

1 Getting started

1.1 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 glucose reminders.



Social sharing functions.



Fast multi-device sync (mySugr Pro).



1.2 Installation

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.

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



1.3 Home

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:

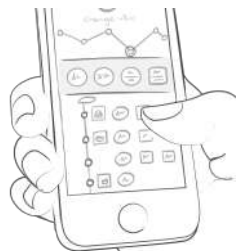
- Average BG
- BG Deviation
- Hypos and Hypers

Below those you can find fields with information about units of insulin, carbohydrates, and more. These fields are arranged according to their order on the new entry screen.



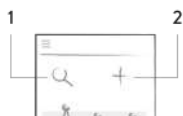
Under the graph you see tiles that contain:

- blood glucose average (that day)
- blood glucose deviation (that day)
- number of hypers and hypos (that day)
- Insulin ratio (that day)
- bolus or mealtime insulin taken (that day)
- amount of carbohydrates eaten (that day)
- duration of activity (that day)
- pills (that day)
- weight (that day)
- blood pressure (that day)



1.4 Explanation of terms, icons and colors

- Tapping on the **Magnifying Glass** icon on your dashboard allows you to search for entries, tags, locations, etc.
- 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 glucose 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, a mood, or an emotion. There is a text description of each tag directly below each icon.



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

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



- Blood glucose, weight, HbA1c, Ketone
- Insulin
- Pills
- Food
- Activity

Within the app you see a variety of tiles. There are five different shapes representing five categories.



1.5 Profile

Use the side menu to access your profile, settings, and more!



Change your personal, therapy and application settings. If you wish, you can enter more specific details about you, your diabetes type, and your diabetes diagnosis date. Change password at the bottom if needed.



Enter your name, email address, gender and date of birth. If you need to change your email address in the future, here 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!



mySugar needs to know some details about your diabetes management in order to function properly. For example, your blood glucose units (mg/dl or mmol/l), how you measure your carbohydrates, and how you deliver your insulin (pump, pen/injings, or no insulin). If you use an insulin pump, you can enter your basal rates, decide if you'd like them displayed on the graphs, and if you want them displayed in 30-minute increments. 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 desired, you can also enter many other details (age, type of diabetes, target BG ranges, target weight, etc.). You can even enter details about your diabetes devices. If you can't find your specific device, just leave it blank for now – but please let us know so we can get it added to the list.



Total basal insulin for the 24-hour period is shown in the upper right hand corner. Tap the green check mark (upper right corner) to save your basal rates or the "x" (upper left corner) to cancel and return to the settings screen.



Define your diabetes devices and meds here. Don't see your device or med on the list? Don't worry, you can skip it – but please let us know so we can add it. Flip the appropriate switch to decide if you want monster sounds on or off, and if you want to receive a weekly email report and/or newsletter. You can also change the settings of the Insulin Calculator (if available in your country).



2 Entries

2.1 Add an entry

Open the mySugar app.



Tap on the plus sign.



Change date, time & location if needed.



Take a picture of your food.



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



Select tags.



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



Save entry.



You did it!



2.2 Edit an entry

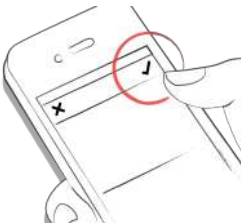
Tap on the entry you'd like to edit or slide to the right and click edit.



Edit entry.



Tap the green check to save the changes or tap the "x" to cancel and go back.

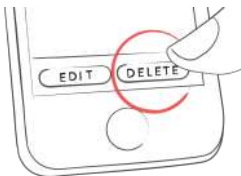


2.3 Delete an entry

Tap on the entry you'd like to delete or swipe to the right and delete the entry.



Delete entry.

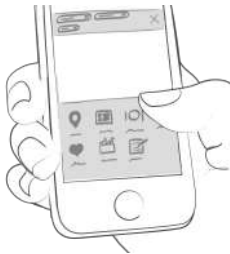


2.4 Search an entry

Tap on the magnifying glass.

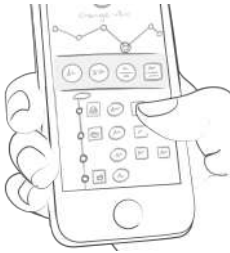


Use filter to receive appropriate search results.



2.5 Logbook

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



Add or search entries by tapping the appropriate icon.



3 Earn points

3.1
You get points for each action you take to care for yourself, and the goal is to fill that 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 glucose, meal entry, location, bolus (pump) / insulin short acting (pen/syringe), description of meal, temp basal (pump) / insulin long acting (pen/syringe), blood pressure, weight, ketones
- **3 Points:** first pic, activity, activity description, HbA1c



Get 50 points per day and tame your monster!



4 Estimated HbA1c

4.1
The top right of the graph displays your estimated HbA1c – assuming you've logged enough blood glucose values (more on that, next). Note: this value is only an estimate and is based on your logged blood glucose levels. This result can deviate from laboratory results.

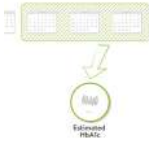
[HbA1c - what's behind this important test](#)



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



The maximum calculation period is 90 days.



5 Coaching

5.1 First Steps

You can find Coaching in the side-menu.



5.2 Messaging

Sending a message.



Tap to collapse or expand messages. Badges indicate unread messages.



