



GLOOKO® FOR PERSONAL USE  
QUICK START GUIDE

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## Intended Use

The Glooko® device system for Glooko Application is data management software intended for use in home and professional settings to aid people with diabetes and their healthcare providers in review, analysis and evaluation of glucose data to support an effective diabetes management program. The Glooko device system for Glooko Application connects to compatible FDA cleared meters, insulin pumps and CGMs and allows individuals to transfer their diabetes data results to their Android or Apple (iOS) operating system platform.

Glooko is not intended to provide decisions about treatments or 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 allows people with diabetes to sync data from their blood glucose (BG) meters, insulin pumps, continuous glucose monitors (CGMs) and popular health and fitness apps – and securely share that information with their healthcare teams. With multiple viewing options, Glooko provides insights into glucose data fluctuations based on integrated or manually added lifestyle events, including exercise, food, carbs and medications. Glooko can be accessed via the Glooko mobile app or the Glooko web app.

## 1.1. Device Compatibility

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

### MeterSync Blue

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

### Glooko Uploader

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

## 1.2. Upload and View Your Diabetes Data

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

## Step 1: Log into your Glooko Account

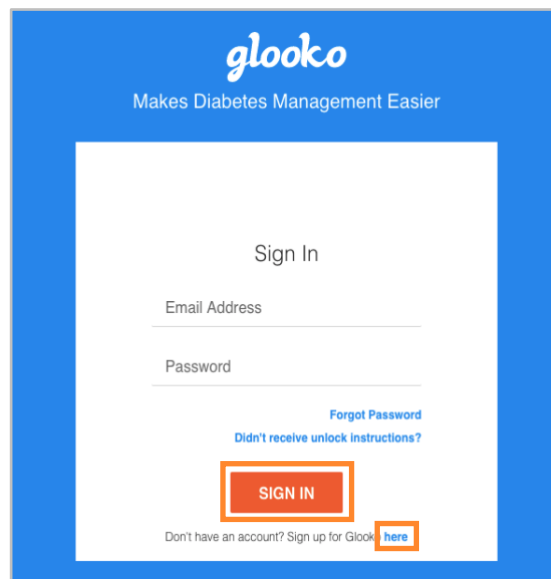
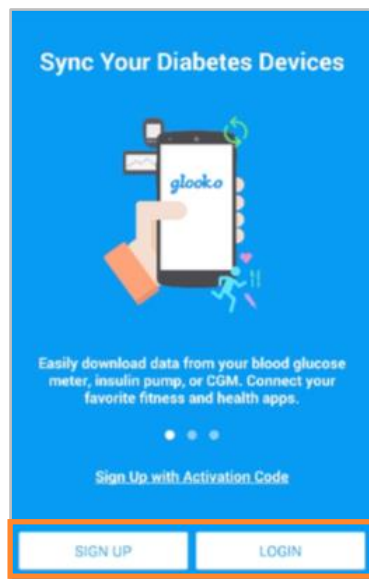
Log into your Glooko account via the Glooko mobile app or Glooko web app.

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

**NOTE:** If you were provided with an Activation Code through a sponsored program, tap **Sign Up with Activation Code** and follow the on-screen prompts to create a new account.


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

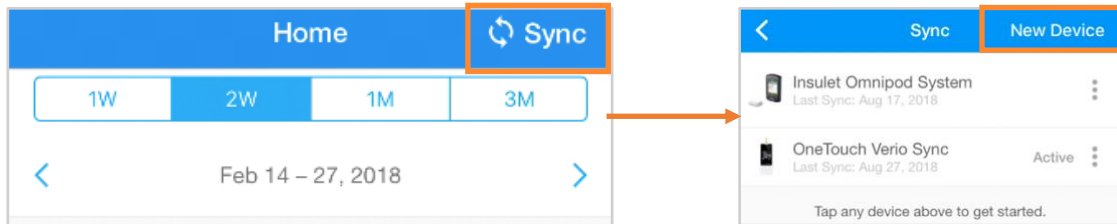
**NOTE:** If you received an activation request via email notifying you that your provider created an account for you, click the **Activate Account** button within the email and follow the on-screen prompts to activate your Glooko account.



