

Getting Started Guide

How to set up and use your account.



For additional information, log into your RocheDiabetes Care Platform HCP account and click the at the top of the main menu bar.

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Introduction

The RocheDiabetes Care Platform is a web-based application that enhances diabetes management for healthcare professionals and people with diabetes. It is intended to be a decision support tool that will provide clinicians, patients and caregivers a quick visual overview of diabetes-related information.

The RocheDiabetes Care Platform supports the display, print and report management with graphical, tabular and statistical elements for both people with diabetes at home and healthcare professionals.

This guide is intended for healthcare professionals using the RocheDiabetes Care Platform.

Basic system requirements

- › Internet access and a supported browser (see table below)
- › The Accu-Chek® Device Link software or the SINOVO Connection Center (PC only); optional, for data transfer of supported blood glucose and insulin pump devices
- › The Accu-Chek Device Link software requires local installation, admin rights and an open USB port for uploading data

	Internet Explorer (v10 & higher)	Edge	Firefox	Safari	Chrome
Windows 10	✓	✓	✓		✓
Windows 7 & 8			✓		✓
MacOS Mojave 10.14.4 & higher			✓	✓	✓

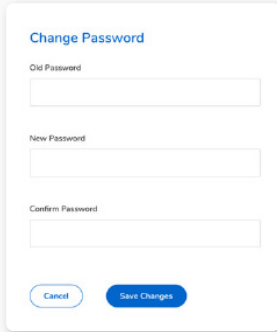
Note: For installation and setup support call 1-800-628-3346

Access your account

For first-time account setup, click the link in your account setup email and follow the prompts.

1 Personalize your password

When your account is ready, you will receive an email asking you to set up your account password.

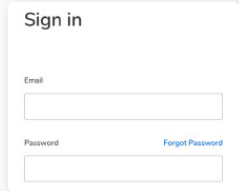


1. Click the link to set up a password.
2. Click **Save Changes**.
3. In the password confirmation alert, click **Back to Sign In**.

For added security, the link will expire in 24 hours. If the link expires, visit hcp.myrdcp.com and click **Forgot Password**.

2 Give consent and verify account

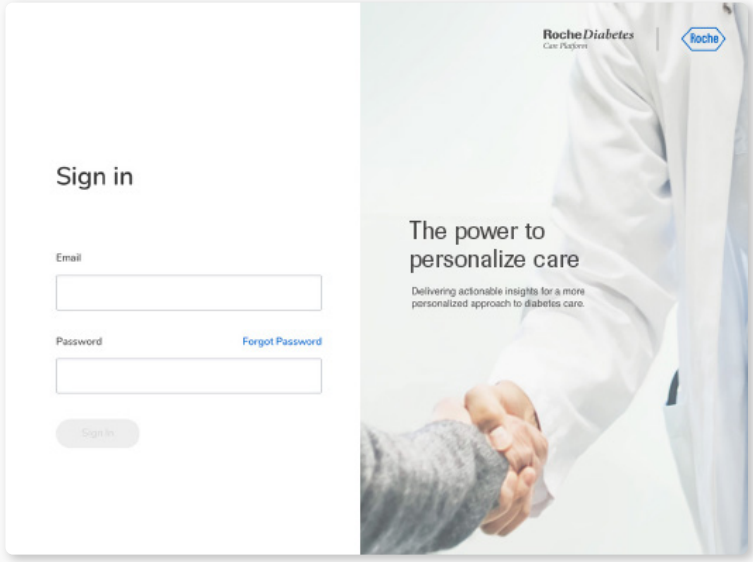
1. Enter your email address and password, read the Terms & Conditions and select the tick box to give your consent.
2. Click **Accept** to agree to the Security of Personal Information statement.
3. When you receive the account verification email, click **Verify Account** to re-enter your email and password and sign in.



3 To access your account after setup

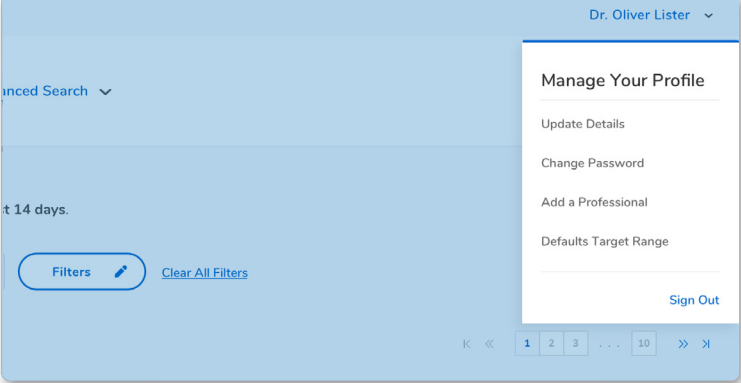
1. Visit hcp.myrdcp.com.
Note: Consider saving or bookmarking this URL in your browser for convenience.
2. Enter your email and password.
3. Click **Sign In**.

Verification is required each time you sign in overseas or use a new browser. You will be sent an email with a verification code to enter. To skip verification for one month, select "Remember this computer."



Manage your profile

Access your account settings to update details, change your password, add another healthcare professional account (available for HCP+ accounts only), or customize default glucose target ranges.

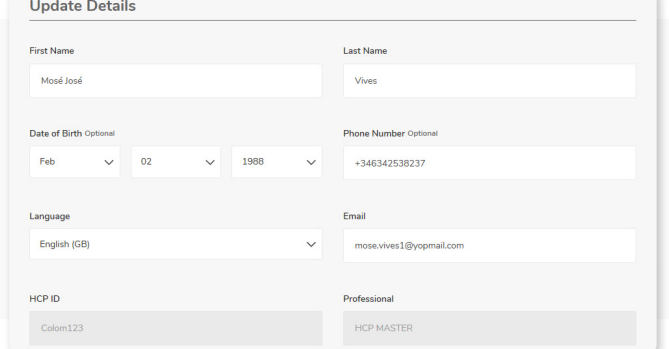


Access account settings

1. To access your account options, click the drop-down arrow beside your profile name in the top-right corner of the screen.
2. Click an option.

Update details

1. Add or edit information, such as your name and email.
2. Click **Save** to save changes.



Change password

1. Enter your current password.
2. Enter a new password.
3. Retype to confirm the new password.
4. Click **Save Changes**.

Add a professional

1. Enter the name and contact information for the professional.
2. Click **Save**.

Note: Professional type determines system access.

Default glucose target ranges

Set default target ranges for before and after meals and bedtime. You can override default targets to personalize targets for patients at any time. See **Using Patient View** section of this manual for how to personalize patient target ranges.

Sign out


To sign out of your account, click the drop-down arrow beside your profile name and select **Sign Out**.

Manage patient accounts

Powerful search features and patient profiles can help you locate and add patient information.

Search for patients

Upon account sign-in, [Patient Management](#) will list all your patients.

