Manuals+ — User Manuals Simplified.

mySugr CGM Logbook And Continuous Glucose Monitor User Manual

Contents

mySugr CGM Logbook And Continuous Glucose Monitor

Product Information

Specifications

- **Product Name:** mySugr Logbook
- **Version:** 3.83.54_iOS – 2023-03-22
- **Supported Devices:** iOS devices with iOS 15.2 or higher, most Android smartphones with Android 8.0 or higher
- Not compatible with rooted devices or smartphones with jailbreak installed

FAQ

- **Q: Can the mySugr Logbook be used on rooted devices or smartphones with jailbreak installed?**
  - A: No, the mySugr Logbook should not be used on rooted devices or smartphones with jailbreak installed.
- **Q: What are the recommended updates for the mySugr Logbook?**
  - A: To ensure the safe and optimized running of the mySugr Logbook, it is recommended that you install software updates as soon as they are available.

Product Usage Instructions

Intended Use
The mySugr Logbook is designed to support therapy optimization in two ways:

1. **Monitoring:** By monitoring your parameters in day-to-day life, you can make better-informed therapy decisions. You can also generate data reports for discussion with your healthcare professional
2. **Therapy Compliance:** The mySugr Logbook provides motivational triggers, feedback on your therapy status, and rewards for staying motivated to stick to your therapy, thus increasing therapy compliance.

Who is the mySugr Logbook for?

The mySugr Logbook is tailor-made for individuals:

- Diagnosed with diabetes aged 16 years and above under the guidance of a doctor or healthcare professional.
- 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 15.2 or higher and most Android smartphones with Android 8.0 or higher. It should not be used on rooted devices or smartphones with a jailbreak installed.

Environment for Use
The mySugr Logbook is a mobile application that can be used in any environment where a smartphone is typically used, including indoor and outdoor settings.

Product Usage Instructions

Getting started

Installation
To install the mySugr Logbook app on your iOS device:

1. Open the App Store on your iOS device.
2. Search for "mySugr" and click on the app icon to see the details.
3. Press "Get" and then "Install" to start the installation process.
4. You may be asked for your App Store password. Enter it to proceed.
5. The mySugr app will begin to download and install.

Note: Creating an account is necessary to use the mySugr app and export your data later.

Home
If you measure your blood sugar with a meter exclusively (or use a real-time CGM connection that is not Eversense), the two most commonly used features are:

- **Magnifying Glass:** Used to search for entries (available in mySugr PRO).
- **Plus Sign:** Used to make a new entry.

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

- Average blood sugar
- Blood sugar deviation
- Hypos and hypers

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 mySugr 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, and 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 the 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 15.2 or higher. It is also available on most Android smartphones with Android 8.0 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 And Safety Information

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 mySugrLogbook, 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 to 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 your app.
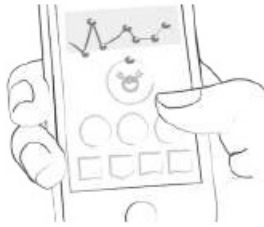
Key Features

- Quick and easy data entry.
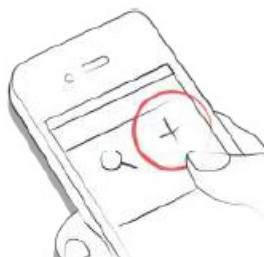
- Smart search.

- Neat and clear graphs.

- Handy photo function (multiple pictures per entry).

- Exciting challenges.

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

- Smile-inducing feedback.

- Practical blood sugar reminders.
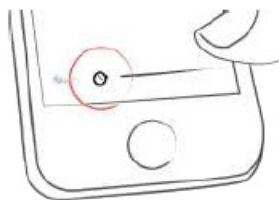
- Fast multi-device sync (mySugr PRO).

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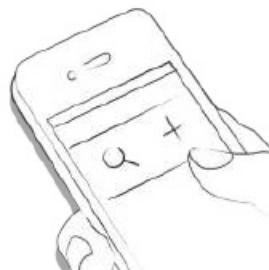
Below the graph you'll see statistics for the current day:

- 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.

