



Glooko[®] Uploader

Instructions for use – for Glooko users

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Find your device



Glucose meter



CGM



Insulin pump

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Roche

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General information

Product description

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

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.

Supported devices

To get started, individuals will need:

1. A compatible blood glucose meter, insulin pump, or continuous glucose monitor (CGM);
2. A PC or Mac computer with one of the following Operating Systems (OS):
 - Windows 8.1 (32-bit and 64-bit)
 - Windows 10 (32-bit and 64-bit)
 - macOS 10.14: Mojave
 - macOS 10.15: Catalina
 - macOS 11.0: Big Sur
3. The Glooko Uploader software;
4. A Glooko account; and
5. The syncing or device download cable that came with the supported diabetes device.

Warning!

Glooko does not measure, interpret, or make decisions on the data it conveys nor is it intended to provide automated treatment decisions or be used as a substitute for professional judgment. All medical diagnosis and treatment are to be performed under the supervision and oversight of an appropriate healthcare provider.

Contraindications

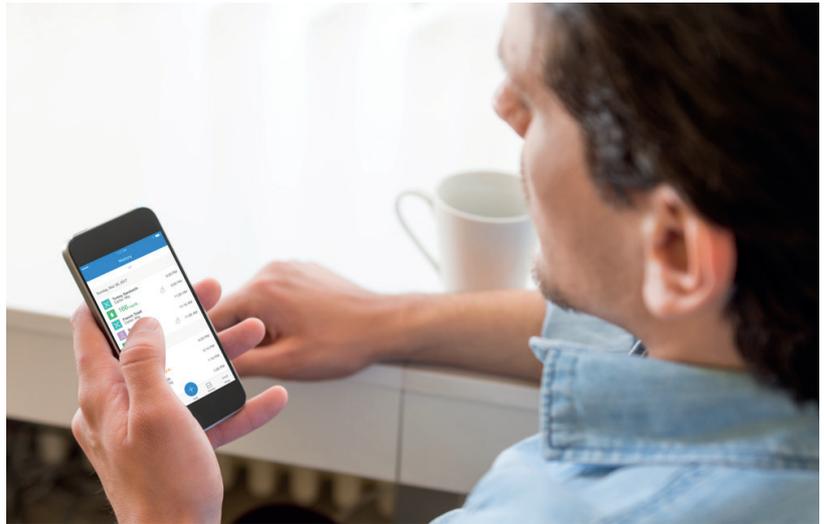
None.

Instructions for use – Glooko Uploader

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

Patients:

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



Health Care Providers:

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



Patients

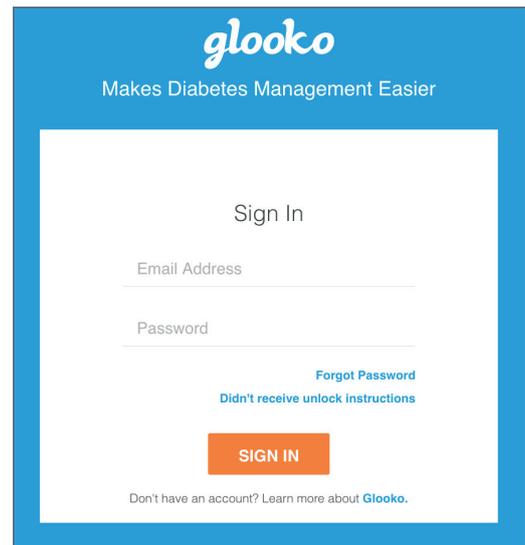
In order to access the MyGlooko Dashboard and download the Glooko Uploader software, you will need to have a Glooko account. You can sign up for Glooko using the Glooko mobile app for iOS or Android. You can also contact **Glooko Support** (<https://support.glooko.com>) for assistance creating an account.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

1 Sign into your MyGlooko Dashboard at <https://my.glooko.com>

- Enter your Email Address and Password.
- Tap Sign In.

