mySugr Logbook User Manual

Version: 3.57.0_Android - 2019-02-27

1 Indications for Use

1.1 Intended Use

The mySugr Logbook 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 which include information about your insulin therapy, current and target blood glucose levels, carbohydrate intake and details of your activities. Additionally, you can synchronize other therapy devices such as blood glucose 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: Through monitoring your parameters in day-to-day life, you are helped to make better informed therapy decisions. You can also generate data reports for discussion of therapy data with your health care 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 18 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 10.3 or higher. It is also available on most Android smartphones with Android 5.0 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 glucose 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. The Web version of the Logbook automatically uses the latest released version.

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 Logbook. 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 Logbook 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 glucose 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

Quick and easy data entry.
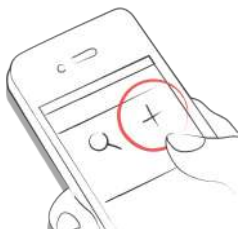
Smart search.

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 glucose reminders.

Social sharing functions.

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 Logbook 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 Logbook will begin to download and install.

To use the mySugr Logbook 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 blood glucose
- Blood glucose deviation
- Hypos and hypers

Below this you can find fields with information about units of insulin, carbohydrates, and more. These fields are arranged according to their order on the new entry screen.

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

- blood glucose average
- blood glucose deviation
- number of hypers and hypos
- insulin ratio
- bolus or mealtime insulin taken
- amount of carbohydrates eaten
- duration of activity
- pills
- weight
- blood pressure
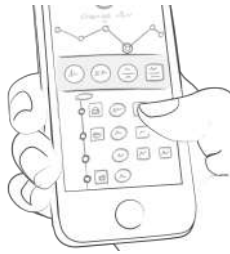
5.3 Explanation of terms, icons and colors

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 (3) and the monster (2) actively react to your glucose 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 variable areas of the mySugr Logbook are as described above, based on target ranges provided by the user in the settings screen.

• Red: Blood glucose not in target range
• Green: Blood glucose in target range
• Orange: Blood glucose is not great but ok

Within the Logbook you see a variety of tiles. There are five

different shapes representing five categories.

1) Blood glucose, weight, HbA1c, Ketone
2) Insulin
3) Pills
4) Food
5) Activity

① ② ③ ④ ⑤

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 glucose 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

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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).

6 Entries

6.1 Add an entry

Open the mySugr Logbook.

Tap on the plus sign.

Change date, time and location if needed.

Take a picture of your food.

Enter blood glucose, carbs, nutrition, insulin details, pills, activity, weight, HbA1c, ketones and notes.
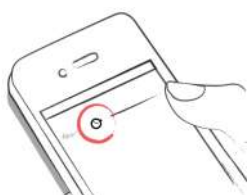

Select tags.

Tap on the reminder icon to get reminder menu. Move the

slider to the desired time.

Save entry.
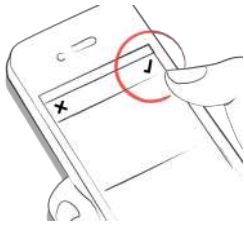
You did it!

6.2 Edit an entry

Tap on the entry you'd like to edit or slide to the right and click edit.

Edit entry.

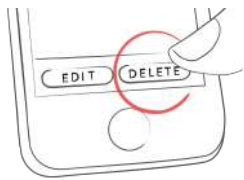Tap the green check to save the changes or tap the "x" to cancel and go back.

6.3 Delete an entry

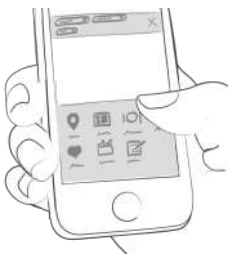Tap on the entry you would like to delete or swipe to the right to delete the entry.

Delete entry.

6.4 Search an entry

Tap on the magnifying glass.

Use filter to retreive appropriate search results.