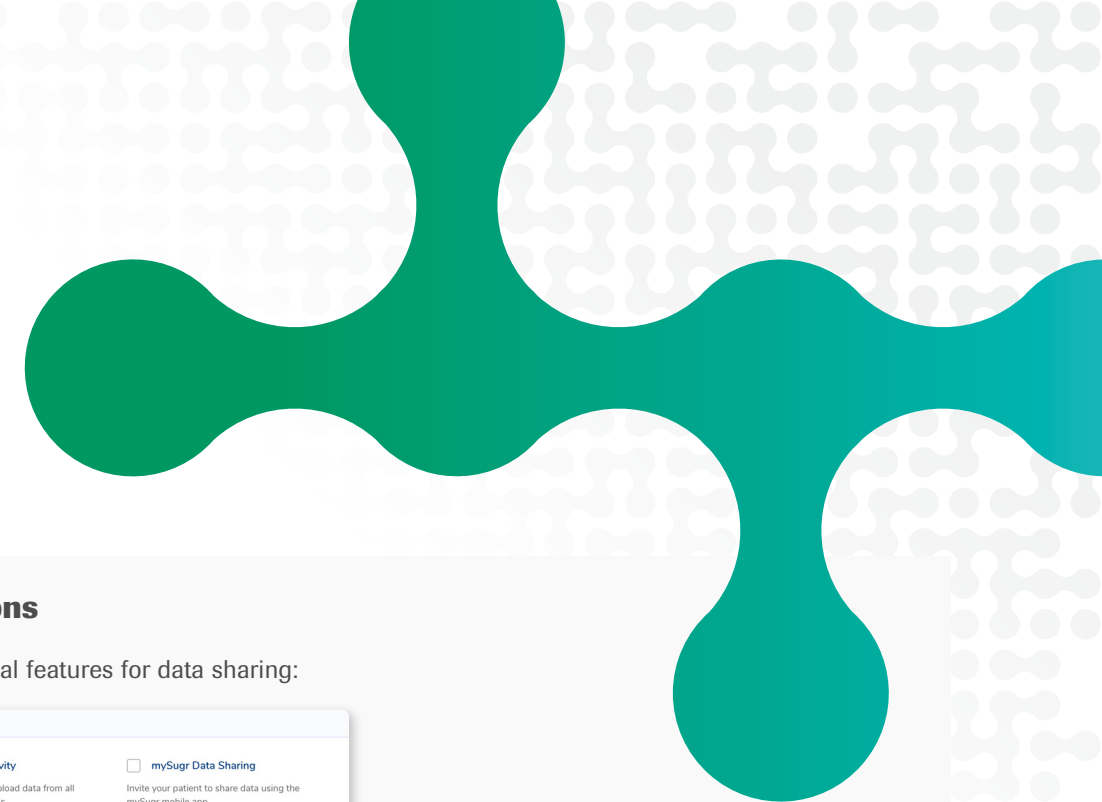
1. Enter a patient's ID or name and click .
2. Patient results matching your search appear.
3. Click **Advanced Search** to set additional filters.
4. Click on a patient's name to go to Patient View.

Create new patient accounts

1 Select patient profile type

1. To add a patient, click **Create New Patient**.
2. Select a profile type for the patient:
 - » **Basic**. Diabetes management only
 - » **Pick up at center**. Patients can pick up strips at the healthcare office
 - » **Home Delivery**. Enables Strip Delivery to the patient's home

Note: Patient profile options vary by region.



2 Select additional options

Use tick boxes to enable optional features for data sharing:

Patient Portal Access
Allows patients to remotely upload data from their device, such as blood glucose meters and insulin pumps. It is recommended to leave this ticked.

Open Connectivity
Enables patients to upload data from other supported devices (Windows systems only).

mySugr Data Sharing
Allows patients to share their diabetes data using the mySugr mobile app ([page 10](#)).

3 Enter patient information

Click **Next** to continue to the next step.

1. Enter details about the patient, such as name, date of birth, ID and contact information.
2. Note: Depending on the features you provide your patient, some information may be needed (i.e. mySugr connectivity requires the patient's email address).
3. Click **Next** to continue.

Manage patient accounts (continued)

4

Enter health information

Complete the patient's Health Information, selecting diabetes type and date of diagnosis.

- › Note: "Associated professional" defaults to the HCP creating the patient profile; however, you can use the drop-down arrow to select a different clinician
- › Click **Next** to finish adding the patient

Note: By adding a HCP as an "Associated professional," the HCP will see the patient on the Patient Management home screen. If a HCP is not listed as an "Associated professional" to a patient, the HCP will need to use the Search function on the Patient Management home screen to find the patient in the system.

The screenshot shows the 'Create New Patient' form at the 'Health Information' step. It includes fields for Diabetes Type (Type 1), Associated Professional (Paula Sanchez, Joanne Batten, Jack Johnson), Date of Diagnosis (Optional) with Month, Day, and Year dropdowns, Gender (Male, Female, Unspecified), Pregnant? (Yes, No), and Gestational Due Date with Month, Day, and Year dropdowns.

The screenshot shows a 'Task Complete' confirmation screen. It displays a green checkmark icon and the message 'New Patient, John Smith Successfully created'. Below this, there is an 'OPTIONAL' section with the text 'To import patient data, connect your device to your computer.' and an illustration of a glucose meter connected to a laptop. A 'Go To Dashboard' button is at the bottom.

The system confirms the patient has been added.

Continue to the steps to [Upload patient data](#) to import the patient's diabetes data.

Deactivate a patient account

Before deactivating a Patient Profile, first remove all devices associated with the patient.

1. From Patient View, click on the Patient Settings drop down arrow and select **Devices**.
2. Click **Remove** in the Actions column and confirm removal of a device.

The screenshot shows a table with columns: DEVICE TYPE, SERIAL NUMBER, DEVICE, LAST UPLOAD, DATE ADDED, DATE REMOVED, and ACTIONS. A row is visible with the device 'Aviva Connect' and a 'Remove' button in the Actions column.

3. From Patient View, click on the Patient Settings drop down arrow and select **Deactivate Patient**.
4. State the reason for deactivating and include comments, where necessary. You will be asked to confirm your decision to deactivate the patient.

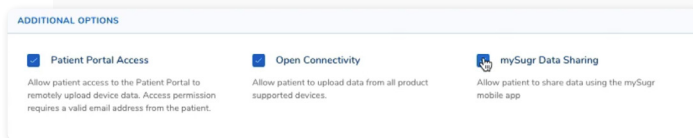
The patient's details will remain in the system, but their details will appear in red on the search option page. Deactivated patients can only be reactivated from the admin portal by contacting Roche at 1-800-628-3346.

The screenshot shows the 'Deactivate Patient' form. It includes a 'Reason' dropdown menu (set to 'Other'), a 'Comments' section with a text area for 'Additional comments', and 'Cancel' and 'Deactivate Patient' buttons at the bottom.