## Step 2: Upload your Diabetes Device Data

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

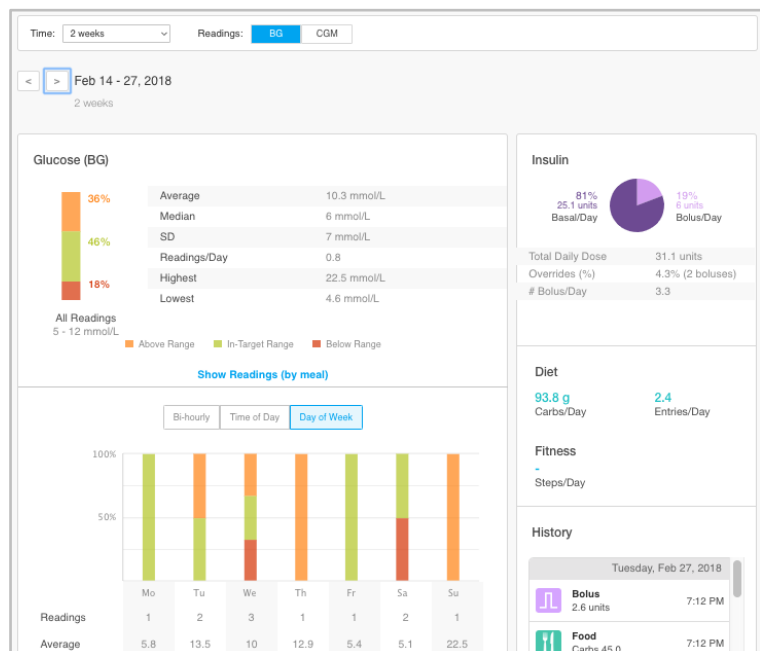
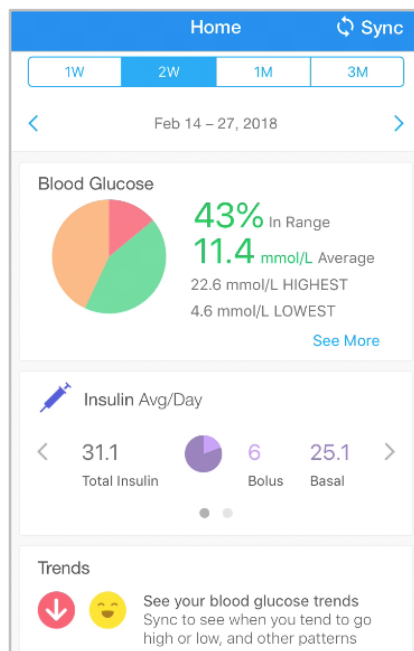
**Mobile App Users:** From the Home screen, tap the  **Sync** option. Next, select your device or add a **New Device**, and follow the on-screen prompts to sync your device and upload your data.



**Web App Users:** Sync your diabetes device and upload your data using the [Glooko Uploader](#).

## Step 3: View your Diabetes Data

Once your data has been uploaded, it is available for you to view in the Glooko mobile app or Glooko web app. Toggle between the different screens for multiple views of your data – and generate [reports](#) to print, share or save that data. To learn more, see [View Graphs and Trends](#).



## 2. Glooko Mobile App Overview

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

### 2.1. Manage Profile

To access your Profile, select **Profile** from the **side navigation bar** (≡) on Android devices or the **More** menu on iOS devices. Toggle between the Personal, Devices and Settings tabs to update your personal details, add a ProConnect Code, manage your device settings and more. Many of these and additional settings can be configured in the Glooko web app > [Settings](#).

#### Personal

In **Profile > Personal**, you can view and update basic demographic information, add a ProConnect Code and log out of your account.

