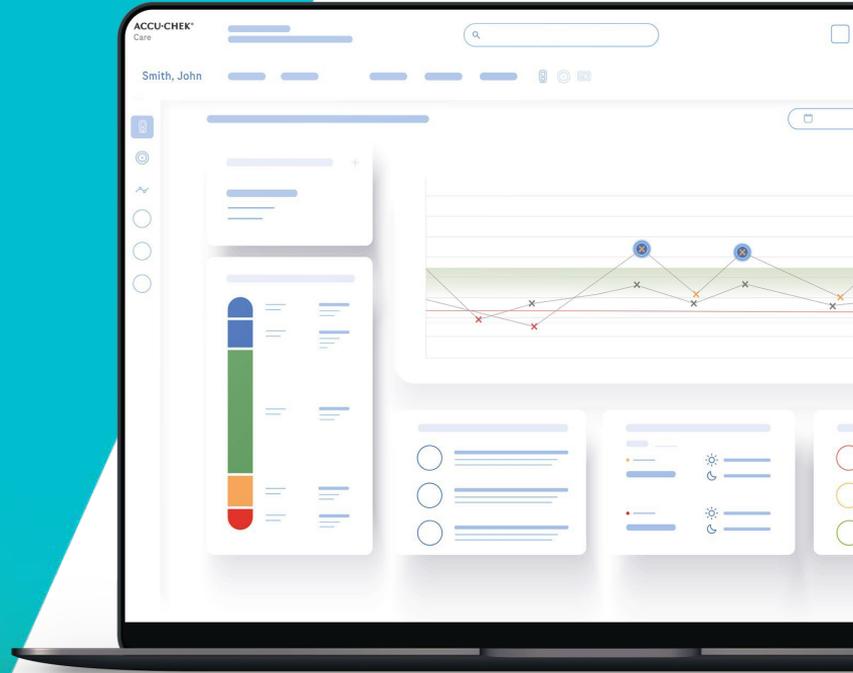


Getting Started Guide

How to set up and use Accu-Chek Care



Contents

Introduction & system requirements	3
------------------------------------	---

Administer accounts

Create an account	5
Manage accounts	7

Create and manage patients

Create new patient using a sharing code	9
Create new patient manually	10
Search for patients	11
Edit patient	12
Assign healthcare professional to patient	13
Deactivate patient	14

Upload patient data

Upload patient data from mySugr	16
Upload patient data from diabetes devices	17
Connect an Accu-Chek device	21
Connect third-party devices (Windows only)	24

Visualize patient data

Patient Management	27
Patient View	28
BGM tab	29
CGM tab	30
Patterns tab	31
Configure patterns	32

Accounts

- [Create an account](#)
- [Manage accounts](#)

The screenshot shows a web form for creating an account. The form is titled "First Name" and includes a "Name" input field with a checkmark, a "Last Name" input field with a "Open Here" link, and an "Email Address" input field with a "Open Here" link. Below the input fields are three checkboxes: "I agree to the Terms of Use", "I acknowledge the Privacy Notice", and "I agree to the Data Processing Agreement". At the bottom of the form are "Back" and "Next" buttons. The form is displayed on a page with a blue and green gradient background. The page header includes "ACCUCHEK" and "floshe". The page title is "Account details" and the subtitle is "Provide the information you will use to manage the account." The page footer includes a small logo.

For additional support or details on the tasks in Accu-Chek Care, please visit our [Customer Support Site](#).

Introduction & system requirements

This guide is intended for healthcare professionals using Accu-Chek Care.

Accu-Chek Care is a web-based application that provides clinicians, patients and caregivers a quick visual overview of diabetes-related information.

This guide provides step-by-step instructions on how to use Accu-Chek Care, covering topics such as: create an account, create patients and visualize data.

For additional support or details, please visit the Accu-Chek Care

[Customer Support Site](#).

System requirements to use the platform

	Edge	Firefox	Safari	Chrome
Windows 10&11				
Windows 7&8				
macOS Mojave (10.14.4 & higher)				

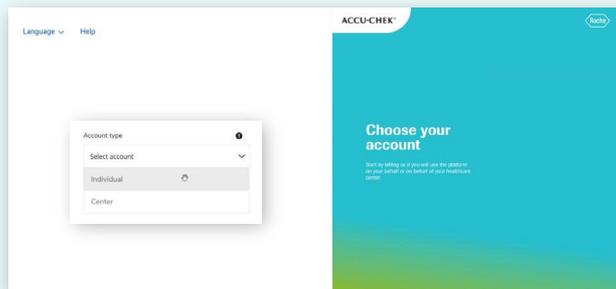
Create an account

Healthcare providers interested in using Accu-Chek Care can visit the self-signup page to create an account.

1.

Complete the details

- Visit [our HCP website to create an account](#)
- Select the Account Type (Center or Individual).



- Select the country and region and enter account details.
- Agree with the Privacy Notice, Terms of Use and Data Processing Agreement.

Account types

Center account

- Requires healthcare center details and authorization*
- Allows multiple healthcare professionals to be associated with patients on the account

Individual account

- Permits self-registration without representing a healthcare center (no center details required)
- Can only create patients using Sharing Code**

*To accept Terms & Conditions on behalf of the center.

**Patients created in Individual accounts cannot be shared with other healthcare professionals.

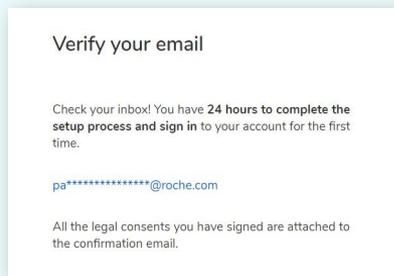
Create an account (continued)

Check your email inbox to continue setting up the account.

2.

Verify account

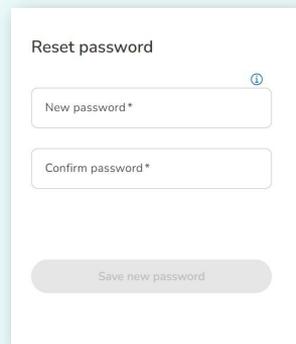
In the account verification email, click **Verify Account**.



3.

Set up password

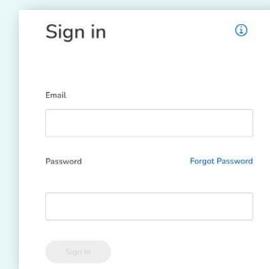
Next, click the link in the **Reset Password** email.*



4.

Sign in

Finally, enter the email and new password, then click **Sign in**.



*For added security, the link will expire in 24 hours. If the link expires, visit hcp.myrdcp.com and click **Forgot Password**.

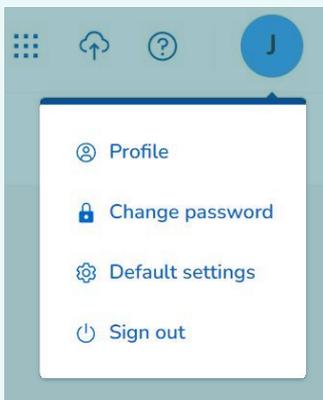
Manage accounts

Access account settings to update details, change the password, add another healthcare professional account* or customize default glucose target ranges.