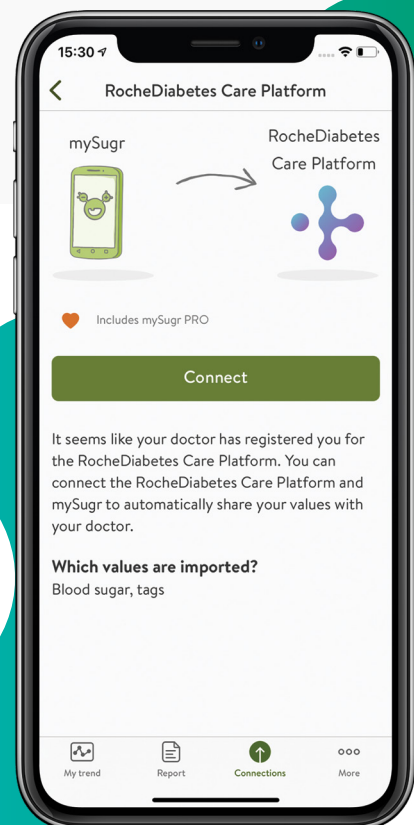
View patient glucose with the mySugr app

mySugr is an integrated digital health solution designed to ease the complexity of your patients' daily diabetes management. It offers simple-to-use and quick manual or automated logging of blood glucose and diabetes-related data.

1. When [creating a new patient](#), select the **mySugr Data Sharing** option to invite the patient to sync their mySugr blood glucose values with the RocheDiabetes Care Platform.



2. Enter the patient's information and click **Next** to create the patient account. An email will be sent inviting the patient to share their mySugr app data with you.



3. If the patient is new to mySugr and *needs to create* a mySugr account:
 - » Patient should follow prompts to create a mySugr account using the same email address as used in the RocheDiabetes Care Platform
 - » Next, the patient will be asked to set a password for their new RocheDiabetes Care Platform account and connect it to mySugr
 - » Finally, the patient should pair their blood glucose device to the mySugr app and import data

If the patient *already has* a mySugr account:

- » Patient should follow prompts to set a password for their new RocheDiabetes Care Platform account and connect it to mySugr

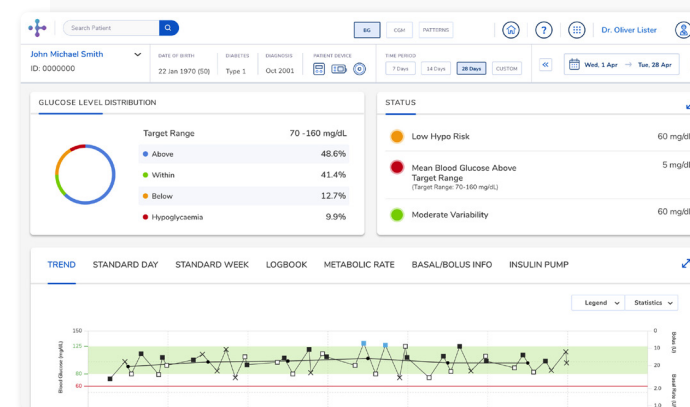


To invite an existing patient to share glucose results via mySugr:

- » Click **Patient Settings** on Patient View and select **Edit Patient**
- » Tick the **mySugr Data Sharing** option to invite the patient to sync their mySugr data with the RocheDiabetes Care Platform and click **Save**

Note: It is best practice to ensure that the email address listed in the Patient Information is the same one the patient used to set up their mySugr account.

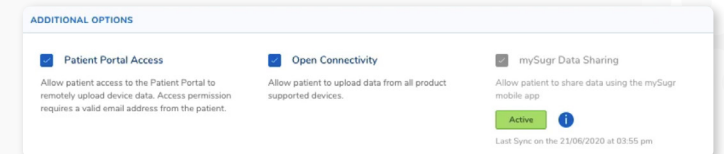
4. Now, when refreshing the Patient View for the new patient, all the patient's blood glucose values will be displayed as it has been synced from the patient's mySugr account.



5. mySugr Data Sharing will show as **Active** under Edit Patient Info indicating that all future data from the patient's mySugr app will automatically sync with the RocheDiabetes Care Platform.

DEVICE TYPE	SERIAL NUMBER	DEVICE	LAST UPLOAD	DATE ADDED	DATE REMOVED	ACTIONS
	9860022712	Instant	18/06/2020	18/06/2020		Remove

6. The blood glucose device, which the patient connected to the mySugr app, will be listed under the patient's Devices.



Note that your patient always has the option to disconnect their mySugr app from the RocheDiabetes Care Platform. When disconnected, data will no longer be shared with you.

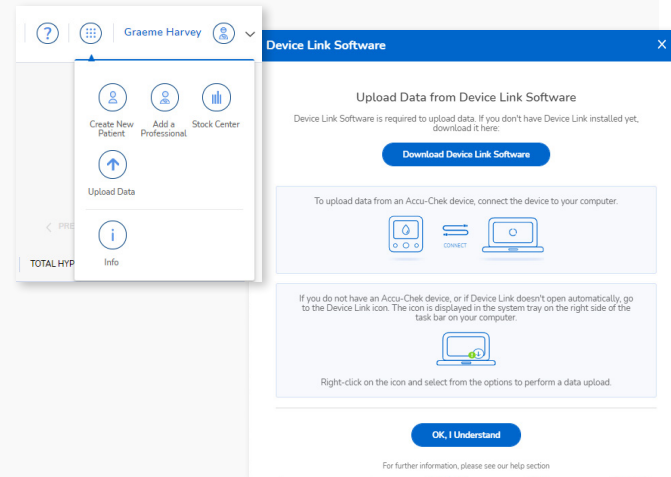
Install Device Link & upload patient data

The Device Link software enables you to upload patient data from compatible devices into the RocheDiabetes Care Platform.

Download the Device Link software

1. Sign in to your RocheDiabetes Care Platform account.
2. Click the Upload Data icon.
3. In the pop-up, click **Download Device Link Software**.

Follow installation steps based on your operating system ([Windows](#) or [Mac](#)).



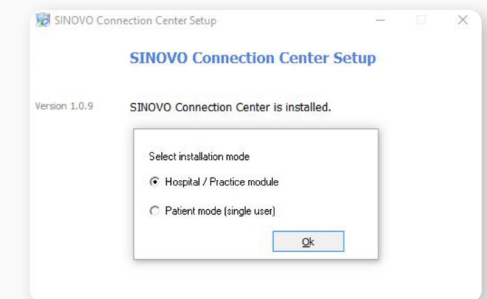
2

Select installation mode

Select an installation mode:

- › **Hospital/Practice Mode** is the required mode for the HCP. The base installation includes default set of device drivers. After this, the setup wizard allows an IT administrator to install drivers for additional compatible devices*
- › **Patient Mode** supports a reduced set of compatible devices but still provides options for adding devices when needed

*Selecting a large number of device drivers may increase installation time and effort.



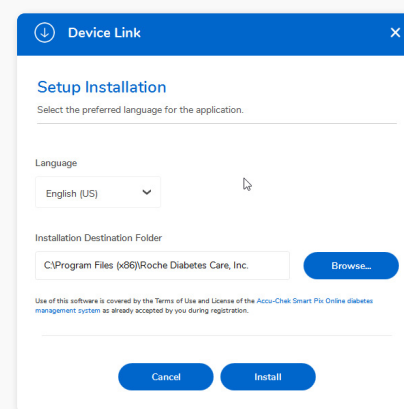
Install Device Link software—Windows

1

Install the Device Link software (Windows)

1. Double-click the downloaded installation file (Setup.exe).
2. If needed, select the language and change the installation destination folder.
3. Click **Install**.

