



Glooko[®] Uploader

Instructions for use – for Glooko users



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Find your device



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CGM



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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

The Glooko System is a diabetes management platform that can be used in-clinic or remotely by Health Care Professionals and patients. It allows viewing of patient data from compatible medical devices and other health monitoring devices. It also allows Health Care Professionals to support the treatment of diabetes through analysis and monitoring of a patient's diabetes therapy and care program.

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 10 (32-bit and 64-bit)
 - Windows 11 (32-bit and 64-bit)
 - macOS 12.0: Monterey
 - macOS 13.0: Ventura
 - macOS 14.0: Sonoma
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.

If you have concerns with your current diabetes diagnosis and treatment, please contact your healthcare provider. In the event where the Glooko System is malfunctioning, please discontinue use of the product and contact Glooko Support.

Contraindications

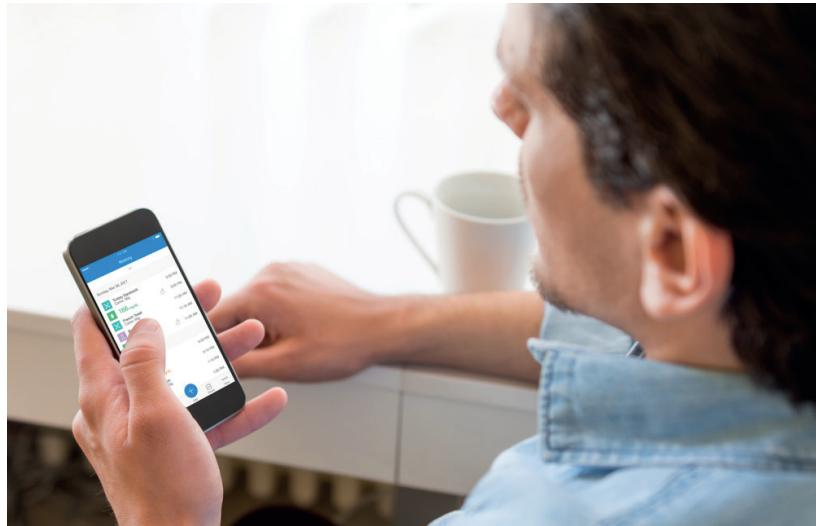
None.

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

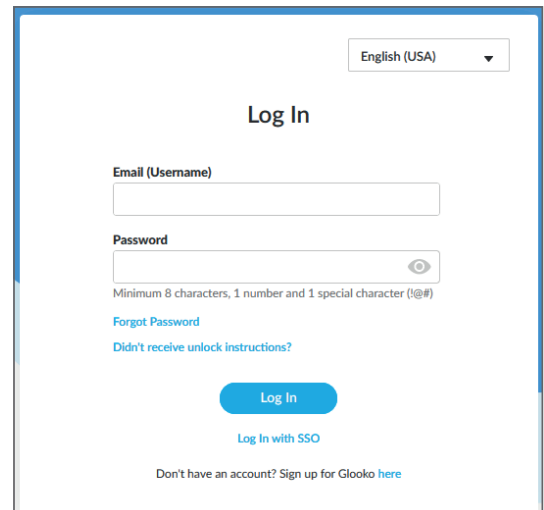
In order to access the MyGlooko Dashboard and download the Glooko Uploader software, you will need to have a Glooko account. You can sign up for Glooko using the Glooko mobile app for iOS or Android. You can also contact **Glooko Support** (<https://support.glooko.com>) for assistance creating an account.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

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

- Enter your Email Address and Password.
- Tap Log 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 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.

A screenshot of the Glooko Uploader application window. The title bar says 'Glooko Uploader'. The main content is a 'SIGN IN' screen. At the top, it says 'SIGN IN'. Below that, there is an information icon and text: 'To upload data, please sign into your Glooko account.' Underneath, it asks 'Don't have an account?' and provides links: 'Patients: Sign Up.' and 'Clinics: Contact Glooko Support.' There are two input fields: 'Email or Username' and 'Password'. Below the fields is a link for 'Forgot Password?'. At the bottom, there is a blue 'Sign In' button.


