# mySugr Logbook User Manual

**Version: 3.147.1_iOS - 2026-09-22**

## 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 Indications

The mySugr Logbook is indicated for people diagnosed with diabetes.

### 1.4 What devices does the mySugr Logbook work on?

The mySugr Logbook can be used on any iOS device with iOS 18.2 or higher. It is also available on most Android smartphones with Android 12.0 or higher. Pre-release versions of operating systems, such as beta versions, are not supported.

Don’t use the mySugr Logbook on a device that has been jailbroken, rooted, or that is in debug or developer mode. These conditions can reduce your device’s security, making it more vulnerable to unauthorized access and security threats.

### 1.5 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.

## 2 Contraindications

None known

## 3 Warnings



### 3.1 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 professional and regular review of your long-term glucose values (HbA1c) and must continue to independently manage your glucose 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.

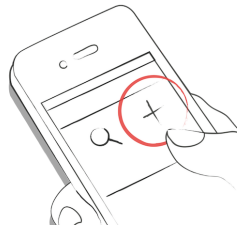
mySugr key features:

- 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 reminders (only available for specific countries).
- Apple Health Integration
- Secure data backup
- Fast multi-device sync

Note: For the full list of available devices please check out the “Connections” section in mySugr app.

### 4.2 Key Features

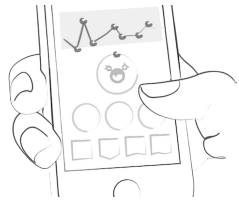
Quick and easy data entry.



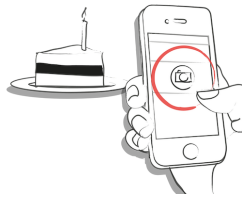
Smart search.



Neat and clear graphs.



Handy photo function (multiple pics per entry).



Exciting challenges.



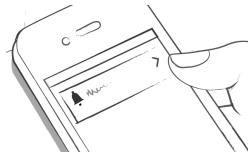
Multiple report formats: PDF, CSV, Excel (PDF and Excel only in mySugr PRO).




Smile-inducing feedback.



Practical reminders.



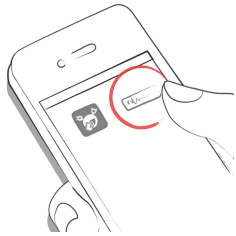
Fast multi-device sync.



## 5 Getting started

### 5.1 Installation

Open the App Store on your iOS device and search for “mySugr”. Click on the icon to see the details, press “Get” and then “Install” to start the installation process. You may be asked for your App Store password; once you enter it, 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

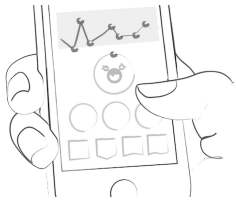
The two most commonly used features are the **Magnifying Glass**, used to search for entries (mySugr PRO), and the **Plus Sign**, used to make a new entry.



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

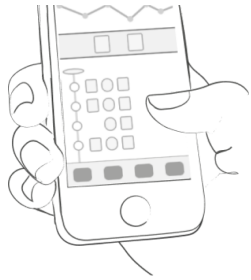
- Average glucose
- Glucose deviation
- Highs (high glucose levels) and lows (low glucose levels)

And under these statistics you'll find fields with information about units of insulin, carbohydrates, and more. Note: Hi and Lo blood sugar entries are unknown values which have exceeded the limits for data import. Therefore, in order to calculate conservative averages and overall stats, Hi and Lo entries are substituted with 900 mg/dL and 10 mg/dL (or equivalent mmol/L values).



Under the graph you can see tiles that contain the following information for specific days:

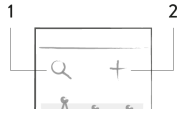
- glucose average
- glucose deviation
- number of highs and lows
- insulin ratio
- bolus or mealtime insulin taken
- amount of carbohydrates eaten
- duration of activity
- pills
- weight
- blood pressure



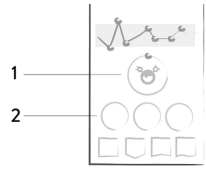
## 5.3 Explanation of terms, icons and colors

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 (2) and the monster (1) actively react to your glucose levels of the current day.




When you create a new entry you can use tags to describe a situation, scenario, some context, a mood, or an emotion. There is a text description of each tag directly below each icon.



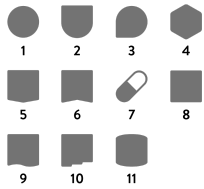
The colors used in various areas of the mySugr app are based on the glucose ranges provided by the user in the settings screen.

