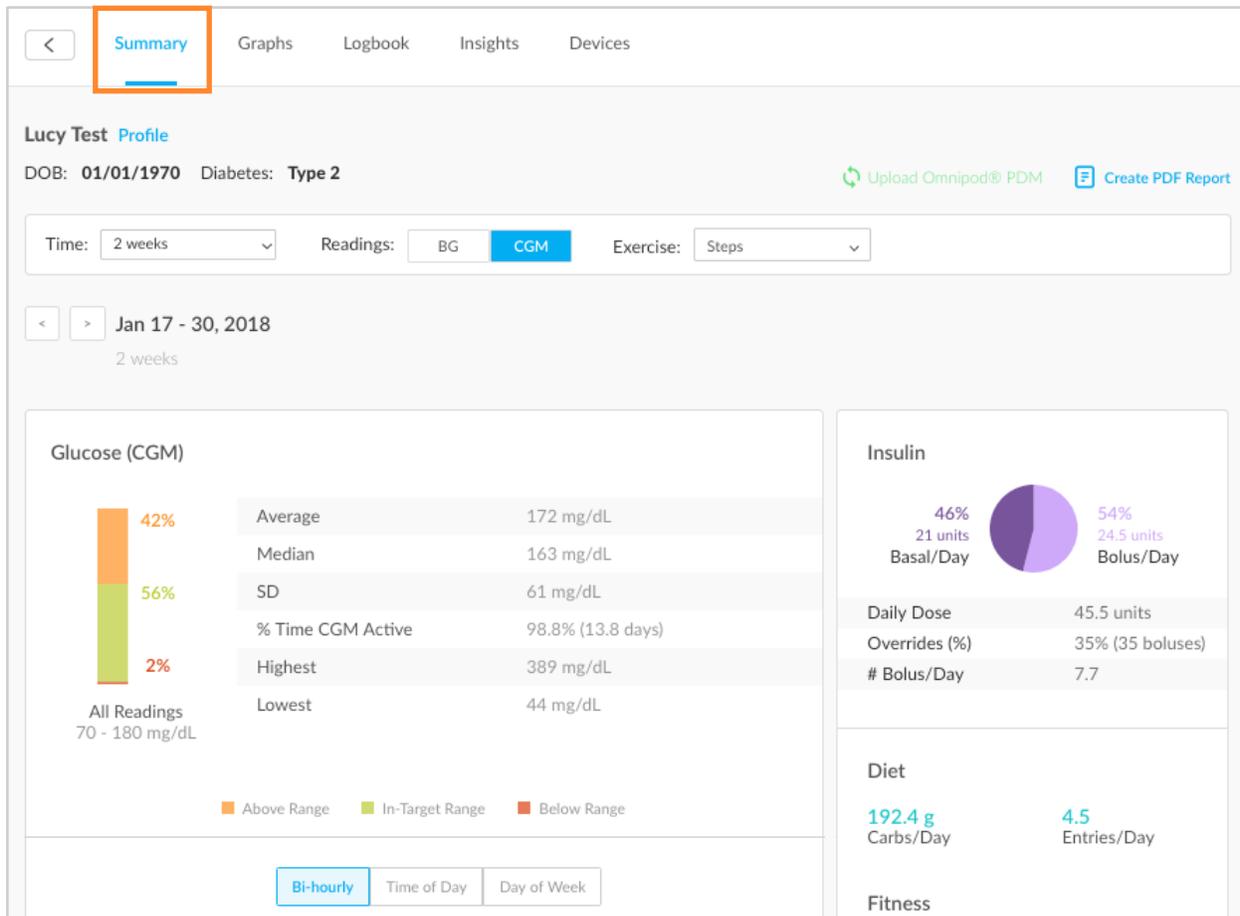


## Patient Summary

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.

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



**NOTE:** All insulin data will be grouped together as **Insulin**, unless the patient has insulin pump and Smart Pen (and/or manually entered) insulin data. In that event, insulin pump data will display as **Insulin - Pump** while Smart Pen (and/or manually entered) insulin data will display as **Insulin - Other**. If a patient has a pump with Control-IQ, the summary page will display an additional information card with the title **System Details** below Insulin. Please reference [B.1. Control-IQ](#) for more information.

