

## mySugr App 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 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.

### 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 14.2 or higher. It is also available on most Android smartphones with Android 6.0 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 a 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 the 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 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
- Social sharing
- 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)

### **Key Features**

Quick and easy data entry.



**Smart search.**



**Neat and clear graphs.**



Handy photo function (multiple pics per entry).



**Exciting challenges.**



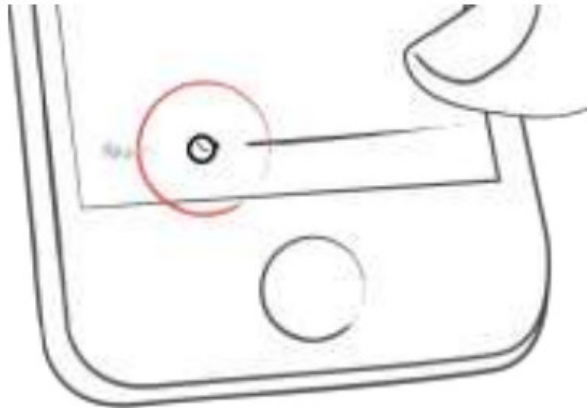
Multiple report formats: PDF, CSV, Excel (PDF and Excel only in mySugr PRO).



Smile-inducing feedback.



Practical blood sugar reminders.



Social sharing functions.



Fast multi-device sync (mySugr PRO).



## Getting started

### Installation

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

Android: Open the Play Store on your Android device and search for “mySugr”. Click on the icon to see the details, then press “Install” to start the installation process. You will be asked to accept the download conditions by Google. After that, 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) 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. Plus Sign is 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

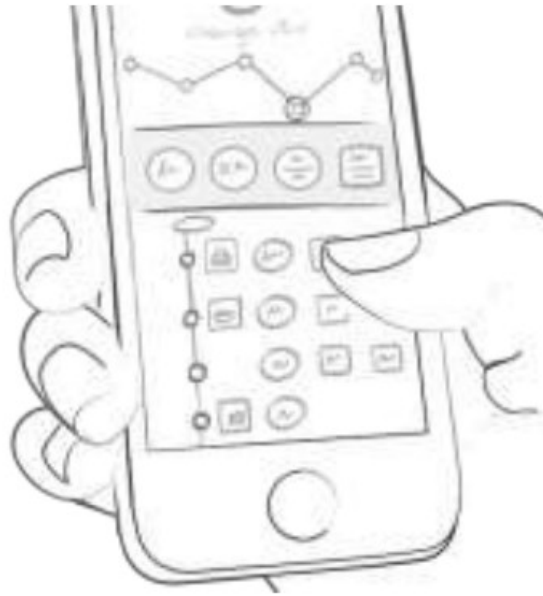
And under these statistics, you'll find fields with information about units of insulin, carbohydrates, and more.



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





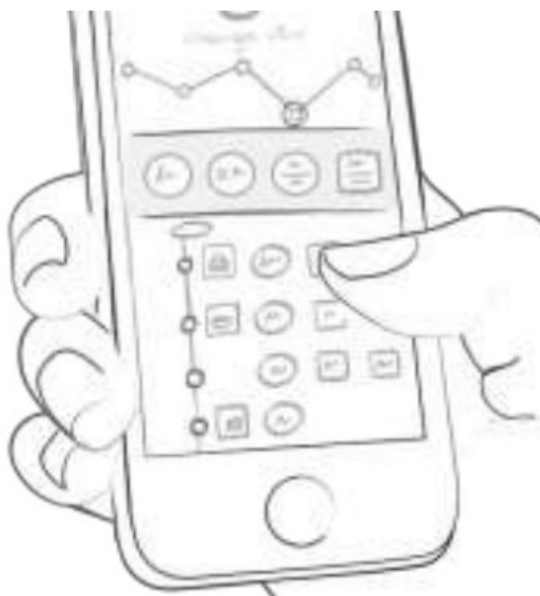
If you use an Eversense real-time CGM connection connection  
 Below, you'll find a graph. It shows the CGM values as a curve, along with markers for therapy events.  
 You can scroll the graph sideways to view older data. Note that to see the latest CGM value again, you need to  
 scroll the graph all the way to the right.



