Roche Diabetes
Care Platform

Roche

First Time Use

RocheDiabetes Care Platform Help Guide

About this guide

RocheDiabetes Care Platform is a web-based application that enhances diabetes management for healthcare professionals (HCPs) and persons with diabetes (PwD). IT is intended to be a support decision tool that will help HCPs, PwDs, and caregivers to organize and visualize at a glance the information related to their diabetes.

RocheDiabetes Care Platform is intended to display, print, and manage reports with graphical, tabular, and statistical elements in two modalities, at home or in the healthcare facilities. This user manual is intended for use of the Smart Pix Online application by people with diabetes and their caregivers.

All efforts have been made to ensure that the information contained in this guide is correct at the time of its publishing. Nonetheless, RocheDiabetes Care reserves the right to make changes deemed necessary without prior notice as part of product development.

It is recommended to read through this guide carefully before using the application as this guide contains the necessary information on the proper use and configuration of the application.

Version note: This guide is valid for the RocheDiabetes Care Platform software, version v2.0. You can check the software versions by clicking the info icon in the vertical navigation panel on the left-hand side of the screen.

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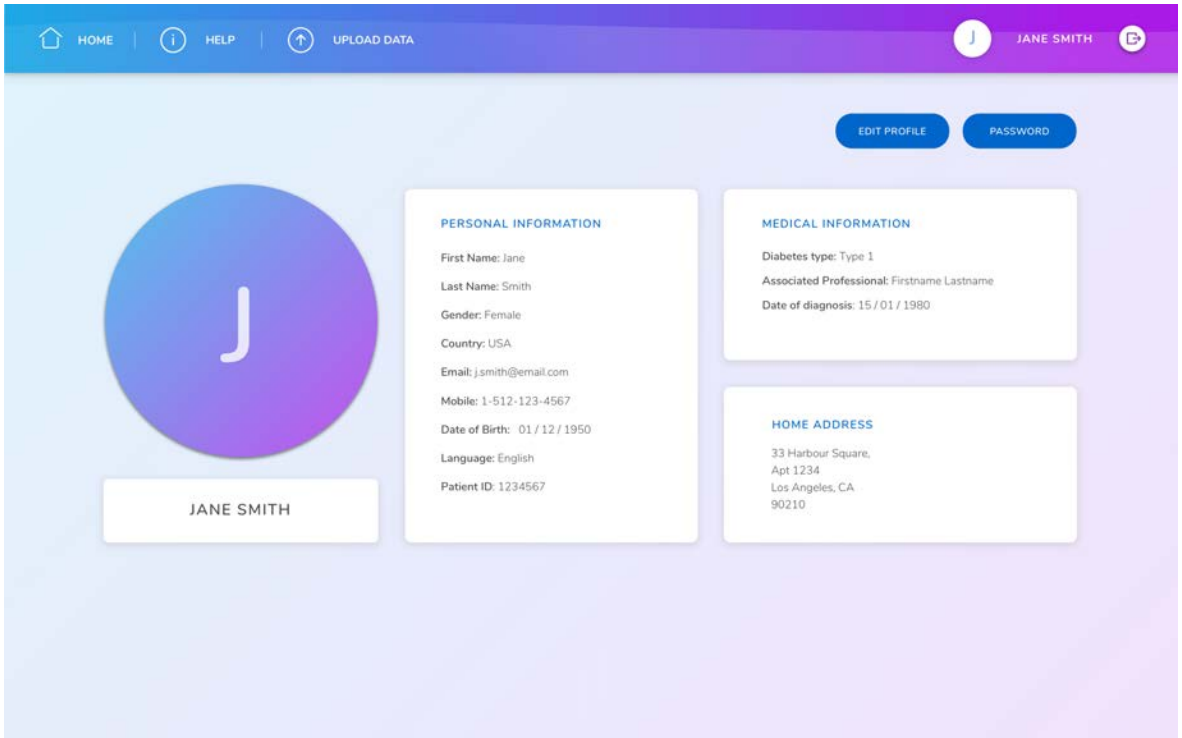
1 Your Profile

Your Profile

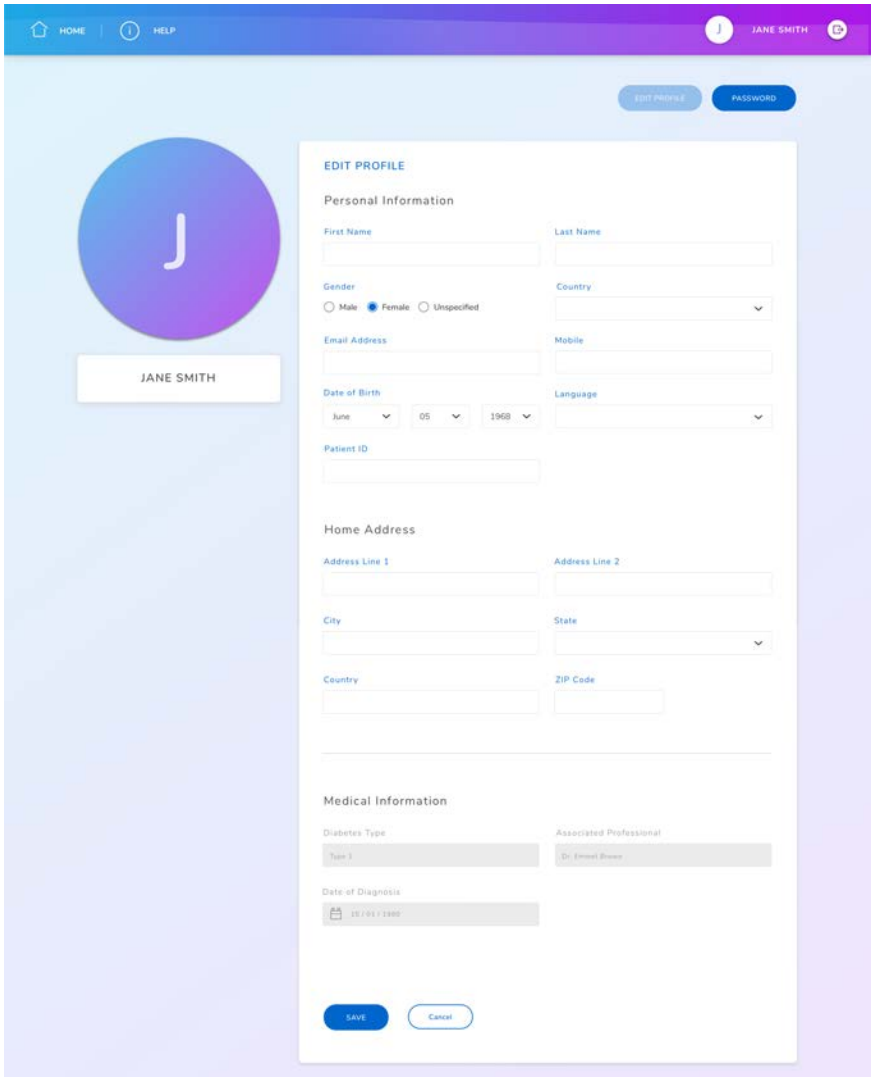


Patient Profile Page

Now that you have signed in to your account, you can access your profile from the top right-hand corner of the dashboard. Simply click on your name.

The profile page is divided into three sections: Personal Information, Medical Information and Home Address.

Edit Your Profile



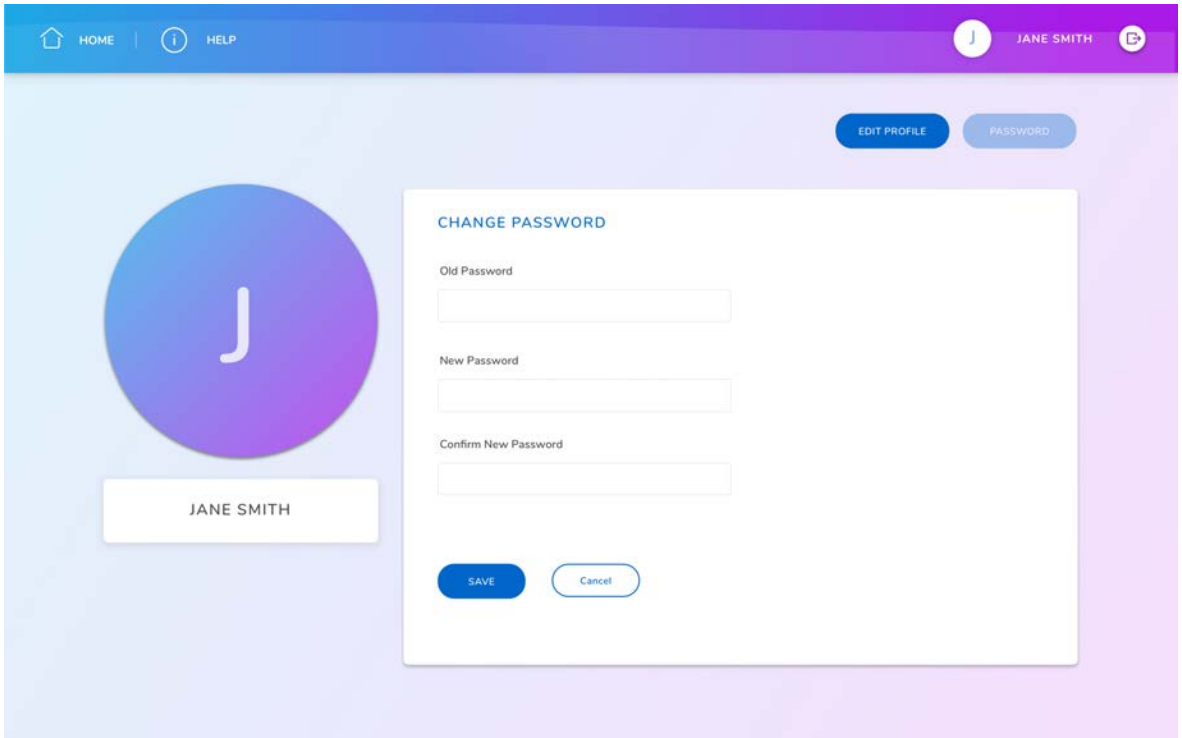
Edit Profile Page

Click Edit from your profile page to amend your personal details.

Here you can amend personal details such as your home address, email address and phone number.

After making changes, click Save or Cancel. Please note that you will not be able to amend your medical information.

