University of Otago
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Health New Zealand
Te Whatu Ora
Southern

Creating a Continuous Glucose Monitoring (CGM) account and Connecting to your Clinic: A Setup Guide

Contents

From your Phone

Glooko

Creating your Glooko account

1. Download the Glooko mobile app on iOS or Android and open the app.

2. Tap **Register**.

3. Enter your first name, last name, date of birth, country of residence and phone number (optional).

4. Select if you'd like to receive SMS messages from the app (a phone number is required).

5. Tap **Next**.

6. Enter your email address and a password.
   NOTE: Your password must be at least eight characters long and be at least Fair strength

7. Enter your Clinic code: **nzadts**

   NOTE: This would have been provided by your healthcare provider or other organization.

8. Tap **Next**.

9. Tap to place a **checkmark** (✔) if you agree to Glooko's Privacy Policy, Terms of Use and marketing communications (optional).
   NOTE: Parental consent is required for minors (dependent on local jurisdiction).

10. Tap **Register**.

11. After you have completed the setup process, you will be routed to the Home screen on your Glooko mobile app. Now you're ready to start using Glooko!

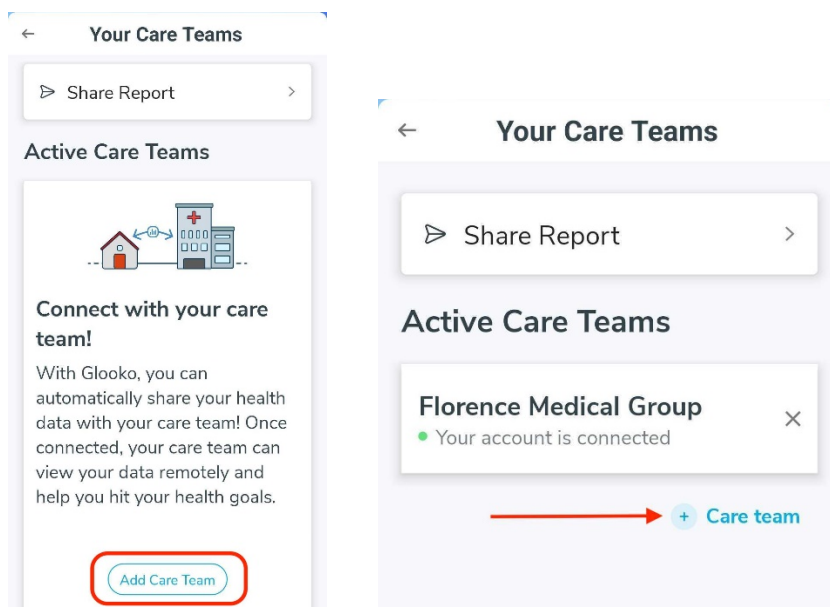## Connecting Glooko to your clinic

1. From the home screen, tap **Add Care Teams**
   Note: If you are already ProConnected to a clinic, you will tap on the name of your current clinic on the home screen
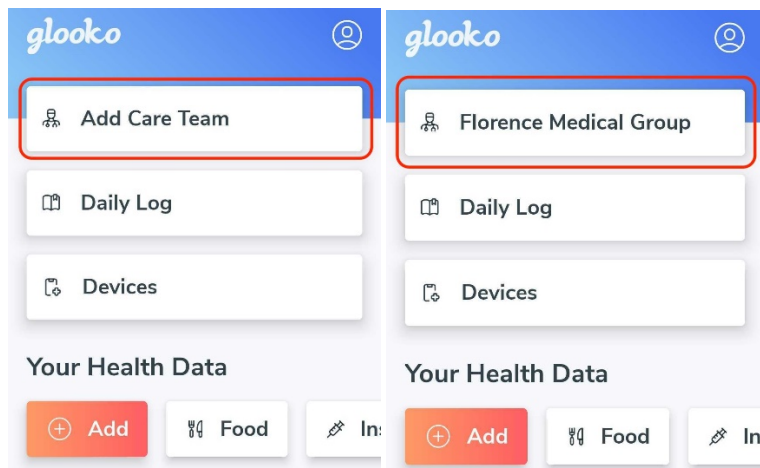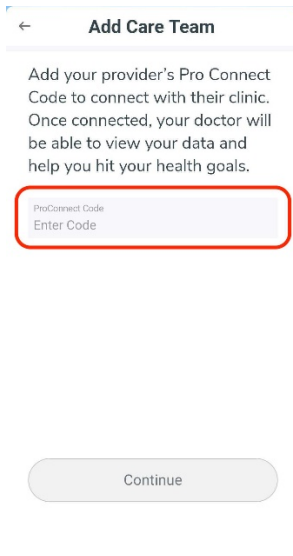