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

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

#### Add a ProConnect Code

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

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

Personal	Devices	Settings
Name		Lucy Test
Email		sync1908@example.com
Type of Diabetes		Type 1
Gender		Female
Date of Birth		Jan 1, 1970
Height		5'7"
Weight		150.0 lbs
Country		United States of America
ProConnect		>
MRN		
LOG OUT		



To add a new ProConnect Code:

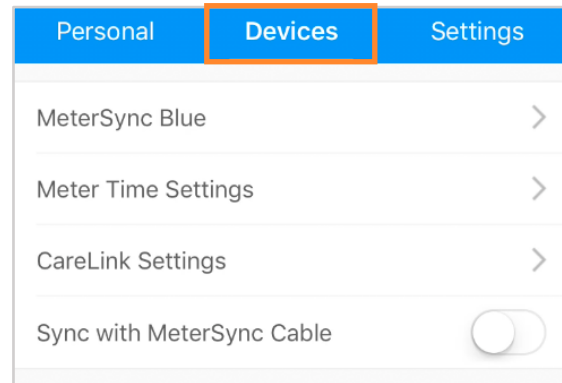
1. In **Profile > Personal**, tap **ProConnect**.
2. Select **+ ADD CODE**.
3. When prompted to confirm if you would like to proceed, tap **Continue**.
4. Enter the ProConnect Code.
5. Tap **Submit**.
6. Tap **OK** to save.

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

## Devices

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

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



## Connect to CareLink

You have the option to connect a CareLink Personal account to Glooko to sync data from CareLink once per day.

To connect a CareLink Personal account:

1. In **Profile > Devices**, tap **CareLink Settings**.
2. Tap **Connect Account**.
  - If you have an existing CareLink Personal account, tap **Log into CareLink**.
  - If you do not have an existing CareLink Personal account, tap **Create a CareLink Account** to create a new account.
3. Follow the on-screen prompts to register and/or connect your account.

**NOTE:** To sync data from your Medtronic pump using a MiniMed Connect Uploader or CareLink USB, pair your pump to the MiniMed Connect mobile app or sync using the CareLink web app.

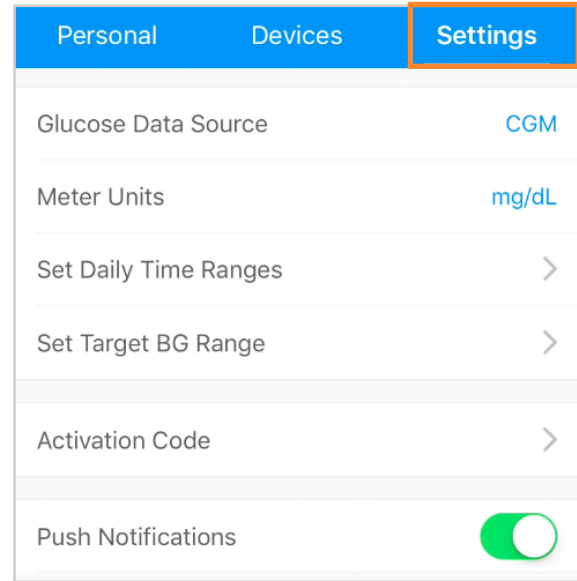
**TIP:** You can also connect your CareLink account in the Glooko web app in **Settings > [Apps & Devices](#)**.

## Settings

In **Profile** > **Settings**, you can view and update your Glooko account settings, including your Glucose Data Source, Meter Units, Daily Time Ranges and Target BG Range. You can also add an Activation Code and manage push notifications for your Glooko mobile app.