Change Your Password



Change Password Page

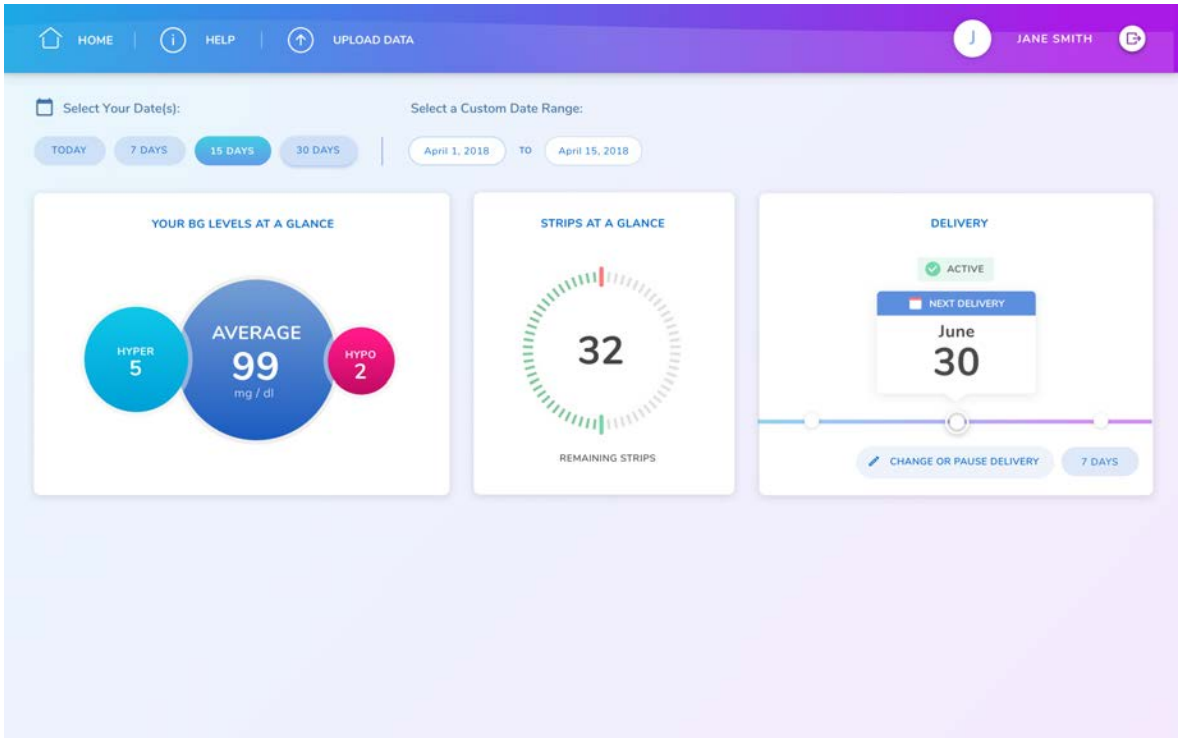
To change your password, click on your profile name to arrive at your profile page. Click Password.

Simply type your old password, type your new password and type your new password again to confirm it.

Click Change to save your new password, thereby completing the process. You now need to sign in to your account again with your username and your new password.

2 The Dashboard

An Overview

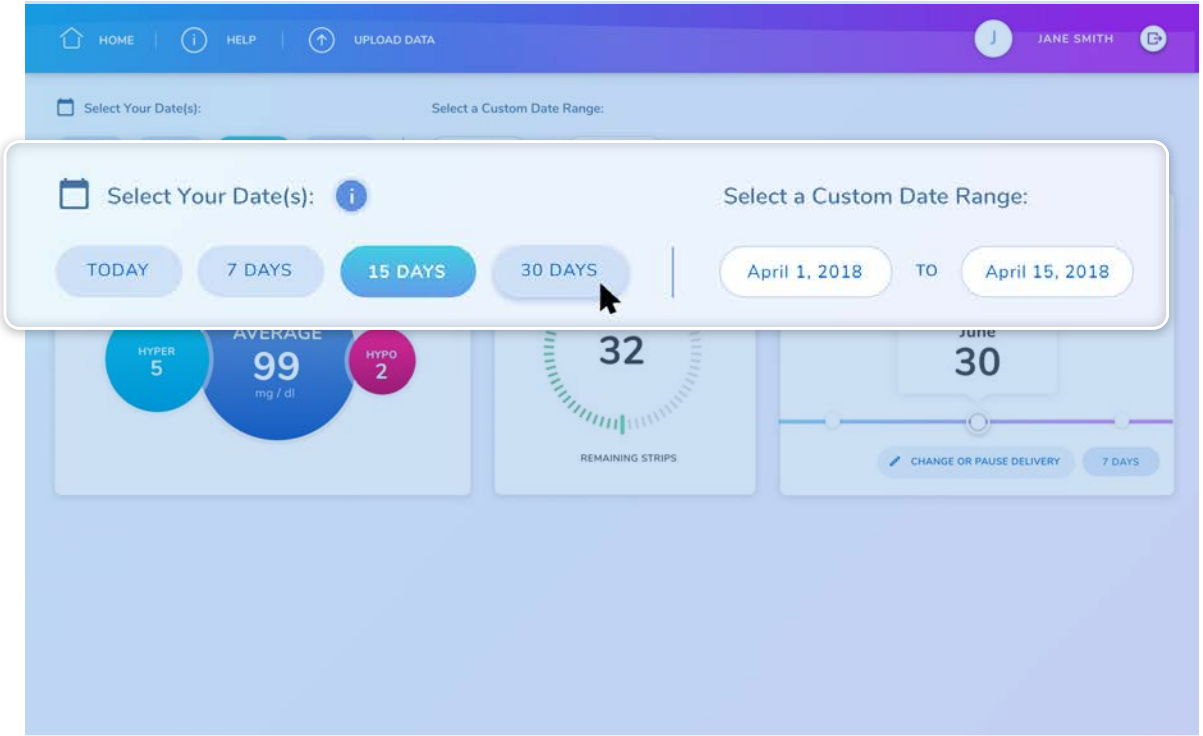


Dashboard

Once you have signed in to your account, you arrive at the dashboard. Here you can read information about your strip consumption, details about your next deliverly and see your mean blood glucose levels.

Precaution: Patients should not alter their therapy based on the BG levels displayed without prior consultation with their HCP.

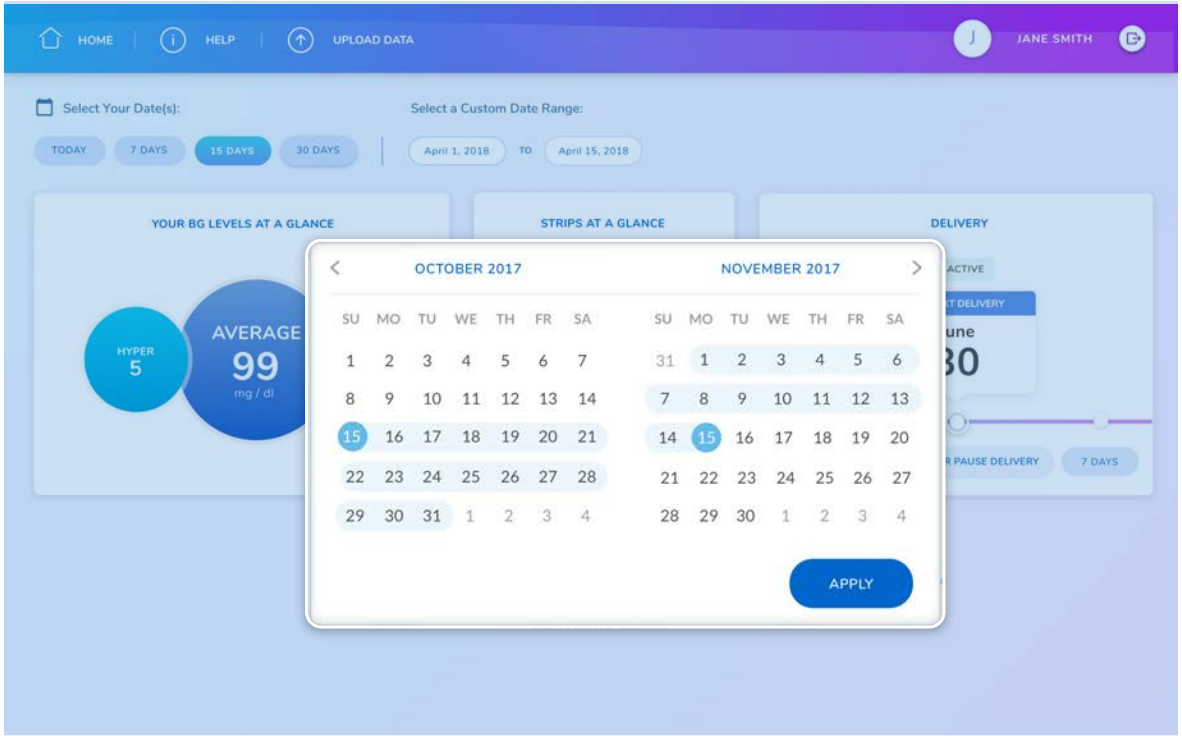
Select Your Dates



Dashboard

To select the date range in which you wish to view your results, select Today, 7, 15 or 30 days, which appear under the calendar icon in the top left-hand section of the dashboard. You can also select a custom date range.

Customize your date range



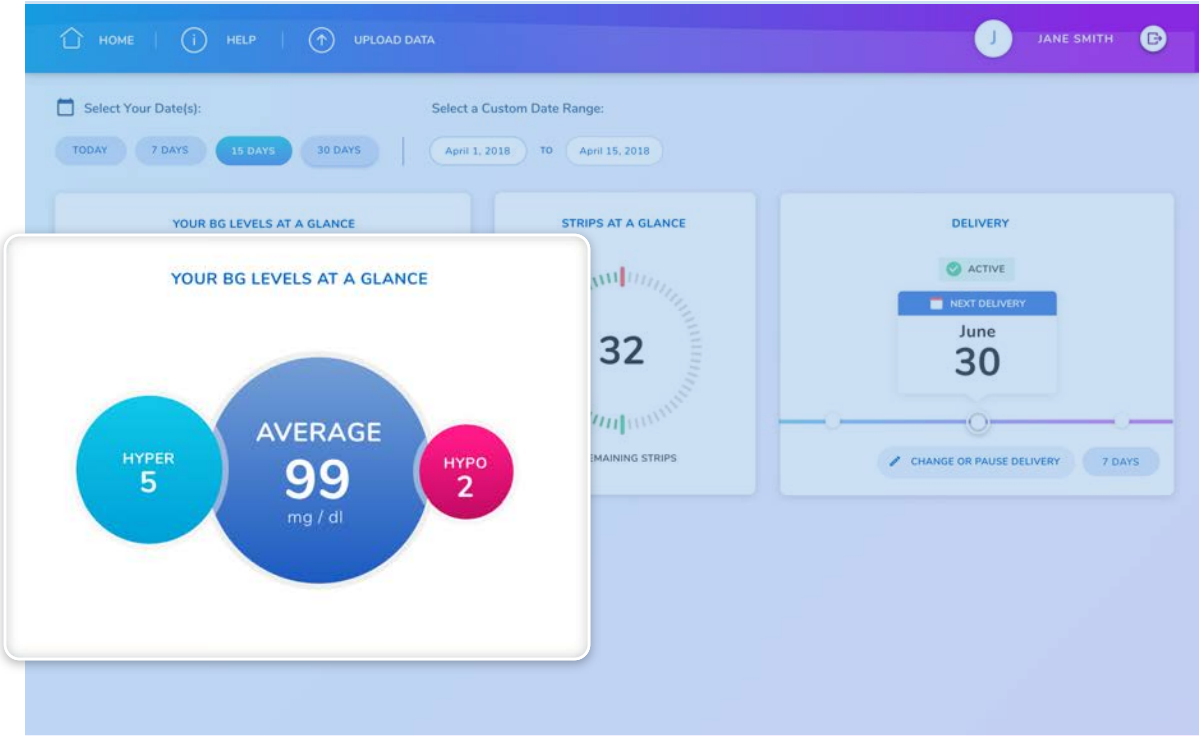
Dashboard - Calendar 1 and 2

To personalize your dates, click on the dates under the heading Select a Custom Date Range, which you can find in the top-centre section of the dashboard.