GET HELP SIGNING INTO YOUR GLOOKO ACCOUNT

- **FORGOT PASSWORD:**
If you are unable to remember your password to Login, tap **Forgot Password** to receive a password reset email. Follow instructions on the screen. You can also contact Glooko Support for assistance.
- **UNLOCK YOUR ACCOUNT:**
If you have entered your password incorrectly five times, your account will become locked. An email with unlock instructions will automatically be sent to your account email address. However, if you did not receive an email, click **Didn't receive unlock instructions** - you will be redirected to the Unlock page. Follow instructions on the screen. You can also contact Glooko Support for assistance.



2 Download the software installation file

After logging into your MyGlooko Dashboard, you will need to download the Installation File.

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



3 Locate the installation file and run the file

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

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

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

Health care providers

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

1 Request a link to download the Glooko Uploader software

Health Care Providers must request a link to download the Glooko Uploader software.

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

2 Download the software installation file

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



3 Locate the installation file and run the file

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

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

Once you've located the file, double-click on it and follow the installation instructions on the screen.

NOTE: You will be required to restart your computer at the end of the installation process.

Patients & Health care providers

After installing the Glooko Uploader (Instructions for Patients; Instructions for Health Care Providers) and restarting your computer, locate the Glooko Uploader icon either on your Desktop (PC) or in your Applications folder (Mac).

4 Open the Glooko Uploader software

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

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



5 Sign into your Glooko account

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

- Enter your **Email or Username**
- Enter your **Password**
- Tap **Sign In**.

GET HELP SIGNING INTO YOUR GLOOKO ACCOUNT

If you are unable to remember your password to Login, click **Forgot Password** to receive a password reset email. You can also contact Glooko Support for assistance.

Glooko Uploader

SIGN IN

i To upload data, please sign into your Glooko account.

Don't have an account?
Patients: [Sign Up](#).
Clinics: [Contact Glooko Support](#).

[Forgot Password?](#)

Sign In

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Patients & Health care providers

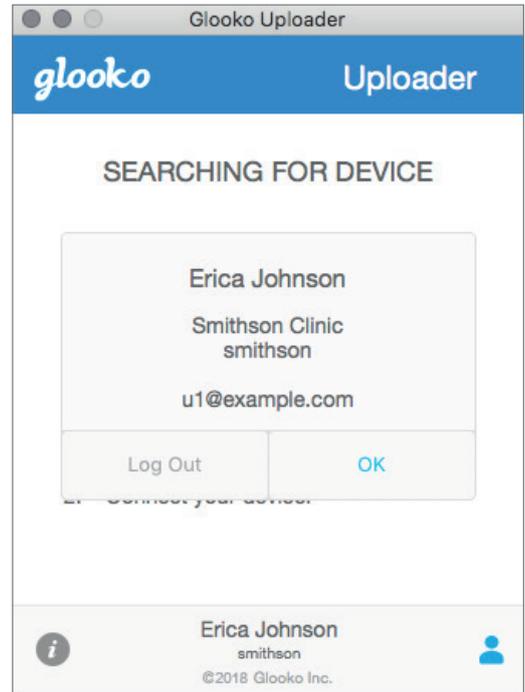
6 Features in Glooko Uploader

LOG OUT YOUR ACCOUNT

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

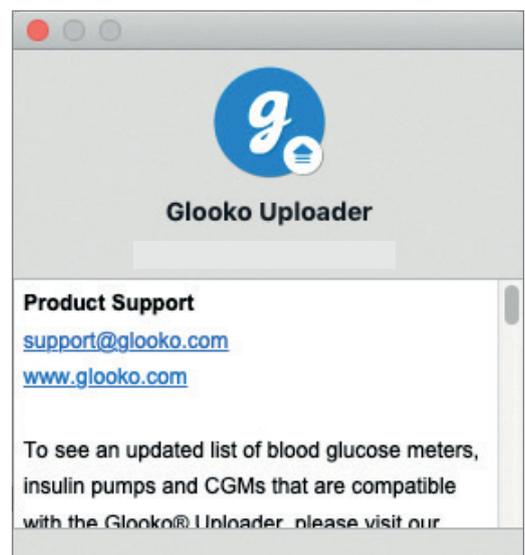
VIEW YOUR PROFILE INFORMATION

- You can view your profile information by tapping the Profile button  in the bottom right-hand corner of the Glooko Uploader.
- This popup includes:
 - o Your **Name**
 - o Your **Primary Authorized Site** (Health Care Provider) and the associated **ProConnect Code**
 - o Your **Email address**
- Tap **Log Out**.