## 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 [sales@glooko.com](mailto:sales@glooko.com).

**NOTE:** Your Patient List may look different if you are on our new version of Population Tracker. Reference [A.4. New Population Tracker](#) for more information.

### 2.1. Create Patient Accounts

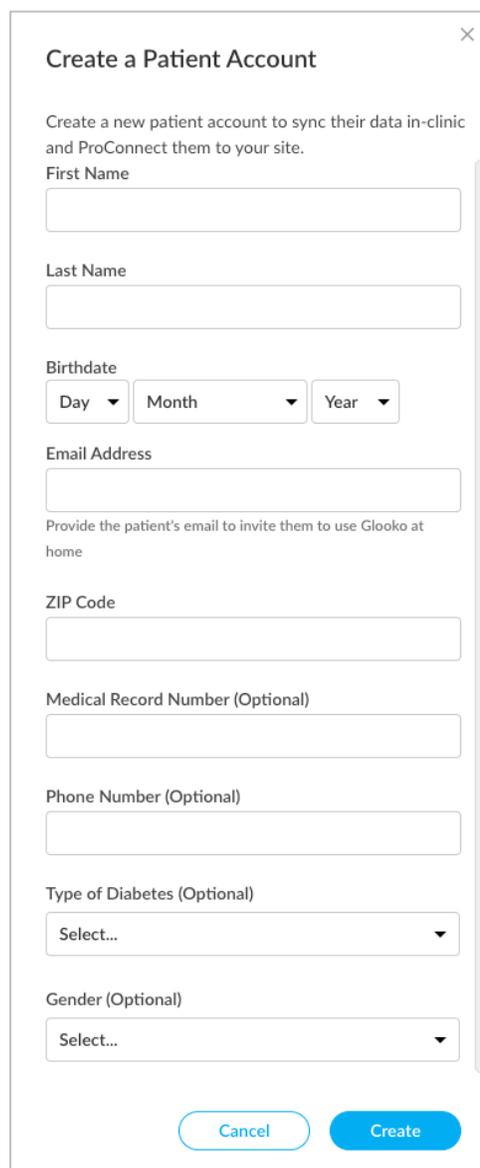
If the patient is new to your clinic, you have the option to create a new patient account from the Patient List.

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)
  - Phone Number (Optional)
  - Type of Diabetes (Optional)
  - Gender (Optional)

**NOTE:** 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.

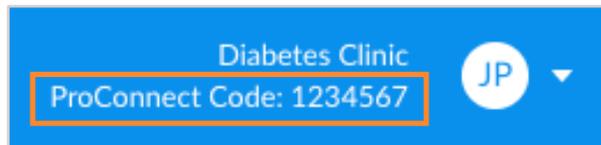
3. Click **Create**.
  - The patient will receive an email with a link to set a password for the new account.



The screenshot shows a modal window titled "Create a Patient Account" with a close button (X) in the top right corner. Below the title is a sub-header "Create a Patient Account" and a brief instruction: "Create a new patient account to sync their data in-clinic and ProConnect them to your site." The form contains several input fields: "First Name" (text input), "Last Name" (text input), "Birthdate" (three dropdown menus for Day, Month, and Year), "Email Address" (text input with a note: "Provide the patient's email to invite them to use Glooko at home"), "ZIP Code" (text input), "Medical Record Number (Optional)" (text input), "Phone Number (Optional)" (text input), "Type of Diabetes (Optional)" (dropdown menu with "Select..." as the placeholder), and "Gender (Optional)" (dropdown menu with "Select..." as the placeholder). At the bottom of the form are two buttons: "Cancel" (light blue) and "Create" (dark blue).