1. Choose the start and finish date you require. A pop-up calendar makes your selection easier. Use the arrows on the calendar to move backwards or forwards a month.

2. After selecting your start and finish date, click on Apply to save.

Your BG levels at a glance



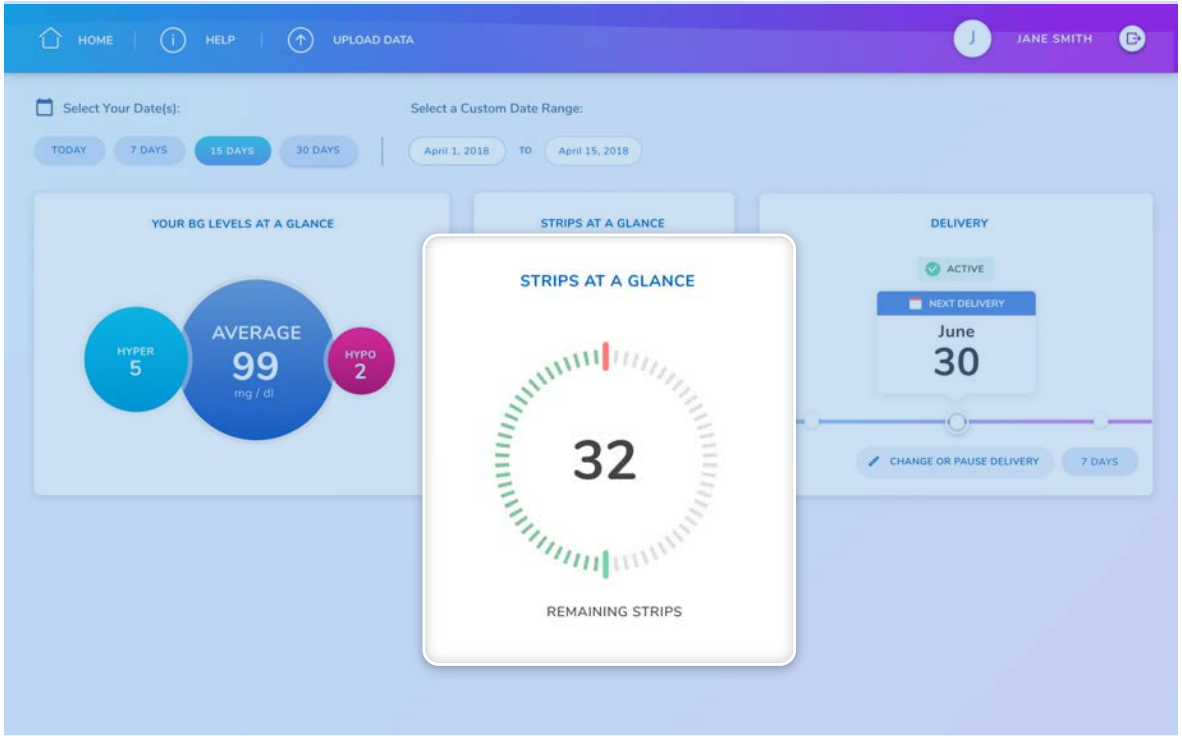
Dashboard: left

You can view your BG levels in an instant from the dashboard, displayed in easy to interpret circles.

Read your Mean BG and the number of hypers and the number of hypos in the time period selected.

Precaution: Patients should not alter their therapy based on the BG levels displayed without prior consultation with their HCP.

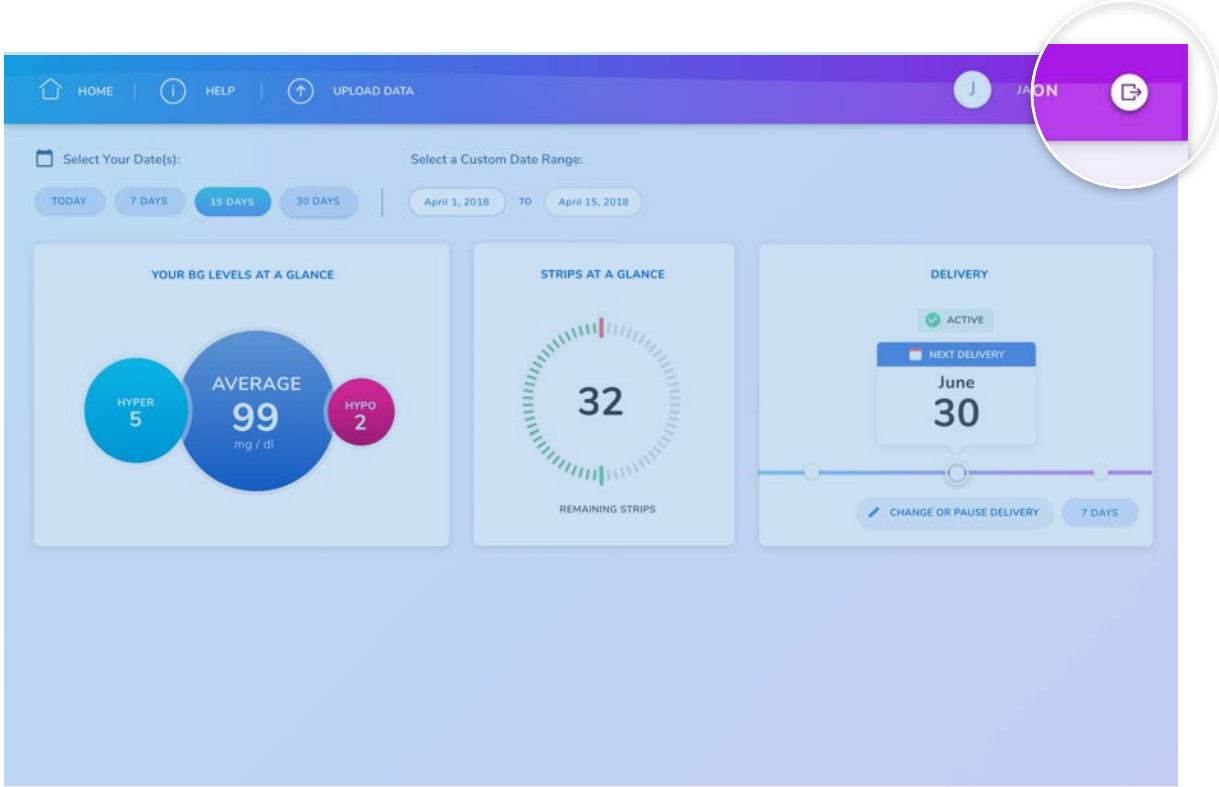
Strips at a glance



Dashboard: left

Easily keep stock of your test strips straight from the dashboard on the Strips card.

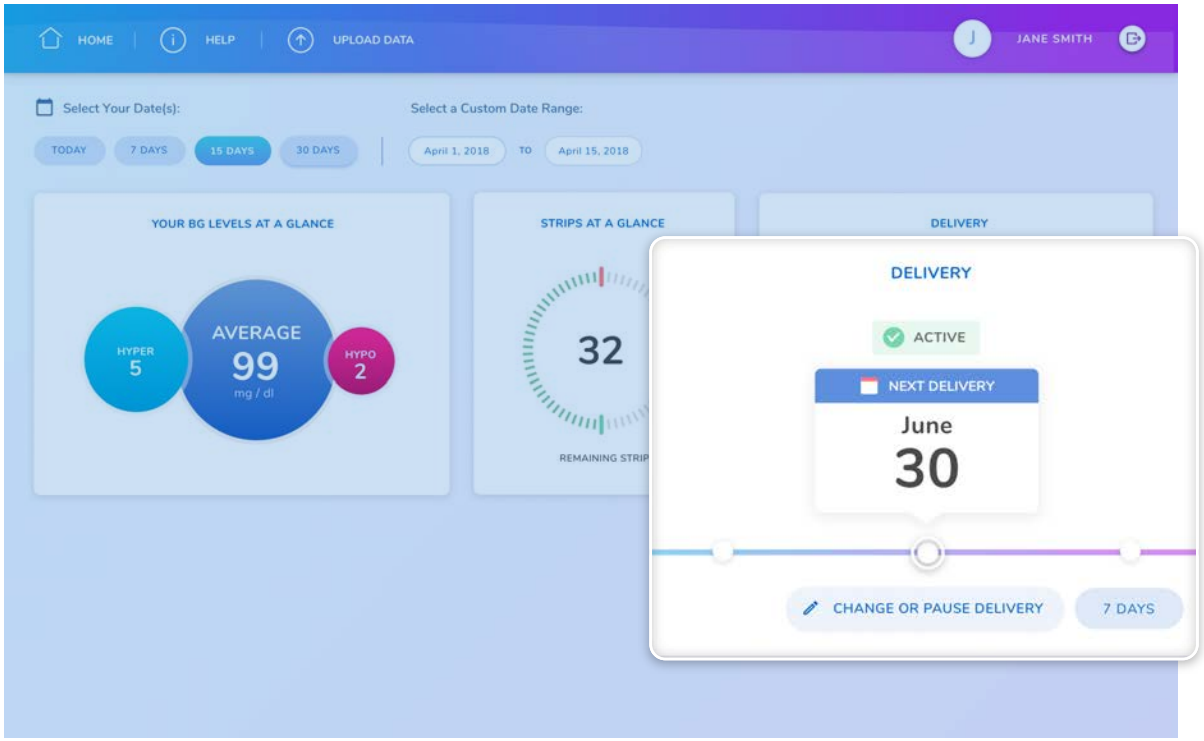
Sign Out



Dashboard

Click on the icon in the top right-corner of the screen to safely sign out of your account.

Delivery

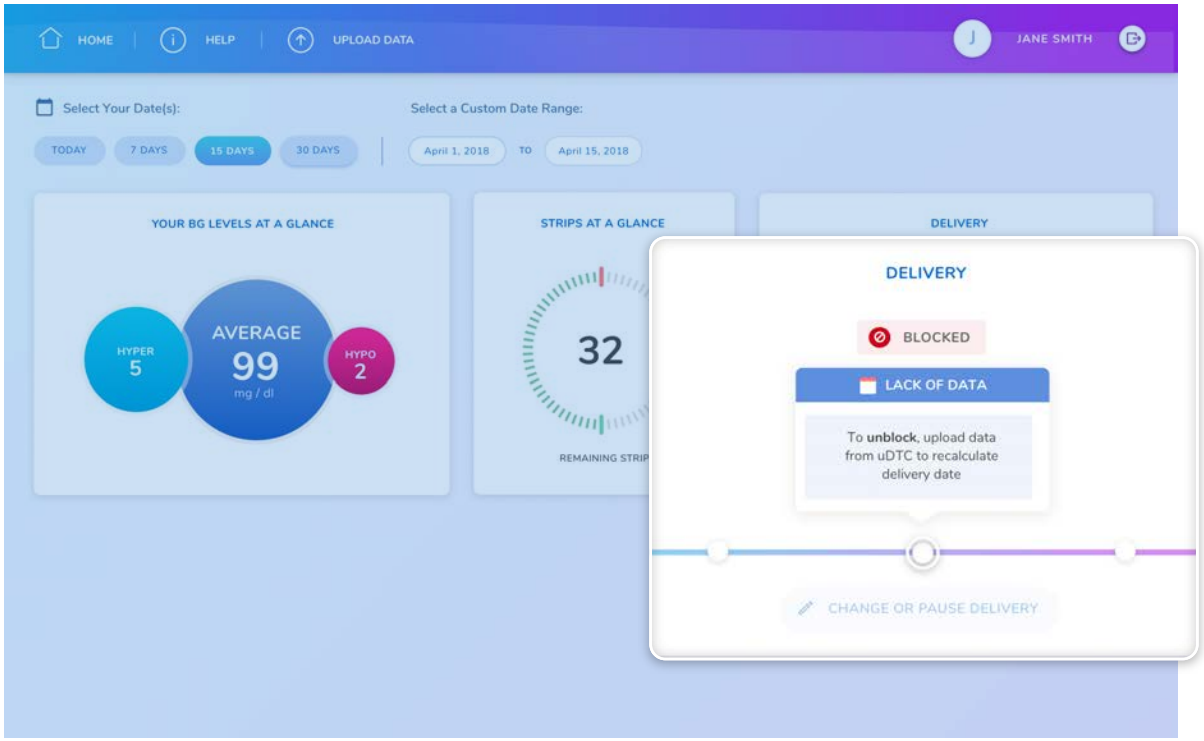


Dashboard: right

In the right-hand section of the dashboard you can see the status of your upcoming delivery on the Delivery card.