1.

2.

To access account options, click the arrow beside the profile icon in the top-right corner of the screen.



Click an option:

- **Profile** – update details such as name or contact details
- **Change password**
- **Default settings** – update the preferred unit of measurement and default target ranges

A screenshot of a web form titled 'Update details'. The form has several input fields: 'First name' (James), 'Last name' (Smith), 'Birthdate Optional' (22 Feb 1973), 'Phone number Optional' (+34-1234567890), 'Language' (English (GB)), 'Email' (james.smith.endocrinologist@gmail.com), 'HCP ID' (empty), and 'Professional role' (HCP MASTER). At the bottom, there is a section for 'Open connectivity' with radio buttons for 'Yes' (selected) and 'No'.

*Not all HCP accounts have permissions to create other accounts for the center. It is also not possible for Individual HCP accounts to create other accounts.

Create and manage patients

- Create new patient [using a Sharing Code](#) or [manually](#)
- [Search for patients](#)
- [Edit patient](#)
- [Assign healthcare professional to patient](#)
- [Deactivate patient](#)

Create new patient Information Close

Use sharing code

Quickly access their personal and health data
User of the mySugr app or the Accu-Chek SmartGuide app? Patients can generate a code to share their personal and health data with your center.
[Where's the sharing code?](#)

Sharing code

3 invalid attempts block entries for 30 minutes

Or fill in the form

1 Required information

First name * Last name(s) *

Birthdate *

mm/dd/yyyy

Invite patient to use the mySugr app to collaborate on managing their diabetes

Email *

2 Optional information

For additional support or details on the tasks in Accu-Chek Care, please visit our [Customer Support Site](#).

Create new patient using a Sharing Code

The easiest way to create a new patient is to enter their Sharing Code, which patients can access in their Accu-Chek Account.

Create a patient

1. Click the Actions menu icon. 
2. Click Create a New Patient.
3. Instruct the patient to access their Accu-Chek Account from their personal app and generate a Sharing Code.
4. Enter the Sharing Code and click Validate.

Use sharing code



Quickly access their personal and health data

User of the mySugr app or the Accu-Chek SmartGuide app? Patients can generate a code to share their personal and health data with your center.

 Where's the sharing code?

3 invalid attempts block entries for 30 minutes

4. Confirm the patient's email and click Continue.
5. Complete and enable any relevant optional information or account configuration settings.
6. Click Create patient to finish.



Sharing codes are also used to connect an existing patient to their Accu-Chek Account. See [“Edit patient”](#) for steps.

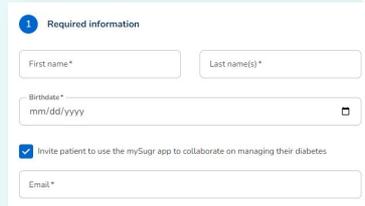
Create new patient manually

Healthcare centers with an Accu-Chek Care account can add patients without a Sharing Code.

1.

Enter information

- Click the Actions menu icon.
- Click Create a New Patient.
- Enter the required information* and click Continue.
- Enter optional information.



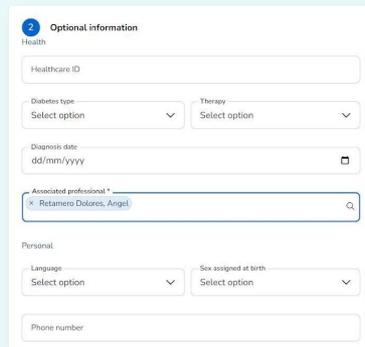
1 Required information

First name* Last name(s)*

Birthday*

Invite patient to use the mySugr app to collaborate on managing their diabetes

Email*



2 Optional information

Health

Healthcare ID

Diabetes type Therapy

Diagnosis date:

Associated professional*

Personal

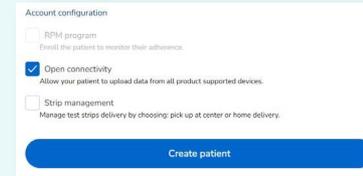
Language Sex assigned at birth

Phone number

2.

Enable options

- Use checkboxes to enable additional features.**
- Click Create patient.



Account configuration

RPM program
Enroll the patient to monitor their adherence.

Open connectivity
Allow your patient to upload data from all product supported devices.

Strip management
Manage test strips delivery by choosing: pick up at center or home delivery.

Create patient

Account configuration options

Open Connectivity
Enables patients to upload data from other supported devices (Windows systems only).

*By default, an email is required for the mySugr invitation. To help patients create their mySugr and Accu-Chek Account, [follow these instructions](#). If mySugr connectivity is not desired, deselect the checkbox to make email an optional field.

**Account configuration options are not available in all markets.

Search for patients

After signing in, Patient Management displays recent* high-level information for multiple patients associated with the healthcare professional's account.

Click to refine by additional parameters, such as diabetes type or age

Click a patient name to go to Patient View for more details

ACCUCHEK Care

Search by name or ID

Patient management

Displaying data from the latest 14 consecutive days.

BGM filters

Sort by: Last name (A to Z) Results per page: 10

PATIENT INFO	LAST HBA1C	LAST UPLOAD	TESTS / DAY	GLUCOSE LEVEL DISTRIBUTION	TOTAL HYPOS & HYPERS
Abner, Bethany ID 456789 02 Jan 1996 (28) Type 2	6.6	0 DAYS 12 MAR 2024	3/2 OF 42 TOTAL	3.8% VERY LOW (<54 mg/dL) 7.7% LOW (<70 mg/dL) 73.2% IN RANGE (70-180 mg/dL) 11.5% HIGH (>180 mg/dL) 3.8% VERY HIGH (>250 mg/dL)	3 HYPO (<70 mg/dL) 4 HYPER (>180 mg/dL)
Abernathy, Josiah Matthew ID 62488 15 Jan 1978 (46) Type 1	9.0	1 DAY 02 MAR 2024	6 OF 43 TOTAL	2.9% VERY LOW (<54 mg/dL) 0.6% LOW (<70 mg/dL) 55.4% IN RANGE (70-180 mg/dL) 1.2% HIGH (>180 mg/dL) 39.9% VERY HIGH (>250 mg/dL)	7 HYPO (<70 mg/dL) 24 HYPER (>180 mg/dL)
Abshire, Marianne ID 612834 03 Mar 1996 (28) Gestational	8.0	3 DAYS 05 FEB 2024	5 OF 39 TOTAL	0% VERY LOW (<54 mg/dL) 0% LOW (<70 mg/dL) 68.5% IN RANGE (70-180 mg/dL) 1.7% HIGH (>180 mg/dL) 29.8% VERY HIGH (>250 mg/dL)	0 HYPO (<70 mg/dL) 4 HYPER (>180 mg/dL)
Alvarez, Sandra Tia ID 96314 03 May 1970 (53) Type 1	6.0	2 DAYS 12 MAR 2024	4 OF 28 TOTAL	2.7% VERY LOW (<54 mg/dL) 12.7% LOW (<70 mg/dL) 28.8% IN RANGE (70-180 mg/dL) 25.5% HIGH (>180 mg/dL) 30.3% VERY HIGH (>250 mg/dL)	7 HYPO (<70 mg/dL) 26 HYPER (>180 mg/dL)
Anderson, Daniel ID 605974 03 Dec 1980 (43) Type 2	10.0	NO DATA 13 MAR 2024	5 OF 41 TOTAL	2.4% VERY LOW (<54 mg/dL) 12.2% LOW (<70 mg/dL) 65.9% IN RANGE (70-180 mg/dL) 14.6% HIGH (>180 mg/dL) 4.9% VERY HIGH (>250 mg/dL)	5 HYPO (<70 mg/dL) 8 HYPER (>180 mg/dL)
Baldrich, Stephen ID 462845	8.1	2 DAYS	3	2% VERY LOW (<54 mg/dL) 1% LOW (<70 mg/dL) 71.2% IN RANGE (70-180 mg/dL) 1.4% HIGH (>180 mg/dL) 30.5% VERY HIGH (>250 mg/dL)	1 HYPO (<70 mg/dL) 5 HYPER (>180 mg/dL)