6.5 Logbook

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

Add or search entries by tapping the appropriate icon.

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 glucose, meal entry, location, bolus (pump) / insulin short acting (pen/syringe), description of meal, temp basal (pump) / insulin long acting (pen/syringe), blood pressure, weight, ketones
- **3 Points:** first pic, activity, activity description, HbA1c

Get 50 points per day and tame your monster!

8 Estimated HbA1c

The top right of the graph displays your estimated HbA1c – assuming you've logged enough blood glucose values (more on that, next). Note: this value is only an estimate and is based on your logged blood glucose levels. This result can deviate from laboratory results.
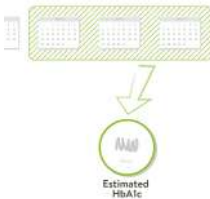
In order to calculate an estimated HbA1c, the mySugr Logbook needs an average of 3 blood glucose values per day for a minimum period of 7 days. Enter more values for a more accurate estimate.

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 be sure that your meter is properly connected to your smartphone. Go to the Bluetooth settings on your smartphone, turn on your meter, and wait until the two devices have connected. If you are using the Beurer GL50 Evo please go into the meter memory to activate Bluetooth.

Select "Connections" from the menu.

Select your device from the list.

Click "Enable" and follow the instructions displayed in the mySugr Logbook.

Following the successful activation of your meter, your blood glucose values are automatically synchronized with the mySugr Logbook. This synchronization happens every time you connect the device to your smartphone with the mySugr Logbook open.

ATTENTION: The blood glucose units of measurement (mg/dL or mmol/L) must be identical in the blood glucose meter and in the settings of the mySugr Logbook otherwise data synchronization is not possible. If the settings do not match they must be adjusted in the mySugr Logbook to perform data synchronization from the device.

When duplicates are detected (for example, a reading in the meter memory that was also manually entered into the mySugr Logbook) 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 dashboard in the mySugr Logbook and then insert a test strip into your meter.

When prompted by your meter, apply a sample of blood to the test strip and wait for the result, just like you normally would. The value is transferred into the mySugr Logbook along with the current date and time. You can also add additional information to the entry if desired.

ATTENTION: Blood glucose values imported from the iBGStar / BGStar can not be changed or deleted!

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 Data via CSV or TXT into mySugr

Using a computer, login to your mySugr account at hello.mysugr.com and find "Importer" in the side menu. Drag the .csv file from your CGM program into the upload area. The mySugr monsters will crunch the data and load it into your account. It should only take a moment or two. Once it's complete, start the mySugr Logbook on your smartphone. Your CGM data will appear in the graph as soon as the synchronization is finished.

11.3.2 Import CGM via Apple Health (iOS only)

Make sure that Apple Health is enabled in the mySugr Logbook settings and make sure that sharing for blood glucose is enabled in the Apple Health settings. Open the mySugr Logbook 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.

11.3.3 Import of Freestyle Libre data (Android only)

In the side-menu you find "other data sources". This gives you a list of possible sources of data to fill your Logbook.

Choose "Abbott Freestyle Libre" and log in with your LibreView user-data. Confirm that you want to share your data with mySugr.

11.3.4 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.

12 Export data

Select "Reports" from the side menu.

Change file format and period if needed (mySugr Pro) and tap "Export". Once on your screen, tap the button in the upper right (lower left since iOS 10) to access the options for sending and saving.
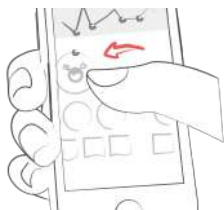

13 Apple Health/Google Fit

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

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 Logbook 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 uninstallation (by pressing "Delete") or cancel (by pressing "Cancel").

15.2 Deinstallation Android

In the Settings of your Android phone look for Apps, find the mySugr Logbook 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 Devices Directive 93/42/EEC). It is certified, carries the CE mark and is registered with the FDA. 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)

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19 Country Information

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