Patients & Health care providers

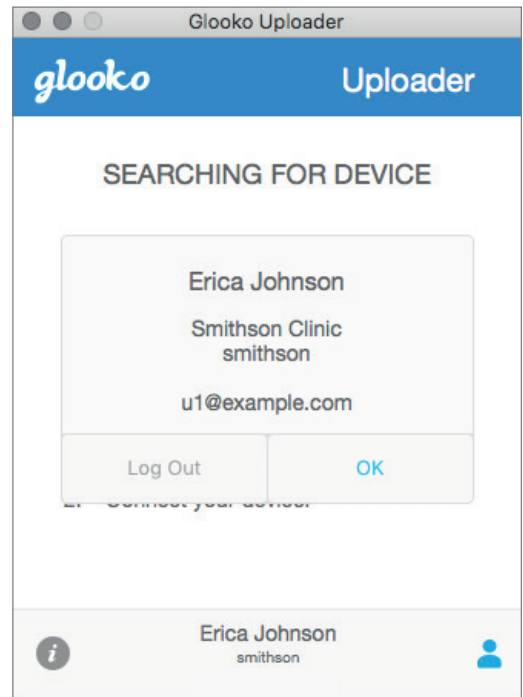
6 Features in Glooko Uploader

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**

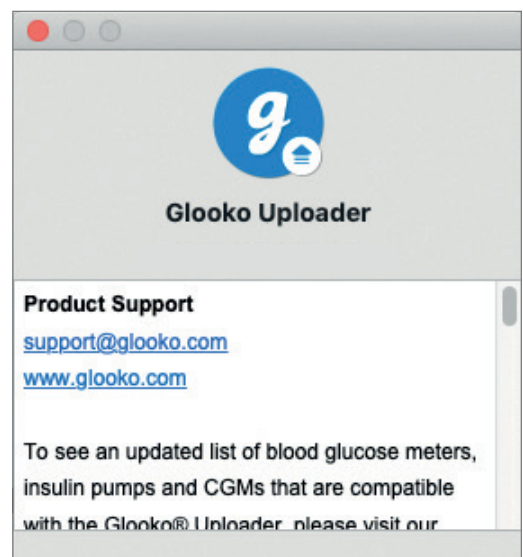
VIEW YOUR PROFILE INFORMATION

- 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

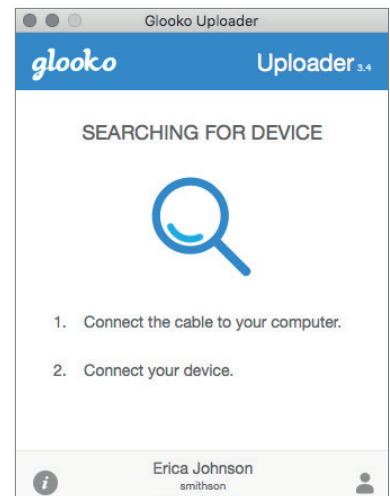
7 Upload diabetes data

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.

