



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

Create and access your Glooko account (web)

- Open a web browser and go to join.glooko.com.
- Enter your email address, password, first name, last name, country of residence, phone number (optional) and birthdate.
- Select if you'd like to receive text messages from Glooko (a phone number is required).
- Enter your code (if applicable).

NOTE: Pro connect code = umichmed. If this doesn't work you are able to enter Pro connect code at a later time under your patient account profile

- Click to place a **checkmark** () if you agree to Glooko's Privacy Policy, Terms of Use and updates/marketing communications (optional).

NOTE: Parental consent is required for minors (individuals younger than 16 years old).

- Click **Register**.
- On the next screen, select your mobile and diabetes devices, then click **Next**.
- Review your sync compatibility, then click **Next**.

NOTE: If your diabetes device requires the [MeterSync Blue](#) hardware to sync your data with Glooko, you can purchase this during the registration process (a one-time hardware fee will apply).

- Registration is complete! The last screen provides links for downloading the [Glooko mobile app](#) and [Glooko Uploader](#).
- Go to my.glooko.com in your web browser to access your account. Now you're ready to start using Glooko!

To access your Glooko account on the web in the future, you can go to my.glooko.com in your web browser, enter your login information and click **Sign In**.

Install the Glooko Uploader

In order to access the Glooko web app and download the Glooko Uploader software, you will need a Glooko account. To learn how to create an account, see [How do I create and access my Glooko® account?](#)

You can also contact [Glooko Support](#) for assistance creating an account.

Step 1: Sign into the Glooko web app

1. Go to my.glooko.com in your web browser.
2. Enter your **Email Address** and **Password**.
3. Click **Sign In**. You will be routed to your Glooko account.

Step 2: Download the Glooko Uploader installation file

After logging into your Glooko account on the web, you will need to download the installation file.

To download the installation file:

1. Click **Settings** at the top-right of the screen.
2. Scroll to the *Apps & Devices* section at the bottom of the page and click **Get Glooko Uploader**.
3. You will be routed to a screen with options to install the Glooko Uploader on a Mac or PC. Select your operating system to download the installation file.
4. After the installation file is downloaded, you will need to locate and run that file.
 - If you are using a **PC**: Look in your *Recent Downloads* folder.
 - If you are using a **Mac**: Look in your *Downloads* folder in the Finder app.
5. Once you've located the file, double-click on it and follow the on-screen instructions to install the application.

You will be required to restart your computer at the end of the installation process.

How to Upload your Device

Step 1: Connect the cable for the diabetes device to your computer

- Connect the appropriate USB cable or infrared (IR) cable for the diabetes device to your computer.
- Once the cable is recognized, wait a few seconds for the cable drivers to be recognized before connecting the device.

Step 2: Connect the diabetes device to the cable

- After connecting the cable to your computer, connect the diabetes device to the other end of the cable.

Step 3: Upload the diabetes device data

- After connecting the cable to your computer and diabetes device, the device will begin uploading data using the Glooko Uploader.
- Once the data has been successfully uploaded, you will have the option to upload another device or view the data.

NOTE: The first time you upload data from a device, you may be asked to validate your user account. If prompted, enter your Glooko username and password to complete the upload and assign the device to the account.