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

**NOTE:** Meter Units can only be updated in the Glooko web app in **Settings** > [Data Settings](#).



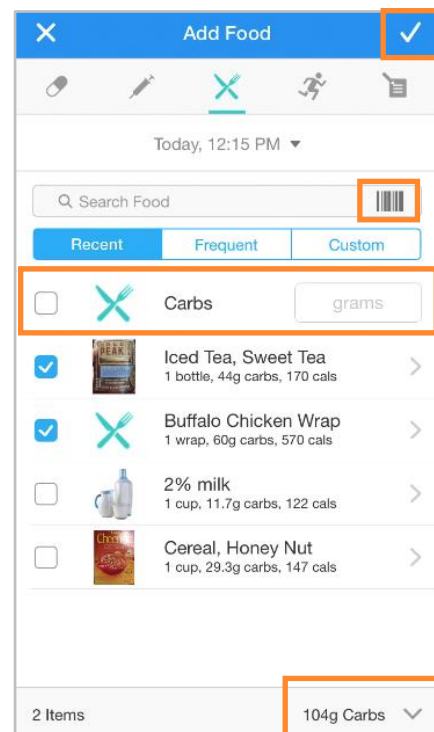
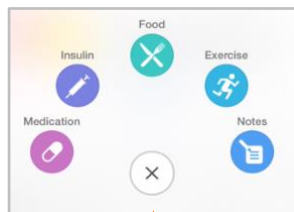
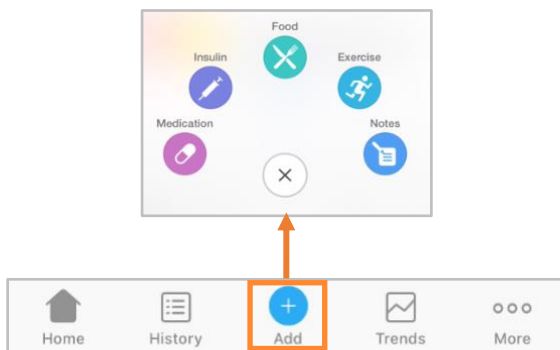
## 2.2. Add Events

Lifestyle events, including Medication, Insulin, Food and Exercise, as well as custom Notes, can be added to your Glooko mobile app so that they can be viewed alongside blood glucose data to reveal trends and patterns.

To add an event:

1. Tap **Add (+)** on the **primary navigation bar**.
2. Select the type of event: **Medication, Insulin, Food, Exercise** or **Notes**.
3. Tap the **date/time** field and change the date and time of the event, if necessary.
4. Search for and/or select (from your **Recent, Frequent** or **Custom** lists) the item(s) you wish to include in the event and add all relevant details. Tap **Done** and/or the **plus symbol (+)** to add the item(s).
  - To add multiple events (of different types) at the same time, toggle between the event types at the top of the **Add Event** menu and add items as needed.
5. Tap the **checkmark (✓)** at the top-right of the screen to save your event(s).

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

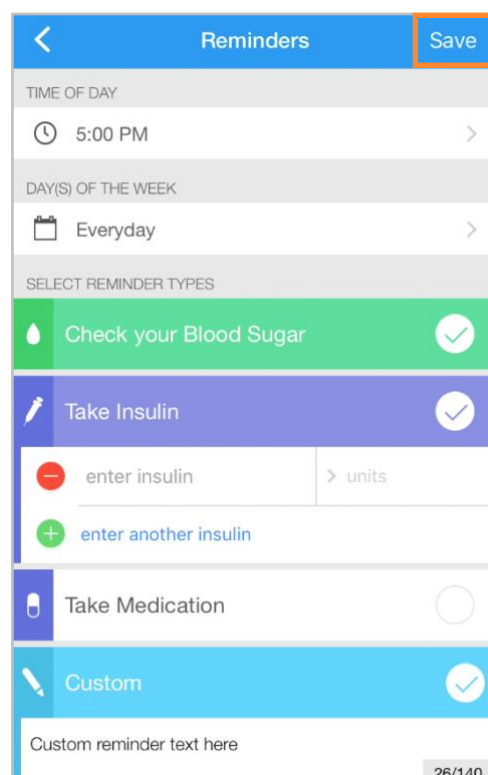


## 2.3. Set Reminders

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

To create a reminder, follow these steps:

1. Select **Reminders** from the **side navigation bar** ( $\equiv$ ) on Android devices or the **More** menu on iOS devices.
2. Tap the **plus symbol (+)** at the top-right of the screen to create a new reminder.
3. Configure the reminder settings:
  - **Time of Day:** Tap and scroll to select the time of day the reminder should occur.
  - **Day(s) of the Week:** Tap to place a **checkmark (✓)** beside the day(s) of week the reminder should occur.
  - **Select Reminder Type(s):** Tap to place a **checkmark (✓)** beside the reminder type(s) you would like to add, and enter all required information.
4. Tap **Save** at the top-right of the screen to enable the reminder(s).