SEE ADDITIONAL INFORMATION ABOUT GLOOKO UPLOADER

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



Patients & Health care providers

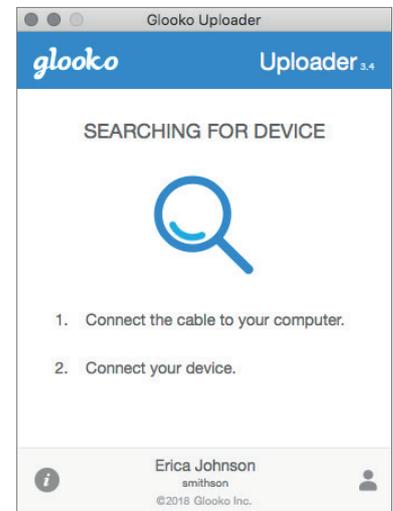
7 Upload diabetes data

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

CONNECT THE CABLE FOR YOUR DIABETES DEVICE TO THE COMPUTER

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

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



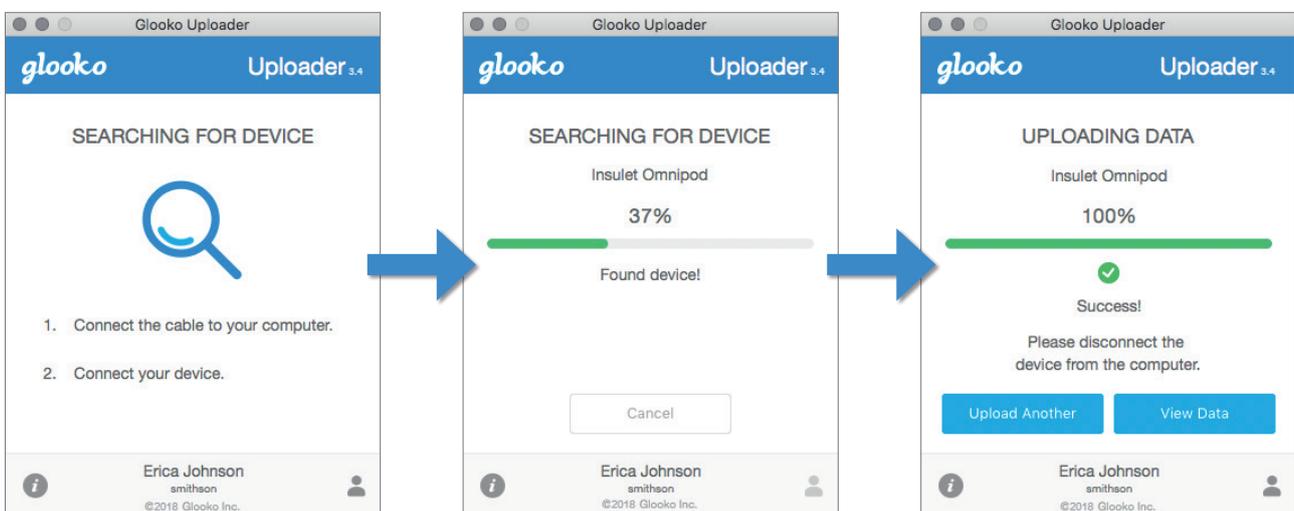
CONNECT THE DIABETES DEVICE TO THE CABLE

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

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

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

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



Patients & Health care providers

8 View diabetes data

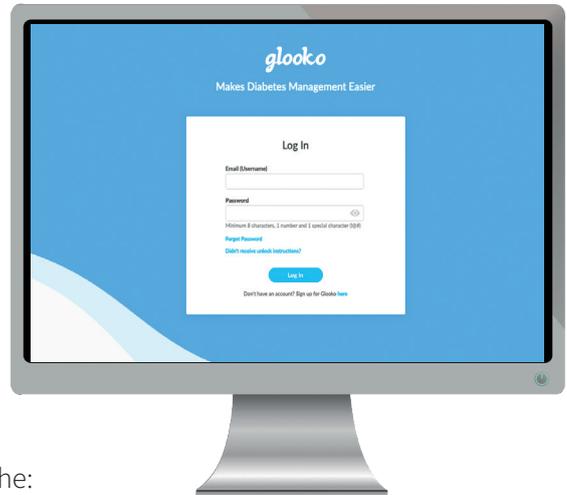
After uploading your diabetes device data using the Glooko Uploader, you can view the data at <https://my.glooko.com> by logging into your Glooko account.