6 Challenges

6.1

Challenges are found via the side menu.



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.



7 Import data

7.1 Hardware

Please be sure that your meter is properly connected to your smartphone. Go to the Bluetooth settings on your smartphone, turn on your meter, and wait until the two devices have connected. If you are using the Beurer GL50 Evo please go into the meter memory to activate Bluetooth.



Select "Supported Devices" from the menu.



Select your device from the list.



Click "Enable" and follow the instructions displayed in the mySugr app.



Following the successful activation of your meter, your BG values are automatically synchronized with mySugr app. The synchronization happens every time you connect the device to your smartphone with mySugr app open. ATTENTION: The blood glucose units of measurement (mg/dL or mmol/L) must be identical in the blood glucose meter and in the settings of mySugr app. Otherwise, data synchronization is not possible. If the settings do not match they must be adjusted in mySugr app to perform data synchronization from the device.



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



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



When prompted by your meter, apply a sample of blood 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 glucose values imported from the iBGStar / iBGStar can not be changed or deleted!



7.2 Import CGM Data

7.2.1 Import CGM Data via CSV or TXT into mySugr

Using a computer, login to your mySugr account at <https://hello.mysugr.com> and find "Importer" in the side menu. Drag the .csv file from your CGM program into the upload area. The mySugr monsters will crunch the data and load it into your account. It should only take a moment or two. Once it's complete, start the mySugr app on your smartphone. Your CGM data will appear in the graph as soon as the synchronization is finished.

7.2.2 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 blood 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.

7.2.3 Import of Freestyle Libre data (Android only)

In the side-menu you find "other data sources". This gives you a list of possible sources of data to fill your Logbook. Choose "Abbott Freestyle Libre" and log in with your LibreView user-data. Confirm that you want to share your data with mySugr.

7.2.4 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.

8 Export data

8.1

Select 'Reports' from the side menu.



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



9 Apple Health/Google Fit

9.1

You can activate Apple Health in the side-menu under 'Connections'. Google Fit can be activated in the side-menu



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



10 Analysis

10.1

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



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. Swipe left again and you'll get to your monthly overview and 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 amount of daily logs, your total amount of logs and how many points you've already collected.



11 Miscellaneous

11.1 Uninstall

iOS

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



Android

In the Settings of your Android phone look for Apps, find mySugr in the list and tap "Uninstall." That's it!



11.2 Warnings

11.2.1 The mySugr app cannot be used everywhere

The mySugr app can generally be used anywhere it is possible to use a smartphone. There's a clear advantage in that you can enter and access your diabetes data almost anywhere and almost immediately. However, there are some exceptions. The mySugr app may not be used in places where the use of a mobile phone is prohibited. These places may include, but are not limited to, for example, certain areas in hospitals, in an aircraft, in a car if you are driving, and wherever else the use of a smartphone is prohibited or advised against.

11.2.2 Limited Use

The mySugr app should not be used by persons who, due to lack of mental capacity, lack of technical understanding, or lack of medical understanding, are not able to properly manage or treat diabetes, or who generally have difficulty with the operation of a smartphone.

11.2.3 The mySugr app does not replace a visit to your doctor

The mySugr app is a registered medical device and is used to support the treatment of diabetes. But the app cannot replace a visit to your doctor nor a regular review of the long-term blood glucose value (HbA1c). You must continue to independently manage your blood sugar. mySugr app does not assume nor manage the independent release of insulin. In addition, mySugr app is not automatically synchronized with most blood glucose meters.

11.3 Troubleshooting / 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, or by telephone at +1 (855) 337-7847 (US toll-free), +44 800-011-9897 (UK toll-free), or +43 720 884555 (Austria).

11.4 Data Security

Your data is safe with us - this is very important to us (we're users of mySugr, too). The mySugr app is a registered medical device. It is certified, carries the CE marking (Medical Devices Directive 93/42/EEC) and is registered with the FDA. As such, it is required to meet the highest of data security and reliability standards. All medical data is stored exclusively on Amazon sourced servers based in Europe and the United States.

11.5 About the manufacturer

mySugr GmbH
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E-Mail: support@mysugr.com

CEO: Frank Westermann
Company Registration Number: FN 376086 v
Jurisdiction: Commercial Court of Vienna, Austria
UID-Number: ATU67061939

CE
User's Manual Version 59 (en), 2018-02-14

11.6 Who is mySugr for and what is our goal?

mySugr was tailor-made for people with diabetes who:

- have type 1, type 2, gestational diabetes or other types of diabetes
- are older than 18 years old
- are proficient with digital technology
- own an iOS device with iOS 9.3 or higher
- own an Android smartphone with Android 4.4 or higher
- can get online regularly with the device
- have an active account in the Apple App Store or Google Play Store and know how to download apps
- own a credit card or are able to use another payment method accepted in the Apple App Store or Google Play Store
- home application

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 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 computed 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 glucose reminders
- Social sharing
- Beurer Gl. 50evo Integration (Germany & Italy Only)
- Accu-Chek Aviva/Performa Connect
- Fast multi-device sync
- registered medical device
- Apple Health Integration
- Secure data backup

11.7 What devices does the mySugr app work on?

mySugr can be used on any iOS device with iOS 10.3 or higher. It is also available on most Android smartphones with Android 4.4 or higher.