BLOOD GLUCOSE METER

1. Please send 30 days of data from your meter
2. Include time and date with each reading
3. Your medical assistant will likely reach out to you via ecare, so you can reply to that message with your logs
4. If you do not receive a message from your care team, please send an ecare message with your logs attached or copied into the text box

INPEN

1. Open your inpen app
2. Go to reports
3. Refresh your reports so you can see the most recent data
4. Email the report to lpichler@uw.edu or ldkutske@uw.edu
5. Send an ecare message to your care team confirming you've sent the email
6. See link for additional information: https://support.companionmedical.com/article/137-how-to-generate-and-send-a-report

DEXCOM

If you use your <u>PHONE</u> as your receiver, do the following:

1. Send an ecare message to your care team and provide your email address used with your Dexcom
2. Your care team will then send you an invitation to share your data. This will include a sharing code which you will need to enter into your clarity app on your phone (separate from your Dexcom G6 app)
3. You only ever have to do this once, so if the clinic has already given you a share code in the past, go ahead and disregard

If you have a <u>DEXCOM RECEIVER</u>, do the following:

1. Login to clarity on the web (https://clarity.dexcom.com/)
2. Use the yellow cord supplied to you with the receiver and plug it into your computer
3. Follow the upload instructions, the data should appear after download is finished

LIBRE

If you are using your PHONE as your receiver, do the following:

Send the clinic the email address you are using with your Libre app. We will send you an invitation to share your information

If you are using the LIBRE RECEIVER, do the following:

1. Login at www.libreview.com
2. If you do not already have an account, please create one
3. If this is your first time downloading from home, you'll need to download the device drivers software

4. You will then have to restart your computer
5. Once restarted, go back to the web site and login
6. Once you are logged in, use the yellow cord provided with the receiver and plug it into your computer
7. Click the upload option
8. When this is done, you'll be able to see your available data
9. Send your care team a message confirming you've finished and include your e-mail address used to sign up so that we can send you an invitation to share your data

OMNIPOD / OMNIPOD DASH / TANDEM / T - SLIM

Follow the below instructions for downloading your Omnipod insulin pump.

1. Create an account
2. Download the Tidepool uploader
3. Download your Omnipod PDM (see instructions at www.tidepool.org/users)
4. Once you have finished uploading, you will need to send an invitation to our clinic to share your data → Send email to: dcc_cdes@uw.edu

MEDTRONIC

1. Follow this link for instructions:
   https://www.medtronicdiabetes.com/sites/default/files/library/download-library/references/CareLink-Personal-Software-Quick-Start-Guide.pdf
2. When you are done downloading, you'll need to send your username and password to the clinic so we can link your account with our clinic portal
3. If you need further assistance, please send an ecare message to your care team

TANDEM CONTROL IQ

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

When you're done downloading, send the clinic your username and password so we can link your account with our clinic portal

UW DIABETES CARE CENTER		
PUMP AND CGM CUSTOMER SUPPORT TELEPHONE NUMBERS		
CGM/PUMP	**TELEPHONE #**	**Hours of Operation**
DEXCOM	844-607-8398	24/7
LIBRE	855-632-8658	24/7
MEDTRONIC	800-646-4633 opt. 1	24/7
OMNIPOD/DASH/T-SLIM	800-591-3455	24/7
TANDEM/T-CONNECT	877-801-6901	24/7
For meter/InPen support, go to that website for your specific device.		