GLOOKO® FOR PERSONAL USE
QUICK START GUIDE
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intended Use</td>
<td>3</td>
</tr>
<tr>
<td>Warnings</td>
<td>3</td>
</tr>
<tr>
<td><strong>1. How to Start Using Glooko®</strong></td>
<td>4</td>
</tr>
<tr>
<td>1.1. Compatibility</td>
<td>4</td>
</tr>
<tr>
<td>MeterSync Blue*</td>
<td>4</td>
</tr>
<tr>
<td>Glooko Uploader</td>
<td>4</td>
</tr>
<tr>
<td>1.2. Upload and View Your Diabetes Data</td>
<td>5</td>
</tr>
<tr>
<td>Step 1: Log into your Glooko Account</td>
<td>5</td>
</tr>
<tr>
<td>Step 2: Upload your Diabetes Device Data</td>
<td>6</td>
</tr>
<tr>
<td>Step 3: View your Diabetes Data</td>
<td>7</td>
</tr>
<tr>
<td><strong>2. Glooko Mobile App Overview</strong></td>
<td>8</td>
</tr>
<tr>
<td>2.1. Manage Profile</td>
<td>8</td>
</tr>
<tr>
<td>Personal</td>
<td>8</td>
</tr>
<tr>
<td>Add a ProConnect Code</td>
<td>8</td>
</tr>
<tr>
<td>Devices</td>
<td>9</td>
</tr>
<tr>
<td>Connect to CareLink*</td>
<td>9</td>
</tr>
<tr>
<td>Settings</td>
<td>10</td>
</tr>
<tr>
<td>2.2. Add Events</td>
<td>11</td>
</tr>
<tr>
<td>2.3. Set Reminders</td>
<td>12</td>
</tr>
<tr>
<td>2.4. View Graphs and Trends</td>
<td>12</td>
</tr>
<tr>
<td>Graphs</td>
<td>13</td>
</tr>
<tr>
<td>Trends</td>
<td>13</td>
</tr>
<tr>
<td>2.5. Sync Fitness &amp; Health Apps</td>
<td>14</td>
</tr>
<tr>
<td><strong>3. Glooko Web App Overview</strong></td>
<td>15</td>
</tr>
<tr>
<td>3.1. Manage Settings</td>
<td>15</td>
</tr>
<tr>
<td>My Profile</td>
<td>15</td>
</tr>
<tr>
<td>Account</td>
<td>16</td>
</tr>
<tr>
<td>Change Email, Password or Language</td>
<td>16</td>
</tr>
<tr>
<td>Add a ProConnect Code</td>
<td>16</td>
</tr>
<tr>
<td>Change Your Primary Provider</td>
<td>17</td>
</tr>
<tr>
<td>Data Settings</td>
<td>17</td>
</tr>
<tr>
<td>Apps &amp; Devices</td>
<td>18</td>
</tr>
<tr>
<td>Connect Apps &amp; Devices</td>
<td>18</td>
</tr>
</tbody>
</table>

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*Glooko® for Personal Use*
Upload Omnipod® PDM..................................................................................................... 19
Connect to CareLink*..................................................................................................... 19
Get Glooko Uploader ................................................................................................... 19
Connect Dexcom Account*............................................................................................ 20
Connect Eversense Account.......................................................................................... 20
Connect iGlucose Devices............................................................................................. 20

4. Reports Overview.......................................................................................................22

4.1. Available Reports....................................................................................................22

4.2. Create and Share Reports.......................................................................................23
    Mobile App Reports..................................................................................................23
    Web App Reports....................................................................................................23

5. Support.....................................................................................................................24

Appendix: Additional Features....................................................................................25

A.1. Mobile Insulin Dosing System (MIDS)*...............................................................25
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 allows people with diabetes to sync data from popular blood glucose (BG) meters, insulin pumps and Smart Pens, continuous glucose monitors (CGMs) and health and fitness devices – 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. Compatibility

Glooko supports iOS devices running 10.0 or later and Android devices running 5.0 or later.

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 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.

* Currently only available in the U.S.

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:** Install the app from the [App Store](https://apps.apple.com) or [Google Play](https://play.google.com). If you already have an account, tap **Log In**, enter your login information and tap **Log In** again. If you do not have an account, tap **Register** and follow the on-screen prompts to create a new account.

**NOTE:** If you were given an activation code by your provider or through a sponsored program, you will have the option to enter that code during the registration process.