1) Orange: Very high glucose
2) Brown: High glucose
3) Green: Glucose in target range
4) Red: Low glucose
5) Dark red: Very low glucose



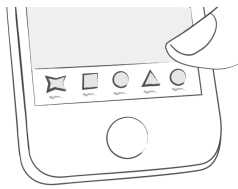

Within the app you see a variety of tiles in eleven different shapes:

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



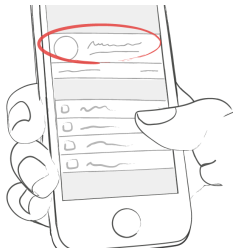

## 5.4 Account

Use the "More" menu in the tab bar to access "Account & Settings".

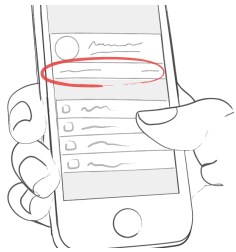


This is where you make the app your own. mySugr needs to know some details about your diabetes management in order to function properly. A nice feature is that you have all your diabetes related info in one place!

Access the first section to update your personal details.



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



On the "Basic therapy info" screen you can update your diabetes type, year of diagnosis and sex.

The "Glucose measuring" 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.

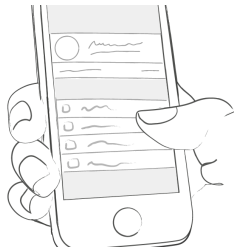
Use the "Insulin therapy" screen to configure everything related to meds. If you take any oral medications (pills), you can enter the names of them here so they are available to select when creating a new entry.

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.

On the "My monster" screen, flip the switch to decide if you want monster sounds on or off, and update your monster name.

On the "Other settings" screen, flip the appropriate switch to decide if you want to receive a newsletter.



### 5.5 App behavior when changing the time zone

In the graph, log entries are ordered based on the UTC 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).

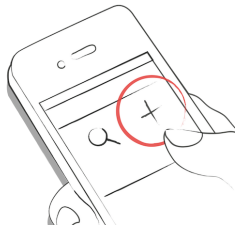
# 6 Entries

## 6.1 Add an entry

Open the mySugr app.




Tap on the plus sign.



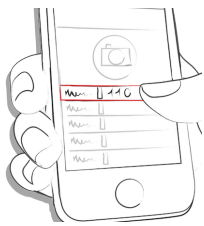
Change date, time, and location if needed.



Take a picture of your food.



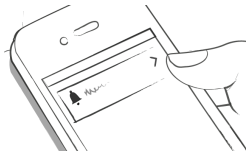
Enter blood sugar, carbs, food type, insulin details, pills, activity, weight, HbA1c, ketones and notes.



Select tags.



Click on the reminder icon and enter the desired time when you would like to be reminded of the next glucose test (mySugr Pro).



Save entry.




You did it!




## 6.2 Edit an entry

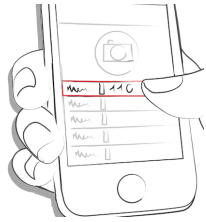
When importing bolus data from a connected device, the bolus amount is imported as correction insulin by default. To separate the imported amount into insulin for food and correction insulin, you need to edit the imported entry.

Tap on the entry you'd like to edit and then tap "Edit".

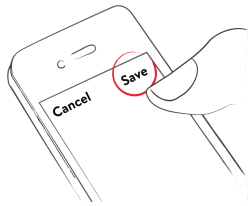


Here you can edit the selected entry.

To indicate how much insulin was for food or for correction in imported entries, tap "Separate" and adjust the values. Note that if you update one of the values, the other value updates automatically. Tap "Confirm" to save the updated insulin amounts for food and correction insulin.



Tap “Save” to save the changes or tap “Cancel” to go back.

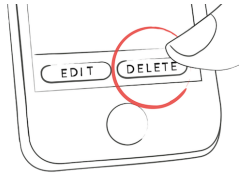



## 6.3 Delete an entry

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



Delete entry.

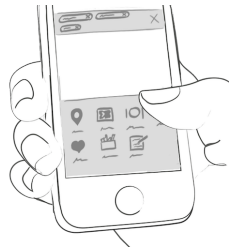



## 6.4 Search an entry

Tap on the magnifying glass.

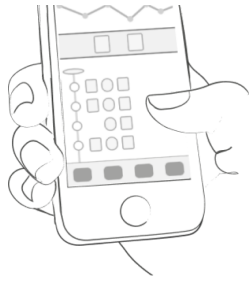


Use filter to retrieve appropriate search results.



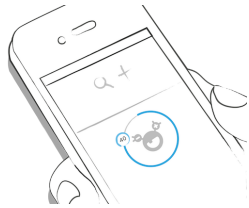
### 6.5 See past entries

Scroll up and down through your entries, or swipe your graph left and right to see more data.



## 7 Earn points

You get points for each action you take to care for yourself, and the goal is to fill the circle with points each and every day.

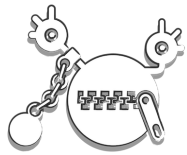


How many points do I get?