A green tick in the centre indicates that your delivery is active and will take place on the date displayed.

Delivery | Blocked

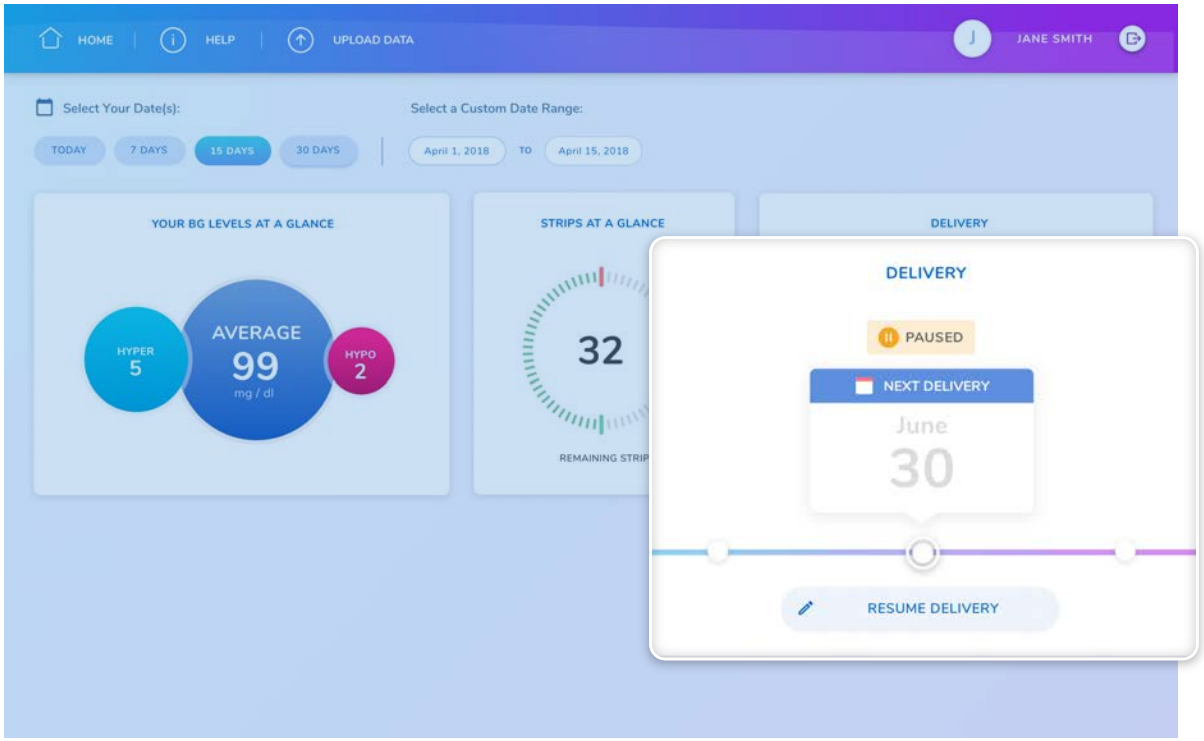


Dashboard - Delivery card

If there is an insufficient amount of data, your upcoming delivery will be blocked and a red symbol with a Blocked message will be displayed on this card.

Information from your device will need to be uploaded in order for a delivery to take place.

Delivery | Paused



Delivery Card, enlarged

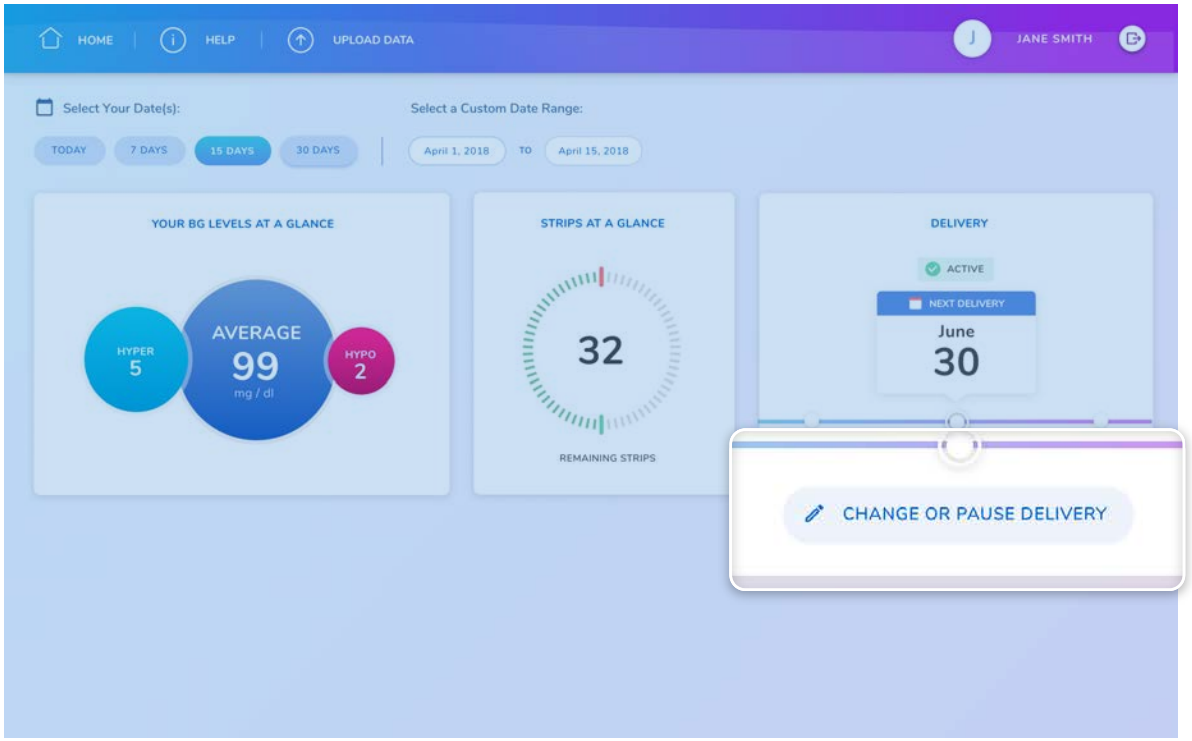
If your delivery card reads Paused, with an orange symbol, this indicates that your delivery has been temporarily paused.

You can change your status to Active by clicking on Resume Delivery.

A confirmation message will appear on the screen, along with your new delivery date.

Precaution: Pausing your delivery could result in an insufficient number of test strips. Ensure that you have an adequate supply of test strips before pausing your delivery.

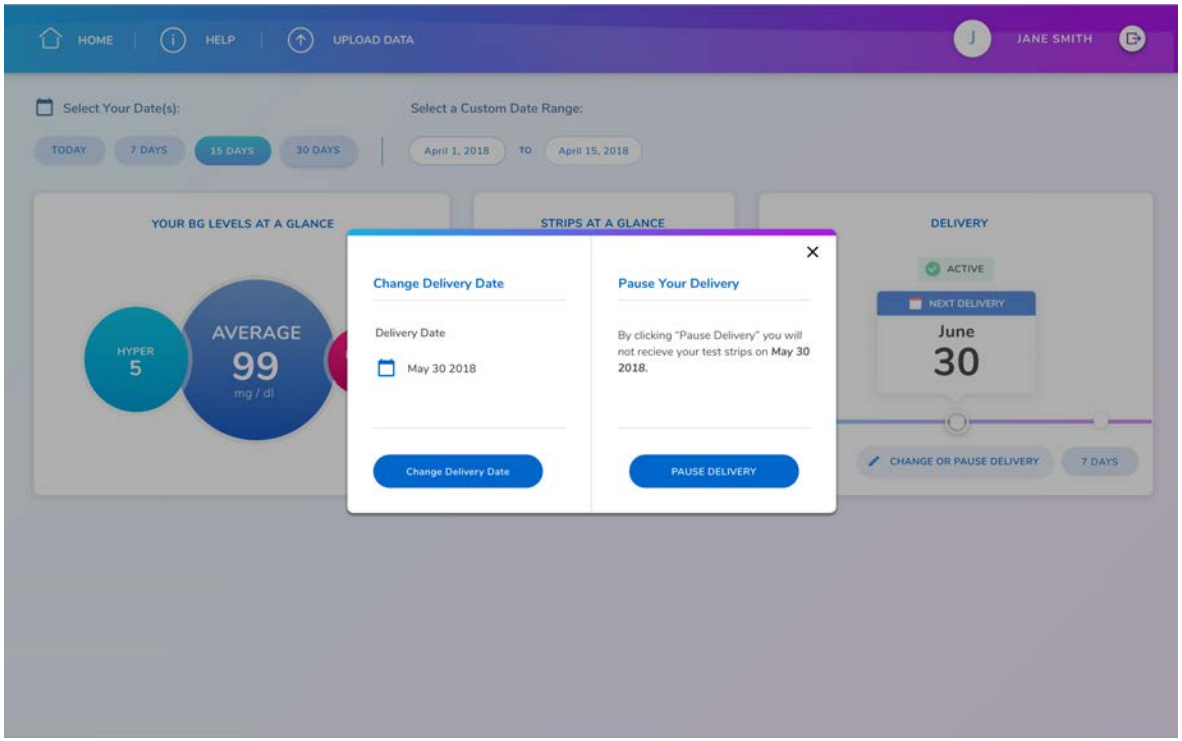
Delivery | Modifying your delivery



Change or Pause Delivery button, enlarged

You can modify your delivery status straight from the dashboard. Click on Change or Pause Delivery in the instance that you need to make modifications.

