

How to Upload an Insulin Pump, CGM, or Meter

We are not automatically notified that your information has been uploaded, so when you've finished uploading your device, please contact our office via My Health so your provider can review your information. Please allow up to 3 business days for review.

see last page for MyHealth instructions

T:CONNECT FOR T-SLIM PUMP

T:Connect Mobile App (uploads your T:slim pump automatically)

1. Download the T:connect Mobile app and click "Get Started" to create an account.
2. Pair your pump with your phone: Options -> Bluetooth Settings -> Mobile Connection
3. Send our diabetes clinic your Tconnect username and password
4. The app must stay open in the background to auto upload to our clinic. Please note, if you have not opened your app for awhile, it will automatically log you out and stop sharing. Open the app the evening before you want us to look at your T-slim pump as it only automatically upload at midnight.
5. If the app is not working, try these 3 easy troubleshooting tricks:
 - a. Update to the most recent version of the app on your phone
 - b. Unpair the app from your insulin pump and repair
 - c. Restart your phone

T:Connect uploading to a computer

1. Go to <http://tconnect.tandemdiabetes.com>
2. Install software and drivers
3. Click GET STARTED to download the t:connect uploader
4. Click on the green DOWNLOAD T:CONNECT button and follow the steps
5. Create account
6. Run the t:connect uploader software which should automatically start after you download the uploader
7. Connect your pump to your computer using the USB cable that charges your pump
8. The t:connect uploader will detect your pump and display its serial number
9. Click the START UPLOAD button
10. You will be prompted to create a new account. Click the GET STARTED button
11. Select account type and fill in requested details
12. Add meter- if not using a Dexcom
13. Log into your t:connect account
14. Plug your meter into your computer (you may need to find or purchase a cable)
15. Run t:connect uploader. Click the START UPLOAD button and the LINK METER button
16. Sign into your t:connect account

Need Help? Call Tandem's Customer Support at 877-801-6901

OMNIPOD DASH

1. Create your Glooko account by either downloading the Glooko app or go to my.glooko.com
2. Click Sign up for Glooko and fill out your information
3. Select I am an Omnipod System user (Glooko is FREE for Podders!)
4. Install Glooko Uploader (if you already installed the software, skip to the next step)
 - a. Log into your account on myglooko.com
 - b. Choose Settings in the top right
 - c. Scroll down to the bottom and click "Get Glooko Uploader"
5. Upload your Data (Time and date must be up to date to upload)
 - a. Turn pdm on and unlock it
 - b. Plug pdm into computer
 - c. Press "export" on PDM
 - d. Open the Glooko uploader software on computer
 - e. After upload is complete click "View Data"

CARELINK FOR MEDTRONIC PUMP

MiniMed Mobile App (automatically uploads 770G and 780G)

1. Download the MiniMed Mobile app and login or create an account.
2. Select the MiniMed pump you are using
3. Follow the prompts to put the insulin pump into pairing mode
4. Tap Pair to continue
5. When pairing is complete, tap next
6. Send our diabetes clinic your CareLink username and password
7. The app must be open to auto upload to our clinic.
8. If you haven't been running the app, you can click on the 3 lines at the top left and "Sync to CareLink"
9. If the app is not working, try these 3 easy troubleshooting tricks:
 - a. Update to the most recent version of the app on your phone
 - b. Unpair the app from your insulin pump and repair
 - c. Restart your phone

CareLink Uploading to a Computer

1. Go to <http://carelink.minimed.com>
2. Click on "Sign Up Now" "United States – English"
3. Fill out login and contact information, then Click "Submit" and "Finish"
4. To Upload into CareLink Personal and View Reports, return to website: <http://carelink.minimed.com>, enter username and password and click "Sign In"
5. Click on the "Upload" tab and choose your device and click "next"
6. Review instructions and check that the pump is operating normal, click "next"
7. Enter pump Serial Number, click "next" and highlight Contour Next USB, click "next"
8. Plug in Contour Next Meter USB *DO NOT plug in USB until the computer prompts you and wait for computer to recognize the USB
9. Message should appear "USB device is ready, click Finish to begin reading the pump"
10. Place pump next to USB, click "Finish" – pump needs to be in the "home screen"
11. The upload process will begin – the computer will automatically SUSPEND the pump and automatically take it out of SUSPEND after the upload, but once completed make sure that it is no longer suspended.
12. To review downloads, click on the "Reports" tab and choose your reports.

