mySugr Logbook User Manual

Version: 3.92.18_Android - 2021-10-22

1 Indications for Use

1.1 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.

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 13.2 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.

1.4 Environment for Use

As a mobile application, the mySugr Logbook can be used in any environment where there is an internet connection and where mobile phone use is permitted.

2 Contraindications

None known

3 Warnings

3.1 Medical Advice

The mySugr Logbook is a registered medical device and 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.

3.2 Recommended Updates

To ensure safe and optimized running of the mySugr Logbook, it is recommended that you install software updates as soon as they are available.

4 Key Features

4.1 Summary

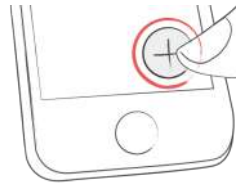
mySugr wants to make your daily diabetes management easier and optimize your overall diabetes therapy but this is only possible if you take an active and intense role in your care, specifically around entering information into the app. In order to keep you motivated and interested, we've added some fun elements into 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)

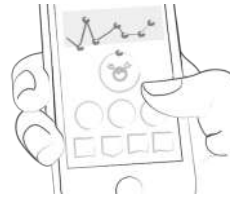
4.2 Key Features

Quick and easy data entry.



Smart search.

Neat and clear graphs.



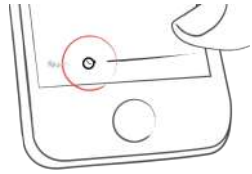
Handy photo function (multiple pics per entry).

Exciting challenges.

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

Smile-inducing feedback.

Practical blood sugar reminders.



Fast multi-device sync (mySugr PRO).

5 Getting started

5.1 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.

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.

5.2 Home

5.2.1 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.

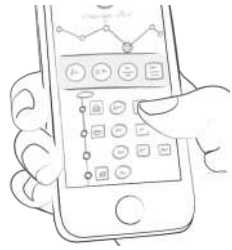
Below the graph you'll see statistics for the current day:

- 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.

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



5.2.2 If you use an Eversense real-time CGM connection

At the top you can see the most recent CGM value. If the value is 10 minutes old or older, a red label tells you how old the value is.

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. When you do this, the big CGM value is replaced by a smaller number, showing you the CGM values from the past. 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 information below the graph. They show, for example, when there is a problem with your CGM connection.

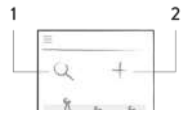
Below, you'll find a list of log entries, with the newest log entries at the top. You can scroll the list up and down to see older values.

5.3 Explanation of terms, icons and colors

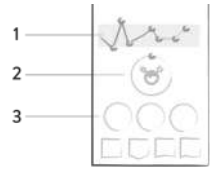
5.3.1 If you measure your blood sugar with a meter exclusively (or you use a real-time CGM connection that is not Eversense)

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).



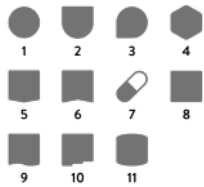
Each tag in the new entry screen describes a situation, scenario, some context, a mood, or an emotion. There is a text description of each tag directly below each icon.

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 target range
- Orange: Blood sugar is not great but ok

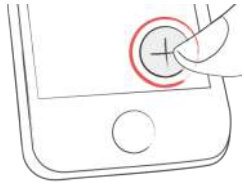
Within the app you see a variety of tiles in eleven different shapes:

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



5.3.2 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 to

blood glucose measurements in the graph and list.

The markers in the graph have icons, referring to the type of data. Markers 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, a mood, or an emotion. There is a text description of each tag directly below each icon.

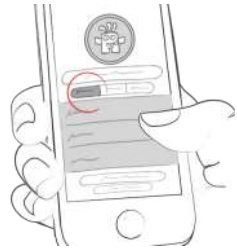
5.4 Profile

Use the side menu to access Profile & Settings.

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!



mySugr needs to know some details about your diabetes management in order to function properly. For example, your blood sugar units (mg/dL or mmol/L), how you measure your carbohydrates, and how you deliver your insulin (pump, pen/syringes, 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. You can also change the settings of the Bolus Calculator (if available in your country).

5.5 App behavior when changing the time zone

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

In the graph, log entries are ordered based on the local time. The time scale of the graph is set to the time zone of the phone.

In the list, log entries are ordered based on the local time and the time label of the log entry in the list is set to the time zone the entry was created in. If an entry was created in a time zone different to the phone's current time zone, an additional label is shown which indicates in which time zone this entry was created (see GMT offset time zones, "GMT" stands for Greenwich Mean Time).

5.5.2 If you use an Eversense real-time CGM connection

In the graph and list, log entries and CGM entries are always ordered by their absolute time (UTC time), this means the chronology of events stays intact.

The time scale of the graph is set to the time zone of the phone. All CGM entries and log entries in the graph are set to a time as if they were in the current time zone.

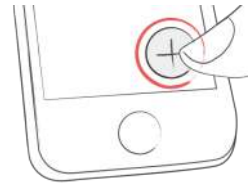
In contrast, the time label of a log entry in the list is set to the time zone the entry was created in. If an entry was created in a time zone different to the phone's current time zone, an additional label is shown which indicates in which time zone this entry was created (see GMT offset time zones, "GMT" stands for Greenwich Mean Time).

6 Entries

6.1 Add an entry

Open the mySugr app.

Tap on the plus sign.



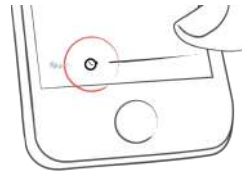
Change date, time, and location if needed.

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 reminder menu. Move the slider to the desired time.



Save entry.

You did it!

6.2 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.

6.3 Delete an entry

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

Delete entry.

6.4 Search an entry

(Not available for Eversense CGM users)

Tap on the magnifying glass.

Use filter to retrieve appropriate search results.

6.5 See past entries

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

7 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 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! (Not available for Eversense CGM users)

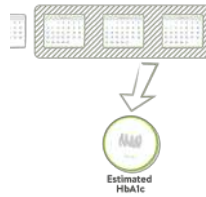
8 Estimated HbA1c

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.



9 Coaching

You can find Coaching in the side 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.

10 Challenges

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.

11 Import data

11.1 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 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, a 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, 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!

11.2 Syncing Time on Accu-Chek Instant

In order to sync the time between your phone and your Accu-Chek Instant meter you need to turn on your meter while the app is open.

11.3 Import CGM Data

11.3.1 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.

11.3.2 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. (Not available for Eversense CGM users)

12 Export data

Select "Reports" from the side 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.

13 Apple Health/Google Fit

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.

14 Analysis

(Not available for Eversense CGM users)

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 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.

15 Deinstallation

15.1 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").

15.2 Deinstallation Android

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

16 Data Security

Your data is safe with us - this is very important to us (we're users of mySugr too). The mySugr Logbook is a registered medical device (Medical Device Regulation (EU) 2017/745). As such, it is required to meet the highest of data security and reliability standards.

For more information, please refer to our privacy notice within our Terms and Conditions.

17 Support

17.1 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

17.2 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 in relation to usage of this medical device, please contact mySugr customer support and your local competent authority.

18 Manufacturer

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Manufacturer Registration Number: FN 376086v
Jurisdiction: Commercial Court of Vienna, Austria
VAT Number: ATU67061939

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19 Country Information

Australian Sponsor:
Roche Diabetes Care Australia
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North Ryde NSW 2113