



mySugr 3.85.0 Logbook Continuous Glucose Monitor User Manual

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Indications for Use

Intended Use

The mySugr Logbook (mySugr app) is used to support the treatment of diabetes through daily diabetes-related data management and aims to support the optimization of therapy. You can manually create log entries that include information about your insulin therapy, current and target blood sugar levels, carbohydrate intake and details of your activities. Additionally, you can synchronize other therapy devices such as blood sugar meters to mitigate errors caused by manually entering values and to better your confidence in usage.

The my Sugr Logbook supports the optimization of therapy in two ways:

1. Monitoring: by monitoring your parameters in day-to-day life, you are assisted in making better-informed therapy decisions. You can also generate data reports for discussion of therapy data with your healthcare professional.
2. Therapy Compliance: the mySugr Logbook provides you with motivational triggers, feedback on your current therapy status and gives you rewards for staying motivated to stick to your therapy, and therefore increasing therapy compliance.

Who is the mySugr Logbook for?

The mySugr Logbook has been tailor-made for people:

- diagnosed with diabetes
- aged 16 years and above
- under guidance of a doctor or other healthcare professional
- who are physically and mentally able to independently manage their diabetes therapy
- able to proficiently use a smartphone

What devices does the mySugr Logbook work on?

The mySugr Logbook can be used on any iOS device with iOS 16.2 or higher. It is also available on most Android smartphones with Android 9.0 or higher. The mySugr Logbook should not be used on rooted devices or on smartphones that have a jailbreak installed.

Environment for Use

As a mobile application, the mySugr Logbook can be used in any environment where the user would typically use a smartphone and is therefore not limited to indoor use.

Contraindications

None known



Warnings

Medical Advice

The mySugr Logbook is used to support the treatment of diabetes, but cannot replace a visit to your doctor/diabetes care team. You still require professional and regular review of your long-term blood sugar values (HbA1c) and must continue to independently manage your blood sugar levels.

Recommended Updates

To ensure safe and optimized running of the mySugr Logbook, it is recommended that you install software updates as soon as they are available.

Key Features

Summary

mySugr wants to make your daily diabetes management easier and optimize your overall diabetes therapy but this is only possible if you take an active and intense role in your care, specifically around entering information into the app. In order to keep you motivated and interested, we've added some fun elements into the mySugr app. It's important to enter as much information as possible and to be completely honest with yourself. This is the only way to benefit from recording your information. Entering false or corrupted data does not help you.

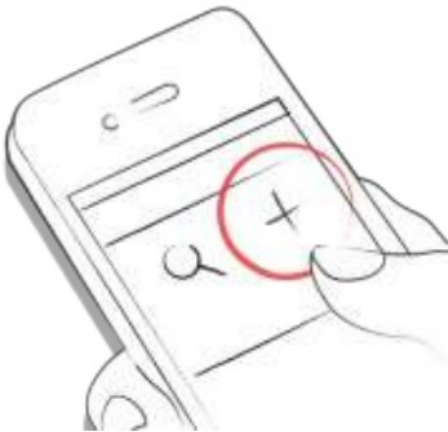
mySugr key features:

- Lightning quick data entry
- Personalized logging screen
- Detailed analysis of your day
- Handy photo functions (multiple pics per entry)
- Exciting challenges

- Multiple report formats (PDF, CSV, Excel)
- Clear graphs
- Practical blood sugar reminders (only available for specific countries).
- Apple Health Integration
- Secure data backup
- Fast multi-device sync
- Accu-Chek Aviva/Performa Connect/Guide/Instant/Mobile Integration
- Beurer GL 50 evo Integration (Germany & Italy Only)
- Ascensia Contour Next One Integration (where available)
- Novo Pen 6 / Novo Pen Echo+ integrations
- Lilly Tempo Smart Button integration

DISCLAIMER: For the full list of available devices please check out the “Connections” section in mySugr app.

- Quick and easy data entry.



- Smart search.



- Neat and clear graphs.



- Handy photo function (multiple pics per entry).



- Exciting challenges.



- Multiple report formats: PDF, CSV, Excel (PDF and Excel only in mySugr PRO).



