

Uploading Data from Your Tandem or OmniPod Insulin Pump

Go to Glooko https://my.glooko.com/users/sign_in

- Scroll to the bottom of the page: “Don't have an account? Sign up for Glooko here”
- Follow instructions on the website to upload

Once you set up your account in Glooko, **YOU MUST LINK TO THE BEST CENTRE ACCOUNT** to allow the Diabetes Educators to view your data.

1. Click on Profile.
2. Under Account, enter the ProConnect code: **cbd *you must do this for The Best Centre to see your upload***

Install the Glooko Uploader (Patient)

In order to access the Glooko web app and download the Glooko Uploader software, you will need a Glooko account.

Step 1: Sign into the Glooko web app

1. Go to my.glooko.com in your web browser.
2. Enter your **Email Address** and **Password**.
3. Click **Sign In**. You will be routed to your Glooko account.

Step 2: Download the Glooko Uploader installation file

After logging into your Glooko account on the web, you will need to download the installation file.

To download the installation file:

1. Click **Settings** located under the drop-down menu beside your initials at the top-right of the screen.
2. 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.
 - If you are using a **PC**: Look in your *Recent Downloads* folder.
 - 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.

You will be required to restart your computer at the end of the installation process.

Ready to start uploading? **With the Glooko Uploader program open**, just follow the three simple steps outlined below.

Step 1: Connect the cable for the diabetes device to your computer

- Connect the appropriate USB cable or infrared (IR) cable for the diabetes device to your computer.
- Once the cable is recognized, wait a few seconds for the cable drivers to be recognized before connecting the device.

Step 2: Connect the diabetes device to the cable

- After connecting the cable to your computer, connect the diabetes device to the other end of the cable.

Step 3: Upload the diabetes device data

- After connecting the cable to your computer and diabetes device, the device will begin uploading data using the Glooko Uploader.
- Once the data has been successfully uploaded, you will have the option to upload another device or view the data.

NOTE: The first time you upload data from a device, you may be asked to validate your user account. If prompted, enter your Glooko username and password to complete the upload and assign the device to the account.



PLEASE NOTE: If you previously uploaded to Diasend, it has been replaced by **Glooko**. Current Diasend users will be prompted to update to Glooko. There are a series of online resources to help you navigate this process.

To learn how to create an account, see [How do I create and access my Glooko® account?](#)

You can also contact [Glooko Support](#) for assistance creating an account.

How do I upload diabetes data on the web using the Glooko Uploader (Personal)?:

<https://support.glooko.com/hc/en-us/articles/115003857229-How-do-I-upload-diabetesdata-on-the-web-using-the-Glooko-Uploader-Personal->

GLOOKO SUPPORT CENTRE:

<https://support.glooko.com/hc/en-us/categories/360000203598-Personal-Use>

<https://support.glooko.com/hc/en-us/sections/360000447097-Getting-Started> **GLOOKO FOR PERSONAL USE:**

<https://www.youtube.com/playlist?list=PLnOC3G8Fr5ZA29ib13DvpM95Bc4CcFZBy>

GETTING ACQUAINTED WITH GLOOKO: <https://www.youtube.com/watch?v=qKjeCc3iOnw>

DIASEND TO GLOOKO UPGRADE PROCESS: <https://www.youtube.com/watch?v=-wpvjH0RCRk>

For technical support, please contact: support@glooko.com