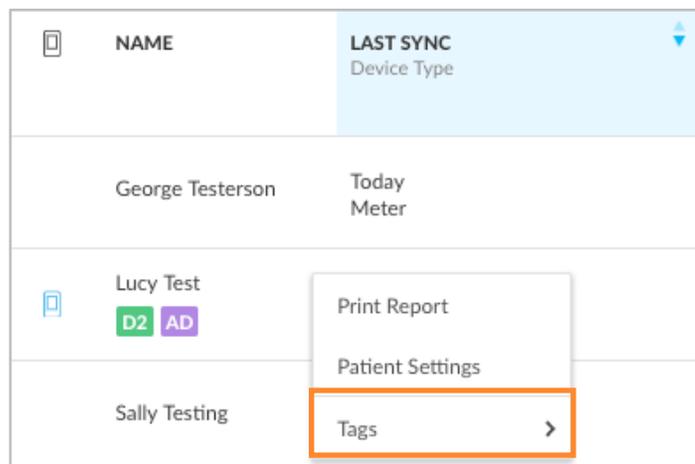
## 2.2. ProConnect Patients

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, right-click on a patient and hover over **Tags** to display the healthcare providers affiliated with your clinic, which can be tagged to a patient. Select a provider from the list, and an automatically generated, colored box containing the provider's initials will display below the patient's name, indicating the tag has been added.



NAME	LAST SYNC Device Type
George Testerson	Today Meter
Lucy Test D2 AD	Print Report Patient Settings
Sally Testing	Tags >

Multiple provider tags can be added to each patient account. You can filter patients by tags and other attributes by clicking the **Filter Patients** drop-down menu at the top-left of your Patient List.

## 2.4. 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 blue header with the Glooko logo, a dropdown menu showing 'Nom', a search bar with the placeholder 'Enter a patient name', and user information including 'Diabetes Clinic', 'ProConnect Code: 1234567', and a profile icon 'JP'. A dropdown menu is open, showing 'Jessica Providerly' and options for 'Settings', 'Help', and 'Log Out'. The 'Settings' option is highlighted with an orange border. Below the header, the 'My Profile' section is visible, containing three input fields: 'Professional Designation' (set to 'Physician (MD)'), 'First Name' (set to 'Jessica'), and 'Last Name' (set to 'Providerly'). A 'Save' button is located at the bottom right of this section. The 'Account' section below it includes 'Email Address' (drqa@example.com), 'Password' (masked with asterisks), and 'Language' (English), each with a corresponding 'Change' link. The 'Site Profile' section at the bottom includes '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 Meter Units, Pump BG Entry Settings and Population Flag parameters. Click **Save** to register any changes.

The following Settings display:

- **Meter Units:** This can be toggled to **mg/dL** or **mmol/L**.

**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.

Data Settings

Meter Units  mg/dL  mmol/L

Pump BG Entry Settings Restore Default

Include in statistics  Yes  No

Population flag settings Restore Default

25 % of readings are above 250 mg/dL

10 % of readings are below 70 mg/dL

A Marked High is above 400 mg/dL

A Marked Low is below 50 mg/dL

Terminal Settings

Transmitters

SERIAL NO.	DATE OF LAST SIGNAL CHECK	SIGNAL STRENGTH	SIGNAL QUALITY	NAME
S15050238	2018-04-24 00:15:12	Great	Great	S15050238

Save

- **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.

## 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)	✎	✖

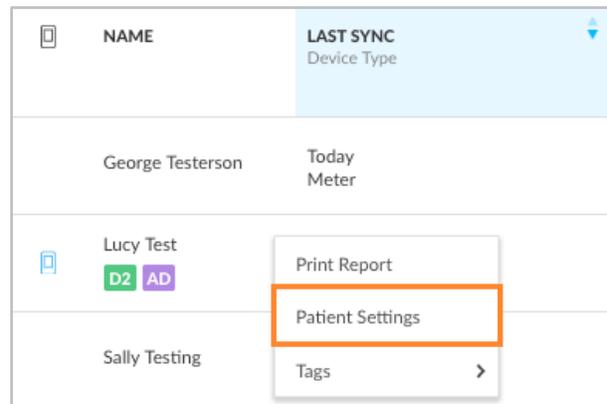
## 2.5. Manage Patient Settings

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:

