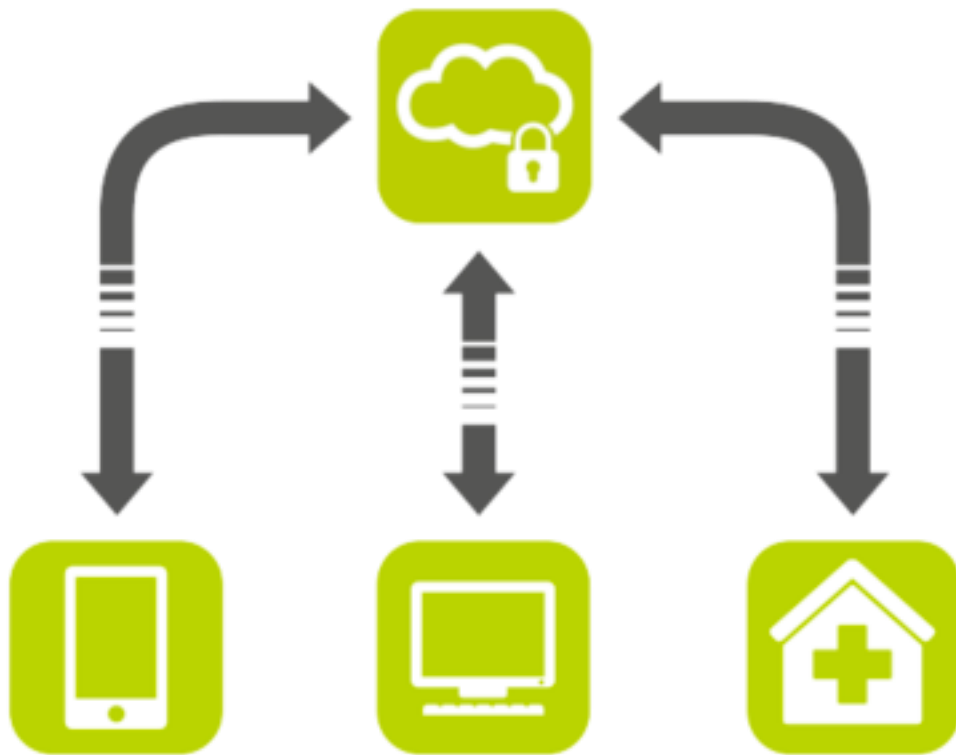


A Guide for Downloading Diabetes Devices



Because Your Healthcare Provider Needs Important Information for Your Next Appointment!

Joslin Diabetes Center
SUNY Upstate
6/2020

Diabetes is not easy to manage by yourself. Your Joslin provider THANKS YOU for your efforts! And your provider thanks you for using your diabetes device to collect information and for sending it to Joslin. If you are unable to send the information using these instructions, please contact us as soon as possible by calling Joslin or messaging through MyChart.

We look forward to seeing or speaking with you again.

Take care, friend!

Joslin Diabetes Center Contact Information:

Telephone: 315-464-5726

Fax: 315-464-2510

MyChart: the Joslin Center and Upstate University Hospital patient portal, where you can set up an account to review lab results, view upcoming appointments and send messages to request appointments or other non-urgent requests. <https://mychart.upstate.edu/MyChart/>

Your diabetes healthcare provider needs to have “diabetes data” to help you manage your diabetes. This handout is intended to help you send that information to your provider.

First, some basic information:

Definitions:

Device: glucose meter, continuous glucose monitor (CGM) or insulin pump

Diabetes data: information about glucose levels, medication doses and carbohydrate intake (if available)

Download: how Joslin will get the information from your device that you have uploaded from your device (you send it Up, Joslin brings it back Down)

Platform: the computer program that will allow you to upload and Joslin to download

Upload: what you will do with the information from your device (you send it Up, Joslin brings it back Down)

What You'll Need:

Computer - with a compatible Windows or Mac operating system and an internet connection

Cable – to connect your Device to the Computer (newer Medtronic pumps use USB plug-ins)

Your Device – to get the data from

The devices and instructions for uploading are listed on the following pages. Your provider is asking you to:

- **Log in or Sign Up** for an account (**write down your sign-in info** – you may need it for your provider to access your info)
- **Download** a program that will let you upload your device
- **Upload** your device
- **Let Joslin know** the information required to see the reports (in the following instructions)

These instructions include links, both clickable (if you received this by email) and ones to type into your browser if you received instructions in the mail.

Glucose Meters



Use the glooko platform; Sign up at the [glooko website](https://www.glooko.com/).
(<https://www.glooko.com/>)

There are lists with [compatible devices](https://www.glooko.com/compatibility/) including meters, pumps and CGMs.
(<https://www.glooko.com/compatibility/>)

You may need to order a cable for your device. There is some information available when you find your device (list above) and click on the meter you use.