Sometimes you'll see boxes with the 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

Explanation of terms, icons, and colors

If you measure your blood sugar with a meter

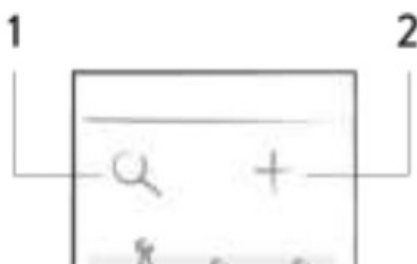
If you measure your blood sugar with a meter exclusively (or you use a real-time CGM connection that is not Eversense) exclusively (or you use a real-time CGM connection that is not Eversense)

#### 1. Tapping on the Magnifying Glass

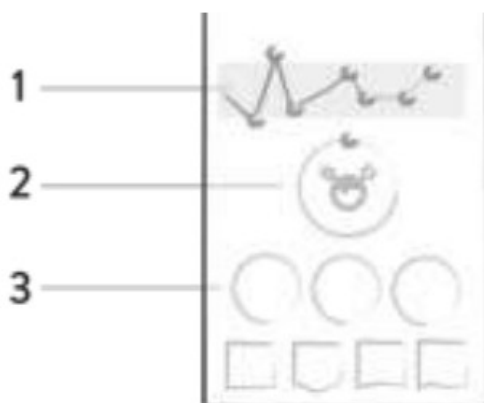
Magnifying Glass icon on your dashboard allows you to search for entries, tags, locations, etc.

#### 2. Tapping on the Plus Sign

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).



Each tag in the new entry screen describes a situation, scenario, some context, mood, or emotion. There is a text description of each tag directly below each icon.



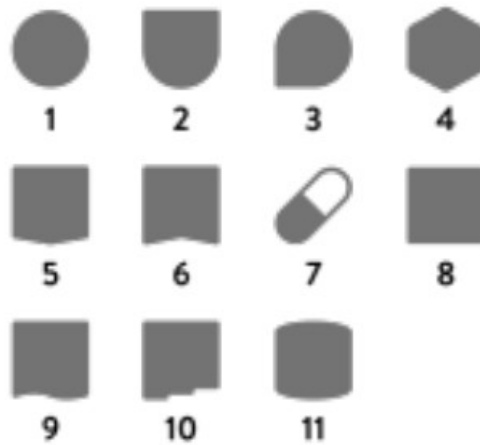
The colors used in various areas of the mySugr app are as described above, based on target ranges provided by the user in the settings screen.

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



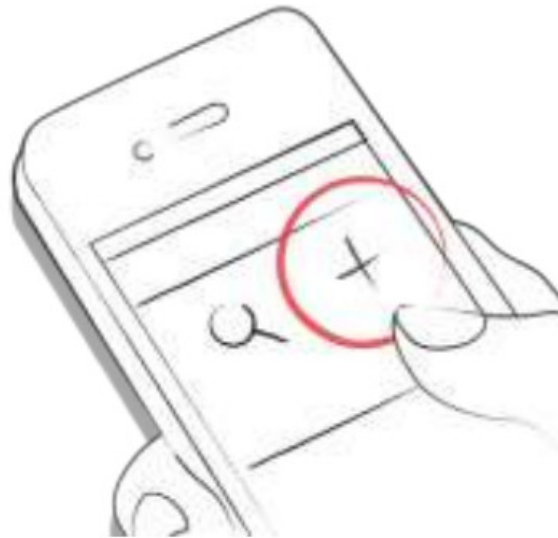
Within the app you see a variety of tiles in eleven different shapes:

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



**If you use an Eversense real-time CGM connection connection**

Tapping on the Plus Sign 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 the 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. 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. Syringe with dots underneath: Basal insulin injection



Each tag in the new entry screen describes a situation, scenario, some 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 personal details and basic therapy information. If you need to change your email address in the future, this is where it happens. 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!