- Smile-inducing feedback.



- Practical blood sugar reminders.



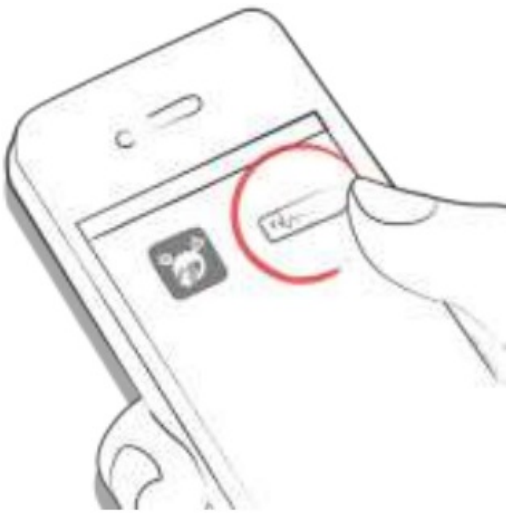
- Fast multi-device sync (mySugr PRO).



Getting started

Installation

- Open the App Store on your iOS device and search for “mySugr”. Click on the icon to see the details, press “Get” and then “Install” to start the installation process. You may be asked for your App Store password; once you enter it, the mySugr app will begin to download and install.



- To use the mySugr app you have to create an account. This is necessary in order to export your data later.



Home

If you measure your blood sugar with a meter exclusively (or you use a real-time CGM connection that is not Eversense)

The two most commonly used features are the Magnifying Glass, used to search for entries (mySugr PRO), and the Plus Sign, used to make a new entry



Below the graph you'll see statistics for the current day:

- Average blood sugar
- Blood sugar deviation

- Hypos and hypers

And under these statistics you'll find fields with information about units of insulin, carbohydrates, and more.



Under the graph you can see tiles that contain the following information for specific days:



- blood sugar average
- blood sugar deviation
- number of hypers and hypos
- insulin ratio
- bolus or mealtime insulin taken
- amount of carbohydrates eaten
- duration of activity
- pills
- weight
- blood pressure

If you use an Ever sense real-time CGM connection

Below, you'll find a graph. It shows the CGM values as a curve, along with markers for therapy events.

You can scroll the graph sideways to view older data. By doing this, you will find the CGM value from the past displayed at the top of the screen. Note that to see the latest CGM value again, you need to scroll the graph all the way to the right.



Sometimes you'll see boxes with information below the graph. They show, for example, when there is a problem with your CGM connection.



Below, you'll find a list of log entries, with the newest log entries at the top. You can scroll the list up and down to see older values.

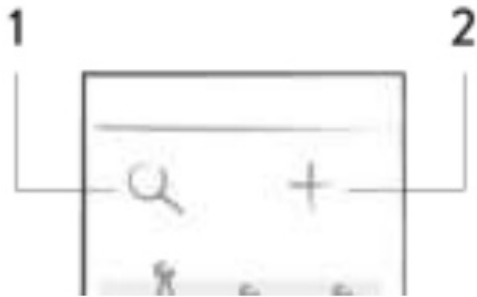


Explanation of terms, icons and colors

If you measure your blood sugar with a meter exclusively (or you use a real-time CGM connection that is not Eversense)

1. Tapping on the Magnifying Glass icon on your dashboard allows you to search for entries, tags, locations, etc.

2. Tapping on the Plus Sign allows you to add an entry.



The colors of the elements on the dashboard (3) and the monster (2) actively react to your blood sugar levels of the current day. The color of the graph adapts to the time of day (1).



When you create a new entry you can use tags to describe a situation, scenario, some context, a mood, or an emotion. There is a text description of each tag directly below each icon.