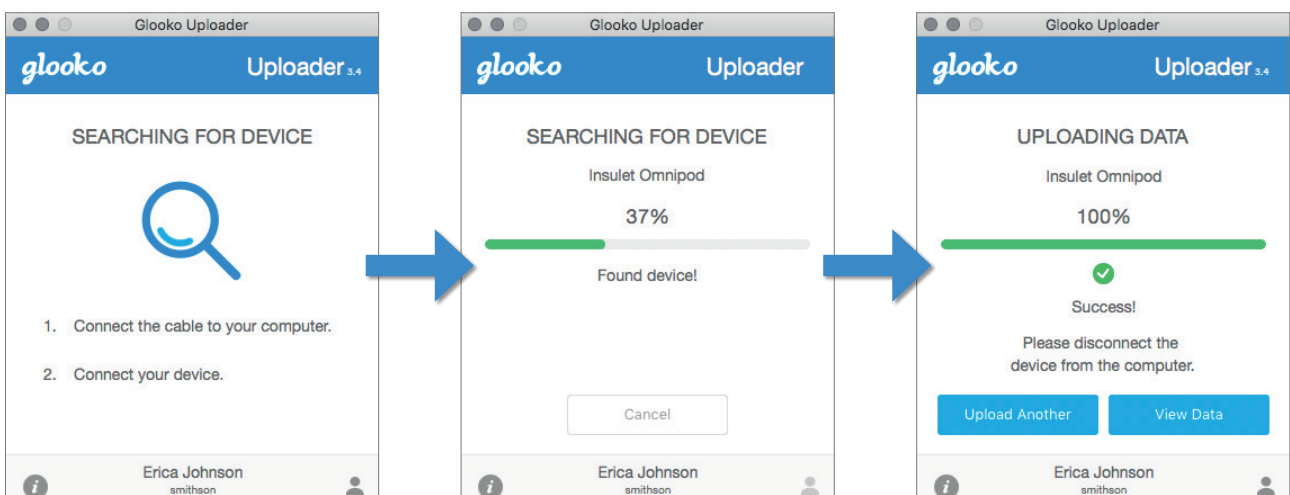


CONNECT THE DIABETES DEVICE TO THE CABLE

- After connecting the cable to the computer, connect the diabetes device to the cable.

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.



Patients & Health care providers

8 View diabetes data

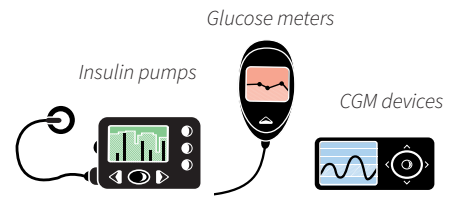
After uploading your diabetes device data using the Glooko Uploader, you can view the data at <https://my.glooko.com> by logging into your Glooko account.

- **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 Glooko® 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.



i Please note that some of the diabetes devices may not be available in your market.

Blood glucose meters – connected with USB cable

Abbott

FreeStyle Freedom Lite

FreeStyle Lite

Abbott FreeStyle USB
(2,5 mm)



FreeStyle InsuLinx
FreeStyle Precision Neo

FreeStyle Optium Neo

Micro USB



Precision Xceed

Precision Xtra

Abbott Xceed
USB



FreeStyle Libre

FreeStyle Libre 2

Micro USB



Compatibility is restricted to Sweden and Norway by Abbott.

Acon Laboratories

On Call® Express
On Call® Express II
On Call® Express Voice
On Call® Extra

On Call® Extra Voice
On Call® Sure
On Call® Sure Sync

On Call USB
(2,5 mm)