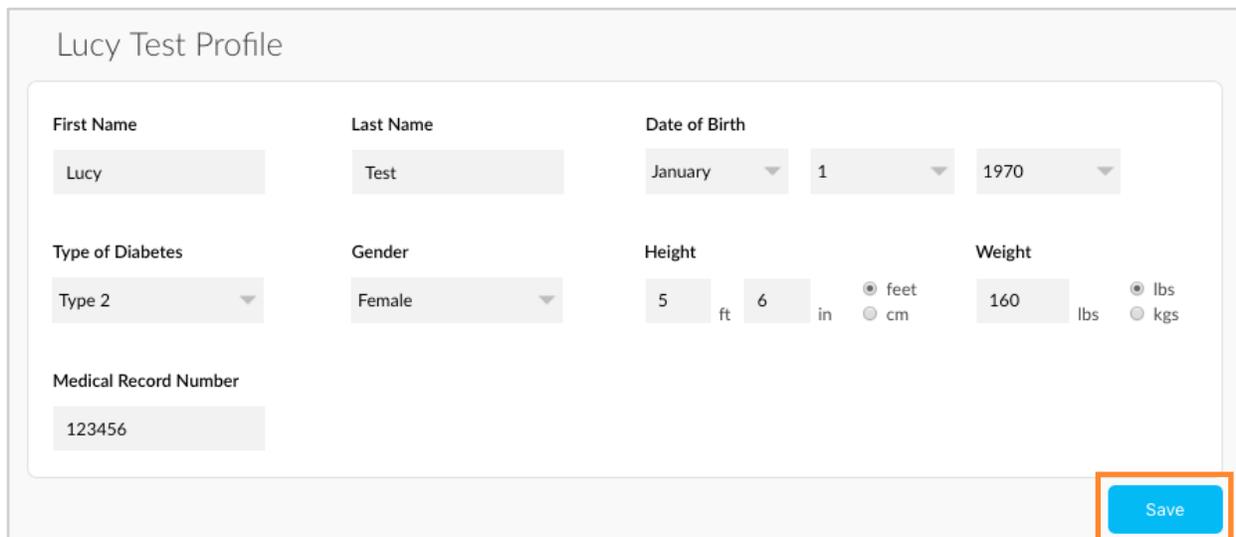
1. Locate or search for a patient on the Patient List.
2. Right-click on the patient and select **Patient Settings**.

**NOTE:** You can also access this by clicking **Profile** at the top-left of the [Patient Summary](#) screen.



### 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.

A screenshot of the 'Lucy Test Profile' form. It contains several input fields: 'First Name' (Lucy), 'Last Name' (Test), 'Date of Birth' (January 1, 1970), 'Type of Diabetes' (Type 2), 'Gender' (Female), 'Height' (5 ft 6 in, with radio buttons for feet and cm), 'Weight' (160 lbs, with radio buttons for lbs and kgs), and 'Medical Record Number' (123456). A blue 'Save' button is located at the bottom right, highlighted with an orange box.

## 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.

### Account

Status	Email
Invited (07/13/2019)	lucytest1@sample.com
<a href="#">Resend Invite</a>	<a href="#">Change Email</a>

## Data Settings

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

The following Settings display:

- **Meter Units:** This can be toggled to **mg/dL** or **mmol/L**.
- **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 graphs and statistics. By default, these readings are included.

**NOTE:** You can also adjust the Pump BG Entry Settings

### Data Settings

Meter Units  mg/dL  mmol/L

Pump BG Entry Settings [Restore Default](#)

Include in statistics  Yes  No

Target BG Ranges [Restore Default](#)

Lower Limit 70 mg/dL Before Meal Upper Limit 130 mg/dL After Meal Upper Limit 180 mg/dL

Population flag settings [Restore to Population Settings](#)

35 % of readings are above 250 mg/dL

10 % of readings are below 70 mg/dL

A Marked High is above 400 mg/dL

A Marked Low is below 50 mg/dL

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](#)

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.

- **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 or connect a patient's iGlucose device(s) 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](mailto: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.

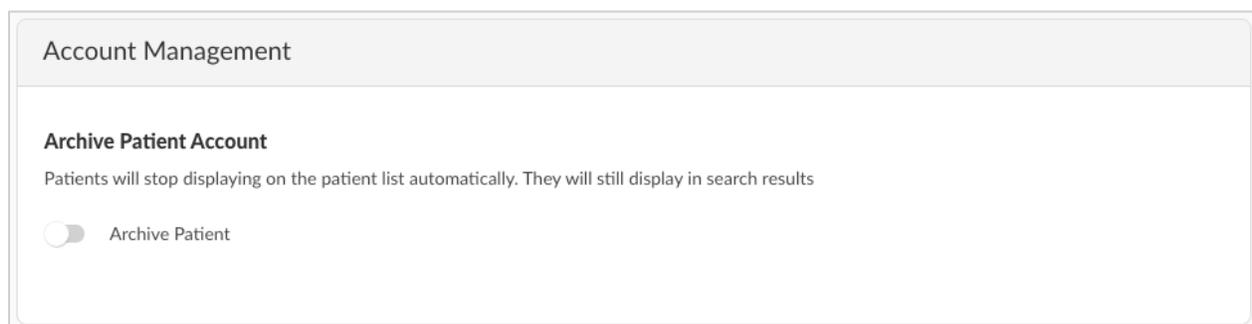
To connect an iGlucose meter:

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.

## Account Management

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.

**NOTE:** Only Administrators have access to archive 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
- Calendar
- Devices
- Insights

### 3.2. Create Reports

To create a PDF report, follow these steps:

1. From the Patient List, right-click on a patient's name and select **Print Report** (or click **Create PDF Report** at the top-right of most screens within a 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](#).

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

## Create PDF X Close

Lucy Test  
DOB: 01/01/70 Diabetes: Type 2

Preferred PDF Setting  
No Profile Selected Manage Favorites

Time: 2 weeks 04/24/2019 - 05/07/2019

**Summary**



2 pages

**Logbook**



2 pages

**Overview**



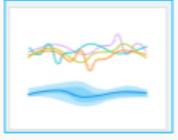
1 page

**Daily Overview**



1 page

**Overlay**



1 page

**Calendar**



1 page

**Insights**



1 page

**Devices**



1 page

Estimated report length: 6

Print mode:  Black and White  Color

Type comment here! Comments will appear in the Summary report section.

Save selection as Favorite Profile **Create PDF**

## 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](http://www.support.glooko.com)
- Email Support: [support@glooko.com](mailto:support@glooko.com)
- SMS Support: +1-650-720-5310



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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 [sales@glooko.com](mailto:sales@glooko.com).

## A.1. Case Management

The Case Management feature provides additional patient interaction and tracking options, including the ability to add details about patient status.

With the Case Management feature enabled, Contact Flags and Statuses can be added to patient accounts, visible on the Patient List in your Population Tracker.

### Contact Flags

Contact flags display on a patient's account based upon preset flag criteria, including that readings, average BG or average CGM values are out of range, or a patient has not remotely synced in the past 30+ days. Hover over a call flag to display the reason(s) that the flag was triggered. These parameters can be managed at the population level in [Provider Settings](#) or at the patient level in [Patient Settings](#). Settings at the patient level always take precedence over settings at the population level.

### Status

Patient statuses are used to provide information about important follow-up actions (such as upcoming visits or reminders to review data) related to a patient. These statuses are customizable and can be managed at the population level in [Provider Settings](#).

## A.2. Mobile Insulin Dosing System (MIDS)\*

Using Glooko's Mobile Insulin Dosing System (MIDS), clinicians can configure an insulin prescription for people with type 2 diabetes who are starting on or need adjustments to their long-acting insulin dose. After the configuration, Glooko's Mobile App will automatically prompt, recommend, and remind them of their insulin adjustments based on their fasting glucose readings and the Treatment Plan set up by the clinician.

**MIDS is only available for patients whose healthcare provider prescribes the program. 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.**

With the MIDS feature enabled, a new MIDS tab will display on each patient account, and MIDS statuses will be visible on the Patient List in your Population Tracker.

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

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

## A.3. DreaMed Advisor\*

Through an integration with DreaMed, Glooko data is processed by DreaMed Advisor Pro, a proprietary algorithm designed to analyze an individual's glucose and insulin delivery information. Based on this information, DreaMed Advisor Pro may recommend an updated insulin treatment profile, including new basal rates, insulin to carb ratios and insulin sensitivity factors. DreaMed Advisor Pro can also make suggestions for behavioral changes, such as timing of meal boluses and bolus delivery compliance.

With the DreaMed Advisor feature enabled, a new Advisor tab will display on each patient account, and Advisor recommendation notifications will be visible on the Patient List in your Population Tracker.