Note: Install must be done by a user with admin rights.



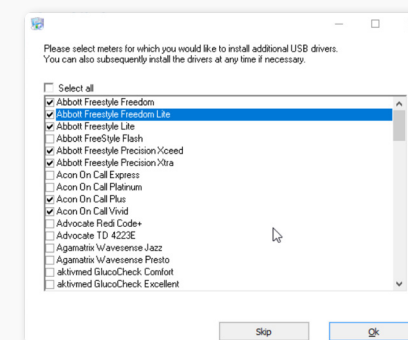
For Windows installation, Device Link automatically installs two components:

- › The Accu-Chek® 360° Connection Manager, to support Accu-Chek devices connected via USB
- › Sinovo Connection Center, to enable uploads from non-Accu-Chek devices

3

Select device drivers (optional)

If you selected the Hospital/Practice installation mode, select which device drivers to install.

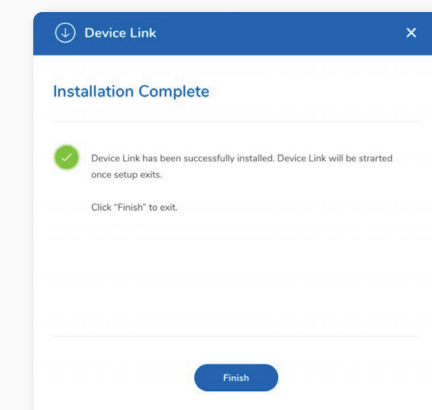


1. Click the tick box beside the devices you wish to install.
2. Click **OK**.
3. Select **Skip** if no additional drivers required.

4

Finish installation



A message notifies you when the installation is complete.

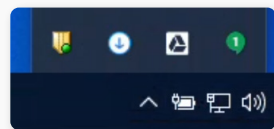


Click **Finish** to exit.

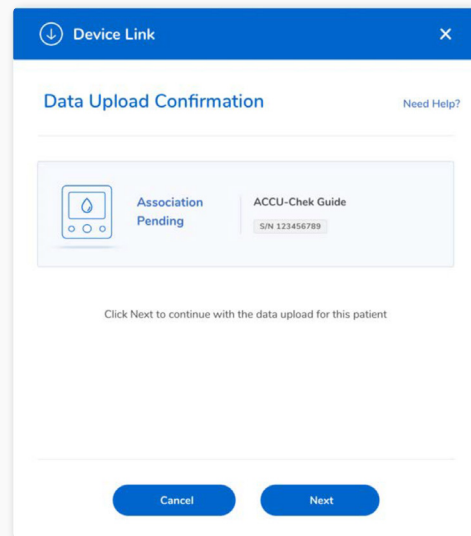
Upload patient data—Windows

Transfer data from an Accu-Chek device

1. For Windows operating systems, click the **Show hidden icons** button  in the system tray and make sure the Device Link icon  appears.



2. Connect the device to the computer using a USB cable or via the Accu-Chek® Smart Pix device reader.
3. If auto-upload is enabled, the Data Upload Confirmation screen will appear. Click **Next** to upload data.




4. If using an IR device, via the Accu-Chek Smart Pix reader or the Accu-Chek® 360° cable, make sure it is in communication mode.

A complete list of Accu-Chek supported devices and configuration details for data transfer is available in the Device Link help guide.

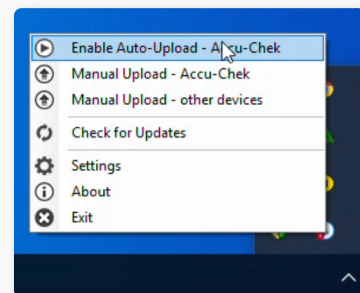
Continue to [“Set up the device” on page 17.](#)



Enable automatic uploads (Windows)



If the Device Link icon in your system tray shows a red plus sign , it indicates uploads will not automatically begin when you connect an Accu-Chek device.

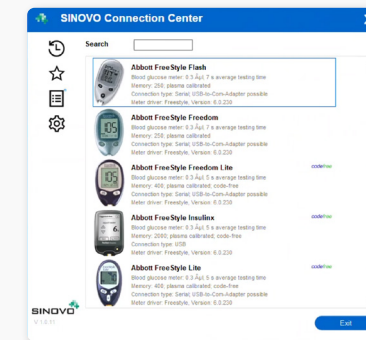
To change this setting and enable automatic uploads, **right-click the icon** and select **Enable Auto-Upload - Accu-Chek**.



1

Transfer data from a non-Accu-Chek device (Windows only)

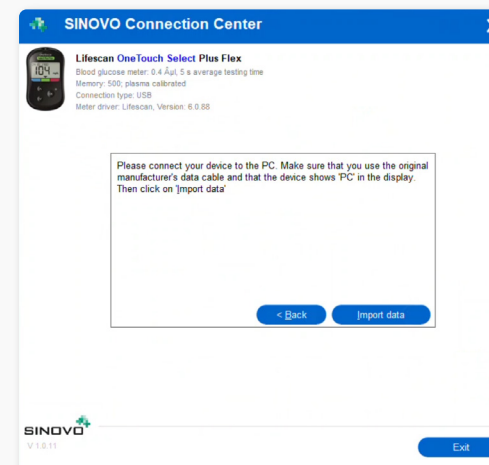
1. For Windows operating systems, left-click the **Show hidden icons** button  in the system tray, then **right-click the Device Link icon** .
2. Select **Manual Upload - other devices** from the menu
3. Select the device with the data you wish to upload. **Tip:** Enter the device name in the search field or scroll to locate the device.
4. Click **Next**.







2

Prepare the device for data transfer

1. Follow the connection instructions for the selected device.
2. Click **Import data**.
3. Continue to [“Set up the device” on page 17.](#)



Additional features can help you filter/customize future uploads:

-  › Displays recently used devices
-  › Displays devices marked as a “Favorite”
-  › Shows all available devices and filters
-  › Opens settings for marking devices as a “Favorite” or hiding devices you no longer use



Connection instructions

Depending on the device, you may be instructed to connect via USB cable, set up a connection via Bluetooth, or select the port for which a serial cable is used.

During the initial data upload, the Device Link checks for any required drivers and if connected to the internet, may prompt you to install a device driver. Drivers can be installed manually if internet is not available. **IMPORTANT:** If using a USB cable, it must be disconnected when installing drivers.