Agamatrix

WaveSense Jazz

Agamatrix USB



Animas

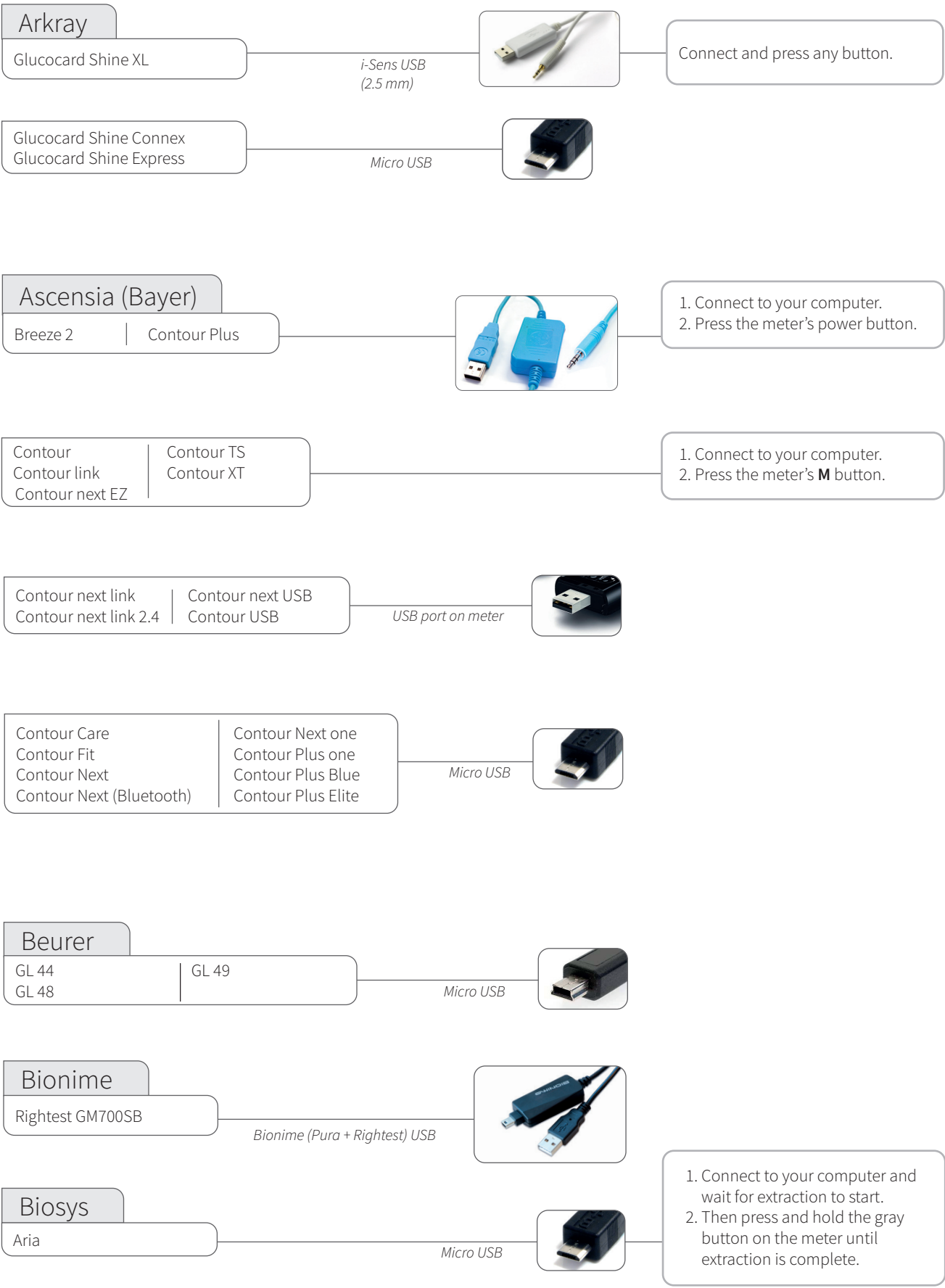
OneTouch Ping (meter)