Enter a patient's ID or name and click to search

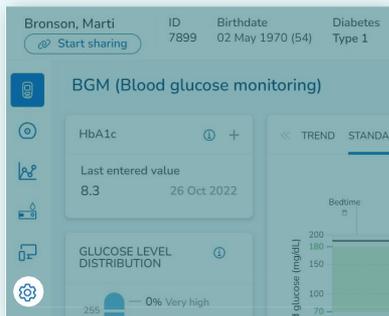
*A list of patients associated with the signed-in healthcare professional is displayed by default, ordered alphabetically by last name, with data for each patient from the last 14 days.

Edit patient

Update individual patient accounts to change profile information and other settings.

To edit a patient's profile data

1. From Patient View, click the gear icon on the left sidebar.



2. Edit patient data.
3. Click Save.

Edit patient

Profile & sharing Time blocks Glucose target ranges Devices Deactivate patient

Start sharing

Access your patient's health data

Users of the mySugr app or the Accu-Chek SmartGuide app can generate a code to share their health data with your center right away.

Where's the sharing code?

Sharing code Start sharing

3 invalid attempts block entries for 30 minutes.

Recommend the mySugr app

Ask your patient to download the app for a better collaboration in managing their diabetes. We can send an invitation to the email address provided below.

Send invitation

Edit the patient's profile

Patient

First name * Marti Last name * Bronson

Birthdate * 05/02/1970

Assign healthcare professional to patient

Patients can be assigned to more than one healthcare professional in the center.

To assign a healthcare professional

1. From Patient View, click the gear icon on the left sidebar.
2. Scroll down to the Health section.
3. In the Associated professional field:
 - Type the name of the account and click to select from the list of accounts
 - To remove an association, click the X after a professional's name
4. Click Save.

The screenshot shows a 'Health' section with the following fields:

- Healthcare ID:** A text input field containing the value '7899'.
- Diabetes type:** A dropdown menu with 'Type 1' selected.
- Therapy:** A dropdown menu with 'Select option' selected.
- Diagnosis date:** A date input field containing '02/01/1976' and a calendar icon.
- Associated professional *:** A search field with a magnifying glass icon and the placeholder text 'Search for your associated professional...'. Below the search field, a tag for 'Smith, James' is visible with an 'X' icon to its right.

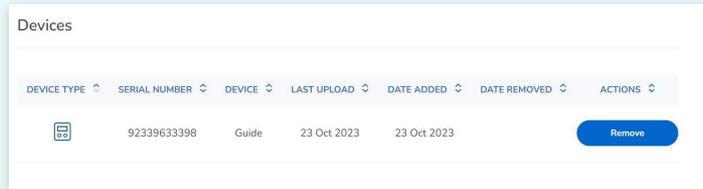
Deactivate patient

Deactivate patient accounts if they are no longer part of the practice. Before deactivating a patient profile, first remove all devices associated with the patient.

1.

Delete associated devices

- From Patient View, click the gear icon on the left sidebar and click Devices in the Edit patient menu bar.
- Click Remove in the Actions column and confirm removal of a device.



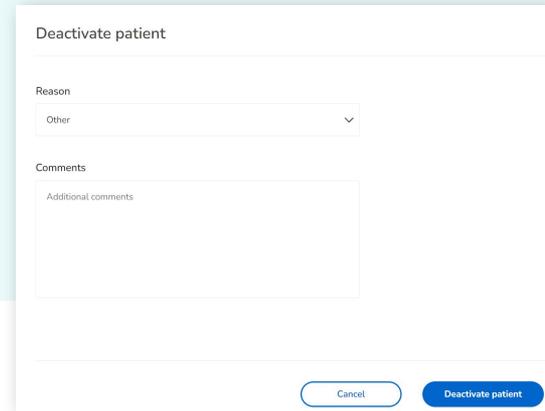
The screenshot shows a table titled 'Devices' with the following columns: DEVICE TYPE, SERIAL NUMBER, DEVICE, LAST UPLOAD, DATE ADDED, DATE REMOVED, and ACTIONS. A single row is visible with the following data: a gear icon, the serial number 92339633398, the device name 'Guide', the last upload date '23 Oct 2023', the date removed '23 Oct 2023', and a blue 'Remove' button in the actions column.

DEVICE TYPE	SERIAL NUMBER	DEVICE	LAST UPLOAD	DATE ADDED	DATE REMOVED	ACTIONS
	92339633398	Guide	23 Oct 2023	23 Oct 2023		Remove

2.

Deactivate the patient

- From Patient View, click the gear icon on the left sidebar and click Deactivate patient in the Edit patient menu bar.
- Select the reason and include comments (optional). Click Deactivate patient to complete.



The screenshot shows a 'Deactivate patient' dialog box. It contains a 'Reason' dropdown menu with 'Other' selected, a 'Comments' text area with the placeholder 'Additional comments', and two buttons at the bottom: 'Cancel' and 'Deactivate patient'.

Deactivate patient

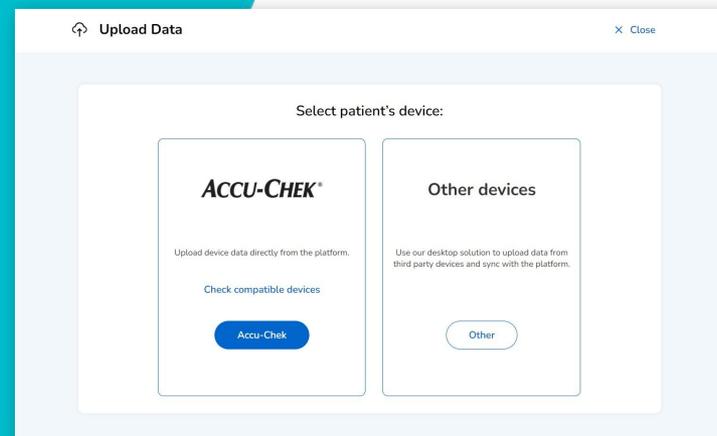
Reason
Other

Comments
Additional comments

Cancel Deactivate patient

Upload patient data

- [Upload patient data from mySugr](#)
- [Upload patient data from diabetes devices](#)



For additional support or details on the tasks in Accu-Chek Care, please visit our [Customer Support Site](#).