Install Device Link & upload patient data (continued)

Install and transfer data from an Accu-Chek device—Mac

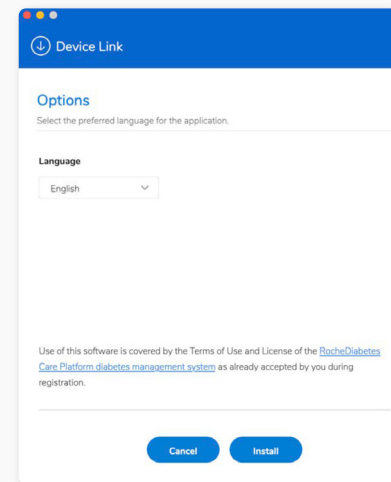
Note: At this time only Accu-Chek devices can be uploaded via USB cable when Mac OS is in use.

1

Install the Device Link software (Mac)



1. Double-click the downloaded installation file (Setup.dmg).
2. If needed, select the language and change the installation destination folder.
3. Click **Install**.
4. The Device Link software will launch when the installation is complete.

Depending on your system configuration, installation may require an Admin password.

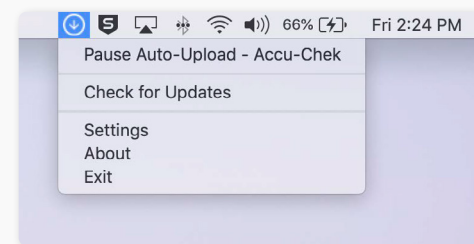


2

Transfer data from an Accu-Chek device (Mac)

1. For Mac operating systems, make sure the Device Link icon  or Accu-Chek 360° Connection Manager icon  appears on your computer's menu bar, at the top of your screen.
2. Connect the device to the computer using a USB cable or via the Accu-Chek Smart Pix device reader.
3. When prompted, select **Accu-Chek Devices**.
4. If using an IR device, via the Accu-Chek Smart Pix reader or the Accu-Chek 360° cable, make sure the device is in communication mode.

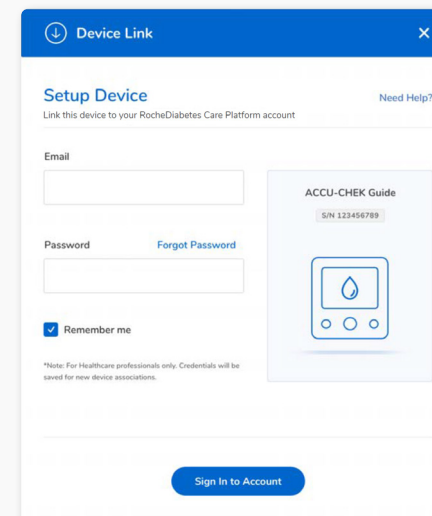
A complete list of Accu-Chek supported devices and configuration details for data transfer is available in the Device Link help guide.



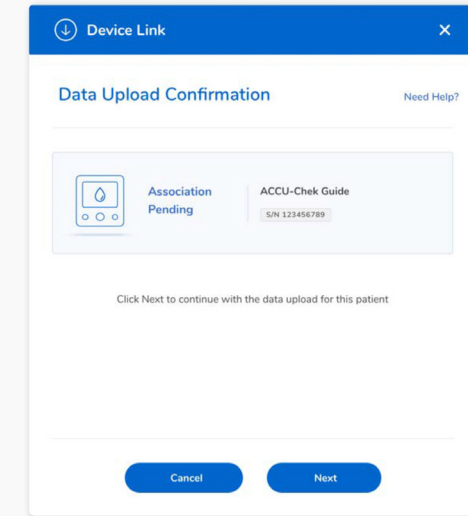
Continue to [“Set up the device” on page 17.](#)

Set up the device

1. On the Setup Device screen, enter the email and password for your RocheDiabetes Care Platform account.
Note: As a healthcare professional, enter your email address, not the patient's address.
3. The screen displays the device name and serial number. If this is the first data transfer, no patient information will be displayed.
› Click **Next**



2. Click **Sign in to Account**.



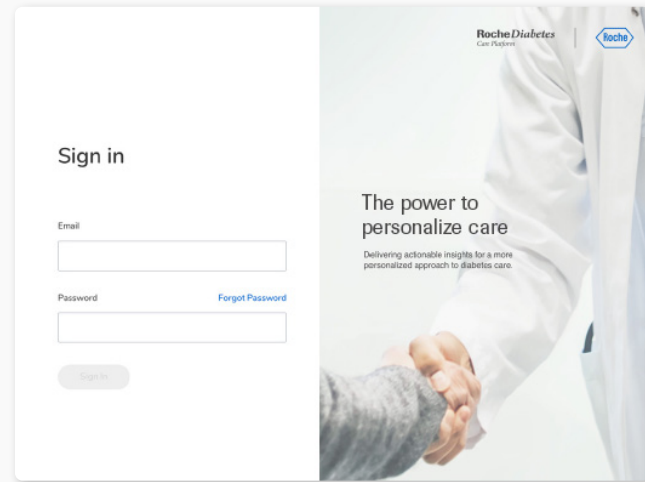
If this is the first time connecting the device, the system will prompt you to assign the device to a patient account.

Assign device to a patient

1 Assign the device

The first time you connect to the device, the system will prompt you to assign the device to a patient account.

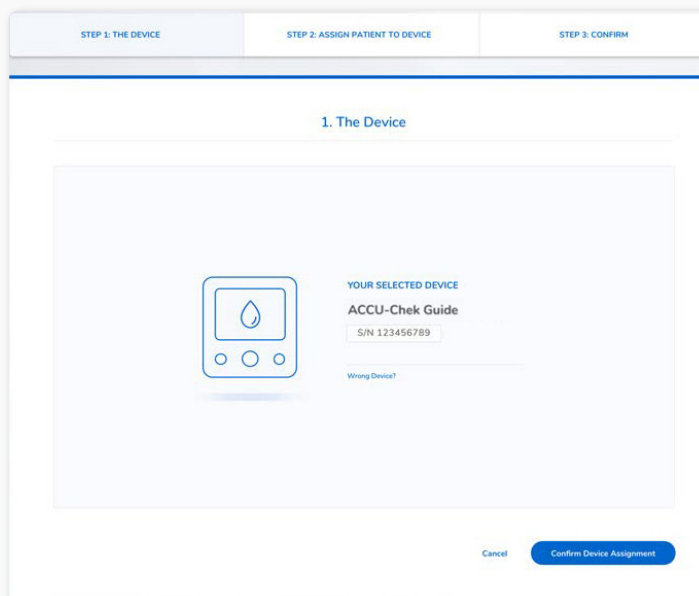
1. The Device Link software opens the RocheDiabetes Care Platform in the default browser.
2. Sign in to your account.