- **Patients:**

To learn more about the MyGlooko Web Dashboard, please refer to the [Glooko for Personal Use - Quick Start Guide](#) at <https://support.glooko.com>

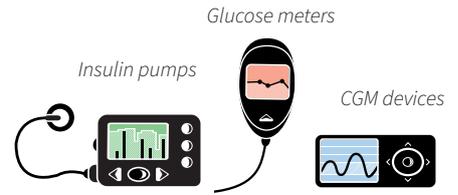
- **Health Care Providers:**

To learn more about the Population Tracker, please refer to the: [Glooko for Clinics - Quick Start Guide](#) at <https://support.glooko.com>

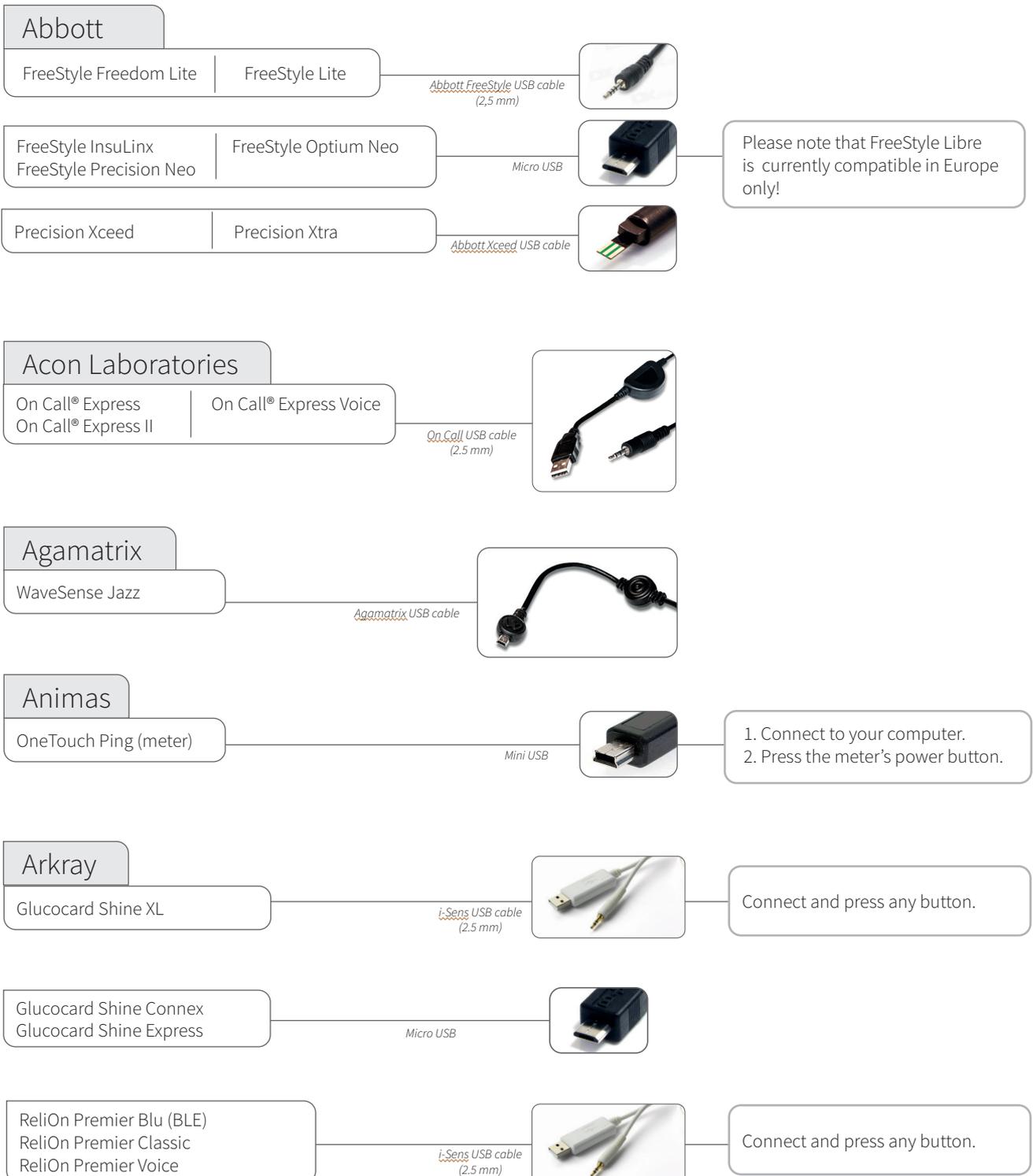


Compatible devices and transmission methods

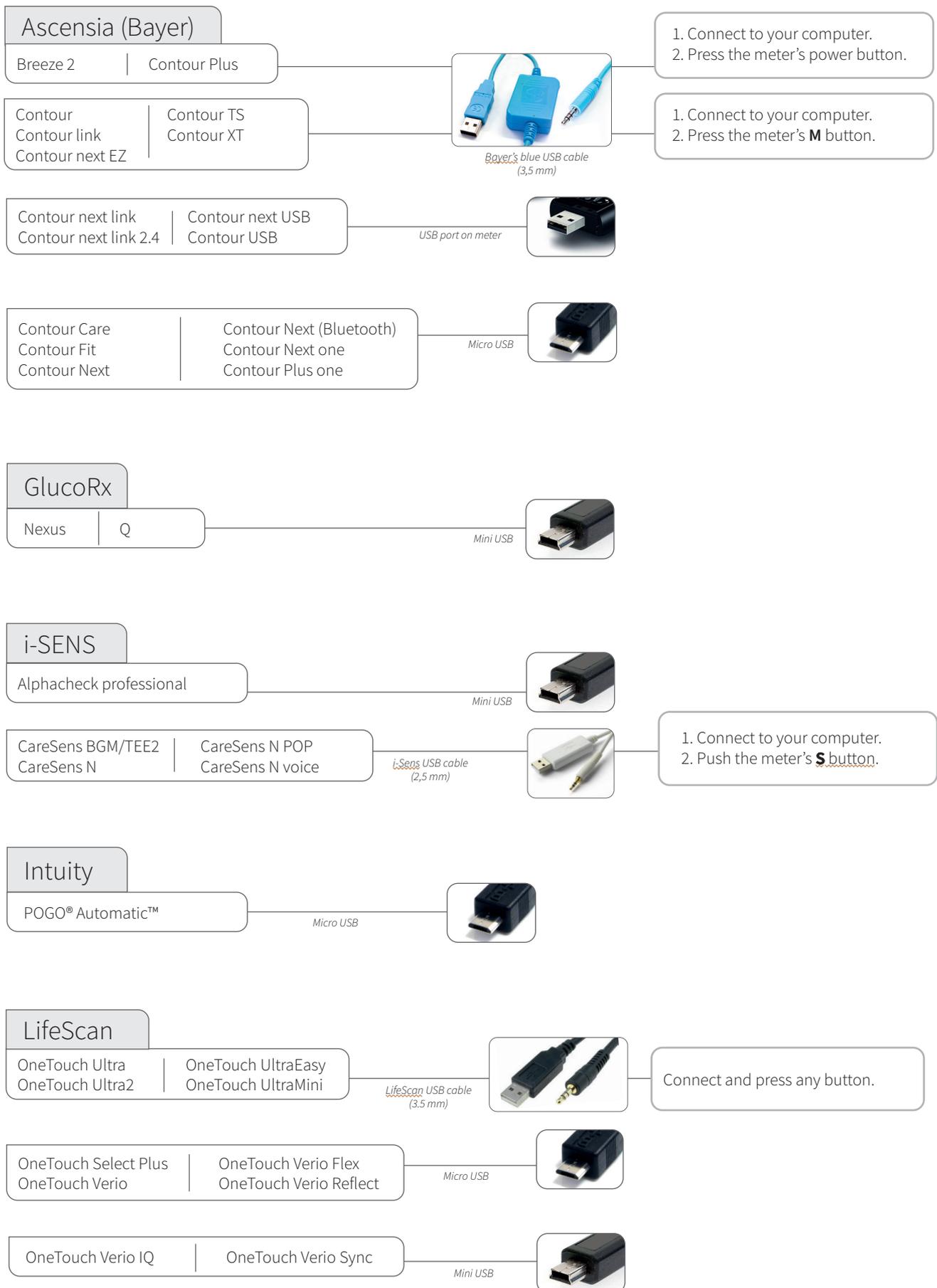
Below are instructions on how to upload diabetes data to Glooko using diasend® Uploader. Unless explicit upload instructions are provided for the device, you simply need to connect it to the PC/Mac with its specific USB cable and it will upload automatically.