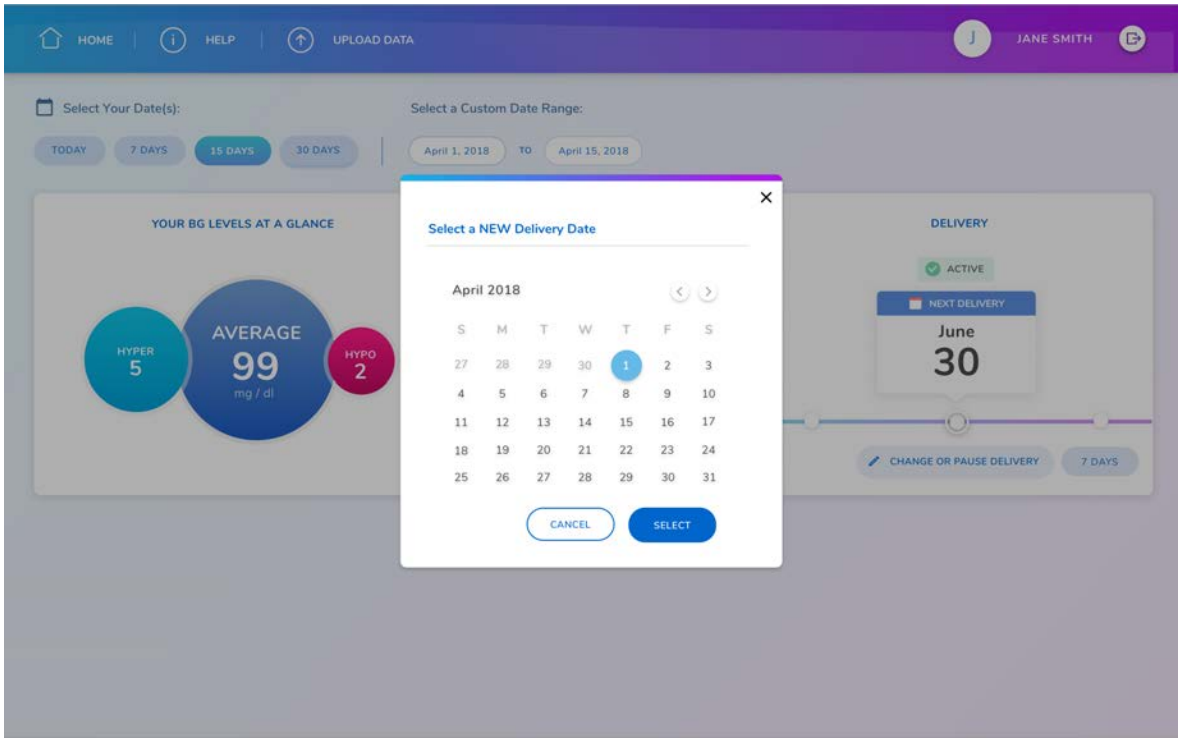
Delivery | Change your delivery - Step 1 / 2



Change or Pause Delivery - screen overlay

Click on Change Delivery Date and select a new delivery date from the calendar.

Delivery | Change your delivery - Step 2 / 2

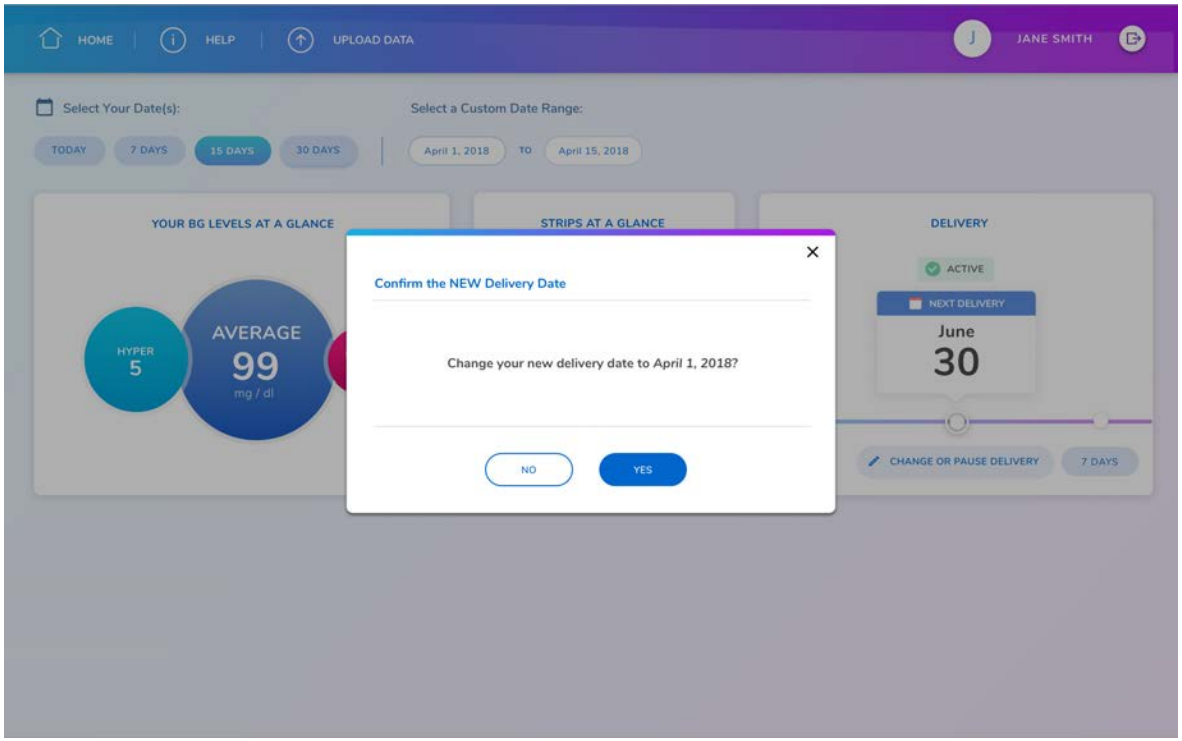


Change Delivery Calendar - screen overlay

Click Select and then click Yes to confirm your change or No to cancel your changes.

Please note: It is only possible to change to a date that is earlier than the original date scheduled.

Delivery | Pause your delivery



Change or Pause Delivery - screen overlay

To temporarily pause your delivery, click Pause your Delivery and confirm this action by clicking Yes.

A message appears on the screen confirming the change. Click Close to return to the dashboard.

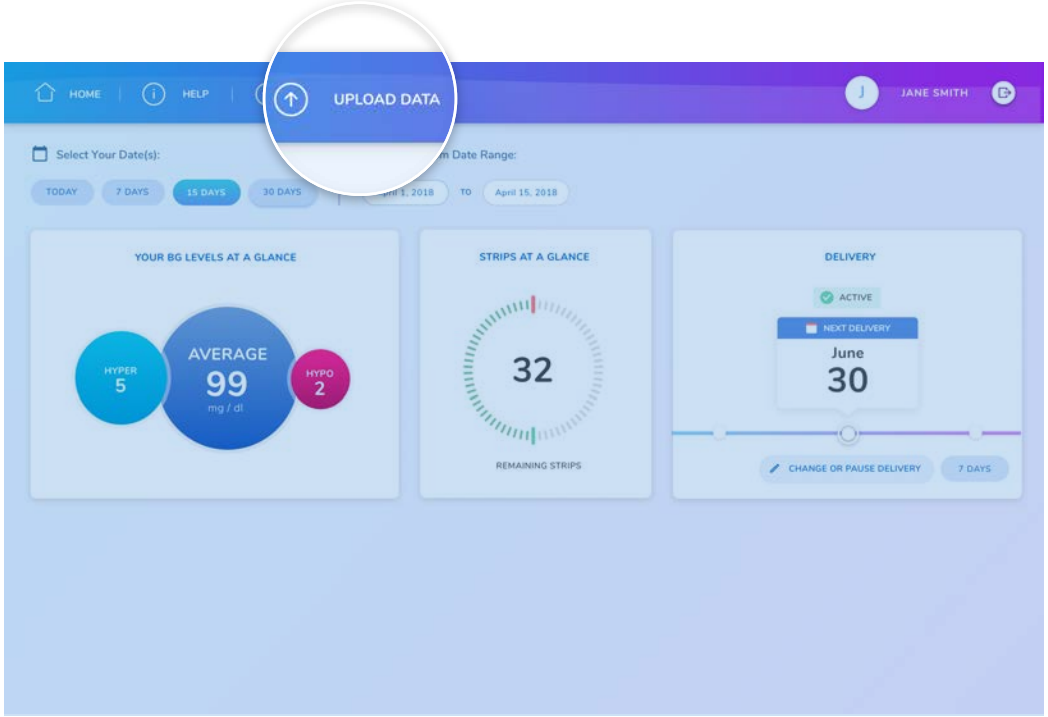
RocheDiabetes Care Platform

Device Link

Help Guide

1 | Install Device Link software

Device Link software



Dashboard

Data can be uploaded to a RocheDiabetes Care Platform account from a linked device (blood glucose meters and insulin pumps) using the Device Link software.

To upload data from Device Link you first need to install Device link software.

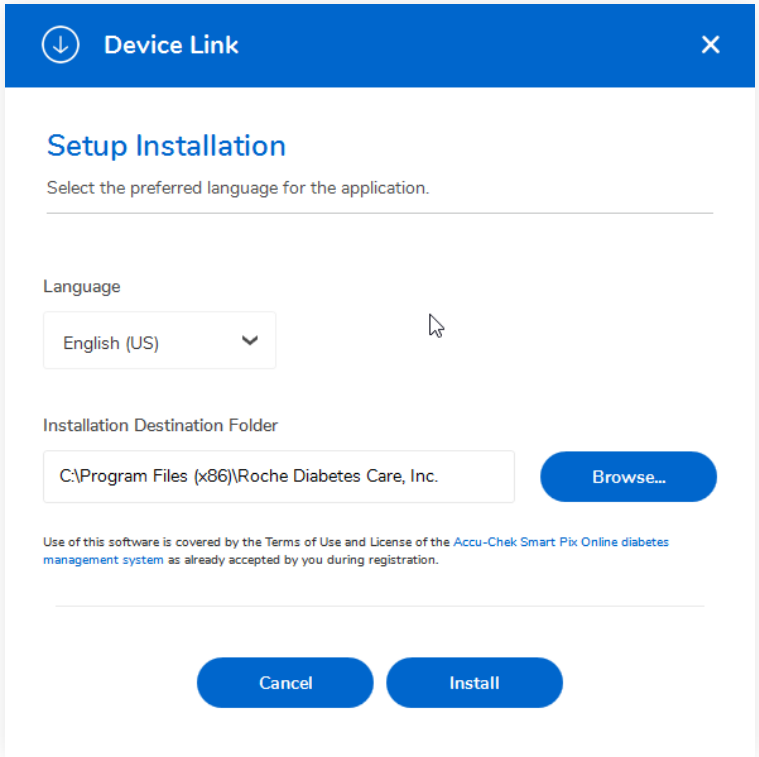
To install Device link software:

1. Sign into your RocheDiabetes Care Platform account.
2. Click on the Upload Data icon to begin to install software. This is in the horizontal navigation panel at the top of the screen.

   Follow the appropriate installation instructions related to your personal computer's platform (Windows or MacOS).