2 Confirm device

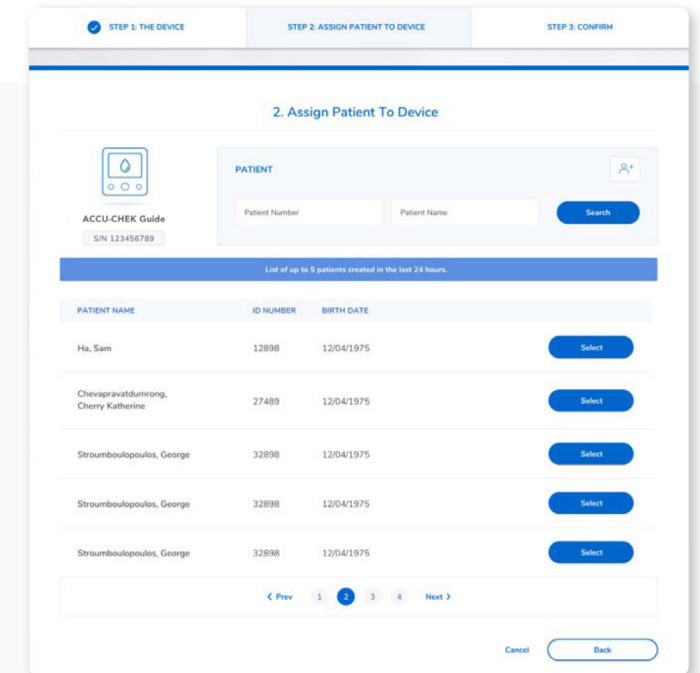
After login, the system will prompt you to confirm the name and serial number of the device to assign.

- › Click **Confirm Device Assignment**.



3 Assign patient

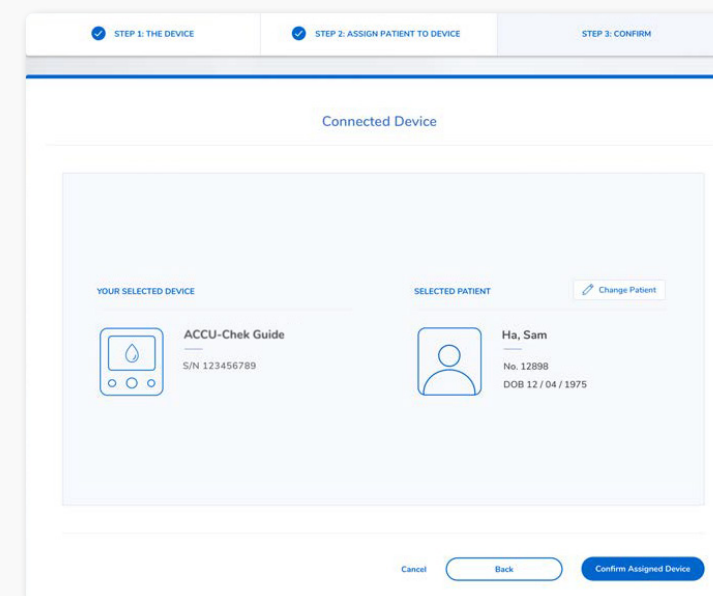
1. Locate the patient's name in the list of recently added patients or use the search field to locate patients by name or ID.
2. To add a new patient, click and follow the steps on [page 6](#).
3. Click **Select** to assign the device to the patient.



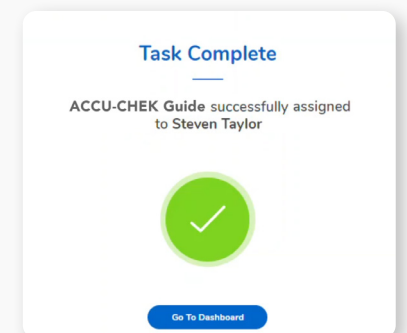
4 Confirm assignment

In the final step, the screen displays information about the selected device and the patient.

1. Click **Confirm Assigned Device**.
2. A message confirms the device has been successfully assigned to the patient.



3. Click **Go To Dashboard** to return to Patient View.





View Patient Management

Patient Management lists all patients and their status. It is designed to help quickly identify and prioritize patients who may need therapy adjustments or are at higher risk.

Search for a specific patient by name or patient ID

Filter list by age, gender, diabetes type, average tests per day and more

Click to see [Patient View](#)

Basic profile and blood glucose information from the past 14 days is shown for each patient

Search by patient name or ID

Home | Help | Settings | Dr. Oliver Lister | Profile

Patient Management

All data displayed for each patient listed has been pulled from the last 14 days. [Create New Patient](#)

Showing 122 results for: Age: All | Gender: All | Diabetes type: All [Filters](#) [Clear All Filters](#)

Results per page: 10 | Sort by: Select one

1 2 3 ... 10 >>

PATIENT INFO	LAST HBA1C	DEVICE SYNC	TESTS / DAY	GLUCOSE LEVEL DISTRIBUTION	TOTAL HYPOS & HYPERS
Smith, John Michael ID 1827493828 28 / 06 / 1975 (44) Type 2 (insulin) RPM Dr. Oliver Lister Check In Now	6.0	3 DAYS AGO	5 OF 55 TOTAL	7.3% VERY LOW (<54 mg/dL) 3.5% LOW (<70 mg/dL) 67.3% IN RANGE (70 - 180 mg/dL) 20.2% HIGH (>180 mg/dL) 1.7% VERY HIGH (>250 mg/dL)	6 HYPO (<70 mg/dL) 12 HYPER (>180 mg/dL)
Dali, Salvador Felipe Jacinto ID 1827493828 28 / 06 / 1975 (44) Type 2 (insulin) RPM Dr. Oliver Lister Check In Now	9.0	3 DAYS AGO	6 OF 60 TOTAL	2.9% VERY LOW (<54 mg/dL) 0.6% LOW (<70 mg/dL) 55.4% IN RANGE (70 - 180 mg/dL) 1.2% HIGH (>180 mg/dL) 39.9% VERY HIGH (>250 mg/dL)	7 HYPO (<70 mg/dL) 24 HYPER (>180 mg/dL)
Addington, Hellen ID 1827493828 28 / 06 / 1975 (44) Type 2 (insulin) RPM Dr. Caroline Goodman Check In Now	8.0	11 DAYS AGO	5 OF 15 TOTAL	-- % VERY LOW (<54 mg/dL) -- % LOW (<70 mg/dL) 68.5% IN RANGE (70 - 180 mg/dL) 1.7% HIGH (>180 mg/dL) 29.8% VERY HIGH (>250 mg/dL)	-- HYPO (<70 mg/dL) 4 HYPER (>180 mg/dL)
Hayes, Nick Michael ID 1827493828 28 / 06 / 1975 (44) Type 2 (insulin) RPM Dr. Armando Salazar Peña Check In Now	6.0	12 DAYS AGO	4 OF 8 TOTAL	75.1% VERY LOW (<54 mg/dL) -- % LOW (<70 mg/dL) 22.3% IN RANGE (70 - 180 mg/dL) 0.5% HIGH (>180 mg/dL) 2.1% VERY HIGH (>250 mg/dL)	6 HYPO (<70 mg/dL) 1 HYPER (>180 mg/dL)
Gladstone, George ID 1827493828 28 / 06 / 1975 (44) Type 2 (insulin) RPM Dr. Oliver Lister Check In Now	--	33 DAYS AGO	-- NO DATA	-- % VERY LOW (<54 mg/dL) -- % LOW (<70 mg/dL) -- % IN RANGE (70 - 180 mg/dL) -- % HIGH (>180 mg/dL) -- % VERY HIGH (>250 mg/dL)	-- HYPO (<70 mg/dL) -- HYPER (>180 mg/dL)

Sort alphabetically by surname or other criteria such as "Most Recent Device Sync"


Click to reveal more details about the patient's blood glucose data

*RPM (Remote Patient Monitoring) is a premium service. To learn more about the RPM module, contact your sales representative or Roche at 1-800-628-3346.