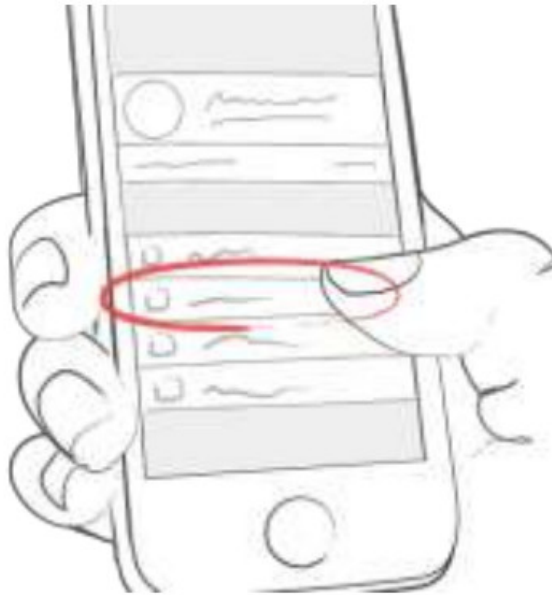
Use the “My subscription” section to update from basic to paid memberships with more features. After subscribing, this is where you manage your subscription.



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 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. If you want, you can set a body weight goal. When you log body weight later, the app will color values appropriately to remind you of your goals.



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





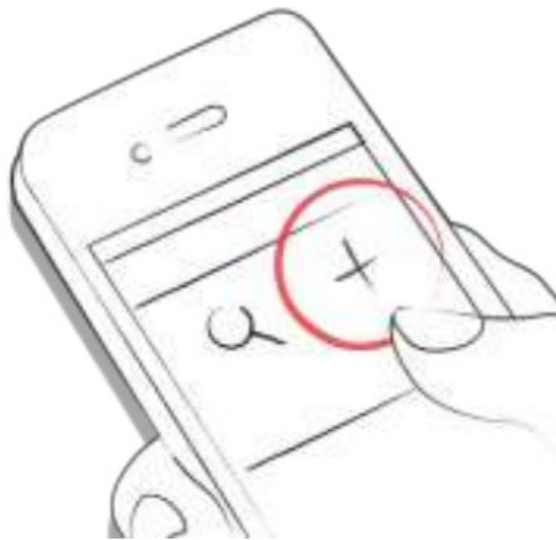
## Entries

### 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.



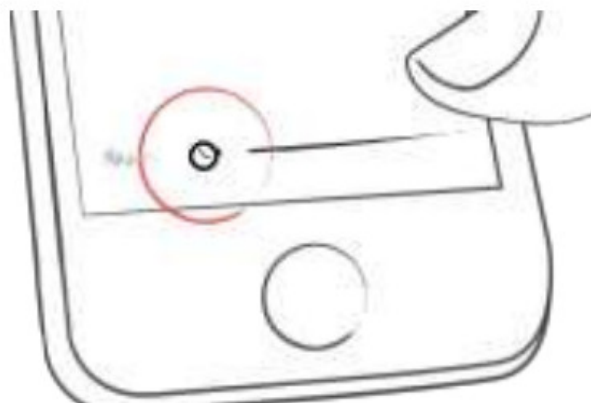
Enter blood sugar, carbs, nutrition, insulin details, pills, activity, weight, HbA1c, ketones, and notes.



Select tags.



Tap on the reminder icon to get the reminder menu. Move the slider to the desired time.



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 the green check to save the changes or tap the “x” to cancel and go back.

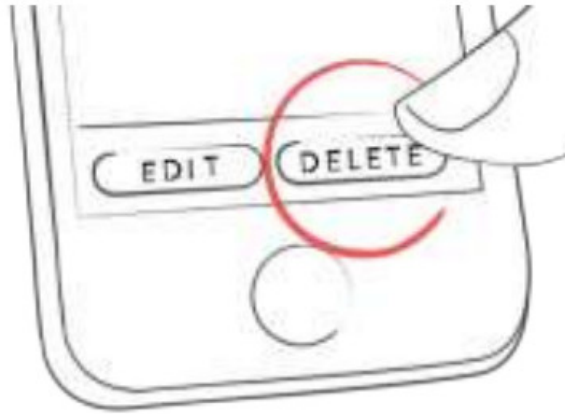


### **Delete an entry**

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



Delete entry.