2. Tap **Add Care Team**
   NOTE: If you are already ProConnected to a clinic and are adding additional teams, select **+ Care Team** below your list of currently connected clinics

3. Enter your healthcare provider's ProConnect or Clinic Code: **nzadts**

4. Tap **Continue**.

5. Tap **Connect**.

6. You will receive a confirmation message indicating that you have successfully ProConnected.

    NOTE: If you receive an error message, try re-entering the ProConnect Code. If you continue to receive an error, please contact your provider to confirm the ProConnect Code or contact Glooko Support for assistance.

Once you've successfully ProConnected, you'll begin automatically sharing your Glooko data with your provider.[†]

[†] Information obtained and modified from https://support.glooko.com/hc/en-us/articles/115003858869-How-do-I-create-and-access-my-Glooko-account

Tandem

Using a Tandem t:slim Mobile App

1. Download the **Tandem t:slim Mobile App** from the App store or Google play store.

2. Open the app and **Create Account**

3. Click **Personal Use** if you wear a Tandem pump.

4. Enter the required personal information (e.g., name, date of birth, security question) and click **Next**.

5. Enter the email address you would like to associate with your Tandem Source account.

   ⚑ NOTE If you already use the Tandem t:slim mobile app, use the same login information to log in to Tandem Source.

6. Check all required consent flags. Check any optional consent flags as desired.
   • If you click any links to review consent information, always click Back within Tandem Source to return to the Create Account screen.

7. Click **Confirm**. Tandem Source sends a confirmation email to the email address you used to register in step 4.

8. Click the link in the confirmation email to return to Tandem Source.

9. Create a password and click **Done**. Tandem Source returns you to the login screen.

10. Log into the app using your credentials.

Connecting Tandem source to your clinic

1. Open the **Tandem t:slim Mobile App**

2. Tap **Settings**

3. Tap **App**

4. Tap **Account**

   a. This will sometimes open up a pop-up page to sign into your Tandem Source account. If so, log-in

5. Tap on Tandem Source in blue. This link will open Tandem source on your browser. Log in.

6. Tap the **Profile Icon.**

7. Tap **Account Settings** in the context menu.

8. Tap the top banner with the label **General**. This will show a drop down menu. choose **Share report** on this menu.

9. Tap **Add clinic**

10. This will open-up another pop-up to locate your clinic. On here:

   a. Select your country in the Country dropdown menu.
   b. Select your state, province, or region in the State/Province/Region dropdown menu.
   c. Type the name or address of the clinic in the search bar. Clinics appear in a dropdown menu below the search bar as you type. When you see **ACCESS AID study** in the dropdown menu, click it to select it.
   d. Click Start Sharing. Tandem Source returns to the Account Settings screen and displays a success banner at the top of the screen

11. Close your browser and re-open the app to continue using as normal. [†]

[†] Information obtained and modified from https://www.tandemdiabetes.com/docs/default-source/user-guide/user-guide-tandem-source-personal-mmoll-intl-aw1013216cf53a99775426a79a519ff1300a9fd39cf53a99775426a79a519ff1300a9fd39.pdf?sfvrsn=73553bd7_163

Freestyle Libre

LibreView

Creating your LibreView account

1. **Download** and Install the **FreeStyle LibreLink – NZ** app from Google Play store or Apple App store.

2. Open the app and tap **Register / Sign up**

3. **Confirm your country/region of residence** and accept the terms of use and privacy notice.