To set up an account, follow the instructions by opening the Glooko for Personal Use document found [here](https://support.glooko.com/hc/en-us/articles/360001498269-Glooko-for-Personal-Use-Quick-Start-Guide). (<https://support.glooko.com/hc/en-us/articles/360001498269-Glooko-for-Personal-Use-Quick-Start-Guide>)

To get the Uploader program, see [glooko instructions](https://support.glooko.com/hc/en-us/articles/115003858029-How-do-I-install-the-Glooko-Uploader-).
(<https://support.glooko.com/hc/en-us/articles/115003858029-How-do-I-install-the-Glooko-Uploader->)

Use Joslin's Clinic Share Code: **sunyjdc**, when prompted, to start sharing data with the clinic.

Get support on the [glooko website](https://www.glooko.com/) or call 1-800-206-6601.

FreeStyle Libre CGM



To get set up with LibreView, go to their [Quick Start Guide](https://pat.libreview.io/articles/qsg/).
(<https://pat.libreview.io/articles/qsg/>)

The Upload Instructions depend on whether you use your phone (in the app section) or a separate Reader (in the Using a USB section).

Once you have set up an account, go to your Settings and select Account Settings. Click on MyPractices and enter the code: **Joslin Upstate** You should see “Joslin Upstate” under your practice list.

Or send Joslin the **email address** you use in your account, and we can send you an invitation to sync the account.

For issues with LibreView, call Abbott’s support line at: 1-754-210-8584 (ext. 3)

Dexcom CGMs



To set up Dexcom Clarity on your computer, access a video here [Dexcom Clarity](https://provider.dexcom.com/education-research/cgm-education-use/videos/setting-dexcom-clarity-computer-home-users). (<https://provider.dexcom.com/education-research/cgm-education-use/videos/setting-dexcom-clarity-computer-home-users>)

For detailed instructions, access the Dexcom Clarity User Guide on [this page](https://www.dexcom.com/guides). (<https://www.dexcom.com/guides>)

Once you have made an account, you will need to send the **email address** associated with your account to your diabetes care team to receive an invitation to share data with the clinic.

For issues with Clarity, call Dexcom’s support line at: 1-844-607-8398

Tandem insulin pumps



To successfully upload Tandem devices, sign up for [t:connect](#).

(https://www.tandemdiabetes.com/docs/default-source/product-documents/tconnect-application/tconnect_getting_started_guide.pdf?sfvrsn=e9b731d7_4)

Once you have made an account, you will need to send the **email address** and **password** associated with your account to your diabetes care team to receive an invitation to share data with the clinic.

For issues with t:connect, call Tandem's support line at: (877) 801-6901

Medtronic



To watch a video of how to set up a CareLink Personal account, click [this link](#).

(https://www.youtube.com/watch?v=u_oC2EubVT4)

There are links to show you how to install and upload [here](#).

(<https://www.medtronicdiabetes.com/products/carelink-personal-diabetes-software>)

Once you have made an account, you will need to send the **username** and **password** associated with your account to your diabetes care team at Joslin to start sharing data with the clinic.

For issues with CareLink, call Medtronic's support line at: 1-800-646-4633 (select option 1 for software assistance).

OmniPod



First, you need to set up a glooko account at the [glooko website](https://www.glooko.com/).

(<https://www.glooko.com/>)

You will need to sync your account to Joslin's. Use Joslin's clinic Share Code: **sunyjdc**, when prompted.

Glooko has a [support page](https://support.glooko.com/hc/en-us/articles/115003857509-How-do-I-upload-data-from-my-Omnipod-System-using-my-computer-) for uploading data from your OmniPod PDM using your computer (<https://support.glooko.com/hc/en-us/articles/115003857509-How-do-I-upload-data-from-my-Omnipod-System-using-my-computer->); so does [OmniPod](https://www.myomnipod.com/sites/default/files/media/documents/Web%20Uploader%20Instructions.pdf)

(<https://www.myomnipod.com/sites/default/files/media/documents/Web%20Uploader%20Instructions.pdf>)

Glooko has a [page for the Dash](https://support.glooko.com/hc/en-us/articles/360002086418) system (<https://support.glooko.com/hc/en-us/articles/360002086418>). And so does OmniPod [here](https://www.myomnipod.com/sites/default/files/media/documents/40238-DASH%20PatientPacket_singles.pdf)

(https://www.myomnipod.com/sites/default/files/media/documents/40238-DASH%20PatientPacket_singles.pdf.)