- **1 Point**: Tags, more pics, pills, notes, meal tags
- **2 Points**: Blood sugar, meal entry, location, description of meal, blood pressure, weight, ketones
- **3 Points**: First pic, activity, activity description, HbA1c, bolus (pump) / short-acting insulin (pen/syringe), temporary basal rate (pump) / long-acting insulin (pen/syringe)




Get 50 points per day and tame your monster!



## 8 Estimated HbA1c

The home screen displays your estimated HbA1c – assuming you've logged enough blood sugar entries (more on that to come).

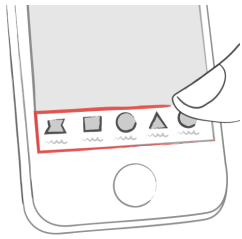
Note: This value is only an estimate and is based on your logged blood sugar entries. This result can deviate from laboratory results.

In order to calculate an estimated HbA1c, the mySugr Logbook needs an average of 3 blood sugar entries per day for a minimum period of 7 days. Don't skip logging on more than 3 of those days. Log more entries for a more accurate estimate.

The maximum calculation period is 90 days.

## 9 Healthcare professional (HCP)

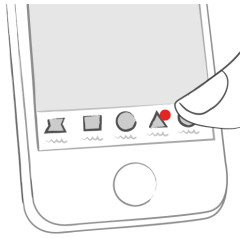
Find HCP by selecting "Inbox" in the tab bar menu (In countries where this service is available).



Tap on the note/comment in the list to view the note/comment from the healthcare professional. You also 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 indicate an unread note.



The most recent messages are displayed at the top of the list.



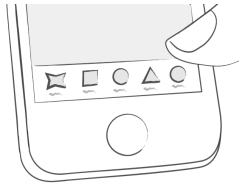
Unsent comments are marked by the following warning icons:

Comment sending in progress

Comment not delivered

## 10 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 glucose more often or getting more exercise.



## 11 Import data

Note: If you connect an insulin pen to the mySugr Logbook, the mySugr Bolus Calculator will be disabled automatically. After you disconnect your insulin pen, you will have to wait several hours for the mySugr Bolus Calculator to be available again.

### 11.1 Import data via Bluetooth

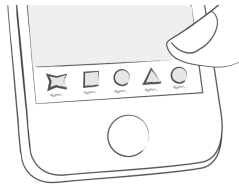
To import the data from your device you have to connect it with mySugr first.

Before connecting, please ensure that your device is not already 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 previous pairing to your smartphone from your device settings. It can produce errors (relevant for Accu-Chek Guide).



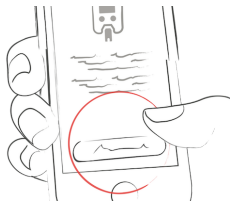
Select “Connections” from the tab bar menu.



Select your device from the list.



Click “Connect” and follow the instructions displayed in the mySugr app.



Following the successful pairing of your device, your data is automatically synchronized with the mySugr app. This synchronization happens every time the mySugr app is running, Bluetooth is enabled on your phone, and you interact with your device in a way that makes it send data.



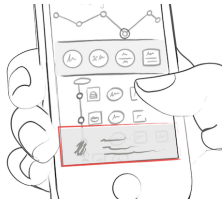
Note: Values imported from connected devices cannot be changed!

### 11.1.1 Blood sugar meters

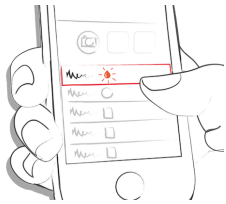
Extremely high or low values are marked as such: Values below 20 mg/dL are displayed as Lo, values above 600 mg/dL are displayed as Hi. The same goes for the equivalent values in mmol/L.




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.



Note: 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.

### 11.1.2 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.

## 11.2 Import CGM Data

### 11.2.1 Import CGM via Apple Health

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 Apple Health app will display the sharer's glucose information with a three-hour delay. It will not display real time glucose information.

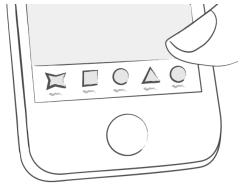
### 11.2.2 Hide CGM Data

Double tap on the graph to open an overlay control panel where you can enable or disable visibility of CGM data in your graph.

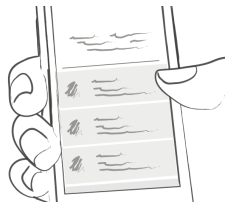
## 11.3 Import data via NFC (Near Field Communication)

### 11.3.1 Pair your NFC pen

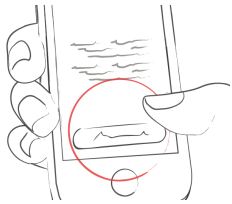
Select "Connections" from the tab bar menu.