4. Once you have completed your registration, you will be prompted to **verify your email address**. *Note: If you are creating a LibreView Account on behalf of a minor, you will also be asked to provide parent/guardian information. There may be additional steps during registration specific to your country/region of residence.*

5. When you **log in to your email**, look for an email for LibreView. In the email, click the link to Verify your email address. Then return to the LibreView email verification screen and click **Next**. You will now be logged into your account.

6. Complete 2-factor authentication (*If enabled on your device*)

Connecting LibreView to your clinic

1. In your LibreLink app tap the **Hamburger** menu ☰

2. Select **Connected Apps**

3. Click on **Manage** under **LibreView** and select **Connect Practice ID**.

4. Enter the code **accessaid** and tap **Next** to confirm.

5. You are now connected to your clinic!

Accepting invitation from your clinic

1. In your LibreLink app tap the **Hamburger** menu ☰

2. Select **Connected Apps** and **Accept** the invitation †

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† Information obtained and modified from https://pat.libreview.io/articles/create-libreview-account

# Dexcom

Creating your Dexcom account

1. Check Smart Device Compatibility

Scan the QR code

or visit dexcom.com/compatibility to check that your smartphone is compatible with the Dexcom G7 app. *Note most smartphones will be compatible if they are relatively modern*
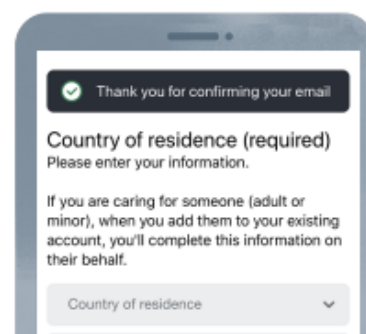
2. **Download** the Dexcom G7 app from the Google Playstore or Apple App Store
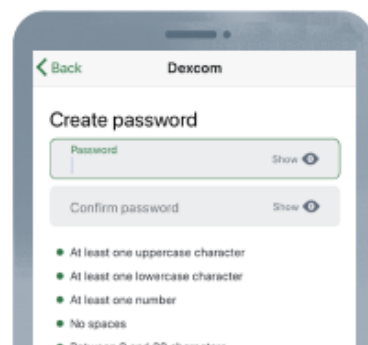
3. Open the app to create your account

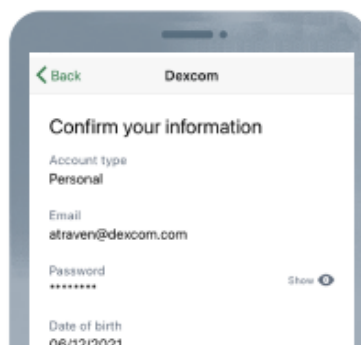Open the Dexcom G7 app and tap **Create Account**.
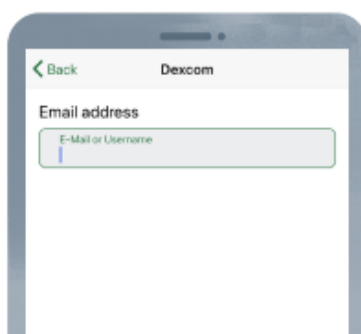
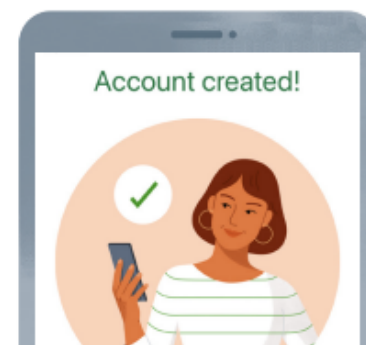Enter your email; then, check your email to confirm and continue.

After confirming your email, follow the on screen instructions.

Create your password.

Confirm your information.

Your account is created.

Note: If setting up a new account, you will be prompted through instruction on how to insert the sensor and use the app. Follow through to set up your G7 app.