Mini USB

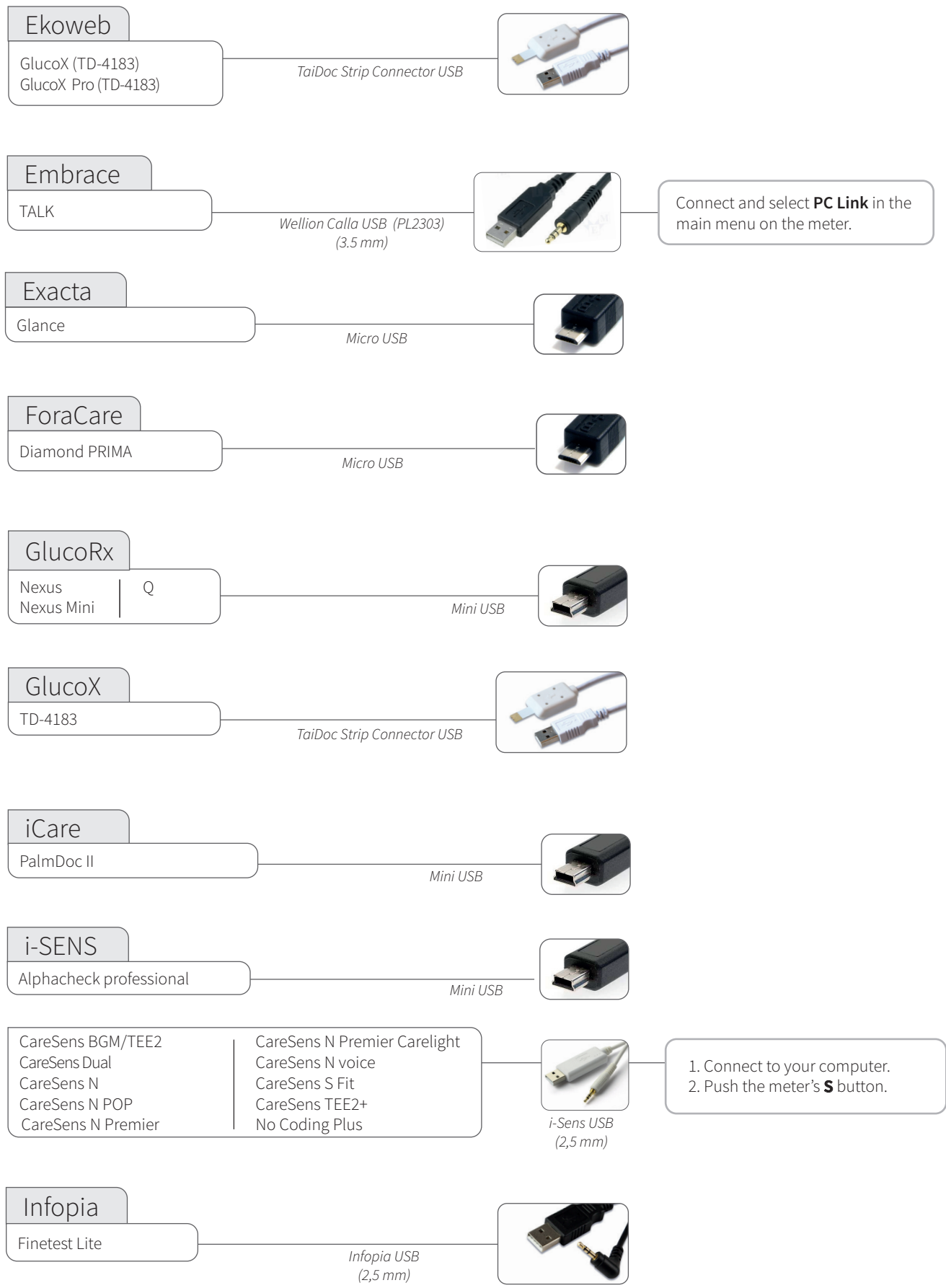


1. Connect to your computer.
2. Press the meter's power button.