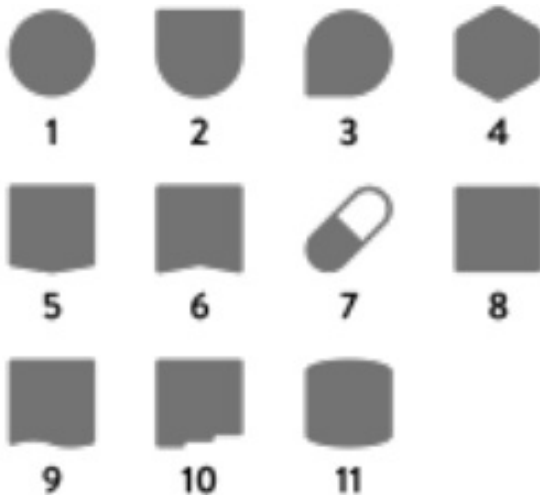


The colors used in various areas of the mySugr app are as described above, based on target ranges provided by the user in the settings screen.

- **Red:** Blood sugar not in target range
- **Green:** Blood sugar in target range
- **Orange:** Blood sugar is not great but ok



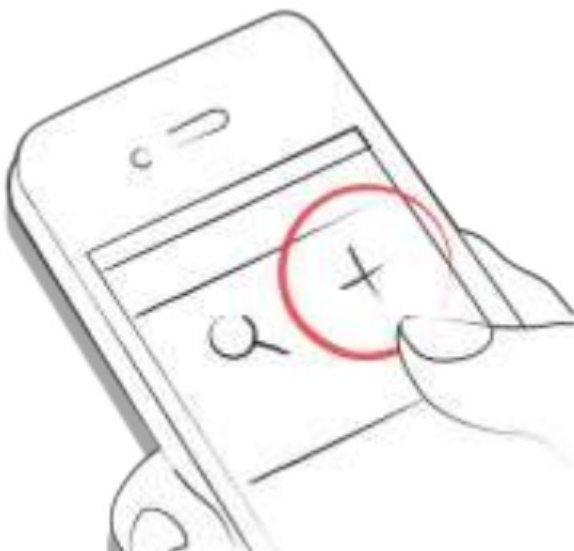
Within the app you see a variety of tiles in eleven different shapes:



1. Blood sugar
2. Weight
3. HbA1c
4. Ketones
5. Bolus insulin
6. Basal insulin
7. Pills
8. Food
9. Activity
10. Steps
11. Blood pressure

If you use an Eversense real-time CGM connection

Tapping on the Plus Sign allows you to add an entry.



The color of the CGM value at the top adapts to how high or low your value is:



- **Red:** Glucose in hypo or hyper
- **Green:** Glucose in target range
- **Orange:** Glucose outside of the target range, but not in hypo or hyper

You can change the ranges on the settings screen.

The same color coding applies to the CGM curve and to blood glucose measurements in the graph and list.

The markers in the graph have icons, referring to the type of data. Markers are also colored divergently depending on the type of data.



1. **Drop:** Blood sugar measurement
2. **Syringe:** Bolus insulin injection
3. **Apple:** Carbs
4. **Syringe with dots underneath:** Basal insulin injection

When you create a new entry you can use tags to describe a situation, scenario, some context, a mood, or an emotion. There is a text description of each tag directly below each icon.



Account

Use the “More” menu in the tab bar to access “Account & Settings”.



This is where you make the app your own. mySugr needs to know some details about your diabetes management in order to function properly. A nice feature is that you have all your diabetes related info in one place!

Access the first section to update your personal details.



Use the “My subscription” section to update from basic to paid memberships with more features. After subscribing, this is where you manage your subscription.



On the “Basic therapy info” screen you can update your diabetes type, year of diagnosis and sex.

The “Blood sugar testing” screen lets you specify how you measure. You can select your meter or sensor. If you can’t find your specific device, just leave it blank for now – but please let us know so we can add it to the list.

Use the “Insulin therapy” screen to configure everything related to meds. If you take any oral medications (pills), you can enter the names of them here so they are available to select when creating a new entry. If you use an insulin pump, you can enter your basal rates. The total basal insulin for the 24-hour period is shown in the upper right hand corner. The basal rate is visible in the graph, although you can hide it if you want.

On the “Food” screen you’ll find everything related to carbs.
Change your carbs unit to fit your way of counting.

On the “My monster” screen, flip the switch to decide if you want monster sounds on or off, and update your monster name.

