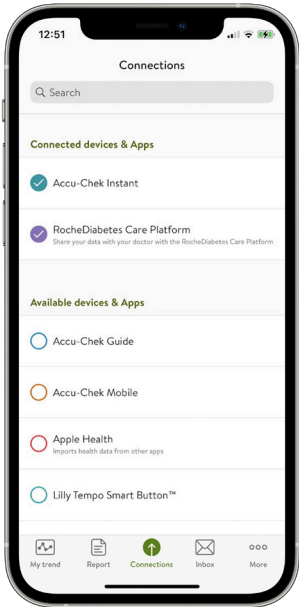


Troubleshooting patient disconnection issues

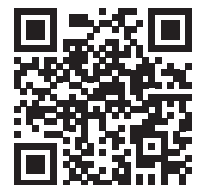
No data visible in the RocheDiabetes Care Platform for a patient that was previously connected.

Issue	Solution
<p>1 Data is not transferring from your patient's mySugr app to the RocheDiabetes Care Platform.</p>	<p>Ask your patient to open the 'Connections' menu on their mySugr app:</p> <ol style="list-style-type: none"> At the top of the list, they should see 'Accu-Chek Instant' and 'RocheDiabetes Care Platform' connected.  <ol style="list-style-type: none"> If your patient finds that "Accu-Chek Instant" and/or "RocheDiabetes Care Platform" is not connected, they can simply tap on the relevant device, tap "Connect" and follow the on-screen instructions to complete the reconnection process.
<p>Support tip:</p> <ul style="list-style-type: none"> Your patient will need to use a brand new password every time they attempt to connect to the RocheDiabetes Care Platform. 	

Issue		Solution
2	Accu-Chek Instant and RocheDiabetes Care Platform are connected to your patient's mySugr app, however their data is still not being transferred to the RocheDiabetes Care Platform.	<p>Ask your patient to try the following:</p> <ul style="list-style-type: none"> › Make sure that Bluetooth® on their mobile phone is turned on. › Check that their phone has an internet connection (mobile data or Wi-Fi) › If these do not work, they can try disconnecting their Accu-Chek Instant meter from their mySugr app and then reconnecting it.
3	Your patient's latest blood glucose readings are not transferring to the mySugr app.	<p>Ask your patient to check that Bluetooth® has not been turned off on their Accu-Chek Instant meter. Your patient will need to:</p> <ol style="list-style-type: none"> 1. Hold the Accu-Chek Instant meter next to their phone, and wake the meter up by pressing any button. 2. Then, they will need go to their most recent blood glucose reading on the meter by pressing the down button. The Bluetooth® symbol will be displayed underneath the time if it is switched on. 3. If your patient cannot see the Bluetooth® symbol: <ul style="list-style-type: none"> › With the meter off, press the down button ▼ to turn the meter on. The last result appears. › Press and hold the down button ▼ (approx. 3 seconds) until the Bluetooth® symbol appears. › Then they can hold the meter next to the phone as before to see if the data comes through.
4	Your patient's data is showing in the mySugr app but is not showing in the RocheDiabetes Care Platform.	<ol style="list-style-type: none"> 1. Please ensure that your patient's phone has an internet connection, either through a Wi-Fi network or mobile data. If your patient's phone is not connected to the internet, they will not be able to send data from the mySugr app to the RocheDiabetes Care Platform.
<p>Support tip:</p> <ul style="list-style-type: none"> › Check that the RocheDiabetes Care Platform is connected in the connections menu of the patient's mySugr app. 		

Additional support

If your problem persists then please contact your local Roche Representative, visit the RocheDiabetes Care Platform Help Guide at support.rochediabetes.com or contact our freephone** Customer Careline on **0800 701 000** (UK) or **1 800 70 96 00** (ROI).



*The mySugr logbook is licensed for people with diabetes over the age of 16 years. The mySugr Bolus Calculator is licensed for people with diabetes over the age of 18 years. ** Some mobile phone operators may charge or restrict access for calls to these numbers. To improve the quality of your service, calls received or made by Roche Diabetes Care Limited may be recorded.

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Diabetes.Roche.com/hcp-gb/CarePlatform