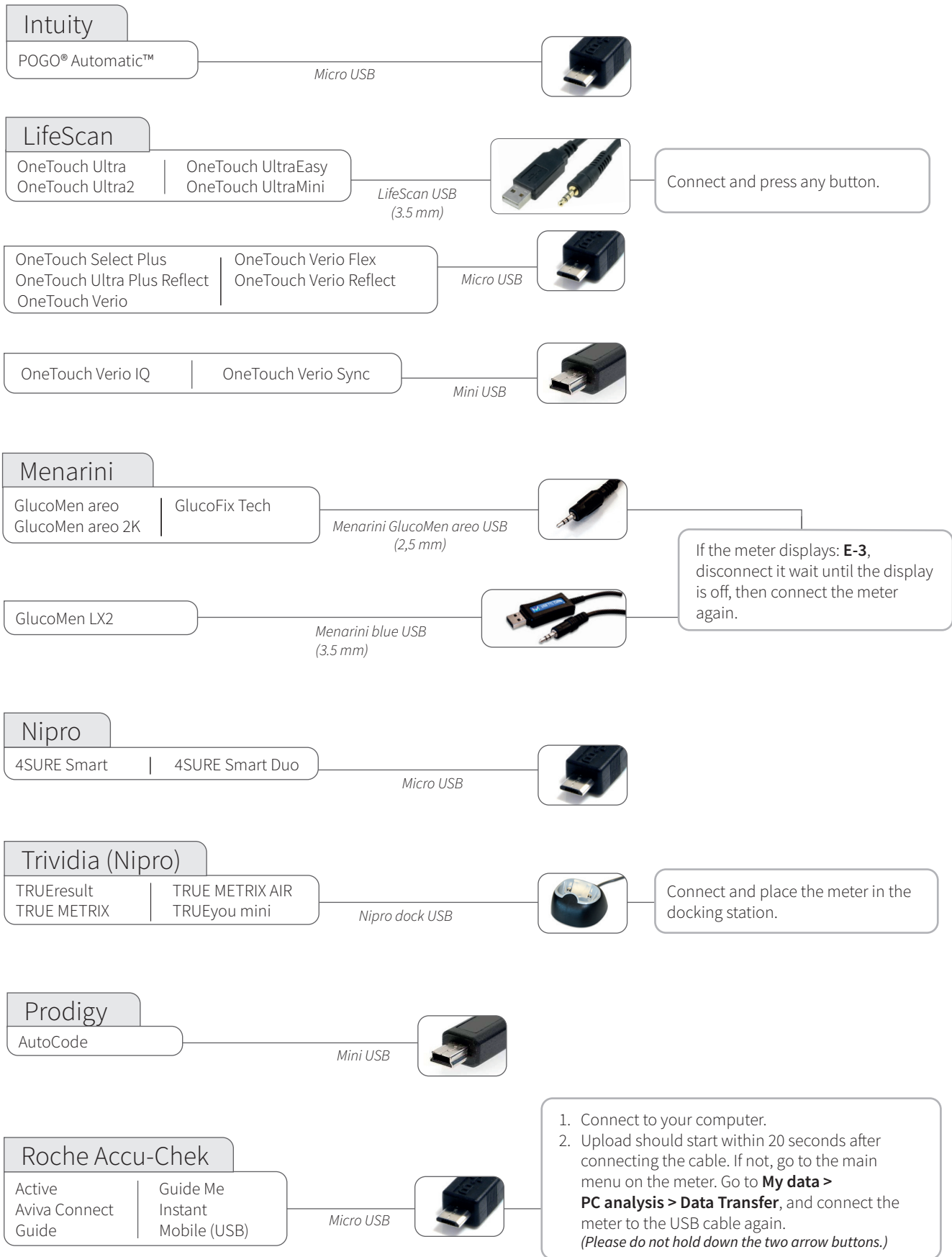
Blood glucose meters – connected with USB cable



