

Dexcom

If you use your **PHONE** as your receiver, please do the following:

1. Send an e-Care message to your care team and provide the email address used with your Dexcom Clarity account.
2. Your care team will 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. (This is different than your Dexcom G6 app.)

To Set up Sharing in Clarity app:

1. Open the Clarity app and sign in if you are not already signed in
2. Tap on the profile icon in the lower right corner
3. Tap on "Authorize Sharing" at the top
4. Select "Accept invitation"
5. Enter your share code from the clinic and your date of birth and tap "continue"
6. The next screen is a consent to share data with the clinic. Tap if you agree.
7. Tap "Yes, share my data"

After this is done, you will be sharing your Dexcom data with the clinic and you will not need to go through this process again. This data will automatically be sent to the clinic as long as you are using your phone as the receiver. It will not automatically share data if you are using the Dexcom Receiver (see the following).

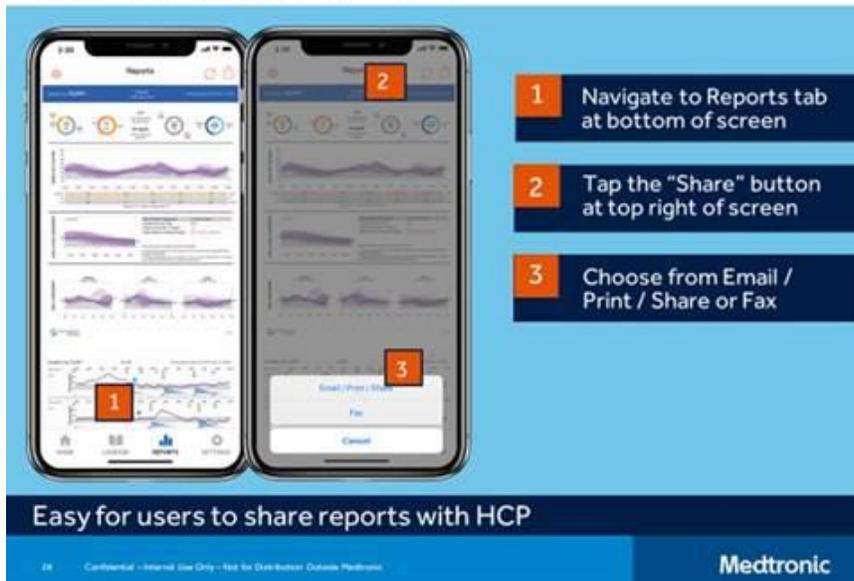
If you have a **DEXCOM RECEIVER**, please do the following:

1. Login to clarity on the web (<https://clarity.dexcom.com/>)
2. Use the green cord supplied to you with the receiver and plug it into the receiver. Then plug the other end into your computer.
3. Follow the upload instructions, the data should appear after upload is finished
4. Send an eCare message to your team confirming that you have completed the upload
5. If you have not linked your Clarity account to the clinic yet, please include the email address you use for your Clarity account in the eCare message. The clinic will email you a code to link your data to the clinic. Follow the link in the email or you can enter the share code at www.clarity.dexcom.com/share and follow the instructions

Dexcom 24/7 Support: 1-844-607-8398

InPen

GENERATING INSIGHTS REPORTS



1. Open your InPen app
2. Tap on "reports" at the bottom of the screen
3. Tap the settings icon (looks like a gear) in the upper left corner
4. Select the date range "Last 30 Days" and tap "save" in the upper right corner
5. Tap the "share" icon at the top right of the screen (box with an arrow pointing up)
6. Choose email and send to ***
7. Send an eCare message to your team confirming you have sent the report via email
8. Follow this link for a walkthrough with photos:
<https://support.companionmedical.com/article/137-how-to-generate-and-send-a-report>

Medtronic/InPen 24/7 Customer Support: 1-800-646-4633

Freestyle Libre

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

1. Send an eCare message to the clinic with the email address you are using on the Libre app. We will email you an invitation to share your information.
2. Once linked, the data will automatically send to the clinic as long as the app is running in the background. There is nothing else to do on your end.

Note – if you take any readings with the separate Libre receiver, they will not automatically send and you will need to manually upload the receiver. See instructions below.

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

1. Login at www.libreview.com
2. If you do not already have an account, please create one. If you have an account, sign in.
3. If this is your **first time** uploading from home, you will need to download the device drivers software. Click on “Download the LibreView Device Drivers software.”