Using Patient View

Patient View provides an at-a-glance summary of your patients' diabetes information, with tabs for easily switching between BG (pictured below), CGM and Pattern views.

A simplified Patient View is available for general practitioner accounts, which includes only Trend, Standard Day and Logbook reports.

Patient Profile Bar: click  to edit details, such as contact information, time block settings and glucose target ranges

Click to switch between [BG](#), [CGM](#) and [Patterns](#) tabs

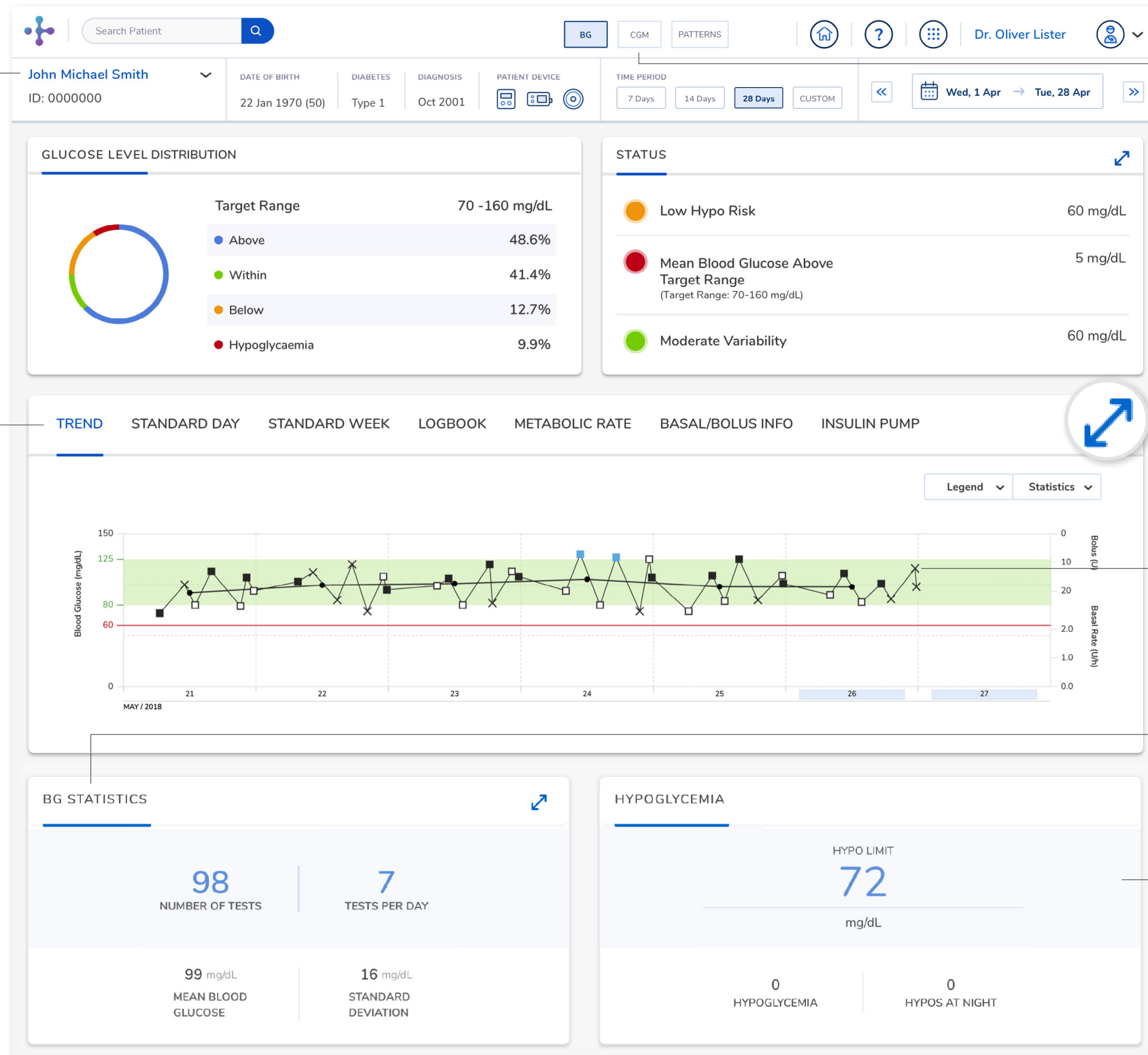
Click a report name to view different types of glucose and diabetes management information

Click to expand card to a detailed view

Click a glucose result to see additional details

BG statistics card shows the total number of tests, average number of tests per day and average test result

Hypoglycemia card displays the number of results below the hypo threshold and any active alerts