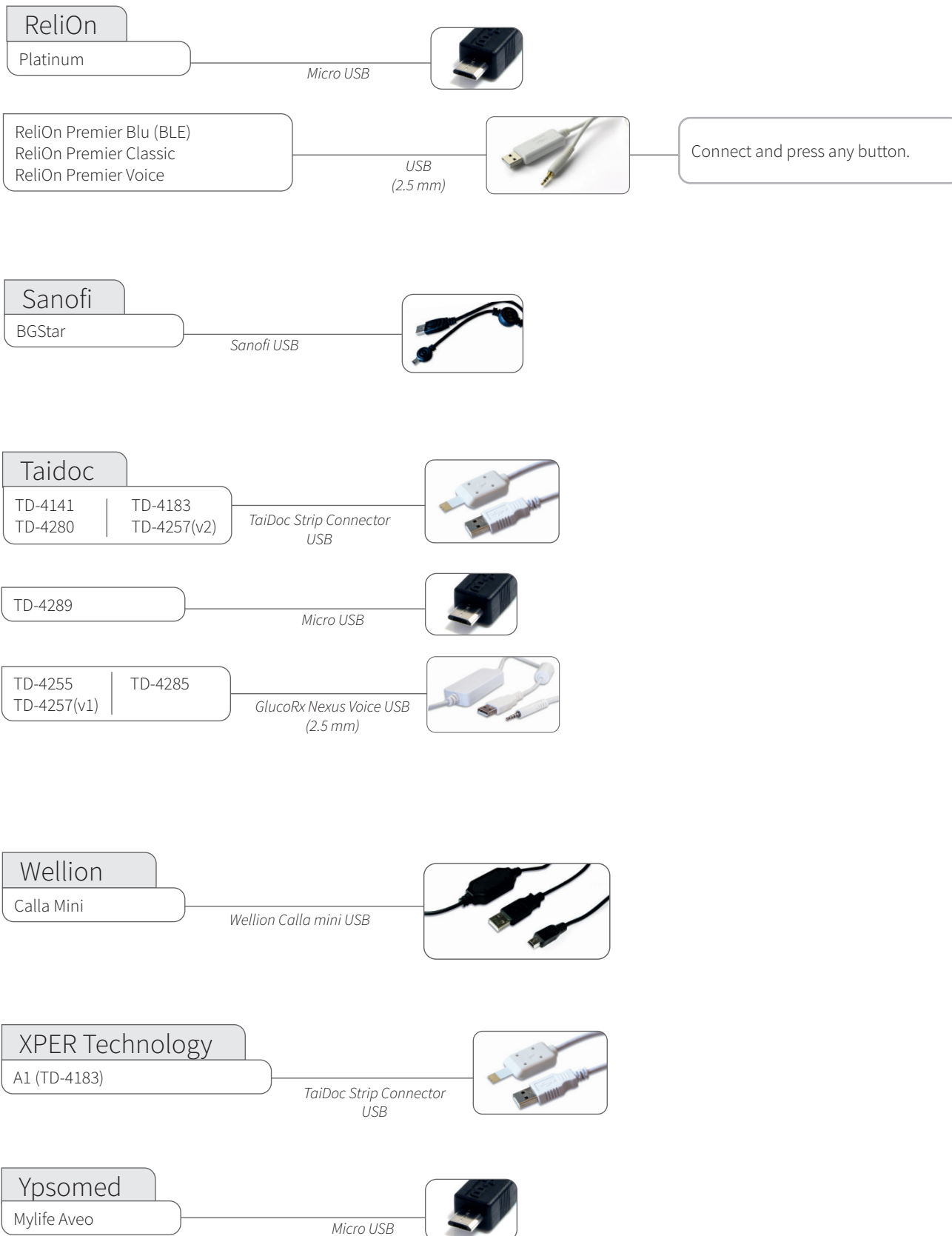
Blood glucose meters – connected with USB cable



Blood glucose meters – connected with USB cable



Blood glucose meters – connected with USB cable



Blood glucose meters – with infrared connection



Roche (IR)

Accu-Chek Aviva Nano
Accu-Chek Aviva Plus Black
Accu-Chek Aviva Plus Silver
Accu-Chek Nano
Accu-Chek Performa
Accu-Chek Performa Nano



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. With the meter off, activate IR transmission by pushing and holding the two arrow buttons until two arrows appear in the display.