Select your NFC pen from the list.



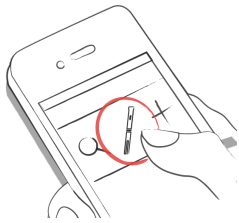
Click "Connect" and follow the instructions displayed in the mySugr app.



After successfully connecting your NFC pen you will be able to scan it to import its data.

### 11.3.2 Scanning your NFC pen

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.



## 11.4 Marking your airshots

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 “airshot”.

The connected pen cannot differentiate between an airshot and an insulin injection on its own.

To help you keep track of airshots in the mySugr app we introduced automatic and manual airshot marking.

### 11.4.1 Marking your airshots automatically

You can turn automatic marking of airshots on or off on the overview screen of your connected pen. Select “Connections” from the tab bar menu. Select your connected pen from the list. Tap “Change airshot settings”.

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.

### 11.4.2 Marking your airshots manually

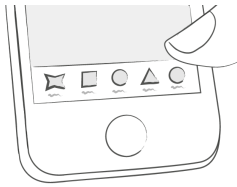
To manually mark an imported injection as airshot, **tap on the insulin icon** and turn on the **“Airshot”** switch. The colored icon in the mySugr Logbook becomes outlined to represent the empty injection.



To mark an airshot as an injection, **tap on the airshot icon** and turn off the **“Airshot”** switch. The outlined icon in the mySugr Logbook becomes colored to represent the injection.

## 12 Export data

Select “Reports” 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 lower left to access the options for sending and saving.



## 13 Apple Health

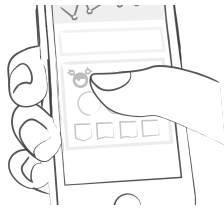
You can activate Apple Health on iOS in the tab bar menu under 'Connections'.

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



## 14 Stats

Tap on the daily overview to see detailed stats.



You'll see an overview of your past data. Swipe left to view different time periods.

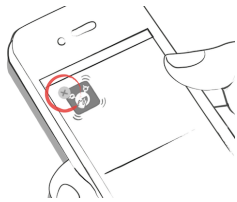


Scroll down to see the graphs displaying past data!



## 15 Deinstallation

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").



## 16 Account deletion

Use the "More" menu in the tab bar to access "Account & Settings" and tap "Other settings".

Tap "Delete my account", then press "Delete". A dialog opens, press "Delete" to finally confirm the deletion or "Cancel" to cancel the deletion.




Be aware, when tapping “Delete” all your data will be gone, this cannot be undone. Your account will be deleted.

## 17 Data Security

Don't use the mySugr Logbook on a device that has been jailbroken, rooted, or that is in debug or developer mode. These conditions can reduce your device's security, making it more vulnerable to unauthorized access and security threats.

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.

## 18 Support

### 18.1 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

### 18.2 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.

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.

## 19 Manufacturer



mySugr GmbH
Trattnerhof 1/5 OG
A-1010 Vienna, Austria

E-Mail: support@mysugr.com

Managing Director: Elisabeth Zilberberg-Trenck
Manufacturer Registration Number: FN 376086v
Jurisdiction: Commercial Court of Vienna, Austria
VAT Number: ATU67061939



2026-09-22

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# 20 Country Information

## 20.1 Australia

AU REP

Roche Diabetes Care Australia
2 Julius Avenue
North Ryde NSW 2113

## 20.2 Brazil

BR REP

Registration/Notification Holder: Roche Diabetes Care Brasil Ltda.
CNPJ: 23.552.212/0001-87
Rua Dr. Rubens Gomes Bueno, 691 - 2º andar - Várzea de Baixo - São Paulo/SP - CEP: 04730-903 - Brasil
Customer Support: 0800 77 20 126
www.accu-chek.com.br
Reg. ANVISA: 81414021706

## 20.3 Kingdom of Saudi Arabia, Kuwait, Qatar, United Arab Emirates, Iraq, and Libya

The daily stats feature is not supported in Arabic language.

Note: Arabic language is not supported outside of the Kingdom of Saudi Arabia, Kuwait, Qatar, United Arab Emirates, Iraq, and Libya.

## 20.4 Philippines

PH REP

CDRRHR-CMDN-2022-945733
Imported and Distributed by:
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Unit 801 8th Flr., The Finance Centre
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## 20.5 Switzerland

CH REP

Roche Diagnostics (Schweiz) AG
Forrenstrasse 2
CH-6343 Rotkreuz

## 20.6 Malaysia

MY REP

Roche Diagnostics (M) Sdn Bhd
B-20-1, Level 20, The Ascent, Paradigm, 47301 Petaling Jaya, Malaysia
Accu-Chek Customer Care Line: 1-800-22-1313
MDA Registration No.: GC3746726-228882