Connecting Dexcom G7 app to your clinic

1. Open the app and select **Connections** on the bottom menu of the app

2. Select **Clarity Clinic** which will open another page to enter your clinic code

3. Enter **accessaid** in the *clinic code* field. When Access AID appears, select **Confirm.**

4. You are now sharing data with your clinic![†]

[†] Information obtained and modified from https://www.dexcom.com/guides
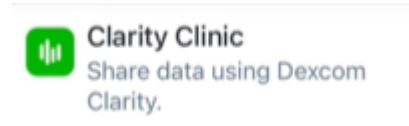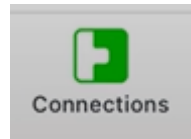
From the Web

Glooko

Creating your Glooko account

1. Open a web browser and go to join.glooko.com.

2. Enter your email address, password, first name, last name, country of residence, phone number (optional) and birthdate.
   NOTE: Your password must be at least eight characters long and be at least Fair strength

3. Select if you'd like to receive text messages from Glooko (a phone number is required).

4. Enter your Clinic code: **nzadts**

   NOTE: This would have been provided by your healthcare provider or other organization.

5. Click to place a **checkmark** (✔) if you agree to Glooko's Privacy Policy, Terms of Use and updates/marketing communications (optional).
   NOTE: Parental consent is required for minors (dependent on local jurisdiction).

6. Click **Register**.

7. On the next screen, select your mobile and diabetes devices, then click **Next**.

8. Review your sync compatibility, then click **Next**.

9. Registration is complete! The last screen provides links for downloading the Glooko mobile app and Glooko Uploader.

10. Go to my.glooko.com in your web browser to access your account. Now you're ready to start using Glooko!

Connecting Glooko to your clinic

1. Go to my.glooko.com in your web browser and log into your account.

2. Click **Settings** > **Account**.
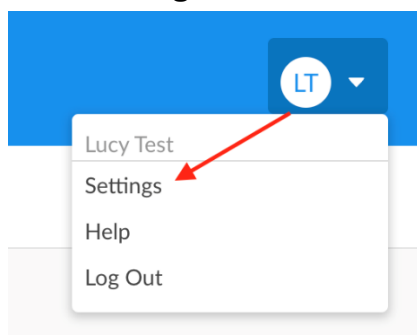
3. Click **+ Add New Code**.
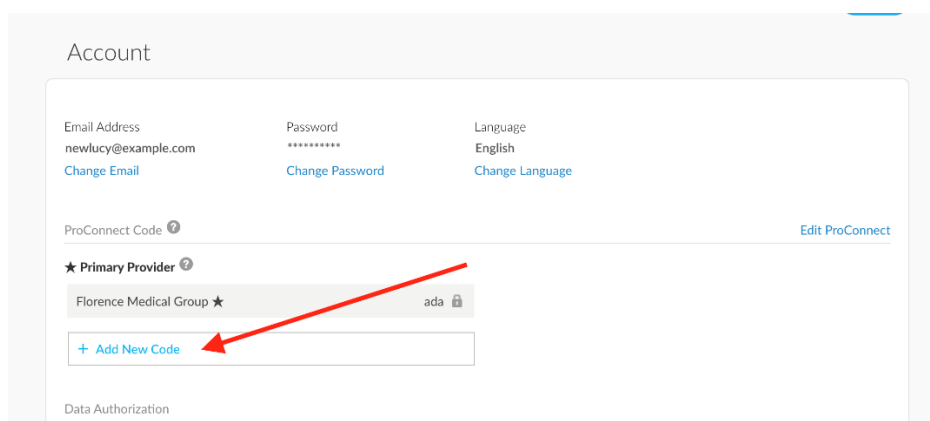
4. When prompted to confirm if you would like to proceed, click **Continue**.

5. Enter your healthcare provider's ProConnect Code: **nzadts**

6. Click **Submit**.

7. You will receive a confirmation message indicating that you have successfully ProConnected.

   NOTE: If you receive an error message, try re-entering the ProConnect Code. If you continue to receive an error, please contact your provider to confirm the ProConnect Code or contact Glooko Support for assistance.

Once you've successfully ProConnected, you'll begin automatically sharing your Glooko data with your provider.[†]

[†] Information obtained and modified from https://support.glooko.com/hc/en-us/articles/115003858869-How-do-I-create-and-access-my-Glooko-account

Tandem

Setting up a Tandem source account

1. Go to: https://sso.tandemdiabetes.com/ and **Create Account** on the Tandem Source login page.

2. Click **Personal Use** if you wear a Tandem pump.

3. Enter the required personal information (e.g., name, date of birth, security question) and click **Next**.
• If you selected Parent/Guardian Use in step 2, enter the required personal information for both yourself and the person who wears the pump.