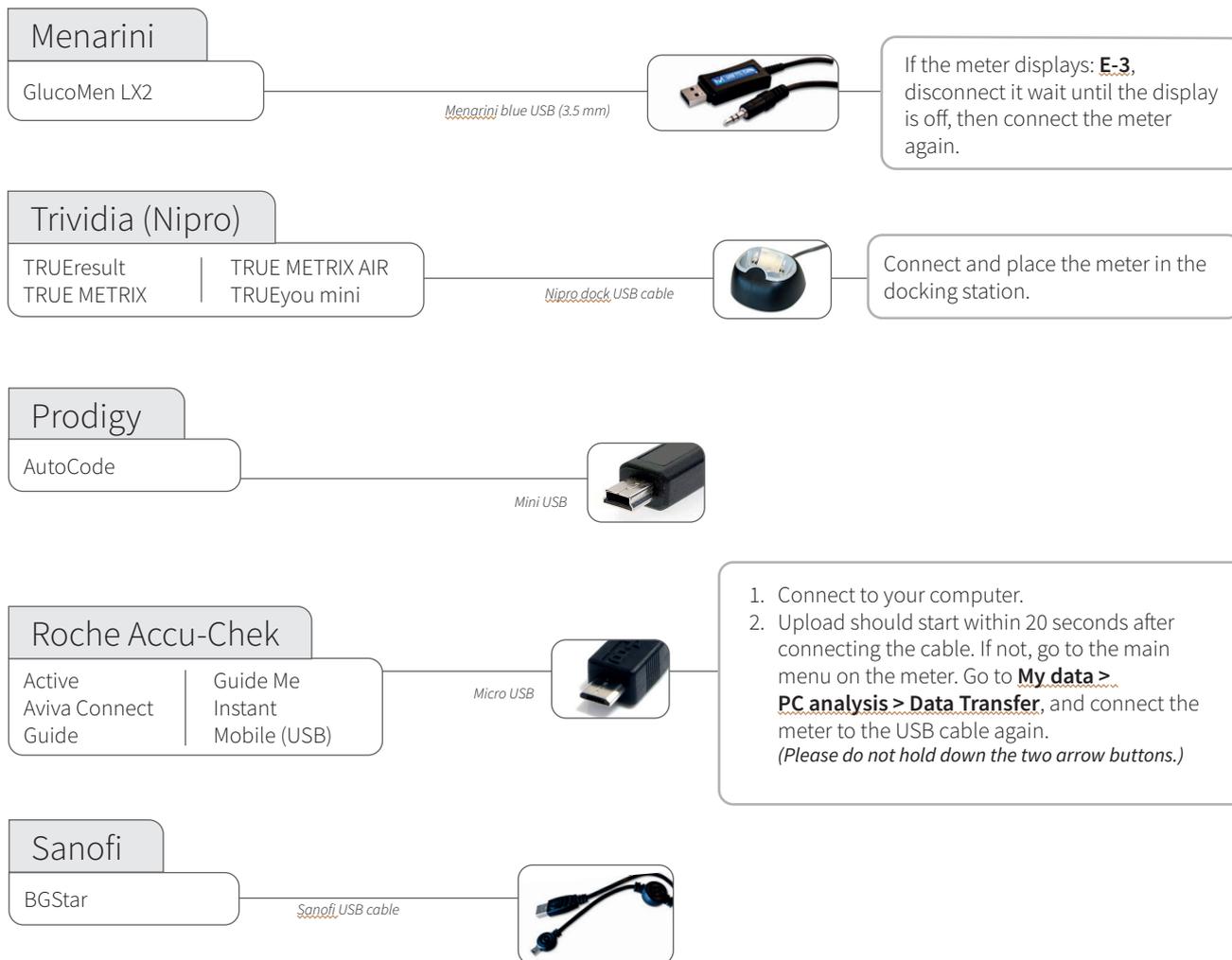
Blood glucose meters – connected with USB cable



