

Glooko Upgrade

Frequently Asked Questions:

1) Why is the upgrade occurring?

- Glooko are upgrading and transitioning all clinics and patients from Diasend to the new and improved Glooko platform. From the end of 2023, Diasend will be sunset, with all accounts having transitioned into Glooko

2) How does Glooko differ from the previous Diasend version?

- Now the software has added capabilities to deliver more flexible options and features with new-look reporting and system upgrades directed by feedback obtained from the global diabetes community.

3) Who will it affect?

- All clinics and users who are currently using diasend.

4) When will the Diasend to Glooko upgrade occur?

All patients and clinics will be upgrading to Glooko from the 15th March. Patients connected to health care professional/ Clinic Diasend accounts will be notified by email that it is time to upgrade when their clinic migrates. All AMSL customers will also receive notification via email. Until then, work can continue in Diasend as usual.

5) Is there a choice to migrate?

- No. There will be a three-month grace period after which upgrade will become mandatory to continue using Glooko. The Diasend system will become obsolete and outdated at the end of 2023.

6) Will Diasend still be available?

- Once an account has upgraded their diasend account to Glooko this process cannot be reversed. Once upgraded, Diasend can only be used to view past data. The Diasend platform will cease at the end of 2023.

7) Will the Clinic username and password remain the same?

- No, Glooko is designed so that each team member will log in individually using their own email address as a username and their own password. The password must contain a min 8 characters, 1 number and 1 special character. This will enable removal of individual accounts who no longer require access to data and information by the clinic administrators. Refer to clinic checklist resource.

8) What do clinics need to do?

- When notification is provided by email/pop up that upgrade is ready, pick a specific date to complete the upgrade and notify all clinicians who may use the account
- Identify the clinic administrator who will go through the upgrade process. Note, the administrator cannot be changed.

- Prepare a list of emails for all professional users of the clinic account.
- The Clinic admin needs to review the terms of use and be ready to accept them
- Check that all the devices the clinic needs are available on Glooko, more devices are being added soon.
- The upgrade process is quick and easy, but make sure you have adequate time at the end of the day to complete the upgrade.

9) Can there be more than 1 administrator for each clinic account?

- The system defaults to 1 administrator. However, an additional administrator can be added by special request to Glooko. Please note, only the administrator can add and remove clinicians. For this reason, it is recommended the administrator log in is generic and/or the username and password is saved and accessible.

10) Can clinics keep using their Transmitter boxes?

- Yes. When the account is logged into for the first time, the system will ask you to re-start the box. Once re-started, all data uploaded will appear in the Glooko account

11) What will happen to the patient list in the clinic account?

- Once the upgrade occurs, an entirely new account with an empty patient list will be created
- Any clinic registered patient profiles (those created within the account (easily identified as those patients without a 🏠 icon next to their name) in Diasend will be removed and will need to be re-created. It will be easiest to do this when the patient's device is next uploaded.
- Any patients who created their account from home (Personal Account) will receive an automatic invitation to upgrade to Glooko. Once upgraded, they will automatically be connected to the Clinic account via the new ProConnect Code.
- Any new patients created within the Glooko Clinic account, can also be invited to set up their own account.

12) Who will not be upgraded to Glooko using the Upgrade Tool?

- Clinic users who have created individual logins with Diasend.
- Clinic registered patient profiles.

13) What is the Upgrade Tool?

- A step-by-step guide that will navigate the administrator through the upgrade process. It's just like the process for installing the diasend/Glooko uploader.

14) What is the Upgrade flow for clinics?

- The clinic will be asked to enter the name and email address of administrator, select password for the administrator account; and log into Glooko and accept the terms and conditions.

- The transmitter box will need to be restarted
- Then clinic members and colleagues can be added (professional users)
- Live demonstration of the upgrade process: <https://support.diasend.com/hc/en-us/articles/4402602109075-How-to-upgrade-to-Glooko-short-video>

15) How will my AMSL/NZMS representative assist with the clinic's upgrade process?

- Your local representative will discuss the impending upgrade with you/ your clinic/s
- Help you identify the Administrator
- Discuss what will happen to patient accounts once the upgrade occurs
- Schedule in a tentative time to complete the upgrade
- Offer personalised training on the new updated Glooko platform.

16) What is the upgrade process and upgrade flow for patients?

- Like clinics, 'patients' will be notified in the diasend Web and mobile apps as a 'pop-up' message.
- For patients who are sharing their data with a Health care professional Clinic Account (clinic ID), there will be an automated email sent once the clinic upgrades.
- The 'patient' will be asked to confirm email address (via an email, accept the terms and conditions to activate their account, and provide their phone number (in order to get a link to the Glooko® Mobile App)

17) After the upgrade occurs, what is available in the Diasend Clinic Account platform?

- Clinics will be able to view data, but are not able to add new patients/invite patients and cannot upload to diasend using the Transmitter box or diasend uploader.
- Device users can use the both the web and mobile phone applications as well as the Diasend uploader, until Diasend is ceased at the end of 2023.

18) Is the Glooko Uploader the same as the Diasend Uploader?

- No. It will be installed as part of the upgrade process, however, it shares all the same great features from Diasend, with a new look and further intuition.
- The Glooko Uploader is the same for both Clinics and Personal accounts. So where hospital systems allow the Glooko uploader to be installed on computers, this will be a wonderful back up to the transmitter box or replacement.
- When opening the Uploader, you need to log into the account where the device will be uploaded to. This could be the clinic or a personal account. Where Diasend was 'serial number' centric, Glooko is 'patient centric'.
- The Uploader stays logged in to account, until it is logged into a different account. It's important to remember this, as once a device is uploaded to an account, particularly a personal account, at this stage the device cannot be removed.

- It is also imperative that people record their username and password, as a device cannot be uploaded without the account information.

19) Can Dexcom accounts continue to be connected?

- Yes. This is done through the settings page in the patient account or in the Glooko Mobile phone App (available to both Apple and Android devices). You will be able to access support resources on MyInteract to guide you.

21) What type of training is offered to health care professionals to ensure a smooth transition and use of Glooko?

- A series of live and recorded webinars will be made available. Individual training by your local AMSL/NZMS representative is also available upon request.
- Additional resources will be stored on MyInteract and shared with you

22) What training will be offered to consumers?

- The potential for consumer webinars is also being considered. Individual training by your local AMSL/NZMS representative is also available upon request.