Need Help? Call Carelink Tech Support at 800-646-4633

TIDEPOOL FOR BLOOD GLUCOSE METERS or Omnipod Classic

1. Go to <https://www.tidepool.org>
2. Create account (if you already have an account, log in and skip to step 3)
3. Click "Sign Up" and select Click "Sign up" and select "Personal Account"
4. Create account by entering Name, email, and password. They will send you an email to verify account. In the email they send, select verify account. This will prompt you to enter the password you set up
5. Agree to privacy agreement
6. Select "Yes, let's set it up"
7. Select "This is for someone I care for" and enter your child's name, DOB, and diagnosis date (if you do not know the exact date, just enter a random date. Click "Save"
8. Go back to website in step 1 and select Log in. Enter email and password you just created
9. Click Upload and select Download for PC or Download for Mac based on your computer.
10. This will download the uploading software on your computer, click on the download and allow the software to be uploaded to your computer. Follow the on screen instructions

LIBREVIEW FOR LIBRE 2 & 3 CGM

LIBREVIEW: Reader as Device

1. Go to LibreView.com
2. Click “sign up”
3. Click LibreView Account
4. Confirm country of residence
5. Agree to Privacy Notice
6. Put in child’s name/DOB. On the next screen, it will prompt you to enter Parent Name
7. Create login information with email/password and follow on-screen instructions
8. Click upload device (second icon in the top left corner of the screen)
9. Upload reader by connecting to computer with charging cable and clicking “Press to Begin Upload”

LIBREVIEW: Phone as Device

1. Download the FreeStyle Libre 2 or Libre 3 app from the app store (if you already use the app, skip to step 3)
2. Sign in the LibreView account or create an account by clicking “Get Started Now” and following instructions in the app.
3. Click on the three bars in the top left corner and click on “Connected Apps”. It will then prompt you to reenter your password you created when you set up your account.
4. Click on the box that says “connect” next to the blue LibreView. Next click “Connect to a Practice”
5. Enter in Primary Children’s Practice ID which is: PCHDiabetes. This should pull up Primary Children’s Diabetes Clinic. Next, click on the blue connect button.
6. This will automatically share data with our clinic from your phone.

Need Help? Call Libreview customer support at 855-632-8658

DEXCOM CLARITY

Dexcom: Using G6 or G7 app on cellphone

1. Install the Dexcom clarity app on the parent or patient’s phone.
2. You will sign into the Dexcom clarity app with the same username and password you set up for the dependent account on the Dexcom G6 app.
3. Once logged in, call or send a MyHealth message to request a code that’s specific to the patient.
4. Once you have the code click on the PROFILE tab across the bottom, Click AUTHORIZE SHARING, then ACCEPT INVITATION, then enter the code.
5. You will need to keep the Dexcom clarity app AND Dexcom G6 app continually open on your phone for it to continue to share data with our clinic.

Dexcom Receiver

1. Go to clarity.dexcom.com
2. Click on “Dexcom Clarity for home users”
3. Click “Save or print report”
4. Select date range as the past 14 days and select reports “Overview” and Overlay”
5. Click Print Report or Click Save As PDF and send a copy to your provider via MyHealth (subject “Upcoming Appt.”)

Need Help? Call Dexcom Tech Support at 844-607-8398

InPen

1. Open the InPen app
2. Select Reports on the bottom of the screen
3. Click the send button (orange rectangle with arrow) in the top right corner
4. Select Email/Print/Share and either print report or send as a pdf to your provider via MyHealth (subject "Upcoming Appt.")

Need Help? Call Medtronic Tech Support at 800-646-4633

My Health Instructions

Steps to sign up for MyHealth:

Download the MyHealth+ app by Intermountain

Sign up for an account for yourself (parent/guardian)

Go to your account management

Request proxy access for a minor

****18+ yr olds will need their own MyHealth account****

Steps to sending a message in MyHealth:

Click on your name and change it to your child's name

Click on the message icon in the top right corner

Click on the blue "new message" on the bottom of the screen

Fill in your doctor's name and subject (such as Pump/CGM download or DL form)

Put your concerns in the message

Click on attachment if needing to attach a bg log or document

If you have any trouble accessing your MyHealth account, please call the help line at 800-442-5502