Upload patient data from mySugr

Automatically transfer diabetes-relevant data to Accu-Chek Care through the mySugr app.

1. Create new patient or edit existing patient.

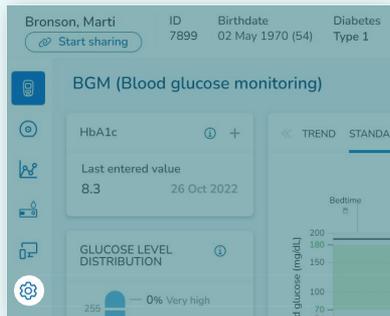
New patient

Click Create new patient from the Patient Management screen.

 Create new patient

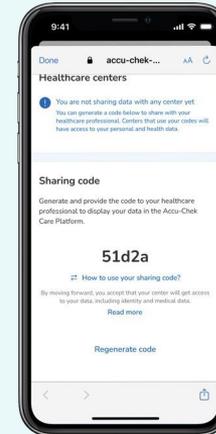
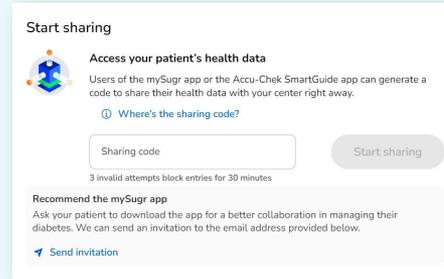
Existing patient

Click the gear icon on the left sidebar of Patient View.



2. Enter the sharing code from the patient.

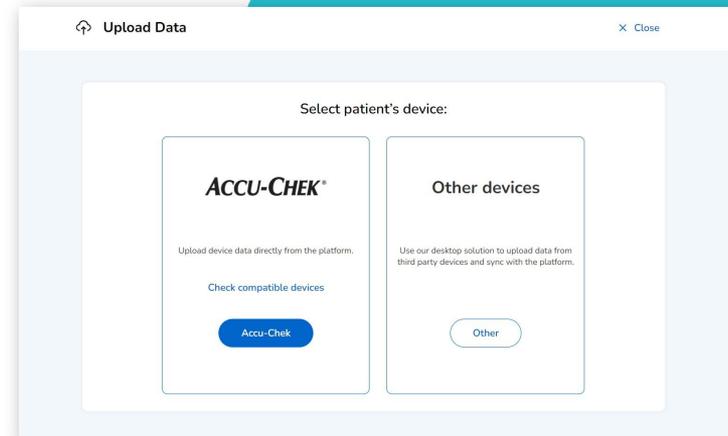
1. If the patient does not have the mySugr app installed:
 - Click Send invitation
 - Add or confirm the patient's email address and click Send
 - The patient should follow instructions in the email to install the mySugr app and create an account
2. In the mySugr app, the patient should click Data sharing from the More menu and generate a sharing code.
3. Enter the sharing code in Accu-Chek Care and click Connect.



Upload patient data from diabetes devices

Accu-Chek Care enables uploading patient diabetes data directly from compatible devices.

- [Choose device type](#)
- How to install the Device Link plugin ([Windows](#)) ([Mac](#))
- [Upload patient data from an Accu-Chek device](#)
- [Assign device to a patient](#)
- [How to install the Device Link software \(Windows only\)](#)
- [Upload patient data from a third-party device \(Windows only\)](#)



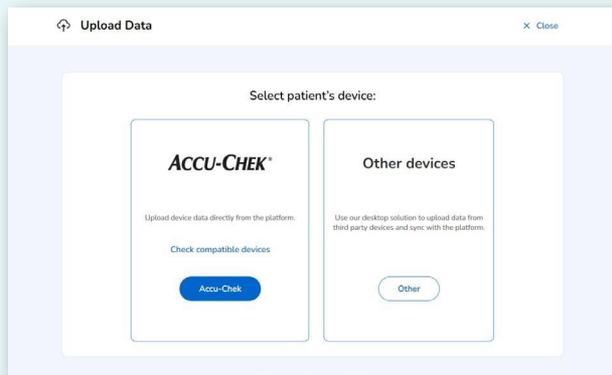
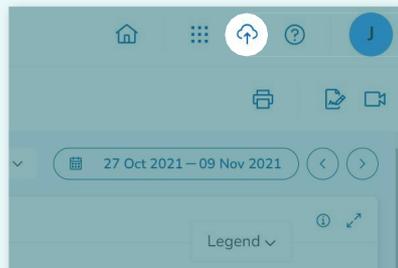
For additional support or details on the tasks in Accu-Chek Care, please visit our [Customer Support Site](#).

Choose device type

Select the patient's type of diabetes device as the first step when uploading data.

Selecting a device

1. Sign in to your Accu-Chek Care account.
2. Click the Upload data icon.
3. In the pop-up, select the patient's device:
 - Accu-Chek
 - Other devices



Important Note!

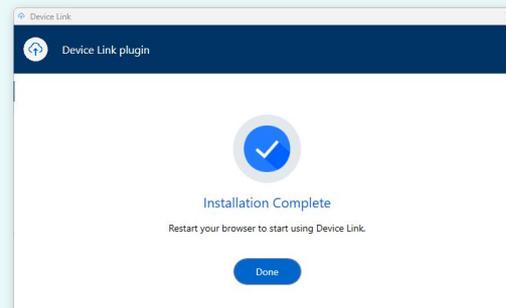
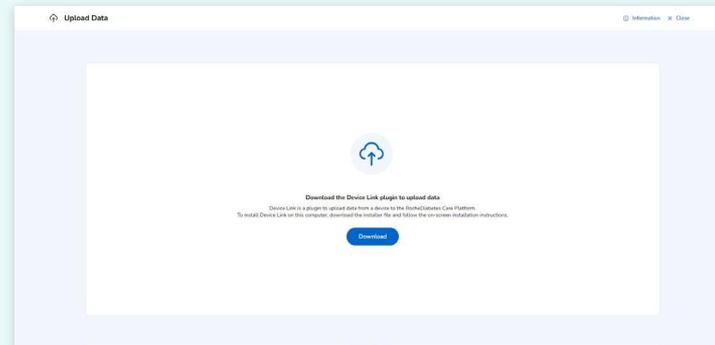
If you cannot download the Accu-Chek plugin, you can select “Other devices” to download ALL devices (including Accu-Chek) to download via the DeviceLink software.

