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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 diabetes 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.

1.1. Compatibility

Glooko supports the following web browser versions:

- Internet Explorer v11 (or equivalent)
- Chrome v52, v53, v54 (or equivalent)
- Firefox v47, v48, v49 (or equivalent)
- Safari v8, v9, v10 (or equivalent)

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 in your web browser and log into your Population Tracker to assign or view the uploaded data.

**NOTE:** If this is your first time accessing your account, go to join.glooko.com and follow the on-screen prompts to activate your account and access your Population Tracker.

**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).

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Last Sync</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>OmniPod Pump</td>
<td>2:53 PM</td>
<td>Assign to Lucy Test 01/03/1970</td>
</tr>
<tr>
<td>OneTouch VerioIQ Meter</td>
<td>2:52 PM</td>
<td>Assign to George Testerson 06/10/1962</td>
</tr>
<tr>
<td>Contour Next Link US Meter</td>
<td>11:45 AM</td>
<td>New Device</td>
</tr>
</tbody>
</table>

**Recently Assigned**

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Last Sync</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ascensia Contour Next One Meter</td>
<td>11:48 AM</td>
<td>Lucy Test 01/03/1970</td>
</tr>
</tbody>
</table>
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.

**Unassign Devices**

To unassign a device, click Unassign. The device will move from Recently Assigned to Unassigned, and you will have the option to assign the device to a different patient.

**TIP:** 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.

TIP: 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.

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 is a Glooko mobile app user. 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.

**TIP**: Ranges can be set at the population level in Provider Settings > Data Settings or at the patient level in Patient Settings > Data Settings.

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.
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.

TIP: 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.
2. Population Tracker Overview

The availability of the features below may vary based upon your subscription model. For additional information about any of the features detailed here, contact your clinic’s sales representative directly or email sales@glooko.com.

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
   • Medical Record Number (Optional)
   • Email Address (Optional)
   • Type of Diabetes (Optional)
   • Phone Number (Optional)
3. Click Create.
   • The patient will receive an email with a link to set a password for the new account.

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 tag from the list, and a box with the tag’s initials will display below the patient’s name, indicating the tag has been added.

**TIP:** 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.

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.

  **TIP:** 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.
• **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.

**TIP:** 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**.
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; connect a Medtronic CareLink Personal account; 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.

**TIP:** 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.
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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invited (07/13/2019)</td>
<td><a href="mailto:lucyetos1@sample.com">lucyetos1@sample.com</a></td>
</tr>
<tr>
<td>Resend Invite</td>
<td>Change Email</td>
</tr>
</tbody>
</table>

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.

  **TIP**: 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.

  **TIP:** 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, connect a patient’s CareLink Personal account 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.

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

TIP: 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 to CareLink*
You can connect a patient’s CareLink Personal account to his or her Glooko account to sync Medtronic data from CareLink once per day.

NOTE: Glooko’s ability to sync CareLink data is reliant upon the Medtronic device being used. Refer to the Glooko Compatibility page for more information.

To connect a CareLink Personal account:

1. In Patient Settings > Devices, click Connect to CareLink.
2. Enter the patient’s Username and Password for his or her CareLink Personal account, then click Log In.
   • If the patient does not have an account, click Don’t have a CareLink account? to create a new account for the patient.
3. Follow the on-screen prompts to create and/or connect the patient’s account.

* Currently only available in the U.S.

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, in Patient Settings > Account Management, toggle the **Archive Patient Account** option on.

### Account Management

<table>
<thead>
<tr>
<th>Archive Patient Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients will stop displaying on the patient list automatically. They will still display in search results</td>
</tr>
<tr>
<td>Archive Patient</td>
</tr>
</tbody>
</table>

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.

   **TIP:** 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.
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: (650) 720-5310
Appendix: Add-On Features

The below features are available as add-on options to the standard 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 ask@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 follow-up actions 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 (Beta): New Features

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

If your clinic has the New Population Tracker (Beta) activated, you have the option to toggle between the legacy 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 the 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 (Status: Activated), you will no longer have the option to change the email address.