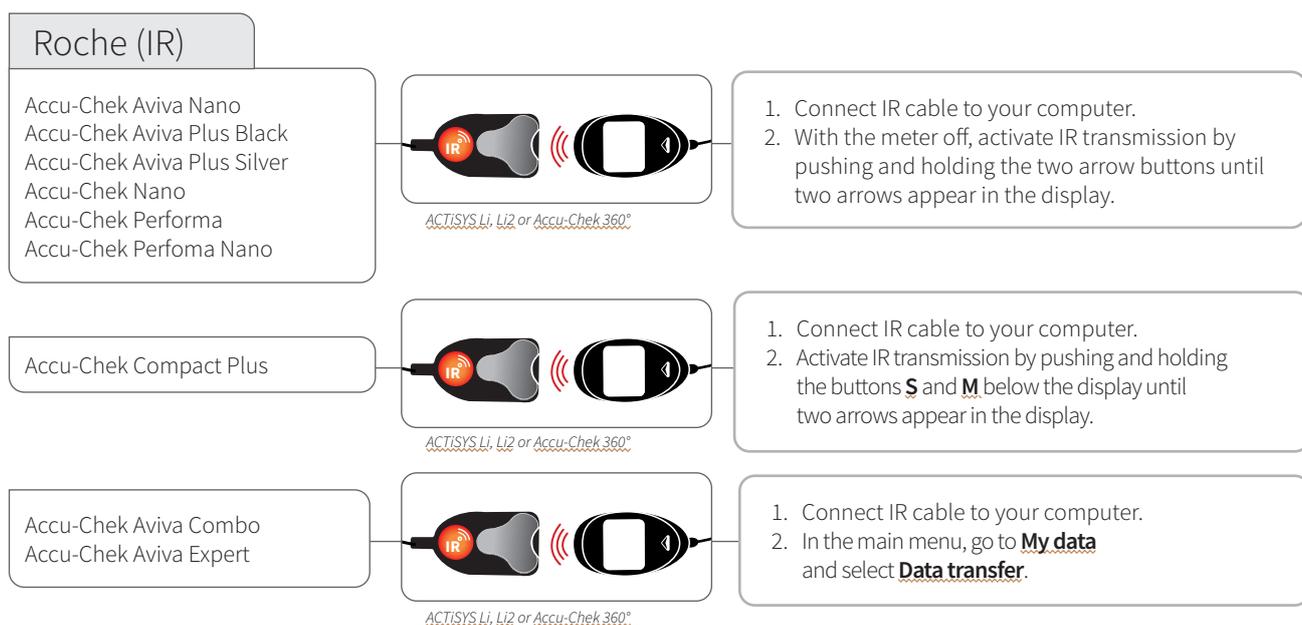
Blood glucose meters – connected with USB cable



Blood glucose meters – connected with USB cable



Blood glucose meters – with infrared connection



CGMs - connected with USB cable

Dexcom

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

Micro USB



If the upload doesn't start, disconnect the receiver, select **Shutdown** in the menu to turn the receiver off. Turn the receiver on again and connect it to the computer.