On the “Other settings” screen, flip the appropriate switch to decide if you want to receive a weekly email report and/or newsletter.



App behavior when changing the time zone

If you measure your blood sugar with a meter exclusively (or you use a real-time CGM connection that is not Eversense)

In the graph, log entries are ordered based on the UTC time. The time scale of the graph is set to the time zone of the phone.

In the list, log entries are ordered based on the local time and the time label of the log entry in the list is set to the time zone the entry was created in.

If an entry was created in a time zone divergent to the phone’s current time zone, an additional label is shown which indicates in which time zone this entry was created (see GMT and time zones, “GMT” stands for Greenwich Mean Time)

If you use an Eversense real-time CGM connection

In the graph and list, log entries and CGM entries are always ordered by their absolute time (UTC time), this means the chronology of events stays intact.

The time scale of the graph is set to the time zone of the phone. All CGM entries and log entries in the graph are set to a time as if they were in the current time zone.

In contrast, the time label of a log entry in the list is set to the time zone the entry was created in.

If an entry was created in a time zone different to the phone's current time zone, an additional label is shown which indicates in which time zone this entry was created (see GMT offset time zones, "GMT" stands for Greenwich Mean Time).

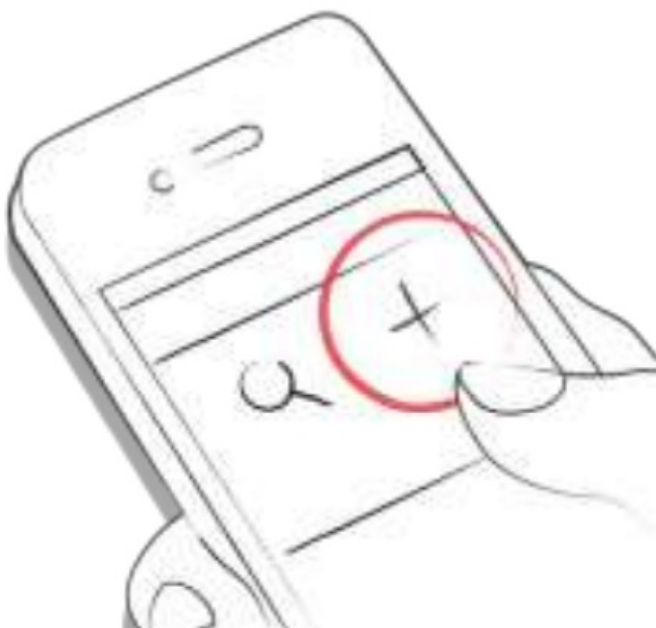
Entries

Add an entry

Open the mySugr app



Tap on the plus sign.



Change date, time, and location if needed.



Take a picture of your food.



Enter blood sugar, carbs, food type, insulin details, pills, activity, weight, HbA1c, ketones and notes.



Select tags.



Click on the reminder icon and enter the desired time when you would like to be reminded of the next blood glucose test (mySugr Pro)



Save entry.



You did it!



Edit an entry

Tap on the entry you'd like to edit or slide to the right and click edit.



Edit entry.



Tap "Save" to save the changes or tap "Cancel" to go back.

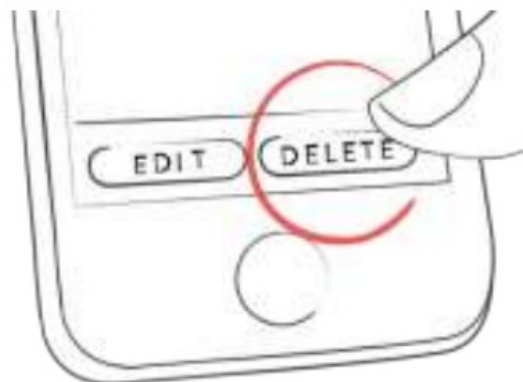


Delete an entry

Tap on the entry you would like to delete or swipe to the right to delete the entry.



Delete entry.