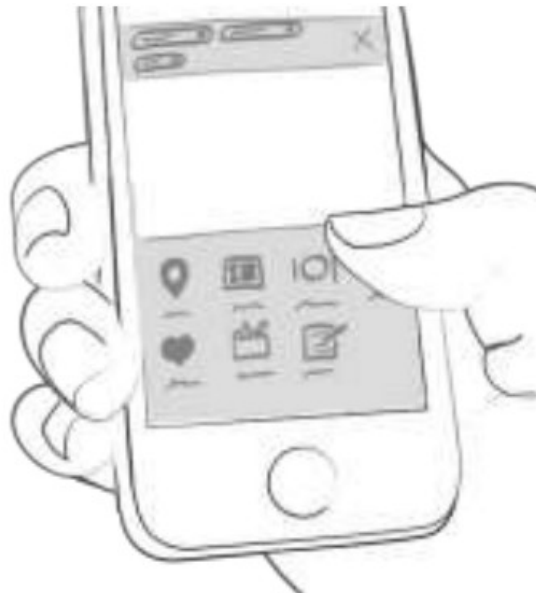


### **Search an entry**

Tap on the magnifying glass.

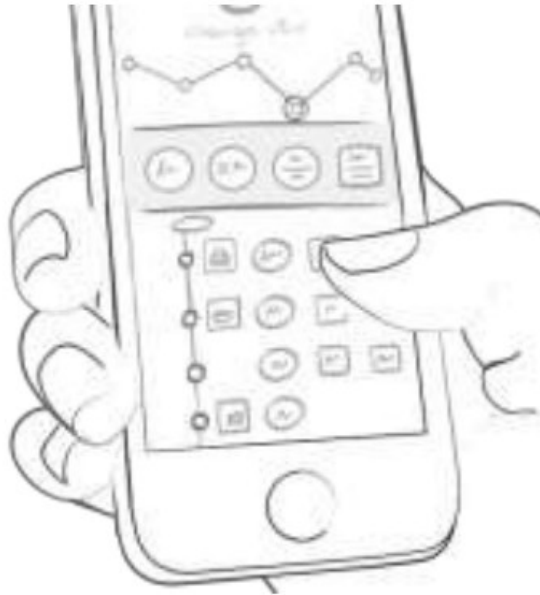


Use filter to retrieve appropriate search results.



### **See past entries**

Scroll up and down on your entries or tap and drag the graph left and right to navigate.



### Earn points

You get points for each action you take to care for yourself, and the goal is to fill the bar 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 the 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.

[HbA1c – what's behind this important test](#)

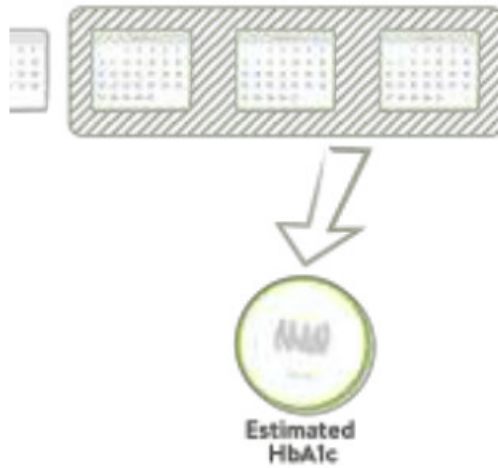


In order to calculate an estimated HbA1c, the mySugr Logbook needs an average of 3 blood sugar values per day for a minimum period of 7 days. Enter more values for a more accurate estimate.



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)

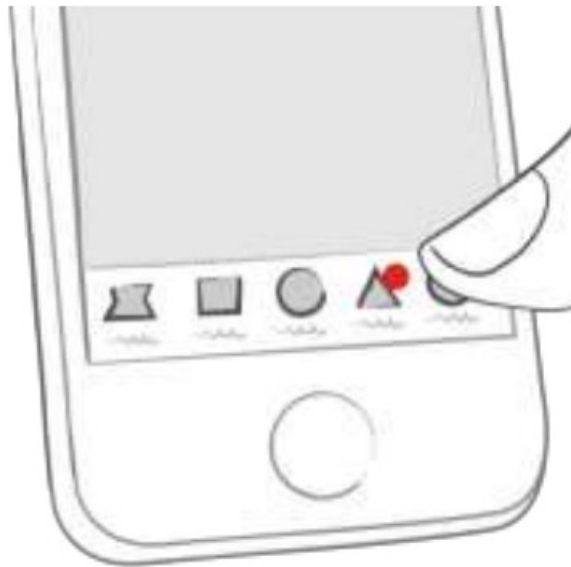
Find HCP by selecting “Inbox” in the tab bar menu (In countries where this service is available).