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

## A.4. New Population Tracker

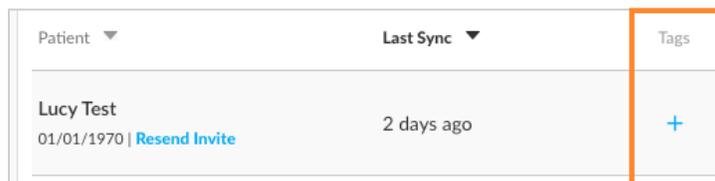
The New Population Tracker provides additional filtering and tracking options, including the ability to create custom tags and invite patients from the Patient List. The new Patient List only includes three columns: **Name**, **Last Sync** and **Tags**.

If your clinic has the New Population Tracker activated, you have the option to toggle between the legacy (old) version and the new Patient List from your Population Tracker dashboard.



### Custom Tags

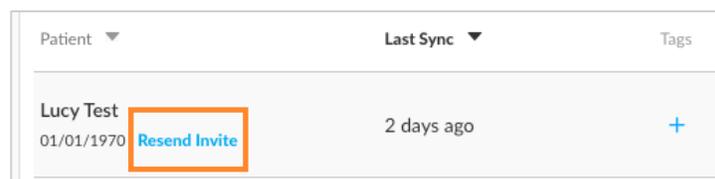
From the Patient List, click on the **plus symbol (+)** to create a custom tag, add an existing custom tag or add a provider tag. If a provider tag is applied, you can hover over the tag to view the first and last name of the provider.



### Invite from Patient List

Providers have the ability to modify patient emails and invite or re-invite patients to Glooko from the 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, which triggers another request to be sent. Once an account has been activated by a patient, you will no longer have the option to change the email address.



## A.5. Mellitus Health\*

Mellitus Health’s Insulin Insights™ is an FDA-cleared automated insulin titration program that makes precision insulin dosing recommendations based on a patient’s previous glucose readings and current insulin regimen. Through our integration with Mellitus Health, you have the ability to prescribe digital therapeutics to your patients directly from your Population Tracker.

With the Mellitus Health feature enabled, you will have access to Mellitus Health’s platform from a new Apps tab that displays on each patient account. After you enroll your patients in the program, their glucose data and insulin regimens are shared with Mellitus Health, and dosing recommendations will begin to generate automatically.

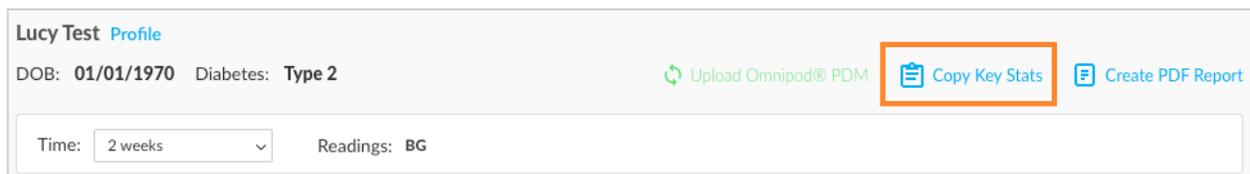
**NOTE:** When you enable the Mellitus Health app, your clinic will be provided with account credentials to log into the Mellitus Health platform.

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

## A.6. 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.



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

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

## A.7. Glooko Clinical Research

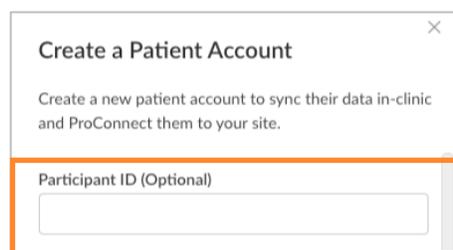
The Glooko Clinical Research feature allows your clinic to monitor research participants within your Population Tracker.

**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.

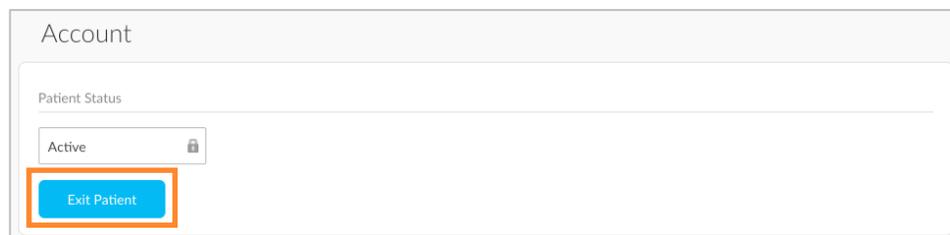
### Participant ID

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.