How to install the Device Link plugin (Windows)

Web Device Link is a browser plugin which requires a one-time installation.

Installing the Web Device Link plugin

1. Click the Accu-Chek button from the “Upload Data” pop-up ([see Choose device type](#)).
2. Click Continue in the Starting Device Link screen and then click Download when prompted.
3. An installation file will download to the computer. Click Done to continue.
4. Locate and double-click the setup file. It will usually be in the Downloads folder.
5. Once the installation starts, follow the on-screen instructions. Note: this may require administrative rights for the computer.
6. Click Done when the installation is complete.
7. If prompted, click Leave in the “Leave site” pop-up to refresh the browser.

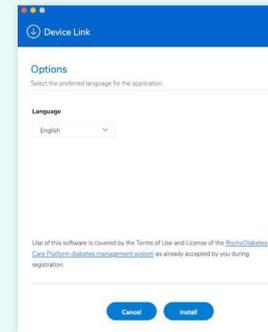
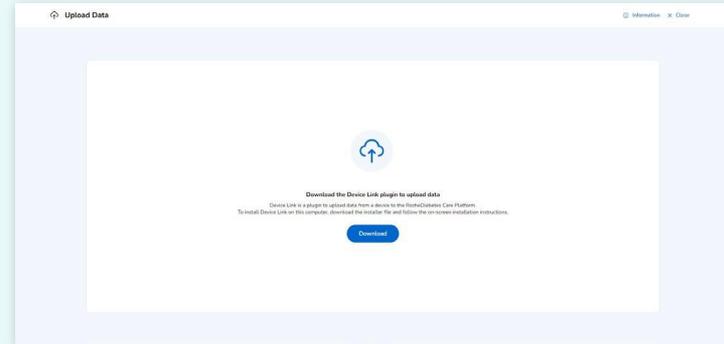


How to install the Device Link plugin (Mac OS)

Web Device Link is a browser plugin which requires a one-time installation.

Installing the Web Device Link plugin

1. Click the Accu-Chek button from the “Upload Data” pop-up (see Choose device type).
2. Click Continue in the Starting Device Link screen and then click Download when prompted.
3. An installation file will download to the computer. Click Done to continue.
4. Double-click the downloaded installation file (Setup.dmg).
5. If needed, select the language and change the installation destination folder.
6. Click Install.
7. The Device Link software will launch when the installation is complete.



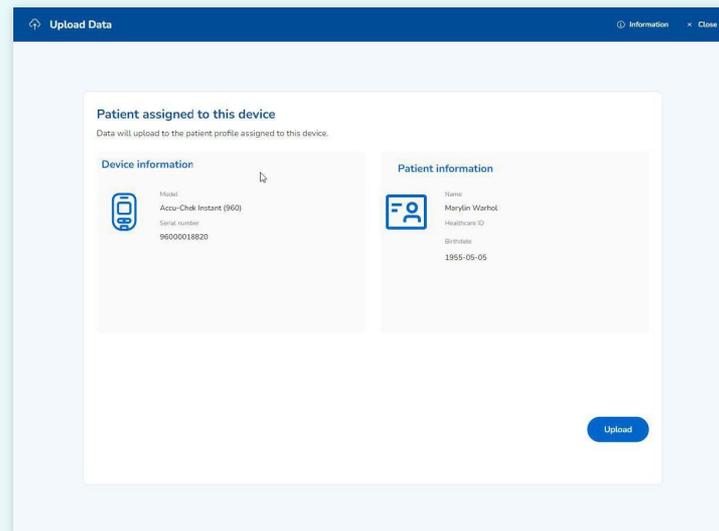
Upload patient data from an Accu-Chek device

How to use the Web Device Link plugin to upload data.

Connecting for upload

1. After Web Device Link is installed, click the Accu-Chek button from the “Upload Data” pop-up (see Choose device type).
2. If prompted, click Open DevicelinkAgent.
3. Connect the device to the computer using a USB cable* or supported infrared reader.
4. If the device has not been connected before, it must be assigned to a patient.
5. If the device has already been assigned to a patient, click Upload in the confirmation pop-up.

NOTE: If there is a discrepancy of more than 5 minutes between the time/date of the device and the computer, the system will ask if it should change the device time/date to match the computer or upload the data with no change.



Click Information to see compatible devices, system requirements and troubleshooting advice.

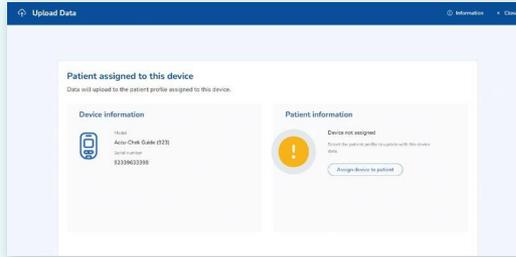
*Recommended: use the original USB cable that came with the device.

Assign device to a patient

The first time a device is connected to the computer, it must be assigned to a patient.

Assigning a device

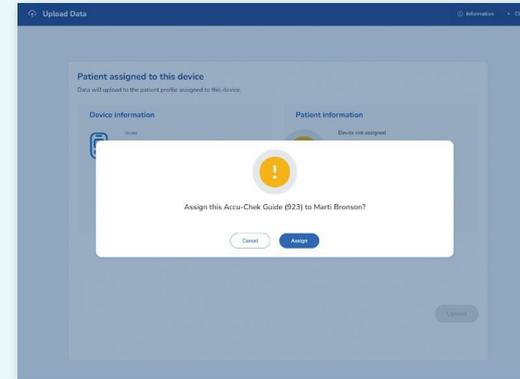
1. Click Assign device to patient.



2. A list of patients created in the last 24 hours will appear. Select a name from the list or search for an existing patient.



3. Click Assign to confirm the device assignment.



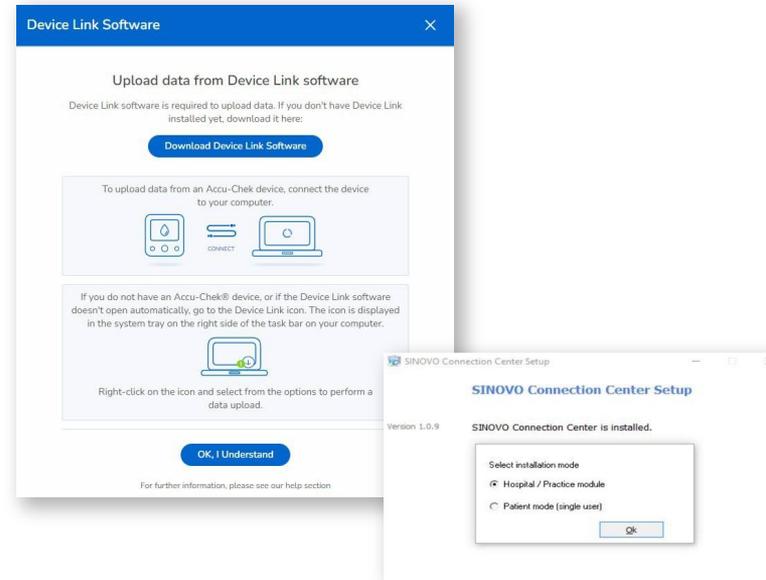
Device assignment is now complete, and you can continue to upload data. The next time the device is connected, Device Link will remember the patient assignment and skip to the upload step.