1.1 | Install Device Link software in your Windows computer

Install Device Link software in your Windows computer 1 / 4



Once in upload data pop up window, click **Download Device Link.**

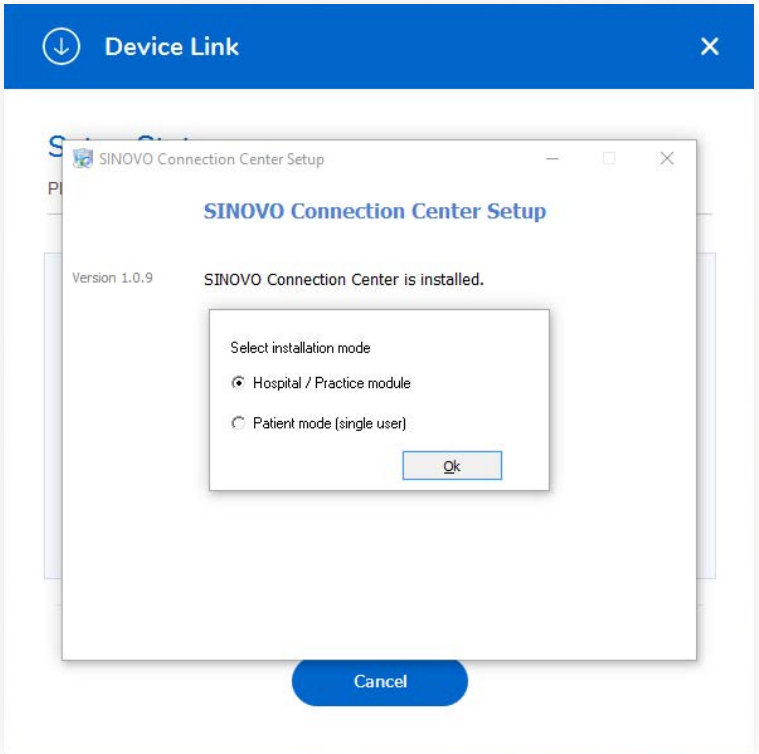
Make a note of the location where your browser saves the installer file (Setup.exe).

When prompted to run or save the installer file, click **Save.**

Navigate to and run the downloaded file.
On the Setup Installation screen select the desired language for the application. The default location displays, (click Browse if you want to change the location) and then click **Install**.

A screen appears with the status of your installation, while it is in progress.

Install Device Link software in your Windows computer 2 / 4



NOTE: Open Connectivity (Sinovo Connection Center) is not compatible with Device Link for Mac OS.

During the Device Link setup, a new plug-in (Sinovo Connection Center) will be automatically installed, enabling data uploads from non-Accu-Chek compatible devices.

When prompted, select one of the two options and click OK:

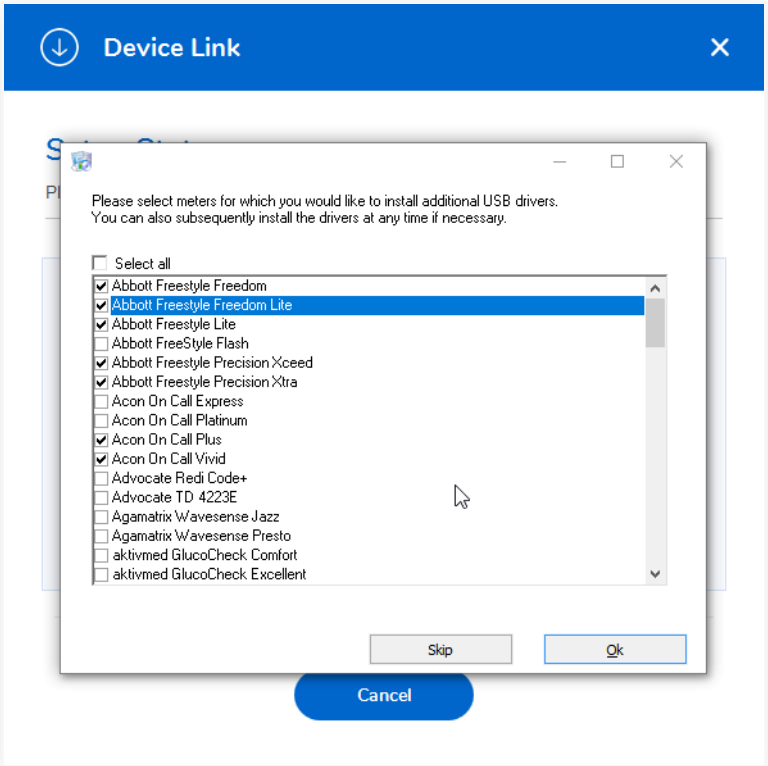
There is no difference in functionality between the 2 installation modes

Hospital / Practice Module – This installation enables all compatible devices. It is recommended for healthcare centers using a wide range of compatible devices. This install option takes longer.

Patient Mode (recommended option) – (recommended option) – This installation enables a reduced number of compatible devices. If you do not see your device listed, when you connect for the first time, the software will recognize the device.

There is no difference in functionality between the 2 installation modes. The only difference is, when you choose 'Hospital / Practice module' the system will let you choose to install additional drivers at this point but this installation can be done in a later stage for both modes.

Install Device Link software in your Windows computer 3 / 4



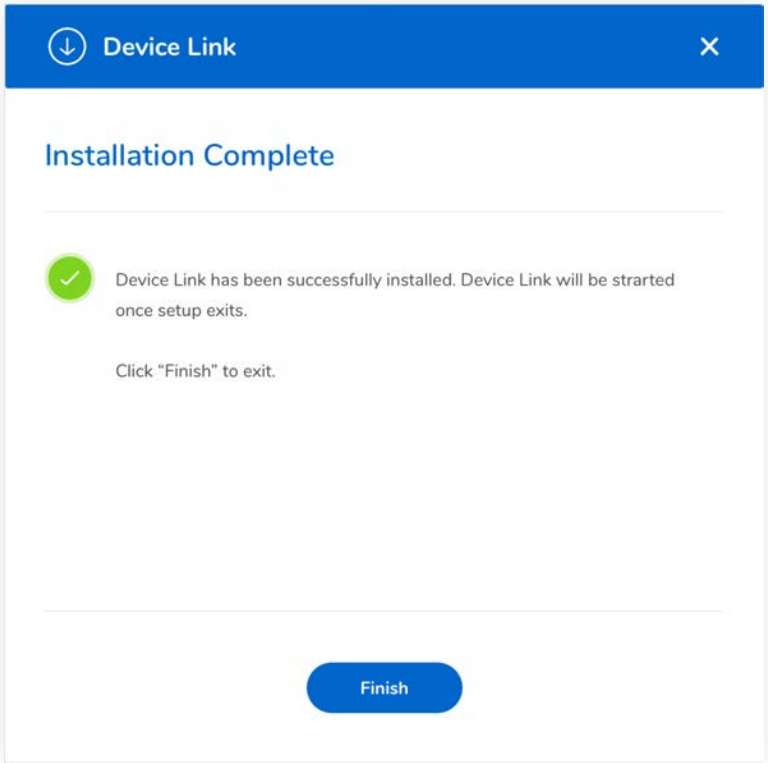
If you choose the Hospital / Practice Module installation mode, a new window will appear to allow you to choose additional USB drivers to be installed at this point.

To select meters for which you would like to install additional drivers,

1. Select the checkbox next to the meter(s)
2. Once all selected click OK.

   If you do not wish to select any meters, click SKIP to bypass
   Remember that this installation can take several minutes
   You can install those additional drivers during installation or at any time during the use of Device link.

Install Device Link software in your Windows computer 4 / 4



The Installation Complete screen confirms Device Link has been successfully installed. Click **Finish** to exit.

Note: For Windows computers, the Accu-Chek 360° Connection Manager will also install. The Connection Manager must be running for the Device Link application to communicate with USB devices.

When Device Link is installed and running, icons appear in the notification area (system tray) on your computer's taskbar or on the desktop. These icons indicate the status of the application and the action, if any, that you should take.

1.2 | Install Device Link software in your mac computer

Install Device Link software in your mac computer 1/3

Click **Download Device Link.**

Navigate to your “Downloads” folder and locate the installer file (Setup.dmg).

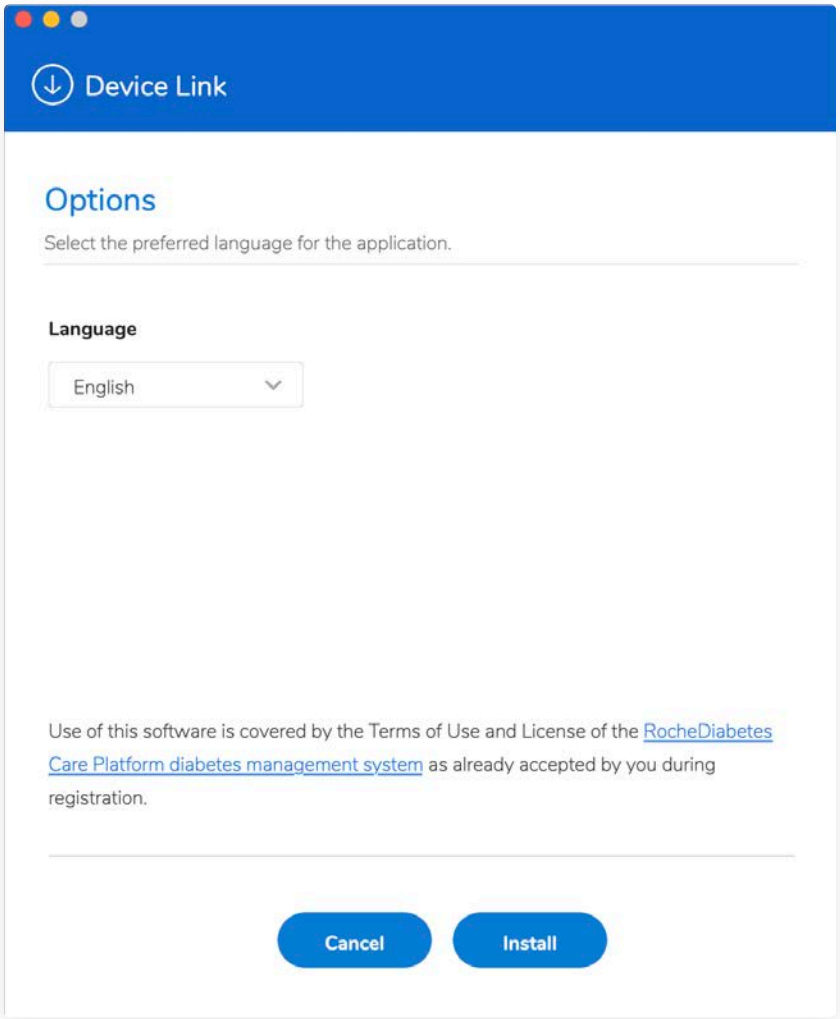
Once you run the installer, the system will prompt the Device Link Setup icon. Note you might need Administrator rights to run the install process, depending on your configuration.

On the Setup Installation screen select the desired language for the application. The default location displays, (click Browse if you want to change the location) and then click **Install**.

For MAC operating systems, a pop-up window will appear asking for your permission to authorize Device Link setup. Enter the password for your computer, to allow this, and click OK.

A screen appears with the status of your installation, while it is in progress.

