

Instructions to Create a Glooko® Account

How do I create an account and use Glooko®?

Michigan Medicine has partnered with Glooko®, an online service that helps patients safely and easily share their blood sugar readings with their care team. Be sure to create your account before your next appointment so you and your provider can review your blood sugar readings. Follow these steps below:

1. **Register for an account** (if you already have an account, you can skip this step).

- Scan the QR code or go to my.glooko.com and click “Sign up for Glooko here” at the bottom of the page.
- Enter your name, date of birth, e-mail, password, and other requested information in the sign-up form.
- Near the end of the sign-up form, there is a section that says “Code” with a box you can type in. This is where you will enter the code to connect to our clinic, which is: **umichmed**
- The site will ask you to select your devices. Choose the name of each device from the list.



2. **Make sure you're linked to the clinic.**

- Login to your account on my.glooko.com.
- In the upper right corner, click the dropdown box and select “Settings.”
- Under “Account,” you should see a section that says “ProConnect code.” Under that section, you should see our clinic listed and our clinic’s code (umichmed) next to it. If you don’t see our clinic listed, click “+ Add New Code” and enter: **umichmed**

3. Upload your data to Glooko®.

- Gather the supplies you will need, including your diabetes devices, your computer, and the data cables that go with the devices.
- Install the Glooko® Uploader by following these steps (you can skip this if you've already installed it):
 - Login to your account on my.glooko.com.
 - Click “Settings” in the top right corner.
 - Scroll down to the bottom of the page and click “Get Glooko Uploader.”
 - Choose Mac or PC, depending on your computer type.
 - Open the file and follow the installer instructions. You may need to restart your computer to complete the installation.
- Open the Glooko® Uploader on your computer and login with your account information.
- Plug your devices into the computer to begin the upload.

4. Optional: Sync Bluetooth® devices to Glooko® through the phone app.

- Download the “Glooko - Track Diabetes Data” app on your phone.
- If you have a compatible Bluetooth® device (Dexcom, Omnipod®, glucometers, etc.), you can sync your data through the Glooko® app. You can see a list of devices and their compatibility online here: glooko.com/compatibility

Who do I contact if I need help setting up my account?

Please contact Glooko® technical support:

- Call support: 1-800-206-6601
- Live chat support: Available Monday through Thursday from 11:00 AM – 3:00 PM ET online at support.glooko.com
- Web support: support.glooko.com
- E-mail support: support@glooko.com

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