If you have uploaded before, skip to step #6.

4. You will then have to restart your computer.
5. Once restarted, go back to the LibreView website and sign in.
6. Use the yellow cord provided with the receiver and plug it in to the receiver. Then plug it in to your computer.
7. Click the “Press to Begin Upload” button.
8. When the upload is done, you’ll be able to see your available data.
9. Send an eCare message to your care team confirming you have uploaded. If you are not connected to the clinic yet, please make sure to include the email address you use with your LibreView account so we can send you an invitation to link your data with the clinic.

Libre 24/7 Support: 1-855-632-8658

Medtronic

1. To upload data from your Medtronic pump at home, you will need to create a CareLink account if you do not already have one. You can do this at <http://medtronicdiabetes.com/carelink>
2. If you have not already linked your account with the clinic so we can view your data, please send an eCare message to your care team with your CareLink username and password.
3. If you have not uploaded at home before, you will need to download and install the CareLink Uploader. Please follow the directions at: <https://www.medtronicdiabetes.com/customer-support/carelink-software-support/installing-carelink-uploader> If you have previously uploaded your pump at home, you can skip this step.
4. If you are have a MiniMed 630G or 670G – please follow these instructions for uploading your pump: <https://www.medtronicdiabetes.com/customer-support/carelink-software-support/uploading-600-series>
5. If you have a MiniMed 770G –
 - a. You can upload through a computer using the blue adapter that came with your pump. Please follow instructions to upload through a computer here: <https://www.medtronicdiabetes.com/sites/default/files/library/download-library/workbooks/CareLink-QRG-MiniMed-770G-System.pdf>
 - b. With the 770G, you also have the ability to link to the MiniMed mobile app on your compatible smart phone. If you haven't done that yet and would like to, you can find the instructions here: <https://www.medtronicdiabetes.com/customer-support/minimed-770g-system-support/setting-up-minimed-mobile-app> If you use the mobile app, your data will automatically be sent to the clinic and you will not need to upload separately.

Medtronic 24/7 Support: 1-800-646-4633

Tandem

The following information can be found with more detail at:

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

1. If you have never uploaded before, go to [tconnect.tandemdiabetes.com](https://www.tandemdiabetes.com) and click on “Create Account”. If you have uploaded before, you can open the t:connect uploader software on your computer and skip to Step 4.
2. Click on the green button “Download t:connect” to download the t:connect uploader and follow the steps to install it on your computer.
3. The t:connect uploader software should automatically start after you complete the installation. If it does not, you can double click the icon on the desktop.
4. Connect your pump to the computer with the mirco USB to USB cord that came with your pump.
5. The uploader software will detect your pump and display the serial number at the top of the screen. Click on the “Start Upload” button.
6. You should see an “Upload Successful/Complete” message when the upload is complete.
7. If you don’t have a t:connect account, the uploader will prompt you to create a new account. Click the “Get Started” button to do this and fill in the required information.
8. Once you have created your account, please be sure to send your username and password to the clinic through an eCare message so we can link your account with the clinic portal.

Once you have done an initial upload through the computer, and you are running Control IQ, you can connect your t:slim pump to the mobile app if you would like. (Note: Basal IQ will not work with the app.) This will automatically upload your data to your t:connect account every hour as long as your phone is connected to Wi-Fi or data and the app is running.

To Connect to the Mobile App:

1. Download t:connect app
2. Sign in to your t:connect account
3. Follow the steps to pair your pump with the app – make sure that Bluetooth is turned on both on your phone and the pump. Tap “begin” Make sure your pump is in close proximity to your phone.
4. The app will automatically detect and display your pump. Select the pump’s serial number and tap “Next”
5. On the pump, select “Pair Device” and then press the check mark to continue
6. Below the unique pairing code, you will see an “OK” Do NOT press the OK button or it will unintentionally cancel the pairing process.
7. Enter the code that is displayed on the pump directly into the t:connect mobile app and tap “Pair with Pump.” The code is case sensitive and must be entered exactly as it appears on the pump. (Note that the code is only valid for 15 minutes. If the code expires, restart the pairing process.)
8. Once the code has been successfully entered, a confirmation screen will appear on the pump
9. Press “Sync Pump Data” on your phone to begin using the app.