## 2.4. View Graphs and Trends

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

You can access Graphs and Trends by tapping **Trends** on the primary navigation bar.

## Graphs

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

To access Graphs:

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

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

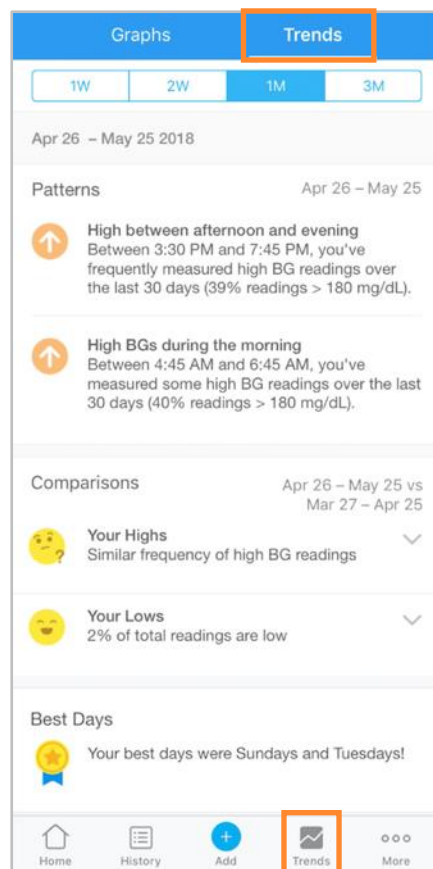
## Trends

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

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

To access Trends:

1. Tap **Trends** on the **primary navigation bar**.
2. Tap the **Trends** tab at the top of the screen.
3. The following Trends display:
  - **Patterns:** These identify times of day when your BG/CGM readings are notably high, low or in



your target range. Patterns are only available in the 1-month date range and will only populate if they can be identified.


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

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

## 2.5. Sync Fitness & Health Apps

With the Glooko mobile app, you have the ability to integrate activity, blood pressure and weight data from leading third-party fitness and health apps. This allows you to visualize your activity data and how it correlates with your blood glucose and insulin data. To find out if your fitness or health app(s) are compatible with Glooko, reference the [Glooko Compatibility](#) page.

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

1. Tap  **Sync** at the top-right of the screen.
2. Tap **New Device**.
3. Select **Fitness and Health Devices**.
4. Place a **checkmark** (✓) beside the device(s) you would like to sync.
5. Tap **Add**.
6. Next, tap **Connect** to complete the setup process for each new device.
  - To complete the setup process at a later time, tap **Set Up** beside the device(s) on the **Sync** menu.
7. Follow the on-screen prompts to connect the device(s) to Glooko.

## 3. Glooko Web App Overview

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

### 3.1. Manage Settings

To access your account Settings, click **Settings** on the primary navigation bar. On this screen, you have the option to update your Glooko account information (including your Email, Password and ProConnect Codes), configure your Data Settings, connect to third-party apps and more.

The screenshot displays the Glooko web application interface. At the top, a blue navigation bar contains the Glooko logo on the left and the user name 'Lucy Test' on the right. A 'Settings' button is highlighted with an orange box. Below the navigation bar, a secondary menu shows 'Summary', 'Graphs', 'Logbook', 'Insights', and 'Devices'. The main content area is titled 'My Profile' and contains a form with the following fields:

- First Name:** Lucy
- Last Name:** Test
- Date of Birth:** January 1, 1970
- Type of Diabetes:** Type 1
- Gender:** Female
- Height:** 5 ft 7 in (radio buttons for feet and cm are present)
- Weight:** 150 lbs (radio buttons for lbs and kgs are present)

A blue 'Save' button is located at the bottom right of the form, highlighted with an orange box.