Accu-Chek Compact Plus



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. Activate IR transmission by pushing and holding the buttons **S** and **M** below the display until two arrows appear in the display.

Accu-Chek Aviva Combo
Accu-Chek Aviva Expert



ACTISYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. In the main menu, go to **My data** and select **Data transfer**.

CGMs - connected with USB cable

Dexcom

G4 Platinum
G4 Platinum with Share
G5
Touchscreen Receiver (G5/G6)

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.

Blood glucose meters and Insulin pumps - with NFC connection

Terumo


Medisafe Fit Smile



1. Connect the NFC plate provided by Terumo to your computer.
2. Place the meter on top of the NFC plate.

Please note that the transmission symbol on the back of the remote control needs to be aligned with the NFC symbol on the NFC Plate.

Medisafe WITH




1. Connect the NFC plate provided by Terumo to your computer.
2. Make sure the main menu is showing on the remote control for the pump.
3. Place the remote control on top of the NFC plate.

Please note that the transmission symbol on the back of the remote control needs to be aligned with the NFC symbol on the NFC Plate.

Insulin pumps – with infrared connection

Animas (IR)

OneTouch Ping Vibe








1. Suspend the pump. (MAIN MENU, scroll to **Suspnd/Resum** 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 **Suspnd/Resum** 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>ACTiSYS - Li cable</p>  <p>Compatible operating systems: macOS X: 10.14–12.0 Windows: N/A</p>	<p>ACTiSYS - Li2 cable</p>  <p>Compatible operating systems: macOS X: 10.14–12.0 Windows: 8, 10</p>	<p>Accu-Chek - 360° cable (Realtyme)</p>  <p>Compatible operating systems: macOS X: 10.14–12.0 Windows: 8, 10</p>	<p>Roche Accu-Chek Smart Pix 2 cable</p>  <p>Compatible operating systems: macOS X: 10.14–12.0 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

Equil/Wellion
MICRO-pump

Micro USB



Insulet
Omnipod® System

Mini USB



Omnipod® Dash™ System

Micro USB



1. Connect and press the PDM's power button.
2. Unlock the PDM and tap 'Export' on the screen.

Medtronic

630G	670G
640G	

USB port on meter

1. Connect a Contour Next Link 2.4 meter to one of your computer's USB ports.
2. Follow the on-screen instructions presented in your Glooko Uploader to upload data from your Medtronic pump.

Roche

Accu-Chek Aviva Solo
Accu-Chek Guide Solo

Micro USB



1. Open the Main Menu on the hand unit for the pump.
2. Select USB in the Main Menu.
3. Connect the hand unit to the computer with the Micro USB cable.

Tandem


t:flex	t:slim G4
t:slim	t:slim X2

Micro USB



Vicentra
Kaleido

Micro USB



Go to the yellow menu and choose data upload.

Insulin pumps - connected with infrared cables

Compatible infrared cables

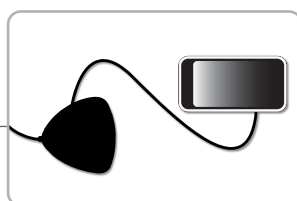
Roche Accu-Chek Smart Pix cable



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.

Roche
Accu-Chek Spirit Combo




Smart Pix or Smart Pix 2

Note! Smart Pix software version 3.02 or higher is required when using Smart Pix.

1. Connect the Smart Pix to your computer and wait for the blue indicator on the Smart Pix to start flashing slowly.
2. Put the pump in **Data Transfer** mode (stop the pump and enter the **Data Transfer** menu).
3. Place the pump with its IR eye towards the Smart Pix. The blue indicator signals the data is being transmitted to the Smart Pix.
4. Wait for the blue indicator to start flashing slowly again or stop flashing altogether.
5. The data is now being transmitted from the Smart Pix to Uploader. Do not disconnect the Smart Pix yet!
6. Wait for Uploader to signal the upload was successful.



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