4. Enter the email address you would like to associate with your Tandem Source account.
⚑ NOTE If you already use the Tandem t:slim mobile app, use the same login information to log in to Tandem Source.

5. Check all required consent flags. Check any optional consent flags as desired.
• If you click any links to review consent information, always click Back within Tandem Source to return to the Create Account screen. Do not use the back button in your internet browser.

6. Click **Confirm**. Tandem Source sends a confirmation email to the email address you used to register in step 4.

7. Click the link in the confirmation email to return to Tandem Source.

8. Create a password and click **Done**. Tandem Source returns you to the login screen.

9. Log into Tandem Source using your credentials

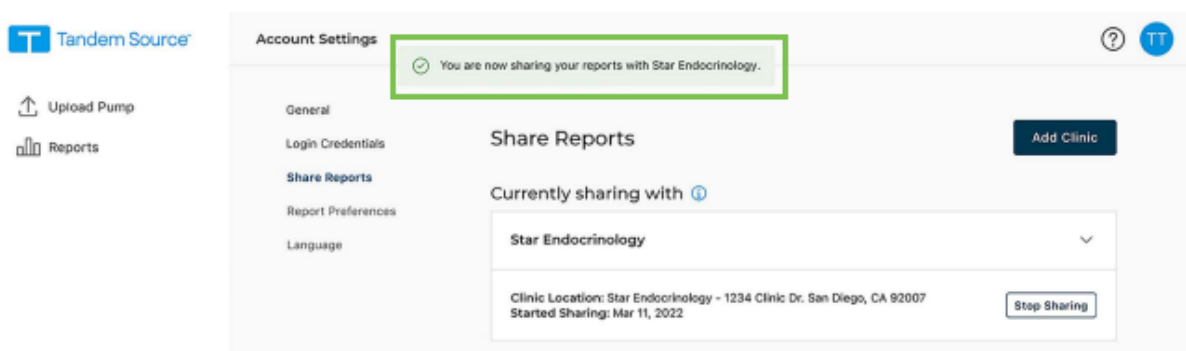### Connecting Tandem source to your clinic

1. Log into Tandem source and click the **Profile** icon in the top right corner.
2. Click **Account Settings** in the context menu.
3. Click **Share Reports** in the left side of the Account Settings screen.
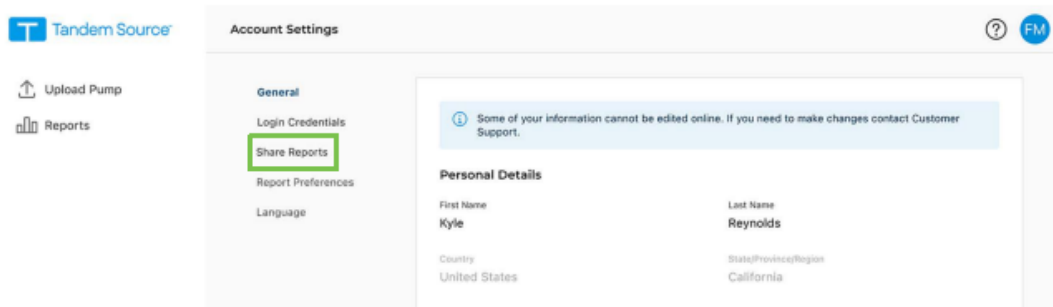
4. Click **Add Clinic** in the top right corner of the Share Reports screen. A pop-up window appears.
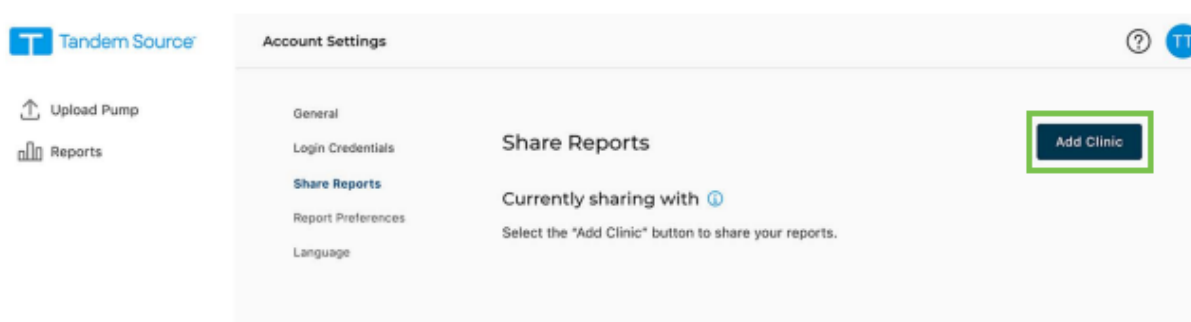
5. **Use the pop-up window to search for your clinic**:
a. Select your country in the Country dropdown menu.
b. Select your state, province, or region in the State/Province/Region dropdown menu.
c. Type the name or address of the clinic in the search bar. Clinics appear in a dropdown menu below the search bar as you type. When you see **ACCESS AID study** in the dropdown menu, click it to select it.
6. Click Start Sharing. Tandem Source returns to the Account Settings screen and displays a success banner at the top of the screen.