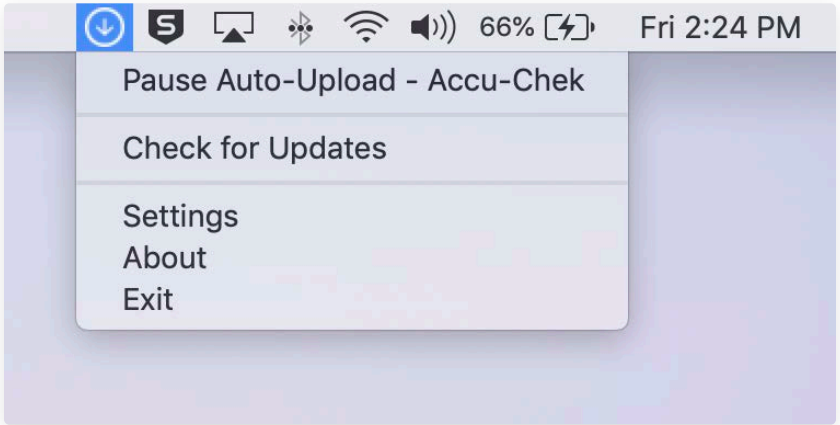
Install Device Link software in your mac computer 2/3



On the Setup Installation screen select the desired language for the application. The default location displays, (click Browse if you want to change the location) and then click **Install.**

That will start the installation process, displaying information of the status in a progress screen.

Install Device Link software in your mac computer 3/3



Once the installation process is completed, the application will be launched, and any other time thereafter when you restart your system.

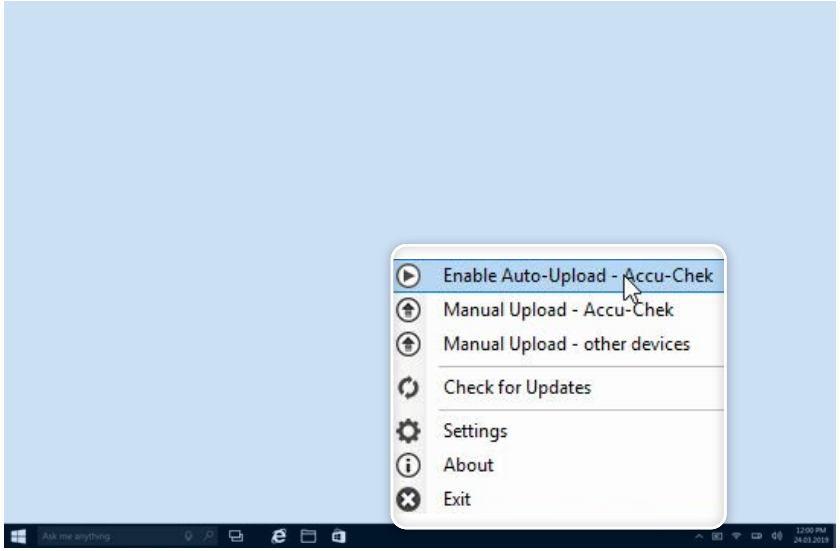
Device Link will be displayed as an icon on the top application's bar and can be operated by clicking over its icon.

2 Upload Data from a Device (part 1)

Please see the sections that correspond to your operating system (Windows or iOS) and device brand.

2.1 | Upload Data from Accu-Chek devices - Windows OS

Run Device Link for Accu-Chek Devices – Windows OS



To transfer data from an Accu-Chek blood glucose meter or an insulin pump for Windows operating systems:

1. Make sure that Device Link and Accu-Chek 360° Connection Manager icons appear in your notification area (system tray) on your computer's taskbar.
2. Connect your device using a USB cable (via Smart Pix Reader 1 or 2) or directly to the computer.
3. On the screen that appears, select Accu-Chek Device.

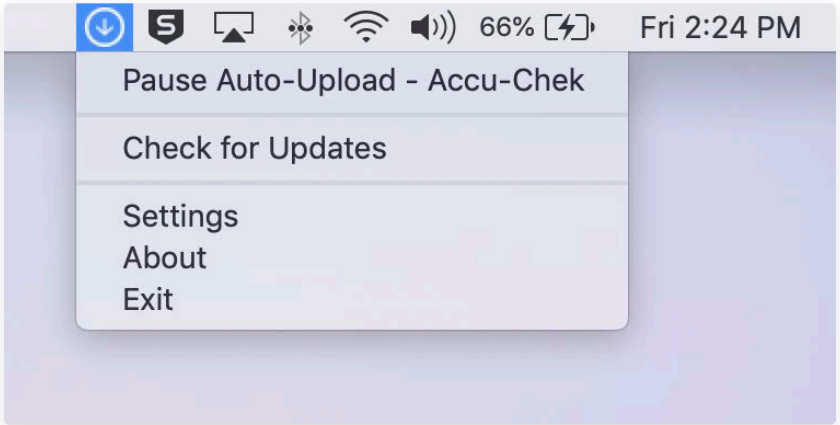
If you have an InfraRed device, (via Smart Pix Reader 1, Smart Pix Reader 2 or Accu-Chek 360° cable) make sure it is in communication mode.

NOTE: Uploads are automatic by default on connecting your Roche device. If you don't have this enabled, right-click the Device Link icon from the notification area (system tray) on your computer's taskbar and select Manual Upload - Accu-Chek. Or select Enable Automatic Uploads to enable automatic uploads for all future data uploads.

NOTE: A complete list of Accu-Chek supported devices and how to configure them to upload data can be found in your Device Link help user guide

2.2 | Upload Data from Accu-Chek devices - mac 0S

Run Device Link for Accu-Chek Devices - mac OS



To transfer data from an Accu-Chek blood glucose meter or an insulin pump for mac operating systems:

1. Make sure that the Device Link icon appears on your computer's menu bar, at the top of your screen.
2. Connect your device using a USB cable (via Smart Pix Reader 1 or 2) or directly to the computer.
3. On the screen that appears, select Accu-Chek Device.

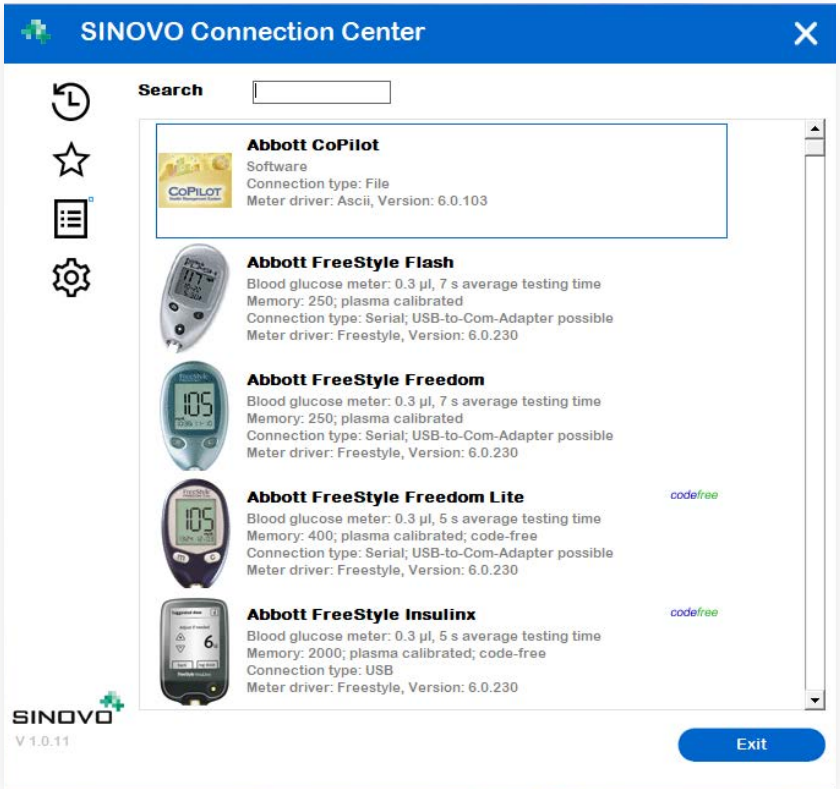
If you have an InfraRed device, (via Smart Pix Reader 1, Smart Pix Reader 2 or Accu-Chek 360° cable) make sure it is in communication mode. Please see Preparing the Devices for Communication section of this Help Guide, which follows these instructions.

NOTE: Uploads are automatic by default on connecting your Roche device. If you don't have this enabled, right-click the Device Link icon on your computer's menu bar, at the top of your screen, and select Enable Automatic Uploads to enable automatic uploads for all future data uploads.

NOTE: A complete list of Accu-Chek supported devices and how to configure them to upload data can be found in your Device Link help user guide

2.2 | Upload Data from other brand devices - Windows OS

Upload Data from other brand devices – Select device



From the Connection Center window, a list of all available devices appears enabling you to transfer data from these devices to RocheDiabetes Care Platform.

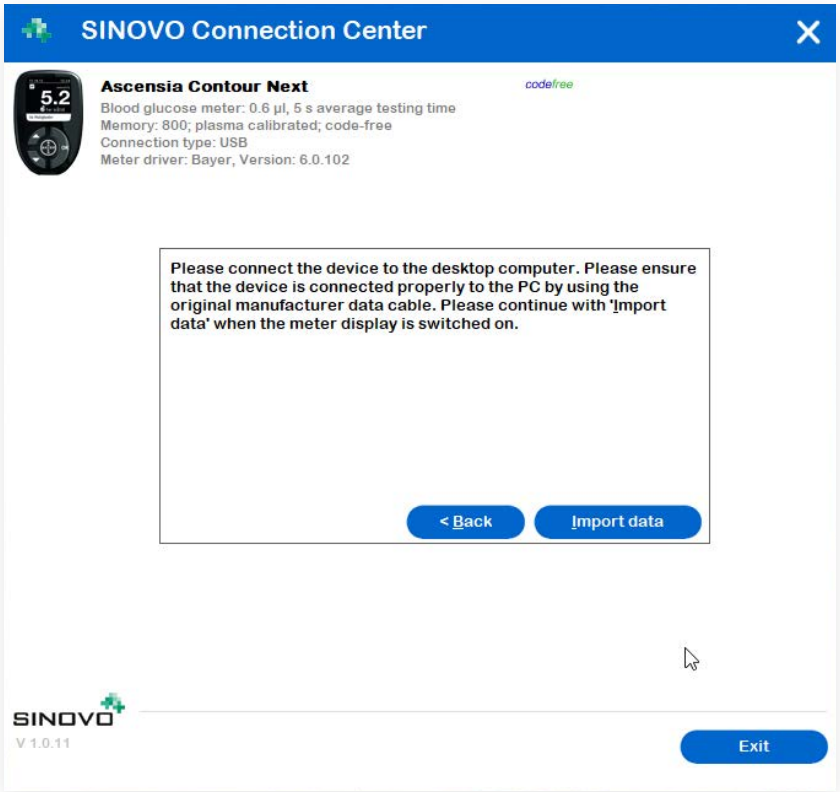
To select the device from which you want to upload data:

1. Enter the device name in the search bar, or scroll to the correct device from the alphabetized list, and then click on it.
2. Click Next.
3. Connect your device to the computer and click Import data.

The icons on the left-side of your Connection Center screen enable you to filter/customize your list for future uploads:

- Displays the most recently used import drivers/filters.
- Displays only the import drivers/filters marked as "Favorite".
- Shows all available import drivers/filters
- Opens the settings dialog where you can mark import drivers/import filters as favorites. In Settings, you can hide the meters that you do not use.

Upload Data from other brand devices – Connection type



There are different ways to upload data, depending on the connection type of the device that you select.

Once you have selected the device from which you want to upload data, this information is displayed.

USB – Connect the device to your computer using a USB cable and click Import data. No further action is required.