- 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

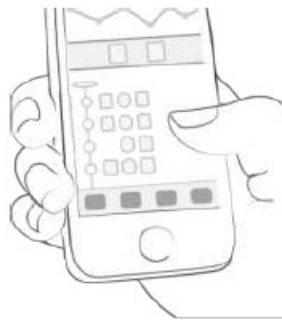- blood pressure

If you use an Eversense 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. Note that to see the latest CGM value again, you need to scroll the graph 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
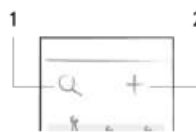
The colors of the elements on the dashboard (3) and the monster (2) actively react to your blood sugar levels of the current day. The color of the graph adapts to the time of day (1).

When you create a new entry you can use tags to describe a situation, scenario, context, mood, or 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 the 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
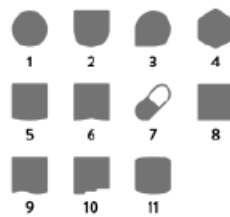
If you use an Eversense real-time CGM connection
Tapping on the Plus Sign allows you to add an entry.
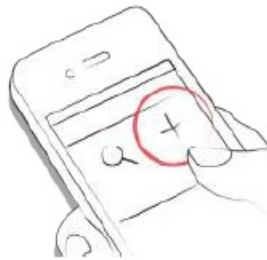
The color of the CGM value at the top adapts to how high or low your value is:

- **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 blood glucose measurements in the graph and list.

The markers in the graph have icons, referring to the type of data. The same icons are being used in the list of log entries. Markers and list items are also colored differently depending on the type of data.

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

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

Profile: Use the "More" menu in the tab bar to access Profile & 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!

In the first section, change your details and basic therapy information. You can also change your password or log out. Last but not least, you can give your diabetes monster a name. Go ahead, be creative

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

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 their names of 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 hours 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 "Other settings" screen, flip the appropriate switches to decide if you want monster sounds on or or, and if you want to receive a weekly email report and/or newsletter.

Entries

Add an entry

Open the mySugr app.

Tap on the plus sign.
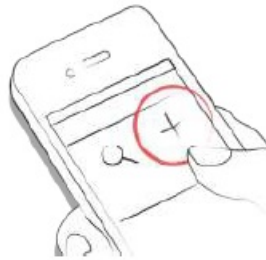
Change date, time, and location if needed.

Take a picture of your food.

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

Select tags.

Tap on the reminder icon to get to the reminder menu. Move the slider to the desired time (mySugr Pro).
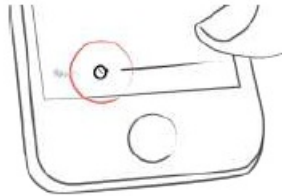
Save entry.

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.

Earn points

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

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 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 top right of the graph 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.
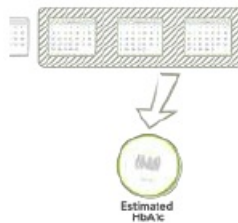
Inbox

Coaching

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

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

Badges indicate unread messages.

Healthcare professional (HCP)

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

The badge on the inbox icon, as well as the highlighted title in the inbox list indicate an unread note.
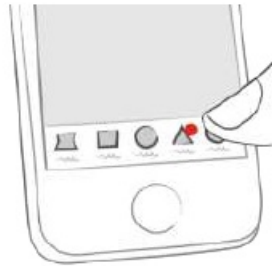
The most recent messages are displayed at the top of the list.

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 your 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 the 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, and 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.

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 the 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.

Click "Connect" and follow the instructions displayed in the mySugr app.
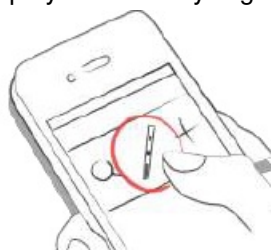
Bring your pen to the top side of your iPhone until the check mark is displayed on the bottom sheet.