**Web App:** Go to [my.glooko.com](https://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 (or go to [join.glooko.com](https://join.glooko.com)) and follow the on-screen prompts to create a new account.

**NOTE:** If you received an activation request via email notifying you that your healthcare provider created an account for you, click the **Activate Account** button within the email and follow the on-screen prompts to activate your account. If you were given an activation code by your provider, go to [join.glooko.com/activate](https://join.glooko.com/activate) and follow the on-screen prompts to activate your 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:** From the Home screen, tap  
next, select your device or tap **New Device**, then follow the on-screen prompts to sync your device and upload your data.

![Sync Screen](image)

**NOTE:** If you need to order syncing hardware, tap **Need hardware to sync these devices? Order Here** or select **Order Sync Hardware** from the side navigation bar (≡) on Android devices or the More menu on iOS devices.

**Web App:** 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.

**NOTE:** All of your insulin data will be grouped together as **Insulin**, unless you have 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. 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

In your Profile, you can view and update your personal details, add a ProConnect Code, manage your device settings and more.

To access your Profile, select Profile from the side navigation bar (≡) on Android devices or the More menu on iOS devices, and toggle between the Personal, Devices and Settings tabs.

**NOTE:** 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 and Gender 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.
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 settings as needed. Tap **Done**, if applicable, to register your changes.

**Connect to CareLink**

You can connect your CareLink Personal account to your 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 your 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.

**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.
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 adjust 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 would like 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:

1. Select Reminders from the side navigation bar (≡) 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 on which 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 relevant 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 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 best managed, 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

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.
   - After adding your device(s), you can complete the setup process at a later time by tapping **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 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 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, select Settings from the drop-down menu at the top-right of your Glooko web app. 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.

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.

**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.
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 your third-party apps, upload an Omnipod® PDM, connect a CareLink account, install the Glooko Uploader, connect a Dexcom account, connect an Eversense account or connect iGlucose device(s) to Glooko.

![Apps & Devices](image)

### 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 your 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 your Omnipod system:

1. In Settings > Apps & 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 your data to Glooko.

4. 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 your CareLink Personal account to your 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 your CareLink Personal account:

1. In Settings > Apps & Devices, click Connect to CareLink.
2. Enter your CareLink Username and Password, then click Log In.
   
   • If you do not have an account, 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.

* Currently only available in the U.S.

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. To learn more, click here.
Connect Dexcom Account*
You can connect your Dexcom account to your Glooko account to sync data (with a 3-hour delay) from Dexcom once every four (4) hours.

To connect your Dexcom account:

1. In Settings > Apps & Devices, click Connect Dexcom Account.
2. Enter your Dexcom Username and Password, then click Log In.
   - If you do not have an account, click Create a Dexcom 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 Dexcom account in the Glooko mobile app via Home > Sync.

* Currently only available in the U.S.

Connect Eversense Account
You can connect your Eversense account to your Glooko account to sync data from Eversense once every four (4) hours.

To connect your Eversense account:

1. In Settings > Apps & Devices, click Connect Eversense Account.
2. Enter your Eversense Email and Password, then click Sign In.
   - If you do not have an account, click Sign Up to create a new account.
3. Follow the on-screen prompts to create and/or connect your account.

TIP: You can also connect your Eversense account in the Glooko mobile app via Home > Sync.

Connect iGlucose Devices
You can connect your iGlucose meter(s) to your Glooko account to sync data from iGlucose in real time.

NOTE: Before connecting your iGlucose meter to Glooko, you must have at least one reading on your meter.

To connect your iGlucose meter:

1. In Settings > Apps & Devices, click Connect iGlucose Devices.
2. Enter your iGlucose meter’s Serial Number and Last Reading (value), then click Next.
3. Follow the on-screen prompts to connect your meter.

**TIP:** You can also connect your iGlucose meter in the Glooko mobile app via Home > **Sync**.
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 (orious) 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 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. ET. You can reach out to us in any of the following ways:

- Web Support: support.glooko.com
- Email Support: support@glooko.com
- SMS Support: 650-720-5310
A.1. Mobile Insulin Dosing System (MIDS)*
Glooko’s Mobile Insulin Dosing System (MIDS) is designed to help individuals with type 2 diabetes review, analyze, evaluate and communicate their fasting glucose readings to their clinician. The MIDS program will allow you to receive adjustments to your long-acting insulin between visits, based on the Treatment Plan configured by your 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.

To learn more about MIDS, reference the Glooko MIDS for Patients User Guide.

* Currently only available in the U.S.