**Upload Instructions for Insulin Pumps, CGM’s, and Meters**

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

**\*see last page for IH portal instructions\***

**T:SLIM PUMP**

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

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 your Tconnect username and password via MyHealth.
4. Contact the diabetes clinic for download review via MyHealth; include your concerns.
5. 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 uploads at midnight.
6. If the app is not working, try these 3 easy troubleshooting tricks:
   1. Update to the most recent version of the app on your phone
   2. Unpair the app from your insulin pump and repair
   3. Restart your phone

**T:Connect Computer Uploading**

1. Go to <https://tconnect.tandemdiabetes.com>
2. Sign in under “personal.”
3. Follow upload instructions.
4. Contact the diabetes clinic for download review via MyHealth; include your concerns.

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

**OMNIPOD CLASSIC/ OMNIPOD DASH/ OMNIPOD 5 PUMPS**

**Glooko**

1. Create you podder account by going to poddercentral.com
   1. For step by step instructions download the Omnipod DASH System Guide for Automatic Data Uploads: https://www.omnipod.com/sites/default/files/2021-08/Patient-DASH-Auto-Upload-Guide\_0.pdf
2. Create your Glooko account by either downloading the Glooko app or go to my.glooko.com
3. Click Sign up for Glooko.
4. Select I am an Omnipod System user (Glooko is FREE for Podders!).
5. Follow upload instructions.
6. Enter ProConnect code to connect to our clinic: ihcpch
7. Contact the diabetes clinic for download review via MyHealth; include your concerns.

**Need Help? Contact Glooko at 1-650-720-5310**

**MEDTRONIC PUMP**

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

1. Download the MiniMed Mobile app and login or create an account.
2. Pair your pump.
3. Send our diabetes clinic your Medtronic username and password.
4. Contact the diabetes clinic for download review via MyHealth; include your concerns.
5. The app must stay open in the background to auto upload to our clinic; if you haven’t been running the app, you can click on the 3 lines at the top left and “Sync to CareLink.”
6. If the app is not working, try these 3 easy troubleshooting tricks:
   1. Update to the most recent version of the app on your phone
   2. Unpair the app from your insulin pump and repair
   3. Restart your phone

**CareLink Computer Uploading**

1. Go to <http://carelink.minimed.com>
2. Sign in / create an account.
3. Follow upload instructions.
4. Contact the diabetes clinic for download review via MyHealth; include your concerns.

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

**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.

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

**BLOOD GLUCOSE METERS**

**Glooko**

1. Go to my.glooko.com
2. Follow upload instructions.
3. Enter ProConnect code to connect to our clinic: ihcpch
4. Contact the diabetes clinic for download review via MyHealth; include your concerns.

**DEXCOM G6 / DEXCOM 7 CGM**

**Clarity**

**Clarity: Phone as device**

1. Install the Dexcom clarity app on the parent or patient’s phone.
2. 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. Contact the diabetes clinic 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.
6. Contact the diabetes clinic for download review via MyHealth; include your concerns.

**Dexcom Receiver**

(Must be uploaded to the computer)

1. Go to clarity.dexcom.com
2. Click on “Dexcom Clarity for home users.”
3. Follow upload instructions.
4. Contact the diabetes clinic via MyHealth once uploaded with questions or concerns.

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

**FREESTYLE LIBRE 2 & 3 CGM**

**Libreview: Libre 2 Reader as Device**

1. Go to LibreView.com
2. Login or sign up.
3. Follow upload instructions.
4. Enter in Primary Children’s Practice ID which is: PCHDiabetes. This should pull up Primary Children’s Diabetes Clinic.
5. Contact the diabetes clinic via MyHealth once uploaded with questions or concerns.

**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 to the Libreview account or create an account by clicking “Get Started Now.”
3. Go to the settings menu and select account settings.
4. Click “My Practice.”
5. Enter in Primary Children’s Practice ID which is: PCHDiabetes. This should pull up Primary Children’s Diabetes Clinic.
6. Contact the diabetes clinic via MyHealth once uploaded with questions or concerns.

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

MyHealth+ is now Intermountain Health!



We are now requesting all of our patients send bg logs and messages through the Intermountain Health patient portal as it is our secure communication portal.

Steps to sign up for the Intermountain Health app: Download the 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 Intermountain Health account\*\*

Steps to sending a message in the Intermountain Health app: 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

Trouble accessing your Intermountain Health app? Please call the help line at 800-442-5502

PCH Diabetes Team