Tandem/t:connect 24/7 Customer Service: 1-877-801-6901

Omnipod PDM

We use Tidepool to upload and view your Omnipod data. As per their website, this is only useable in Google Chrome.

1. Go to Tidepool.org and click on "Sign up". If you have uploaded before, log in with your existing account and go to step 9.
2. Choose "Personal Account" and provide the necessary information to create your account.
3. Click the link sent to the email you signed up with to verify and activate your account.
4. Accept the terms of use if you agree to them and click "Continue"
5. On the welcome screen, click "Yes, let's set it up"
6. Fill in the required information and click "Save"
7. You will need to download the Tidepool Uploader on the following screen. Choose the correct operating system for your computer and click the corresponding "Download" button.
8. Follow the instructions to install the software on your computer. If you need assistance, refer to <https://support.tidepool.org/hc/en-us/articles/360029368552-Installing-Tidepool-Uploader>
9. Connect your Omnipod PDM to the computer. Wait for the PDM to read "USB device ready"
10. Launch the Tidepool uploader software and log into your account.
11. Choose "Insulet Omnipod" as your device. You can change your devices by selecting "Choose Devices" from the drop down menu under your name.
12. Confirm that the uploader is set to the correct time zone and that your PDM has the correct date and time
13. Click the "upload" button to begin the upload of the PDM. If you need assistance, refer to <https://support.tidepool.org/hc/en-us/articles/360029448012-Uploading-your-Insulet-Omnipod->
14. To view your data click on the "see data" button or go to tidepool.org/login and log in with your account.
15. If you are not already sharing data with the clinic, you will need to send a share email to the clinic. You can do this from your Tidepool account by clicking on "Share" at the top of the screen and then "Invite new member." You will be prompted to send an email, please send it to dcc_cdes@uw.edu
16. Send an eCare message to your team to let them know that your Omnipod data is available for viewing.

For step by step guidance from Tidepool, go to:

https://drive.google.com/file/d/1po4jxqlD5FfSM5KPQcUu9_Y7Ai1u4ea/view

Omnipod 24/7 Support: 1-800-591-3455

Omnipod DASH

We use Tidepool to upload and view your Omnipod data. As per their website, this is only useable in Google Chrome.

1. Go to Tidepool.org and click on “Sign up”. If you have uploaded before, log in with your existing account and go to step 9.
2. Choose “Personal Account” and provide the necessary information to create your account.
3. Click the link sent to the email you signed up with to verify and activate your account.
4. Accept the terms of use if you agree to them and click “Continue”
5. On the welcome screen, click “Yes, let’s set it up”
6. Fill in the required information and click “Save”
7. You will need to download the Tidepool Uploader on the following screen. Choose the correct operating system for your computer and click the corresponding “Download” button.
8. Follow the instructions to install the software on your computer. If you need assistance, refer to <https://support.tidepool.org/hc/en-us/articles/360029368552-Installing-Tidepool-Uploader>
9. Launch the Tidepool uploader software and log into your account.
10. **Important:** Unlock the DASH PDM with the PIN number. (If you have forgotten your PIN, you can use the last four digits of the serial number on the back of the device.)
11. After unlocking your DASH PDM, connect it to your computer and tap “Export” on the screen. If you do not see the export button – unplug the PDM, make sure it is unlocked, and then reconnect it to the computer.
12. Once the export is complete – you will see a message on the screen “Your PDM data is ready for export.”
13. Choose “Insulet Omnipod” as your device. You can change your devices by selecting “Choose Devices” from the drop down menu under your name.
14. Confirm that the uploader is set to the correct time zone and that your DASH PDM has the correct date and time.
15. Click the “upload” button to begin the upload of the PDM. If you need assistance, refer to <https://support.tidepool.org/hc/en-us/articles/360029369472-Uploading-your-Omnipod-DASH>
16. To view your data click on the “see data” button or go to tidepool.org/login and log in with your account.
17. If you are not already sharing data with the clinic, you will need to send a share email to the clinic. You can do this from your Tidepool account by clicking on “Share” at the top of the screen and then “Invite new member.” You will be prompted to send an email, please send it to dcc_cdes@uw.edu
18. Send an eCare message to your team to let them know that your Omnipod data is available for viewing.

For step by step guidance from Tidepool, go to:

https://drive.google.com/file/d/1po4jxqlD5FfSM5KPQcUu9_Y7Ai1u4ea/view

Omnipod 24/7 Support: 1-800-591-3455