Tap on the note/comment in the list to view the note/comments from the healthcare professional; as well as, 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, indicates 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

### Hardware

Please ensure that your device is not 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 pairing to your smartphone from your device.



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 activation of your meter, your blood sugar values are automatically synchronized with the mySugr app. This synchronization happens every time you connect the device to your smartphone with the mySugr app open.

**ATTENTION:** Please make sure that the units are 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.



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



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.



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:** Blood sugar values imported from a connected meter can not be changed!



### **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.



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 & iOS only)**

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 “air shot”.

The connected pen that is compatible with the mySugr app does not record the difference between an “air shot” and an insulin injection.

To help you keep track of airshows in the mySugr app we introduced automatic and manual air shot marking.

### **Marking your airshows automatically (connected pen & iOS only)**

After the first imported injection from your NFC pen, you can choose a setting to automatically mark airshows.



### **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 & iOS only)**

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



To manually mark an air shot as an injection, tap on tap on the airshow icon and select “mark as injection” air shot icon **“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/Google Fit

You can activate Apple Health on iOS in the tab bar menu under 'Connections'. Google Fit can be activated in the side menu on Android.

With Apple Health you can share data between mySugr and other health apps.



## Analysis

Swipe the daily overview to the left to get to analysis mode.



You'll get an 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

### Deinstallation iOS

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").



### Deinstallation Android

Look for Apps in your Android phone's settings. Find the mySugr app in the list and tap "Uninstall." That's it!



## 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](mailto: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 in relation to usage of the mySugr Logbook, please contact mySugr customer support and your local competent authority.

## 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](mailto:support@mysugr.com)

Managing Director: Joerg Hoelzing

Manufacturer Registration Number: FN 376086v

Jurisdiction: Commercial Court of Vienna, Austria

VAT Number: ATU67061939



2022-02-16

User Manual Version 3.83.21 (en)



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## Country Information

<b>Australia</b> Australian Sponsor: Roche Diabetes Care Australia 2 Julius Avenue North Ryde NSW 2113	<b>Brazil</b> Registered by: Roche Diabetes Care Br CNPJ: 23.552.212/0001-87 Rua Dr. Rubens Gomes Bueno, 691 – 2º São Paulo/SP – CEP: 04730-903 – Bras Technical Manager: Caroline O. Gaspar Reg. ANVISA: 81414021713
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## Documents / Resources

<p><b>mySugr Logbook User Manual</b> Version: 3.83.21.024 - 2022-02-16</p> <p><b>1 Indications for Use</b></p> <p><b>1.1 Intended Use</b></p> <p>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 logs or let the mySugr app generate logs about your insulin therapy, current and target blood sugar levels, carbohydrate intake and details of your activities. Additionally, you can synchronize other therapy devices with its blood sugar meters to mitigate errors caused by manually entering values and to better your confidence in charge.</p> <p>The mySugr Logbook supports the optimization of therapy in two ways:</p> <p>1) Monitoring by monitoring your parameters in day-to-day life, you are enabled to making better-informed therapy decisions. You can also generate data reports for discussion of therapy data with your healthcare professional.</p> <p>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.</p> <p><b>1.2 Who is the mySugr Logbook for?</b></p> <p>The mySugr Logbook has been tailor-made for people:</p> <ul style="list-style-type: none"><li>• diagnosed with diabetes</li><li>• aged 16 years and above</li><li>• under guidance of a doctor or other healthcare professional</li><li>• who are physically and mentally able to independently manage their diabetes therapy</li><li>• able to proficiently use a smartphone</li></ul> <p><b>1.3 What devices does the mySugr Logbook work on?</b></p> <p>The mySugr Logbook can be used on any iOS device with iOS 14.2 or higher. It is also available on most Android smartphones with Android 6.0 or higher. The mySugr Logbook should not be used on rooted devices or on smartphones that have a jailbreak installed.</p> <p><b>1.4 Environment for Use</b></p>	<p><a href="#">mySugr mySugr App [pdf] User Manual</a> <a href="#">mySugr, App, mySugr App</a></p>
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## References

- [mySugr GmbH - General terms and conditions \(T&Cs\)](#)
- [Is your HbA1c test lying to you?](#)