How to install the Device Link software

Device Link is a free program to sync data from compatible third-party devices. The one-time installation will begin after selecting “Other devices” from the Upload Data window. Note that the Device Link software is a separate program from the Web Device Link plugin.

Installation instructions (Windows)

1. Click the Other devices button from the “Upload Data” pop-up ([see Choose device type](#)).
2. Click Download Device Link Software Device Link Software pop-up. An installation file will download to the computer. Click OK, I Understand to continue. ⬇️
3. Locate and double-click the setup file. It will usually be in the Downloads folder.
4. The software will install the SINOVO connection center. Note: this may require administrative rights for the computer.
5. Choose Hospital/Practice Mode and click Ok. (Patient Mode supports a reduced set of compatible devices and is not recommended for HCPs.)
6. Click Done when the installation is complete.



Upload patient data from a third-party device (Windows only)

In order to upload data from a third-party (non-Accu-Chek) device, the Device Link software must be installed on the computer. [Click here](#) for instructions on how to install Device Link software.

1.

- For Windows operating systems, left-click the Show hidden icons button  in the system tray, then *right-click the Device Link icon* .
- Select Manual Upload - other devices from the menu.
- Select the device with the data to upload. Tip: Enter the device name in the search field or scroll to locate the device.
- Click Next.



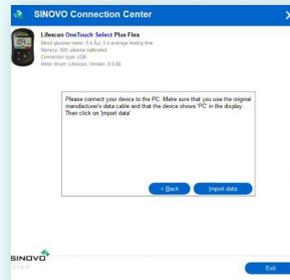
Device Link offers additional features that can help filter/customize future uploads:

-  Displays recently used devices
-  Displays devices marked as a "Favorite"
-  Shows all available devices and filters
-  Opens settings for marking devices as a Favorite or hiding devices no longer in use

2.

Prepare the device for data transfer

- Follow the connection instructions for the selected device.
- Click Import data.
- Continue to set up the device (next page).



Connection instructions

Depending on the device, the directions may say to connect via USB cable*, via Bluetooth or to select a serial cable port.

During the initial data upload, the Device Link checks for any required drivers and, if connected to the internet, may prompt installation for a device driver. Drivers can be installed manually if internet is not available. **IMPORTANT:** If using a USB cable, it must be disconnected when installing drivers.

*Recommended: use the original USB cable that came with the device.

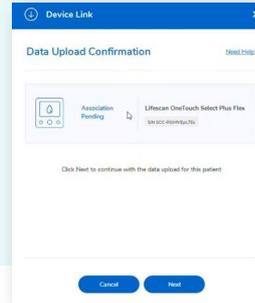
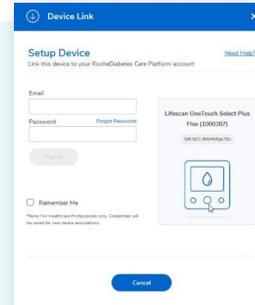
Upload patient data from a third-party device (Windows only)

Follow these steps to set up a third-party device to upload data with Device Link.

3.

Set up the device

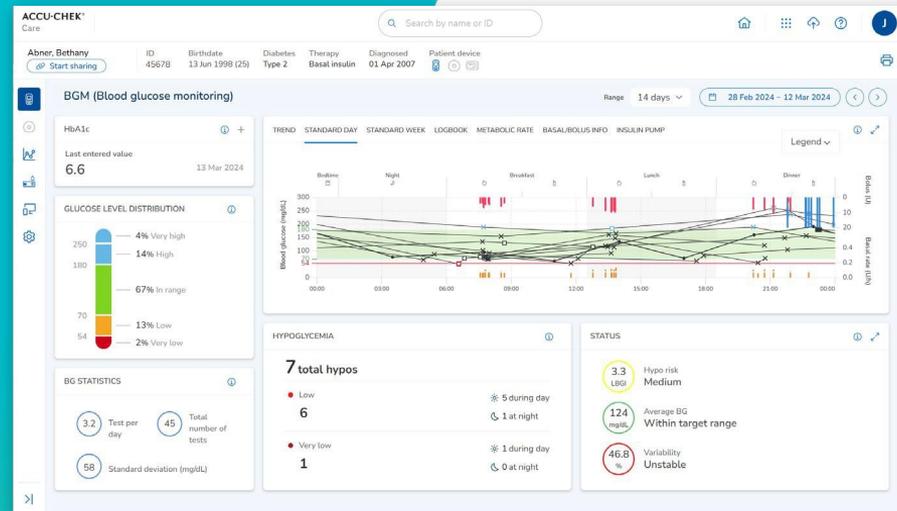
- Enter the email and password for Accu-Chek Care account.
Note: As a healthcare professional, enter your email address, not the patient's address.
- Click Sign in to Account.
- The screen displays the device name and serial number. If this is the first data transfer, no patient information will be displayed.
- Click Next.



If this is the first time connecting the device, it must be assigned to a patient account.

Visualize patient data

- [Patient Management](#)
- [Patient View](#)



For additional support or details on the tasks in Accu-Chek Care, please visit our [Customer Support Site](#).

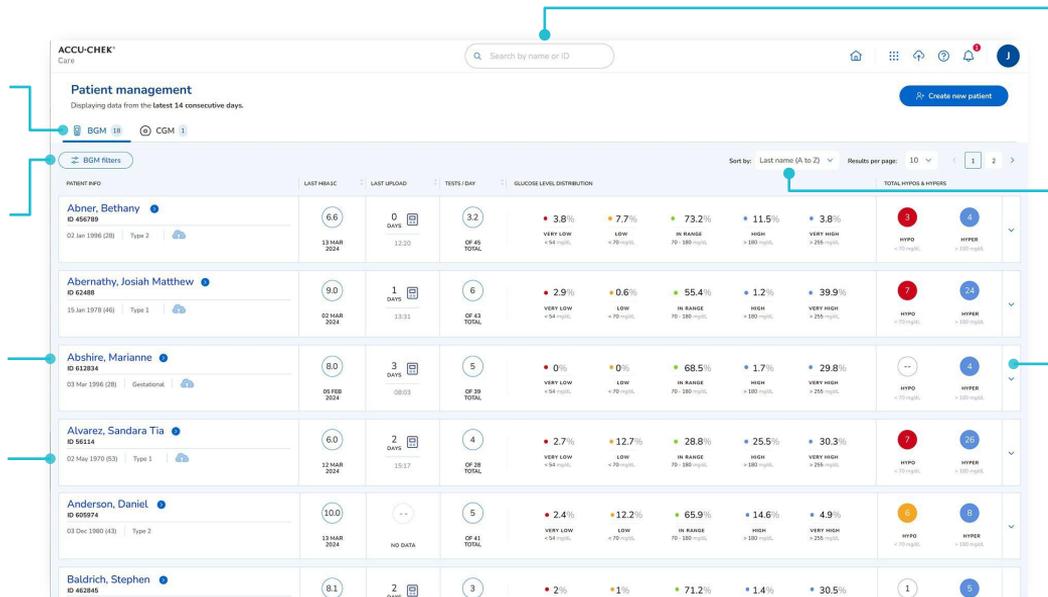
Patient Management

Patient Management displays recent* high-level information for multiple patients associated with the healthcare professional's account.