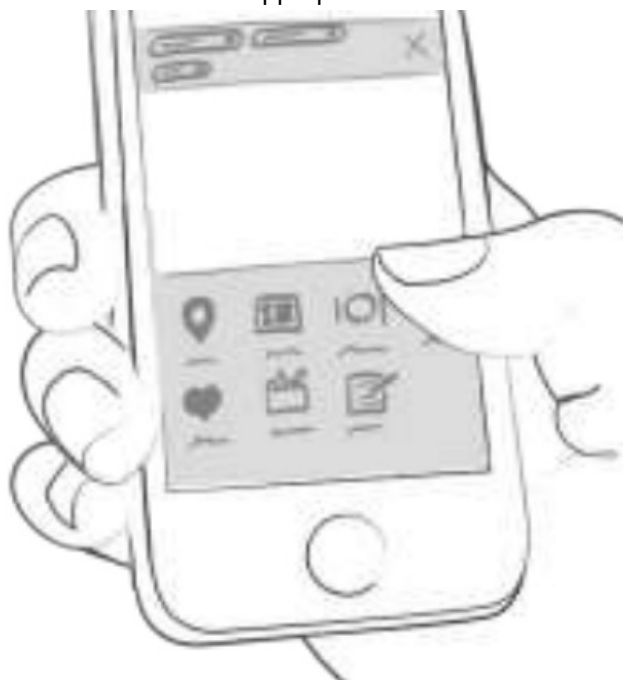


Search an entry

Tap on the magnifying glass



Use filter to retrieve appropriate search results.



See past entries

Scroll up and down through your entries, or swipe your graph left and right to see more data.



Earn points

You get points for each action you take to care for yourself, and the goal is to fill the circle with points each and every day.



How many points do I get?



- **1 Point:** Tags, more pics, pills, notes, meal tags
- **2 Points:** blood sugar, meal entry, location, bolus (pump) / short acting insulin (pen/syringe), description of meal, temporary basal rate (pump) / long acting insulin (pen/syringe), blood pressure, weight, ketones
- **3 Points:** first pic, activity, activity description, HbA1c

Get 50 points per day and tame your monster!



Estimated HbA1c

The home screen displays your estimated HbA1c – assuming you’ve logged enough blood sugar values (more on that to come). Note: this value is only an estimate and is based on your logged blood sugar levels. This result can deviate from laboratory results.

In order to calculate an estimated HbA1c, the mySugr Logbook needs an average of 3 blood sugar values per day for a minimum period of 7 days. Enter more values for a more accurate estimate.

The maximum calculation period is 90 days.

Inbox

Coaching

Find coaching by selecting “Inbox” in the tab bar menu (In countries where this service is available).



Tap to collapse or expand messages. You can view and send messages here.



Badges indicate unread messages.



Healthcare professional (HCP)

Find HCP by selecting “Inbox” in the tab bar menu (In countries where this service is available).



Tap on the note/comment in the list to view the note/comment from the healthcare professional. You also have the ability to reply with comments to the healthcare professional's note.



The badge on the inbox icon, as well as the highlighted title in the inbox list indicate an unread note.



The most recent messages are displayed at the top of the list.



Unsent comments are marked by the following warning icons:



Comment sending in progress



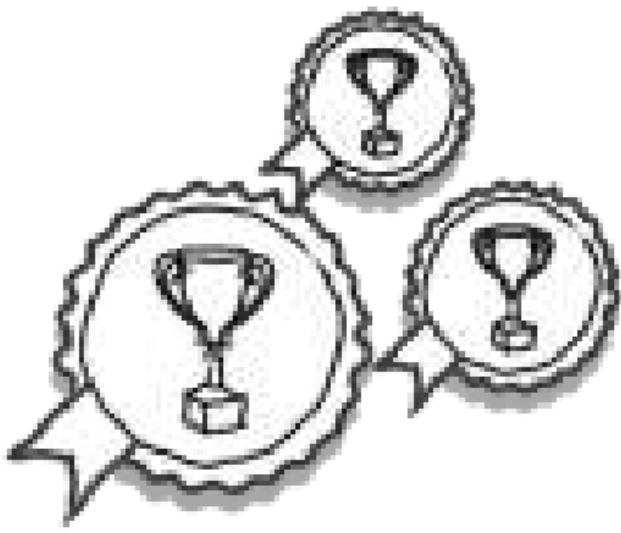
Comment not delivered

Challenges

Challenges are found via the “More” menu in the tab bar.



