

# Uploading data from Accu-Chek® blood glucose meters

Data can be uploaded to a RocheDiabetes Care Platform online account from supported diabetes management devices using RocheDiabetes Care Platform Device Link.<sup>1</sup>



## Install Device Link software

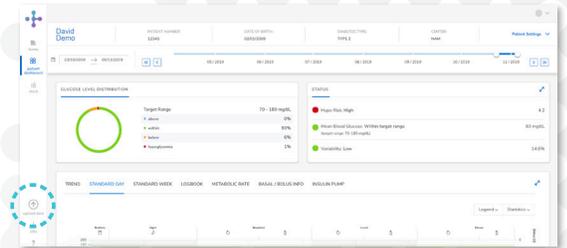
Installing Device Link will require you to have administrative rights to install new software on your computer. Contact your system administrator to obtain administrative rights.

**Step 1:** Log into your **RocheDiabetes Care Platform** account using your user name and password.

**Step 2:** Click **“Upload Data”** link in the lower left corner of your home screen and follow on screen instructions.

Call **1-800-628-3346** for support.

*\*To eliminate the need to download bG meter data in your office, consider having your patient use the mySugr smartphone app. See the instructions at the end of this document.*



## Uploading Accu-Chek blood glucose meter data

This workflow is for Accu-Chek Aviva Connect, Accu-Chek Guide, and Accu-Chek Guide Me blood glucose meters.

1. The **Device Link** icon and **Accu-Chek 360° Connection Manager** icon must both be visible in your system tray.
2. Using a standard **micro USB cable**, connect the **bG meter** to your computer.<sup>2</sup>
3. Follow the on-screen instructions to complete the data upload process.
4. You may be required to **sign in** to your account, and/or create a **new patient account** to complete the upload process. Follow on-screen instructions.



## If things are not working:

1. Be sure you have the **Device Link** application open and running.
2. Be sure you have the **Accu-Chek 360° Connection Manager** open and running.<sup>3</sup>
3. If the **upload process** does not start automatically when **bG meter** is connected to the computer, **right click** the **Device Link** application and select **Manual Upload—Accu-Chek**, and follow on-screen instructions.
4. Call **1-800-628-3346** for support.

For support, call **Accu-Chek Software Support at 1-800-628-3346**

# Uploading data from non-Accu-Chek® blood glucose meters



1. The Device Link icon and **Accu-Chek 360° Connection Manager** icon must both be visible in your system tray.
2. Connect the **USB cable** from your computer to your **blood glucose meter**.  
*It is possible that your non-Accu-Chek blood glucose meter may require the use of a special cable from the device manufacture of the meter. Contact the meter manufacturer support team of the meter to acquire the necessary cable.*
3. Right-click on the **Device Link** icon in your system tray.
4. Click on **Manual Upload—Other Devices**.
5. Follow on-screen instructions to complete the **data upload process**.
6. You may be required to **sign in** to your account, and/or create a **new patient account** to complete the upload process.



## If things are not working:

1. Be sure you have the **Device Link** application open and running.
2. Call **1-800-628-3346** for support.

## Improve your office workflow by having your patients use the mySugr smartphone app!<sup>3</sup>

When creating a patient record in the **RocheDiabetes Care Platform** be sure to select the option to have **mySugr Data Sharing** activated for your patient.

If you want to use mySugr with an existing RocheDiabetes Care Platform patient, Select **“Patient Settings”** > **“Edit Patient”** > and then the **mySugr Data Sharing** option.

*\*Note - you must have an active email available for the patient.*

The system will send your patient an email with instructions for installing the mySugr app on their smartphone, and for pairing their bG meter to the app. Once your patient completes the mySugr app installation and meter pairing process, you will automatically start to receive patient data on a regular basis.



Roche Diabetes Care is aware the platform may need to undergo a Data Privacy Impact Assessment. Please contact your Roche Sales Representative if you would like assistance during this process.

<sup>1</sup>The RocheDiabetes Care Platform will only work with devices that it has compatibility with. To get a complete listing of devices that will work with the RocheDiabetes Care Platform in the United States, call 1-800-628-3346.

<sup>2</sup>For older Accu-Chek devices, you may need to use the Accu-Chek 360 IR to USB cable. Contact customer support at 1-800-626-3346 for details.

<sup>3</sup>Today, mySugr only supports pairing with Accu-Chek blood sugar meters.

ACCU-CHEK, ACCU-CHEK 360°, ACCU-CHEK AVIVA CONNECT, ACCU-CHEK GUIDE, ACCU-CHEK GUIDE ME, MYSUGR, ROCHE DIABETES CARE and ROCHEDIABETES CARE PLATFORM are trademarks of Roche.

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**Want more information?**

diabetescareplatform.com | 1-800-628-3346

Or work with your sales rep directly.