Click tabs to switch between BGM and CGM patients
Filter list by age, gender, diabetes type

Click to see Patient View

Displays basic profile information for each patient



Search for a specific patient by name or patient ID

Sort alphabetically by surname or other criteria such as Hypos or Hypers

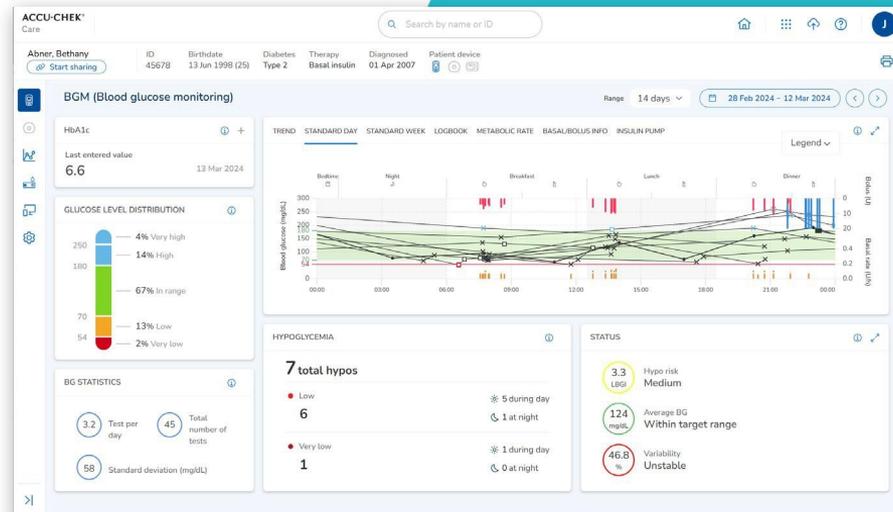
Click to reveal more detail about the patient's blood glucose data from the past 14 days

*By default, a list of patients associated with the signed-in healthcare professional displays alphabetically by last name, with data for each patient from the last 14 days. BGM = blood glucose monitoring. CGM = continuous glucose monitoring.

Patient View

Patient View provides a quick summary of patient diabetes-related data with reports and graphs indicating blood glucose levels and statistics. Includes a left sidebar menu for easily switching between the BGM, CGM and Patterns* view.

- › [BGM tab](#)
- › [CGM tab](#)
- › [Patterns* tab](#)



*Patterns are a Pro feature made available by subscription; not available in all markets.

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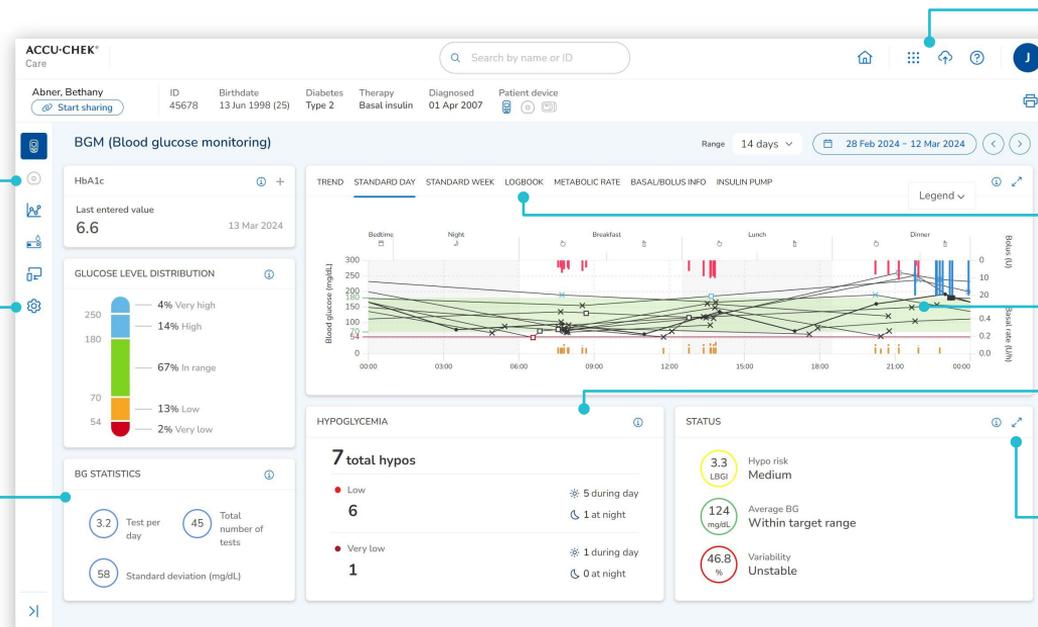
Patient View – BGM

Patient View is conveniently divided into different sections and cards. The sections that display depend on a patient's device, and if features are enabled at your healthcare center. The BGM section is displayed by default.

Use the left sidebar to navigate between sections, including BGM, CGM, Patterns, Strip management and devices

Click the gear icon to edit patient details, such as contact information, time block settings and glucose target ranges

BG statistics card shows the total number of tests, average number of tests per day and average test results



The navigation bar provides access to other functions such as adding a new patient, uploading data and exporting or printing patient reports

Click a report name to view different types of glucose and diabetes management information

Click a glucose result to see additional details

Hypoglycemia card displays the number of results below the hypo threshold and any active alerts

Click to expand card to see a detailed view

A simplified Patient View which includes only Trend, Standard Day and Logbook reports is available for general practitioner accounts.