Challenges are usually oriented towards achieving goals related to better overall health or diabetes management, such as checking your blood sugar more often or getting more exercise.



Import data

Import data via Bluetooth

To import the data from your device you have to connect it with mySugr first.

Before connecting, please ensure that your device is not already connected to your smartphone. If it is connected, go to the Bluetooth settings of your smartphone and remove your device.

If your device allows it, also remove the previous pairing to your smartphone from your device settings. It can produce errors (relevant for Accu-Chek Guide).



Select "Connections" from the menu.



Select your device from the list.



Click “Connect” and follow the instructions displayed in the mySugr app.



Following the successful pairing of your device, your data is automatically synchronized with the mySugr app. This synchronization happens every time the mySugr app is running, Bluetooth is enabled on your phone, and you interact with your device in a way that makes it send data.



When duplicate entries are detected (for example, a reading in the meter memory that was also manually entered into the mySugr app) they are automatically merged.

This only happens if the manual entry matches the imported entry in amount and date/time.

ATTENTION: Values imported from connected devices cannot be changed!

Blood Glucose meters



Extremely high or low values are marked as such: values below 20 mg/dL are displayed as Lo, values above 600 mg/dL are displayed as Hi. The same goes for the equivalent values in mmol/L.



After all data has been imported you can perform a live measurement. Go to the home screen in the mySugr app and then insert a test strip into your meter.



When prompted by your meter, apply a blood sample to the test strip and wait for the result, just like you normally would. The value is transferred into the mySugr app along with the current date and time. You can also add additional information to the entry if desired.



ATTENTION: Please make sure that the units shown on your device (e.g. mg/dL or mmol/L) match the units that

are set in the mySugr app in order to avoid mix-ups.

Pair multiple meters of the same type

Select “Connections” from the menu. Select your device from the list. Click “Connect another meter” and follow the instructions displayed in the mySugr app

Import CGM Data

Import CGM via Apple Health (iOS only)

Make sure that Apple Health is enabled in the mySugr app settings and make sure that sharing for glucose is enabled in the Apple Health settings. Open the mySugr app and the CGM data will appear in the graph. *Note for Dexcom: the Health app will display the Sharer’s glucose information with a three-hour delay. It will not display real time glucose information.

Hide CGM Data

Double tap on the graph to open an overlay control panel where you can enable or disable visibility of CGM data in your graph. (Not available for Eversense CGM users)

Import data via NFC (Near Field Communication) (iOS only)

Pair your NFC pen

Select Connections from the menu.



Select your NFC pen from the list.



Click “Connect” and follow the instructions displayed in the mySugr app.



After successfully connecting your NFC pen you will be able to scan it to import its data.

Scanning your NFC pen (iOS only)

To scan your NFC pen go to the “My trend” section of the mySugr app and tap on the pen icon on the top



Bring your pen to the top side of your iPhone until the check mark is displayed on the bottom sheet.



Marking your airshows (Connected pen & smart pen cap)

Before injecting your insulin, you may decide to clear all the air out of the needle. This is what we call a priming dose or an “airshow”.

The connected pen and smart pen cap cannot differentiate between an airshow and an insulin injection on their own.

To help you keep track of airshots in the mySugr app we introduced automatic and manual airshow marking.

Marking your airshots automatically (Connected pen & Smart pen cap)

After the first imported injection from your connected pen and smart pen cap, you can choose a setting to automatically mark airshots.



Your options are:

1. **Don't mark automatically**” Airshots will not be marked automatically.
2. **Mark every injection up to 1 unit**” All injections up to 1 unit of insulin will be marked as airshots.
3. **Mark every injection up to 2 units**” All injections up to 2 units of insulin will be marked as airshots.
4. **Mark every injection up to 3 units**” All injections up to 3 units of insulin will be marked as airshots.