Tandem Source alerts you during the connection process if there are any issues.
• If you are already connected to a clinic, the pop-up window displays a banner. If you

are already connected to the clinic you searched for, click Close to return to the Share Reports screen. You may connect your account to as many clinics as you wish.[†]

Freestyle Libre

LibreView

Creating your LibreView account

1. Go to www.libreview.com and click the **Sign-Up** button

2. Select LibreView Account and click **Continue**

3. **Confirm your country/region of residence** and accept the terms of use and privacy notice. Once you have completed your registration, you will be prompted to verify your email address.

Note: If you are creating a LibreView Account on behalf of a minor, you will also be asked to provide parent/guardian information. There may be additional steps during registration specific to your country/region of residence.

4. When you log in to your email, look for an email for LibreView. In the email, click the link to **Verify** your email address. Then return to the LibreView email verification screen and click Next. You will now be logged into your account.

5. Complete 2-factor authentication (*If enabled on your device*)

Connecting LibreView to your clinic

1. Open the **Settings Menu** by clicking the Hamburger menu ☰

2. Click **Account Settings**

3. Click **My Practices**

4. Type **accessaid** in the *practice ID* field and click **Add** to link to a practice

You should now see your healthcare practice or clinic name appear in your Linked Practices list. This means you have successfully linked accounts and your healthcare professional now has access to all your glucose data.[†]

[†] Information obtained and modified from https://pat.libreview.io/articles/link-your-account

Dexcom

Creating your Dexcom account

1. Go to **uam2.dexcom.com**

2. Tap **Create Account.**

3. You will be asked to provide a valid email address and personal information (date of birth and address).

4. You will then be asked to verify your email address

5. Log into your email to find a **Confirmation link** provided by Dexcom, and click to **verify**

6. A pop-up will open with **privacy policies**. **Tick all**, which are required, and confirm at the end to create your Dexcom account!

Connecting Dexcom to clarity

Note: Dexcom has a separate platform for the web to share data, called Dexcom clarity

1. Go to clarity.dexcom.eu and click **Dexcom Clarity** for **Home Users**.

2. **Enter** your **Dexcom account** username and password to log in

3. On the homepage, click on **Settings** found at the top white panel

Reports	Upload	**Settings**	Support ▼

4. Scroll to the bottom and select **Go to Data Sharing**

5. Enter your **Clinic Code**: **accessaid** in the field provided and hit **Confirm** when you see 'Access AID study' pop-up. You are now sharing with your clinic!

At a glance ...

CGM Platform	Clinic Code
Glooko	nzadts
Tandem Source	ACCESS AID Study
LibreView	accessaid
Dexcom Clarity	accessaid

Note: a common misstep before connecting to the clinic on your phone can be lacking internet connectivity. Ensure your device has a good internet connection when setting up data sharing through the various apps.