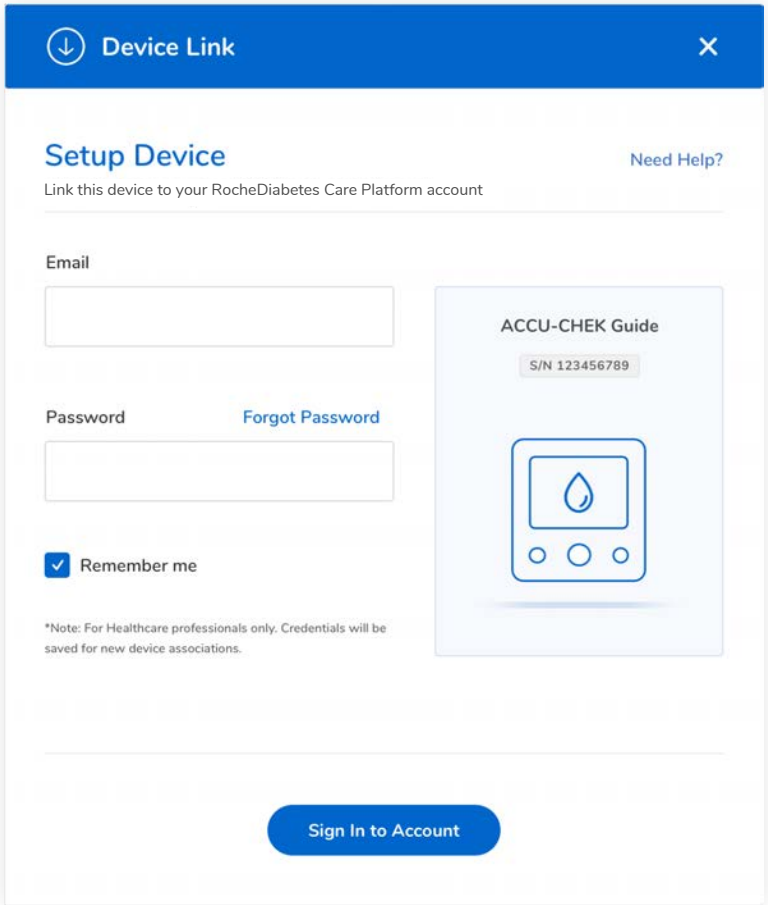
Bluetooth, Serial, USB-to-Com-Adapter – Some devices transfer data using serial protocol. This requires a Windows system driver to be installed.

If no such driver is already installed for the selected device, Connection Center recognizes this and offers to install the appropriate system driver.

FILE – Some other brand devices require you to download a file containing the device data and then import this file using Connection Center.

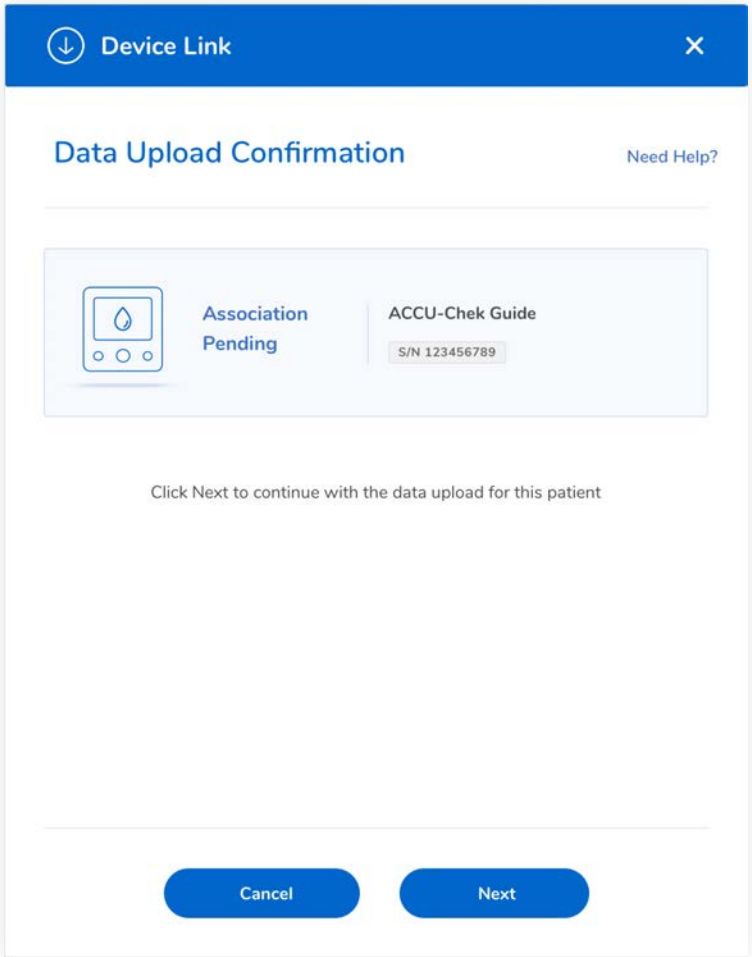
3 | Upload Data from a Device (part 2)

Connect Device for the First Time



On the Setup Device screen, enter **your** email address and password to link this device to your RocheDiabetes Care Platform account.

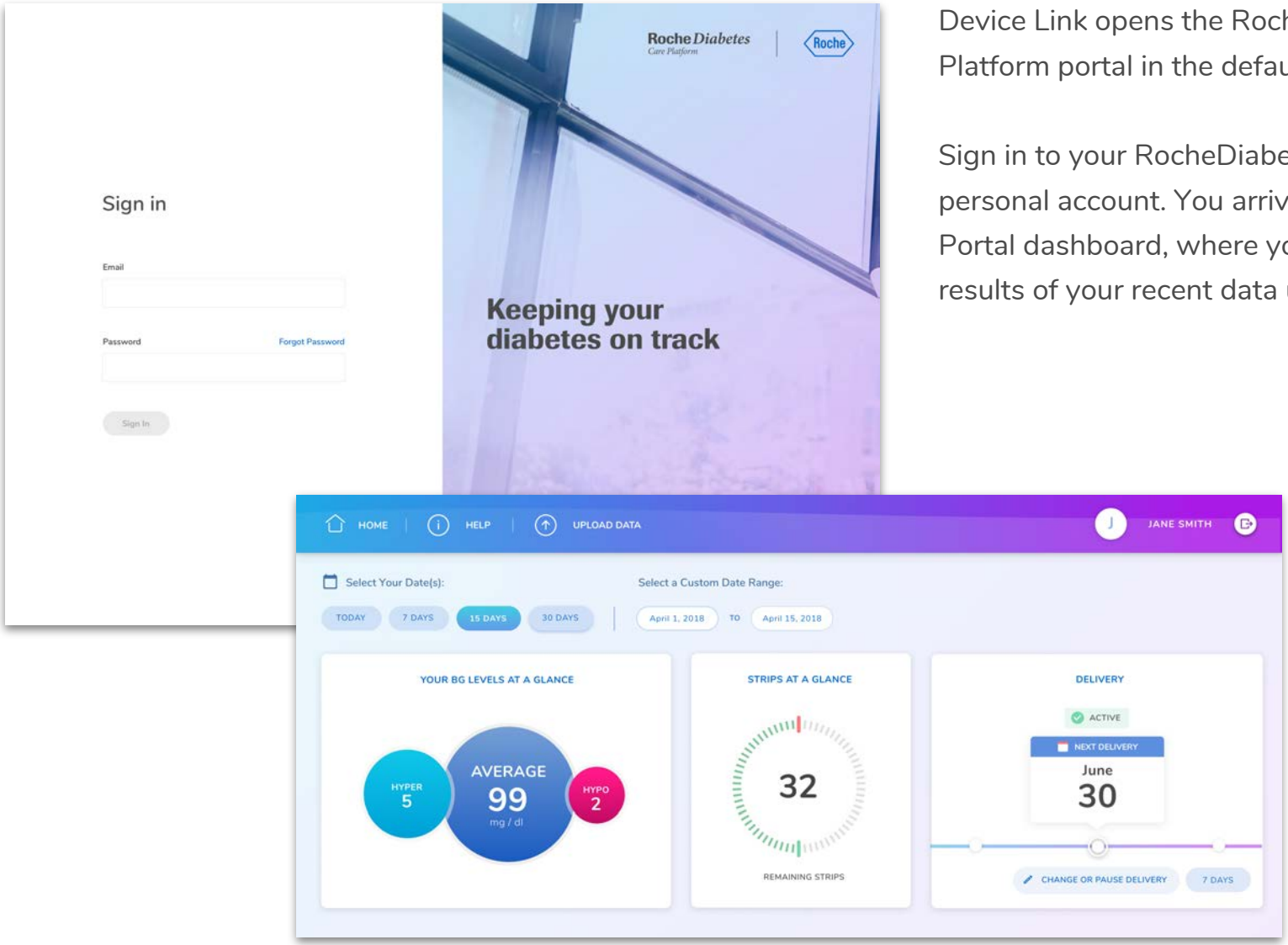
Finalize Data Upload



The Data Upload Confirmation screen displays the patient's full name and the name and serial number of the connected device.

Click **Next** to continue with the upload.
Please wait while Device Link reads the data.

Back to your RocheDiabetes Care Platform account



Device Link opens the RocheDiabetes Care Platform portal in the default browser.

Sign in to your RocheDiabetes Care Platform personal account. You arrive at the Patient Portal dashboard, where you can read the results of your recent data upload.

RocheDiabetes Care Platform

System Information

Minimum System Requirements

RocheDiabetes Care Platform is compatible with the following browsers:

Minimum screen resolution 1024 x 768 and 16-bit color

Browser	Min version
Chrome on Windows	75.0.3770.142
Chrome on macOS	75.0.3770.142
Firefox on Windows	68.0
Firefox on macOS	68.0
Edge on Windows 10	44.18362.1.0
Internet explorer Windows 10	11
Safari / OSX Mojave (10.14.4)	12.1.1

Device Link is compatible with the following OS

Windows 10

Windows 8

Window 7

OSX High Sierra and later versions *

Explanation Of Symbols

These symbols may appear in the online portal or in the help.

	Manufacturer
	Date of manufacture
CE	**This product fulfils the requirements of the European Directive 93/42/EEC on medical devices.**

Contact Customer Support

In the event that this help guide has not solved your problem or if you have any other queries, please do not hesitate to contact us for further assistance.

Australia	1800 251 816	australia.softwaresupport@roche.com
Austria	01/ 277 27-355	
Belgium	0800 93 626	
Brazil	0800 77 20 126	
Chile	800 471 800	
Colombia	0800 00 388	
Denmark	4580828471	
Ecuador	1-800-222824	
Egypt	8000009187	
Finland	0800-92066	
France	0800 272 693	meylan.diabete@roche.com
Germany	0800 4466800	+49 621 759 4646 (from abroad)
Hong Kong	2485 7512	
India	1800 120 6020	
Indonesia	800 1 222 999	

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Japan	0120-642-860		
Kingdom of Saudi Arabia	8008500829		
Korea	80 909 2222		
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Mexico	5550 81 58 57		
Norway	21 400 100		
Pakistan	0800-76243		
Panama	800 34 22	800-DIAB	
Peru	1800 222 824		
Philippines	2 77187575	2 77187588	9175359398
Poland	801 080 104		
Portugal	800 914 944	soporte.dms@roche.com	
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Switzerland	0800 803 303	
The Netherlands	0800 – 022 05 85	
Trinidad & Tobago	868 675 5000	
UAE	8000320433	
UK	800701000	
Vietnam	1800 1597	

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