### My Profile

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

## Account

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

Account

Email Address  
sync1908@example.com  
[Change Email](#)

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

Language  
English  
[Change Language](#)

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

★ Primary Provider [?](#)

Florence Medical Group      ada [🔒](#)

Diabetes Clinic ★      1234567 [🔒](#)

[+ Add New Code](#)

Data Authorization

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

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

### Change Email, Password or Language

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

### Add a ProConnect Code

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

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

To add a new ProConnect Code, follow these steps:

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



5. Click **OK** to return to the **Settings** menu.

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

## Change Your Primary Provider

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

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

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

## Data Settings

In **Settings > Data Settings**, you have the option to adjust your Meter Units, Pump BG Entry Settings, Target BG Ranges and Daily Time Ranges.

The following Settings display:

- **Meter Units:** This can be toggled to **mg/dL** or **mmol/L**. This is automatically set based upon whether you are using a mg/dL or mmol/L-based BG meter.
- **Pump BG Entry Settings:** This can be toggled to **Yes** or **No** to include or exclude BG readings manually entered in insulin pumps in your graphs and statistics. By default, these readings are included.

The screenshot displays the 'Data Settings' interface. At the top, 'Meter Units' are set to 'mmol/L'. Below, 'Pump BG Entry Settings' includes a toggle for 'Include in statistics' set to 'Yes'. 'Target BG Ranges' shows values for Lower Limit (3.9 mmol/L), Before Meal Upper Limit (7.2 mmol/L), and After Meal Upper Limit (8.3 mmol/L). 'Daily Time Ranges' are set to MORNING (6:00 AM - 11:00 AM), AFTERNOON (11:00 AM - 5:00 PM), EVENING (5:00 PM - 10:00 PM), and NIGHT (10:00 PM - MORNING). A 'Save' button is highlighted in the bottom right corner.

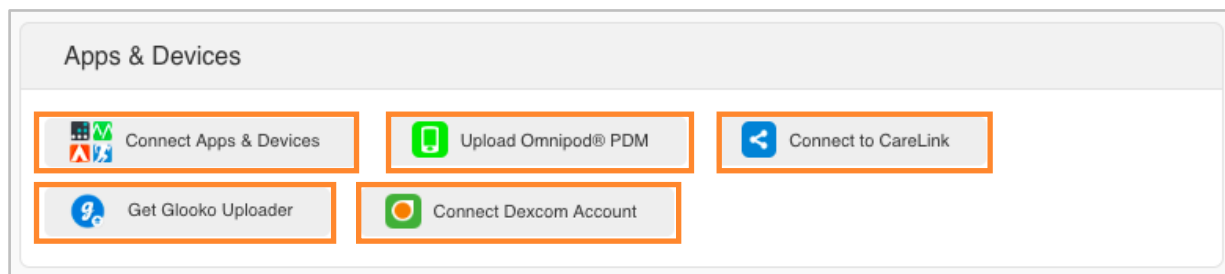
**NOTE:** If you are [ProConnected](#), your Primary Provider can also adjust your Pump BG Entry Settings.

- **Target BG Ranges:** This allows you to change your Target BG Ranges, including the Lower Limit, Before Meal Upper Limit and After Meal Upper Limit. To edit these ranges, click into the field of the value that needs to be modified and enter the desired value
- **Daily Time Ranges:** This allows you to set the times of day that indicate the start of your Morning, Afternoon, Evening and Night routines. To update these ranges, click the **down arrow (▼)** beside any of the times of day and select a new start time.

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

## Apps & Devices

In **Settings > Apps & Devices**, you have the option to Connect Apps & Devices, Upload Omnipod® PDM, Connect to CareLink, Get Glooko Uploader or Connect Dexcom Account.



