



A guide to...

Glooko App *Patient Information*

How to contact us

Children and Young People's Diabetes (CYPD) Team

West Hertfordshire Teaching Hospitals NHS Trust

Monday – Friday, 8am–5pm Tel: 01442 287442

Out-of-hours - Tel: 01438 285000

Email: westherts.paediatricdiabetes@nhs.net

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 198** or email westherts.pals@nhs.net



Author	Francesca Brown/Vicky Dollemore
Department	Paediatric Diabetes
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Step by Step Guide

Before the app set up...

Please check your device is compatible with the Glooko app before the set up. You can find out here <https://glooko.com/compatibility/>

Please note, if you are creating an account on behalf of a minor, you will also be asked to provide a parent/guardian email.

- Step 1) Download the Glooko app. Once downloaded, press register and read the instructions.
- Step 2) Enter the **patient** details and press done.
- Step 3) Please read the information and press ok.
- Step 4) If the patient is under 16, the parent/guardian will need to enter their details at this stage. These details include name, surname, and email. Once entered, press continue.
- Step 5) Enter the same email address again and create a password. Where it says code (optional) please add the pro connect code that links to our clinic (**ukwatpaed**).
- Step 6) The parent/guardian will receive an email to verify the account. Check your inbox and press activate account (please check junk if the email is not in your inbox). You will be taken to the Glooko log in page on the phone used to verify the account. If the child has a phone, they will need to download the Glooko app, and the parent/guardian will need to log in again using their details.
- Step 7) Once logged in, press sync device on the home page and press add new device. Now select according to the device that you would like to add (you can select more than one device) and press continue.
- Step 8) Select your device from the drop-down menu and press add (you can only select one device at this stage).
- Step 9) Connect/sync the devices that you have added. Please follow the instructions carefully. **(Please note, NFC location is different according to what mobile phone you have. Please hold the device on the location on your phone until syncing is complete).**

Here are some tips that Glooko recommend when syncing your device and using your NFC.

- Make sure the NFC capability is enabled on your mobile phone. This is typically enabled within the mobile phone settings. For questions about enabling NFC on your phone, please reach out to your phone's manufacturer support.
- Ensure the NFC-capable diabetes device is within close range to your mobile phone.
- You may need to press your diabetes device against your mobile phone NFC spot.
- Occasionally, phone cases may interfere with NFC. If you continue to experience trouble, please try removing your phone case.
- Ensure both the diabetes device and the mobile phone are held stable throughout the upload process, as movement may cause loss of connection and prevent a successful upload.

The set up is now complete.

However, if you are having any difficulties or issues with this step-by-step process, please do get in touch with our Technology Support Team on 01442 287425 or please contact:

Glooko Customer support Team on 020 7795 8191

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