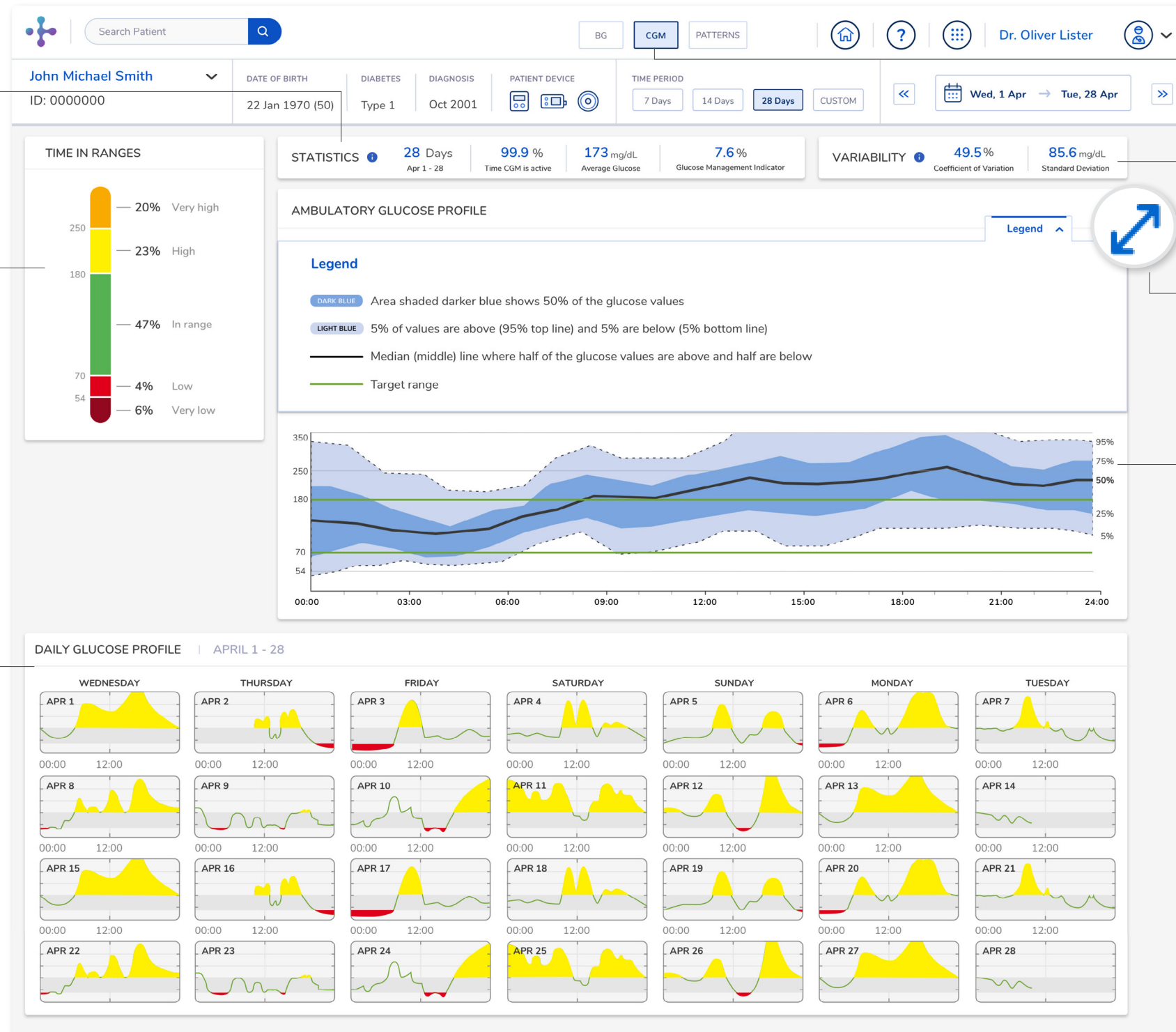
Viewing CGM data

The CGM tab features data from the patient's continuous glucose monitoring (CGM) device. Graphs follow colour coding established by the standardised Ambulatory Glucose Profile (AGP) Report.

Statistics card displays key data, such as the date range, percentage of time the device was used and average glucose

Time in Ranges card displays a bar graph with the percentage of time spent in each range

Daily Glucose Profile card features graphs for individual days, highlighting hypoglycemias and hyperglycemias



Click to switch between [BG](#), [CGM](#) and [Patterns](#) tabs

Variability card shows both the coefficient of variation and the standard deviation of glucose readings

Click to collapse the Legend

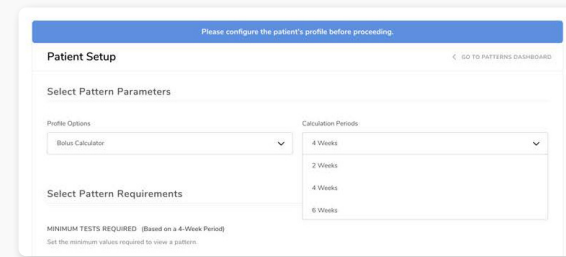
Ambulatory Glucose Profile card converts all of the readings obtained from the CGM into one graph

Working with Patterns

The Patterns tab allows you to see visual indicators for patient status based on a predefined set of patterns.

View Patterns for a patient

1. Click the Patterns tab on the Patient View navigation bar. The first time you access Patterns for this patient, you will be directed to the Patient Setup screen.
2. Select options to complete the initial setup for the patient. You can return to Patterns setup for the patient to change settings at any time.
3. After Patterns setup is complete, the Patterns icon will open the Patterns Tab.



Note: To calculate and display Patterns, a minimum number of tests must be available; you can modify this minimum in the Select Pattern Requirements section of Patterns setup. A data upload from a patient's device is required for results to display.

Pattern groups

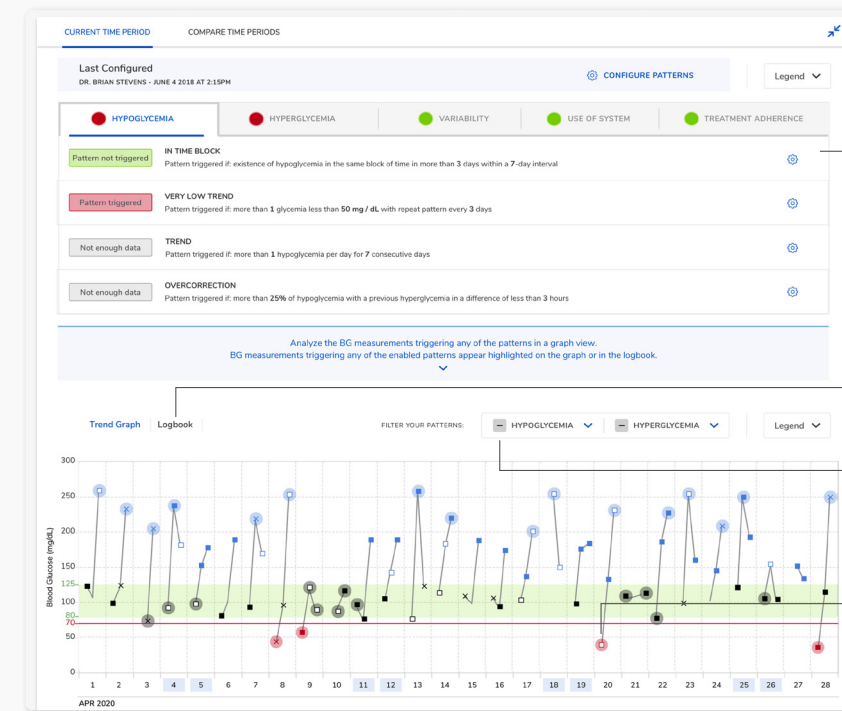
Patterns are organised in five different groups:

- › **Hypoglycemia.** The patterns inside this block will help you to recognise and treat hypoglycemia episodes to avoid negative consequences in your patient
- › **Hyperglycemia.** The patterns inside this block will help to recognise and treat hyperglycemia episodes to minimise damages to your patient
- › **Variability.** Includes Standard Deviation, Low Blood Glucose Index (LBGI) and High Blood Glucose Index (HBGI)
- › **Use of system.** The patterns inside this block will help you to ensure your patient is using the system as agreed
- › **Treatment adherence.** The patterns inside this block will help you to ensure your patient is compliant with the prescribed treatment

Group indicators are shown next to each patterns group:

- Green—no pattern triggered
- Red—pattern triggered
- Grey—insufficient data

Graph view



Displays conditions to trigger patterns

Switch to Logbook view

Click to enable/disable pattern groups to display

Glucose measurements that trigger any enabled patterns are highlighted in red or blue in the graph


Compare view

To view your patient's pattern data as a comparative table, click the **Compare Periods** tab. Initially, only pattern groups that have been enabled will display.

Select time interval

Click to expand/collapse patterns in the group

Additional support options

- › Log into your RDCP patient portal account and click on  in the top menu bar
- › Call 1-800-628-3346
- › Go to www.diabetescareplatform.com/resources



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.

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Or work with your sales rep directly.