



Glooko® Uploader – Network Settings

Question: What is Glooko® Uploader?

Answer: Glooko® Uploader is a software installed on computers running supported versions of Windows or macOS indicated for use by health care professionals in health care facilities to transfer predefined data from diabetes monitoring devices to a server database.

Question: How is Glooko® Uploader set-up to maximize security?

Answer: Glooko® Uploader uses your unique Glooko Professional login to communicate with the Glooko Population Tracker to which your Professional user is assigned. Glooko® Uploader transmits data to our server database using TLS encryption.

Question: How is data uploaded via Glooko® Uploader kept secure?

Answer: No patient or device data, identified or unidentified, is stored on Glooko® Uploader. The diabetes device data is automatically synced to the Glooko AWS virtual-private-cloud (VPC), using the Glooko® Uploader as a conduit to send data to the cloud. All data both “at rest” and “in motion” is encrypted for maximum security. All traffic into and outside the VPC is encrypted using TLS. Multiple firewalls are set inbound, as well as outbound, on the VPC level.

Question: How is user access managed for Glooko® Uploader?

Answer: Glooko® Uploader requires a Glooko Professional user account in order to upload diabetes device data. Please see our Quick Start Guide for Population Tracker to learn more about user provisioning.

Question: How does Glooko® Uploader connect to the Internet?

Answer: Glooko® Uploader connects to the internet using the local area network (LAN) of the computer on which it is installed.

The Glooko Uploader will automatically check for updates when launched. The update information is downloaded from <https://download.diasend.com> (TCP/port 443). The information is given in appcast format, so RSS feeds must be allowed in the firewall.

The Glooko Uploader transfers device data to us.upload.glooko.com (TCP/443). This is a standard TLS connection.

Question: How are software updates of Glooko® Uploader managed?

Answer: Software updates related to Glooko® Uploader are coordinated remotely and applied over the air. At every startup, Glooko Uploader checks to see if there is a new version available. If an update is available, Uploader will provide a prompt where you may choose to apply the update and restart immediately or wait to apply at a convenient time for your clinic.

For further information about the use of Glooko® Uploader, please see our Glooko® Uploader - Quick Guide available at support.glooko.com.