Insulin pumps – with infrared connection

Animas (IR)

OneTouch Ping
Vibe



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

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

Compatible infrared cables

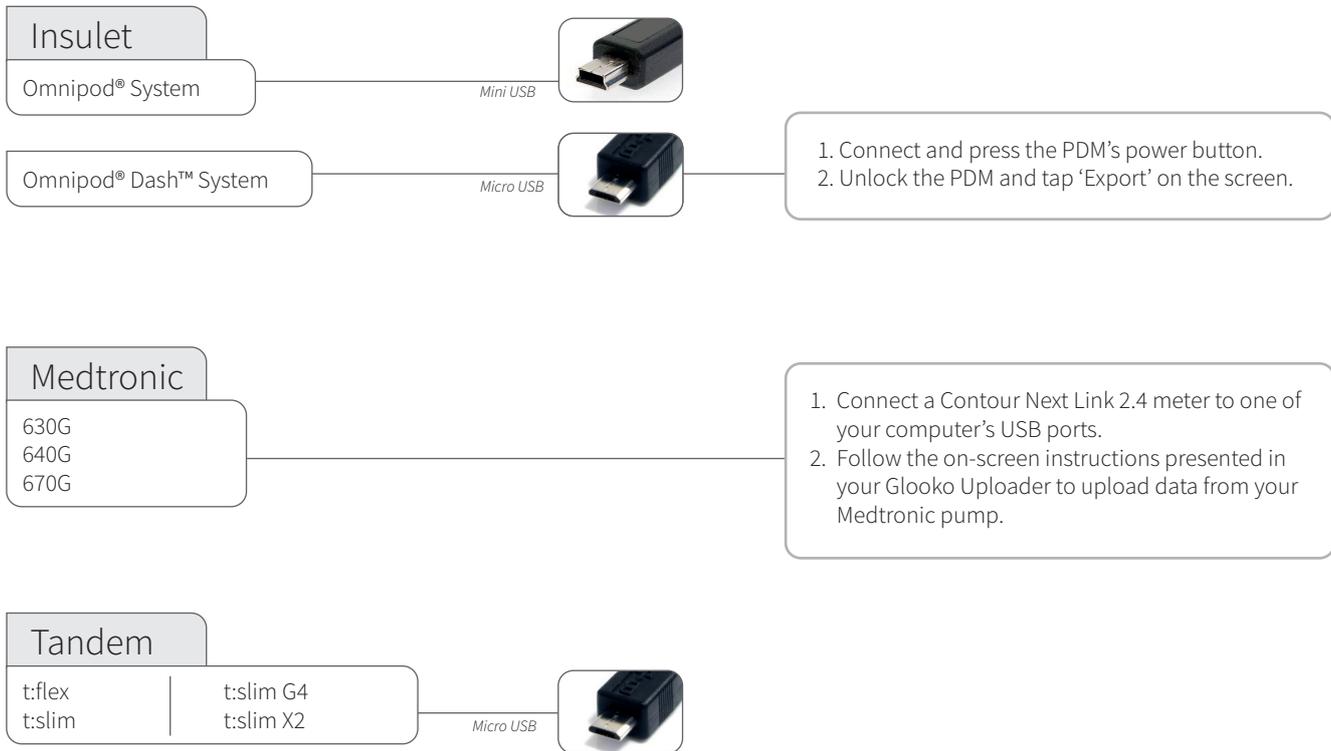
<p><u>ACTiSYS - Li cable</u></p>  <p>Compatible operating systems: macOS X: 10.14–11.0 Windows: N/A</p>	<p><u>ACTiSYS - Li2 cable</u></p>  <p>Compatible operating systems: macOS X: 10.14–11.0 Windows: 8, 10</p>	<p><u>Accu-Chek - 360° cable (Realtyme)</u></p>  <p>Compatible operating systems: macOS X: 10.14–11.0 Windows: 8, 10</p>	<p><u>Roche Accu-Chek Smart Pix 2 cable</u></p>  <p>Compatible operating systems: macOS X: 10.14–11.0 Windows: 8, 10</p>
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Missing a cable?

Please contact the manufacturer of your specific diabetes device.

Insulin pumps – connected with USB cable



Insulin pumps - connected with infrared cables

Compatible infrared cables

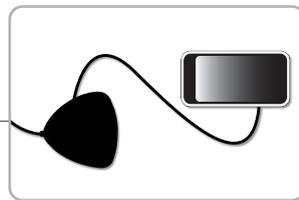
Roche Accu-Chek
Smart Pix cable



Roche Accu-Chek
Smart Pix 2 cable



Roche
Accu-Chek Aviva Insight
Accu-Chek Performa Insight



Smart Pix 2
Note! Connect the handset of your pump
with a micro USB cable to the Smart Pix 2.

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

CE



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BETTER TOGETHER