## Connect Apps & Devices

You have the ability to sync your third-party app(s) with Glooko to pull in fitness, weight and blood pressure data.

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

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

## Upload Omnipod® PDM

To upload data from an Omnipod system, follow these steps:

1. In **Settings > Apps & Devices**, select **Upload Omnipod® PDM**.
2. When prompted to confirm if you would like to proceed, click **Continue**.  
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 your data to Glooko.

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

**TIP:** If you have synced an Omnipod device previously, you also have the option to upload data by selecting the **Upload Omnipod® PDM** option at the top-right of most screens in your account.

## Connect to CareLink

You can connect a CareLink Personal account to Glooko to sync data from CareLink once per day.

To connect a CareLink Personal account:

1. In **Settings > Apps & Devices**, click **Connect to CareLink**.
2. Enter your CareLink username and password.
  - Optionally, click **Don't have a CareLink account?** to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

**TIP:** You can also connect your CareLink account in the Glooko mobile app in **Profile > Devices**.

## Get Glooko Uploader

You can install the [Glooko Uploader](#) to sync data from compatible blood glucose meters, insulin pumps and CGMs to your Glooko account from your computer.

## Connect Dexcom Account

You can connect a Dexcom account to Glooko to sync data (with a 3-hour delay) from Dexcom once every four (4) hours.

To connect a Dexcom account:

1. In **Settings > Apps & Devices**, click **Connect Dexcom Account**.
2. Enter your Dexcom username and password.
3. Click **Log In** to verify and connect your account.

## 4. Reports Overview

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

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

### 4.1. Available Reports

Available reports include:

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

## 4.2. Create and Share Reports

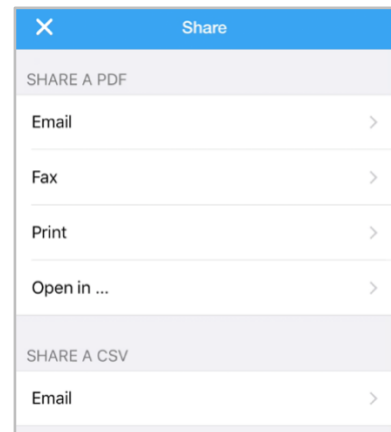
When creating reports, you can include all available data or select which data should display.

### Mobile App Reports

In the Glooko mobile app, you have the option to email, fax or print a PDF report or email your report in CSV format.

To create reports in the Glooko mobile app:

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

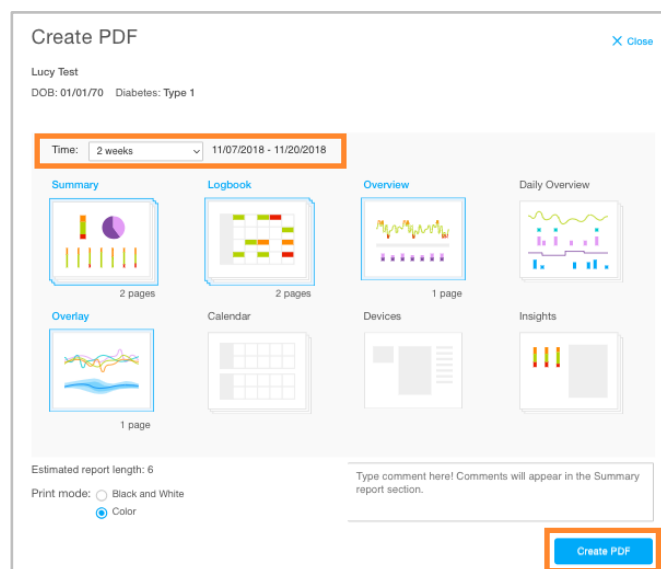


### Web App Reports

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

To view and share reports in the Glooko web app:

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



## 5. Support

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

- Web Support: [support.glooko.com](https://support.glooko.com)
- Email Support: [support@glooko.com](mailto:support@glooko.com)
- Call Support: 1-800-206-6601, Option 1
- SMS Support: 650-720-5310