

## Downloading compatible GLUCOSE METERS using GLOOKO

In order to download your compatible blood glucose meter so that your provider can then review your glucose data through Glooko prior to your appointment, please make sure your device(s) time and date are correct and then take the following steps.

- Make sure you have an appropriate cable for device download. Some meters use standard micro-USB or mini-USB cables. Other meters have custom cables. If you do not have the appropriate cable, please contact your device manufacturer. The manufacturer telephone number or other contact information is typically located on the back of your device. You may also attempt to contact Glooko Call for assistance obtaining a cable at 1-800-206-6601

### **Creating and accessing your Glooko account**

- 1) Go to [join.glooko.com](http://join.glooko.com).
- 2) Enter your email address, password, first name, last name, country of residence, phone number (optional) and birthdate.
- 3) Select if you'd like to receive text messages from Glooko (a phone number is required).
- 4) Enter your code
  - a. If you have printout from a previous glucose meter download printout from our office in the past, this number is on the top of the first page under "Next Step".
  - b. If you do not have a past Glooko printout for reference, you can contact the office and your code will be provided.
- 5) Select if you agree to Glooko's Privacy Policy, Terms of Use and updates/marketing communications (optional).
- 6) Click Register.
- 7) On the next screen (Select Your Devices), 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](http://my.glooko.com) in your web browser to access your account. Now you're ready to start using Glooko!

### **Install the Glooko Uploader application**

- 1) Go to [my.glooko.com](http://my.glooko.com) in your web browser. Enter your Email Address and Password. Click "Sign In". You will be routed to your Glooko account.
- 2) Download the installation file by clicking on "Settings" at the top-right of the screen then scroll to the Apps & Devices section at the bottom of the page and click Get Glooko Uploader.
- 3) You will be routed to a screen with options to install the Glooko Uploader on a Mac or PC. Select your operating system to download the installation file.
- 4) After the installation file is downloaded, you will need to locate and run that file.
  - a. If you are using a PC: Look in your Recent Downloads folder.
  - b. If you are using a Mac: Look in your Downloads folder in the Finder app.
- 5) Once you've located the file, double-click on it and follow the on-screen instructions to install the application.
- 6) You will be required to restart your computer at the end of the installation process.
- 7) Start uploading → Open Glooko and follow device specific instructions after selecting your device

**If you have any questions about Glooko, please contact Glooko Support:**

**Call: 1-800-206-6601 Text: 650-720-5310 Email: [support@glooko.com](mailto:support@glooko.com)**

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**List of Meters supported by Glooko as of February 2020. For updated Glooko compatibility list visit- [https://storage.pardot.com/801123/20874/Compatibility\\_Sheet\\_MKT\\_0022\\_10.pdf](https://storage.pardot.com/801123/20874/Compatibility_Sheet_MKT_0022_10.pdf)**

- **Accu-Chek-** Compact plus, Go, Guide, Performa, Peforma Nano, Preforma connect, Aviva line- Combo, Connect, Expert, Nano, Plus
- **Ascensia (Bayer)-** Breeze2, Contour line- Next, Next EZ, Next Link, USB, XT, Next USB, Next One, Plus One
- **Caresens-** Alphacheck Professional, N, N Pop, N Voice
- **FreeStyle-** Freedom Lite, InsuLinx, FreeStyle Lite, Optium Neo, Precision Neo, Precision Xtra
- **GlucoCard-** Glucocard 01, Expression, Shine, Vital
- **On Call-** Advanced, Plus, Resolve, Vivid
- **OneTouch-** Ultra mini,Ultra Link, Ultra 2, Verio, Verio Flex, Verio IQ, Verio Sync, Ping
- **Prodigy-** AutoCode
- **Relion-** Confirm, Prime
- **Sanofi-** BG Star, My Star Extra
- **Trividia(Nipro)-** True Metrix, True Metrix Air, TrueBalance, TrueRead, TrueResult, TrueTrack
- **Wavesense-** Jazz