Marking your airshots manually (Connected pen & Smart pen cap)

To manually mark an imported injection as airshot, tap on the insulin icon and select “mark as airshot”.



To manually mark an airshot as an injection, tap on the airshot icon and select “mark as injection”.

Export data

Select “Reports” or “My data” from the tab bar menu.



Change file format and period if needed (mySugr PRO) and tap “Export”. Once the export appears on your screen, tap the button in the upper right (lower left since iOS 10) to access the options for sending and saving.



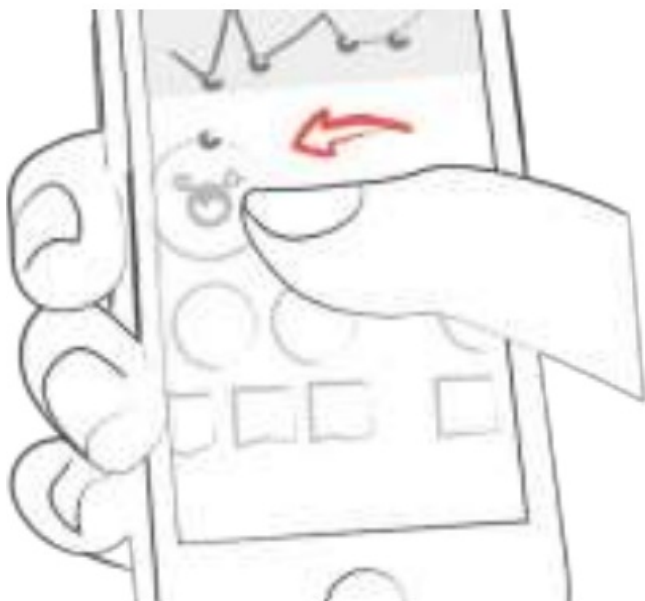
Apple Health

You can activate Apple Health on iOS in the tab bar menu under 'Connections'. With Apple Health you can share data between mySugr and other health apps.