### 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.



## Research Uploader

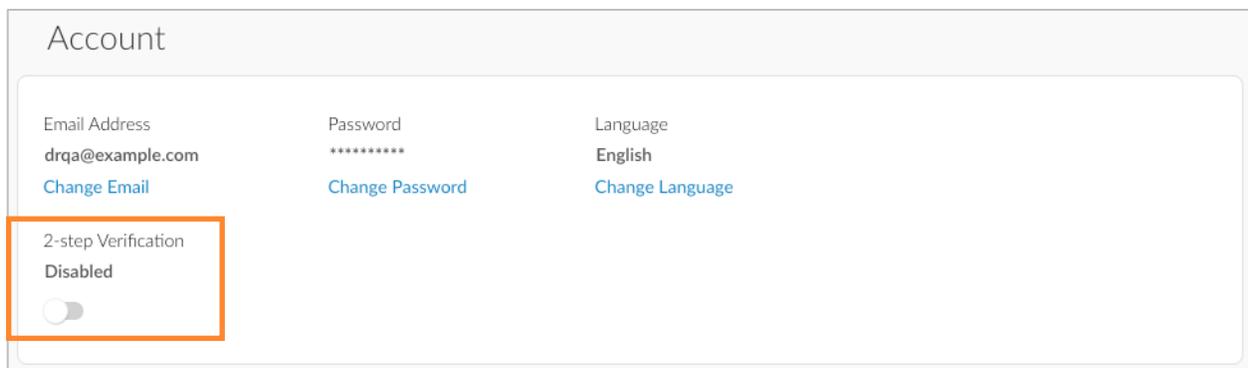
While using Glooko Clinical Research, your clinic has access to a separate Research Uploader specifically designed for uploading research participant device data to the Glooko Clinical Research platform.

## A.8. Two-Step Verification

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

With this feature enabled, your Professional users will have the option to toggle two-step verification on and off in **Provider Settings** > [Account](#).

After this is toggled on, the user will receive a one-time password (OTP) via email 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.



The screenshot shows the 'Account' settings page. It contains three columns of information: 'Email Address' with the value 'drqa@example.com' and a 'Change Email' link; 'Password' with a masked password '\*\*\*\*\*' and a 'Change Password' link; and 'Language' with the value 'English' and a 'Change Language' link. Below these is a '2-step Verification' section with the status 'Disabled' and a toggle switch that is currently turned off. This section is highlighted with an orange border.

**NOTE:** Administrators also have the ability to manage this setting for all Professional users at your clinic.

## A.9. 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 screenshot shows 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. The main content area is white and titled "Log In". It features two input fields: "Email (Username)" and "Password". The password field includes a toggle icon for visibility. Below the password field, a note specifies: "Minimum 8 characters, 1 number and 1 special character (!@#)". There are two links: "Forgot Password" and "Didn't receive unlock instructions?". At the bottom of the form, there are two buttons: "Log In" (blue) and "Log In with SSO" (white with an orange border). Below the buttons, a link reads: "Don't have an account? Sign up for Glooko [here](#)".

## A.10. Care Programs

Glooko Care Programs allow your clinic to more effectively manage your patient population by assigning programs tailored 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 ability 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.

**NOTE:** Your clinic must be using the [New Population Tracker](#) in order to use this feature.

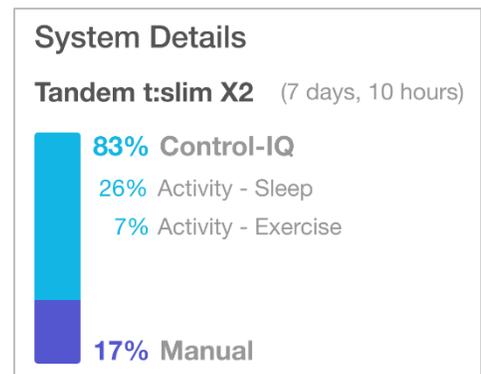
# Appendix 2: Device-specific Features

## B.1. 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.