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 "earshot".
- The connected pen and smart pen cap cannot differentiate between an earshot and an insulin injection on their own.
- To help you keep track of air shots in the mySugr app we introduced automatic and manual airshot marking.

Marking your airshows automatically (Connected pen and 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 airshows manually (Connected pen and smart pen cap)
To manually mark an imported injection as an airshow, tap on the insulin icon and select "mark as earshot".

To manually mark an earshot 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 the stats view.

You'll get to the overview of the last 7 days. Swipe to the left again and enter the 14-day overview.
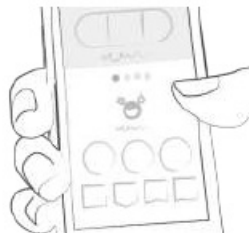
- The dots show you where you are in time. Swipe left again and you'll get to your monthly overview. Here, you'll even be able to see your quarterly overview!

- 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 And Account deletion

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 side menu to access Profile & Settings and tap "Settings" (Android) or use the "More" menu in the tab bar to access Profile & Settings and tap "Other settings" (iOS).
- 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

Support

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)
- +49 511 874 26938 (Germany)

  In the event of any serious incidents occurring about usage of the mySugr Logbook, please contact mySugr customer support and your local competent authority. 19 Manufacturer

mySugr GmbH Trattnerhof 1/5 OG
A-1010 Vienna, Austria
Telephone:

- +1 (855) 337-7847 (US toll-free),
- +44 800-011-9897 (UK toll-free),
- +43 720 884555 (Austria)
- + 49 511 874 26938 (Germany)

  E-Mail: support@mysugr.com

  Managing Director: Elisabeth Koelbel

  Manufacturer Registration Number: FN 376086v

  Jurisdiction: Commercial Court of Vienna, Austria

  VAT Number: ATU67061939

2023-03-22
User Manual Version 3.83.54 (en

Country Information

Australia
Australian Sponsor: Roche Diabetes Care Australia
2 Julius Avenue
North Ryde NSW 2113

Brazil

- **Registered by:** Roche Diabetes Care Brasil Ltda.
- **CNPJ:** 23.552.212/0001-87 Rua Dr. Rubens Gomes Bueno, 691 – 2º andar – Várzea de Baixo
- **São Paulo/SP – CEP:** 04730-903 – Brasil
- **Technical Manager:** Caroline O. Gaspar CRF/SP: 76.652
- **Reg. ANVISA**: 81414021713

Kingdom of Saudi Arabia

The following features are not supported in the Arabic language:

- Daily stats
- Stats

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

Philippines

- CDRRHR-CMDN-2022-945733
- Imported and Distributed by:
- Roche (Philippines) Inc.
- Unit 801 8th Flr., The Finance Centre 26th St. corner 9th Avenue
- Bonifacio Global City, Taguig

Switzerland

- CH-REP
- Roche Diabetes Care (Schweiz) AG
- Industriestrasse 7
- CH-6343 Rotkreuz

Documents / Resources

mySugr Logbook User Manual
Version: 3.83.54_iOS - 2023-03-22

1 Indications for Use

1.1 Intended Use

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The mySugr 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.

1.2 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

1.3 What devices does the mySugr Logbook work on?

The mySugr Logbook can be used on any iOS device with iOS 15.2 or higher. It is also available on most Android smartphones with Android 8.0 or higher. The mySugr Logbook should not be used on rooted devices or on smartphones that have a jailbreak installed.

1.4 Environment for Use

1

mySugr CGM Logbook And Continuous Glucose Monitor [pdf] User Manual
3.83.54_iOS, CGM Logbook And Continuous Glucose Monitor, CGM, Logbook And Continuous Glucose Monitor, Continuous Glucose Monitor, Glucose Monitor, Monitor

References

- 🌐 **mySugr GmbH - General terms and conditions (T&Cs)**
- 🐙 **mySugr Helpcenter**
- **User Manual**