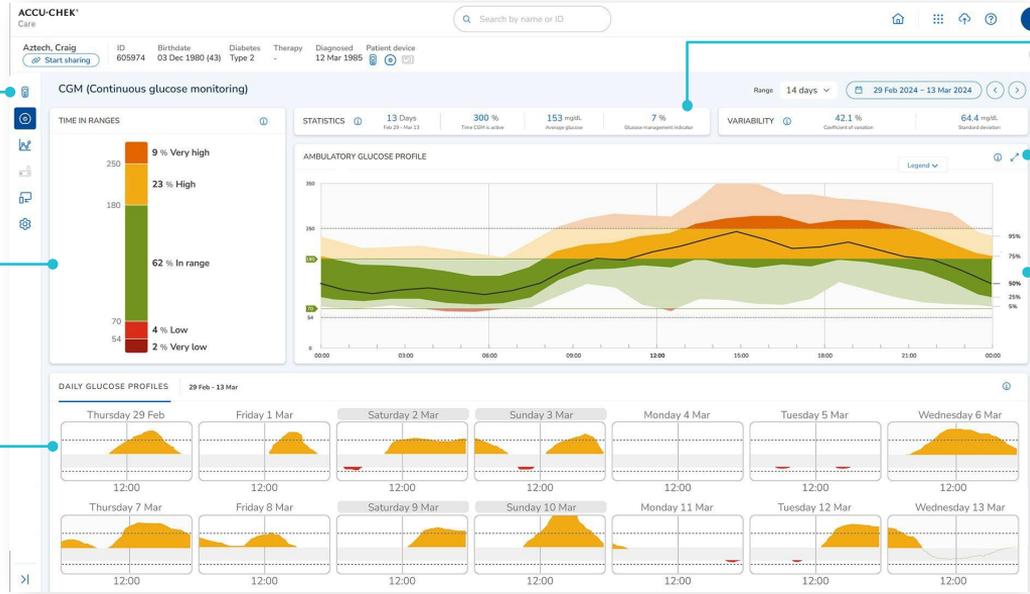
Patient View – CGM

The CGM section features data from the patient's continuous glucose monitoring (CGM) device. Graphs follow color coding established by the standardized Ambulatory Glucose Profile (AGP) Report.

Use the left sidebar to navigate between sections, including BGM, CGM, Patterns, Strip management and devices

Time in Ranges card displays a bar graph with the percentage of time spent in each range

Daily Glucose Profile card features graphs for individual days, highlighting hypoglycemia and hyperglycemia events



Statistics card displays key data such as the date range, percentage of time the device was used and average glucose

Click to collapse the Legend

Ambulatory Glucose Profile card converts all the readings obtained from the CGM into one graph

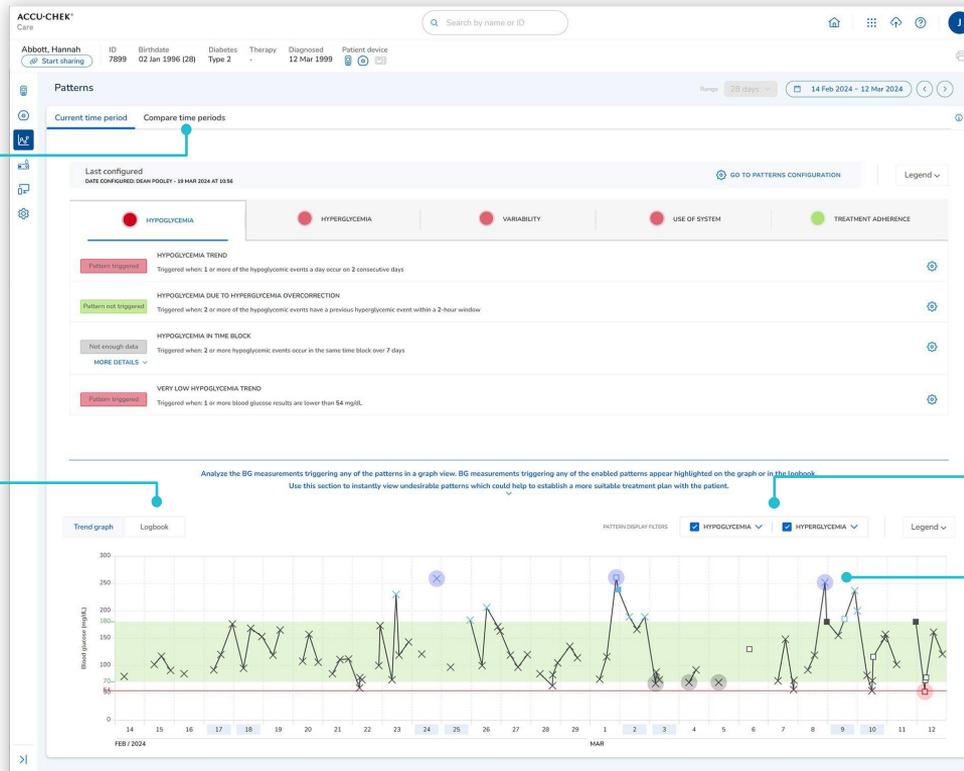
Patterns

To access patterns, click the Patterns icon on the left sidebar. The Patterns section displays visual indicators for patient status based on a predefined set of patterns.

Click to view pattern data as a comparative table

Switch to Logbook view

Note: Patterns is a Pro feature and is not available in all markets.



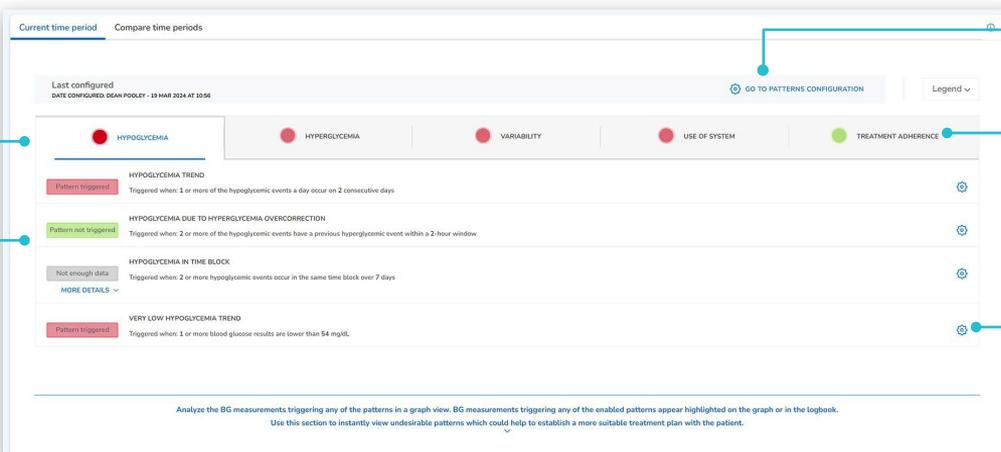
Click to enable/disable pattern groups to display

Glucose measurements that trigger any enabled patterns are highlighted in red or blue in the graph

Patterns (continued)



The first time you access Patterns for a patient, you will be directed to the Patient Setup screen. Follow the prompts to configure patterns for the patient. Patterns are set up on a per patient basis and can be different for each patient in your system. Not all patients require patterns to be set up.



Displays conditions to trigger patterns

A visual color code is shown next to each pattern and group:

- Green—pattern not triggered
- Red—pattern triggered
- Grey—insufficient data

Click for detailed pattern configuration

Click on each pattern tab to view any patterns that were triggered for the patient

Click gear icon for quick pattern configuration

Note: Patterns is a Pro feature and is not available in all markets.

Additional support

For a full list of Customer Support numbers and contact information, refer to Accu-Chek Care [Help Guide](#).

US Accu-Chek Customer Care: 1 (800) 628-3346

Contact us via webform: [Support Ticket](#)

For more information

support.rochediabetes.com

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