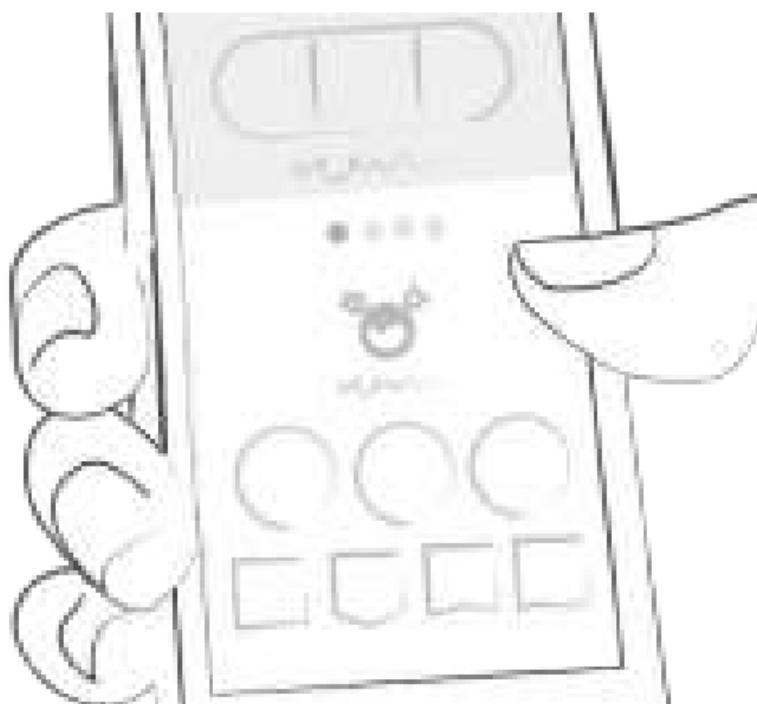


Stats

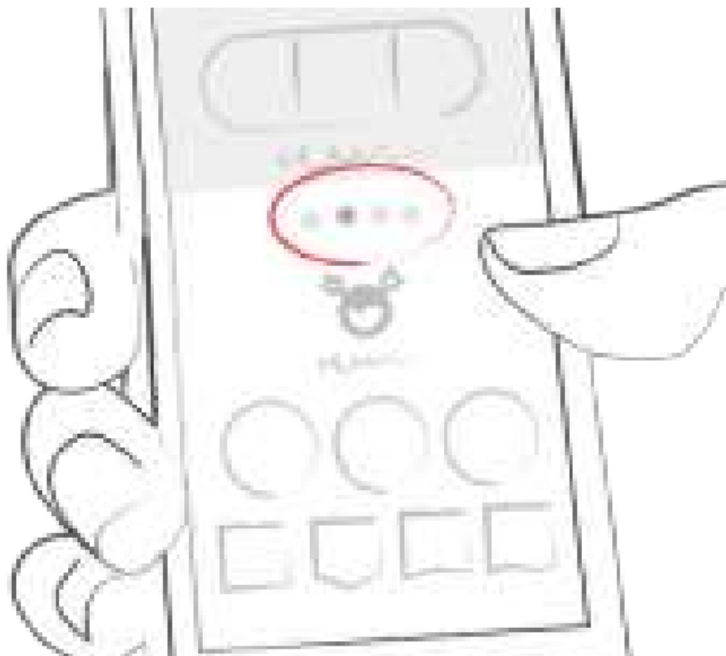
Swipe the daily overview to the left to get to stats view.



You'll get to the overview of the last 7 days. Swipe to the left again and enter the 14-day overview



The dots show you where you are in time. Swipe left again and you'll get to your monthly overview. Here, you'll even be able to see your quarterly overview!



Scroll down to see the graphs displaying past data!



The blue area shows your average number of daily logs, your total number of logs and how many points you've already collected.



Deinstallation

Tap and hold the mySugr app icon until it starts to shake. Tap the small “x” that appears in the upper corner. A message will appear asking you to confirm the deinstallation (by pressing “Delete”) or cancel (by pressing “Cancel”).



Account deletion

Use the “More” menu in the tab bar to access “Account & Settings” and tap “Other settings”. Tap “Delete my account”, then press “Delete”. A dialog opens, press “Delete” to finally confirm the deletion or “Cancel” to cancel the deletion.



Be aware, when tapping “Delete” all your data will be gone, this cannot be undone. Your account will be deleted.

Data Security

Your data is safe with us — this is very important to us (we’re users of mySugr too). mySugr implements the data

security and personal data protection requirements according to the General Data Protection Regulation. For more information, please refer to our privacy notice within our **Terms and Conditions**.

Troubleshooting

We care about you. That's why we have people with diabetes to take care of your questions, worries, and concerns.

For quick troubleshooting, visit our FAQs page

Support

If you have questions about mySugr, need help with the app, or have noticed a mistake or problem, please contact us immediately at support@mysugr.com.

You can also call us on:

+1 (855) 337-7847 (US toll-free)

+44 800-011-9897 (UK toll-free)

+43 720 884555 (Austria)

+49 32 211 001999 (Germany)

In the event of any serious incidents occurring in relation to usage of the mySugr Logbook, please contact mySugr customer support and your local competent authority.

Manufacturer



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E-Mail: support@mysugr.com

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Manufacturer Registration Number: FN 376086v

Jurisdiction: Commercial Court of Vienna, Austria

VAT Number: ATU67061939



2023-11-15

User Manual Version 3.85.0 (en)



Country Information

Australia

Australian Sponsor:

Roche Diabetes Care Australia 2 Julius Avenue North Ryde NSW 2113

Brazil

Registration/Notification Holder: Roche Diabetes Care Brasil Ltda.

CNPJ: 23.552.212/0001-87 Rua Dr. Rubens Gomes Bueno, 691 – 2ª andar – Várzea de Baixo – São Paulo/SP – CEP: 04730-903 – Brasil

Customer Support: 0800 77 20 126

www.accu-chek.com.br

Reg. ANVISA: 81414021706

Kingdom of Saudi Arabia and Qatar

The following features are not supported in Arabic language

- Daily stats
- Stats

Note: Arabic language is not supported outside of the Kingdom of Saudi Arabia and Qatar.

Philippines

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