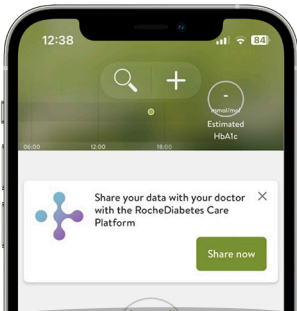
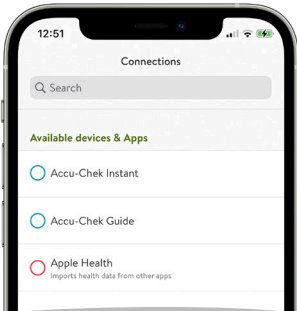


Troubleshooting patient on-boarding issues

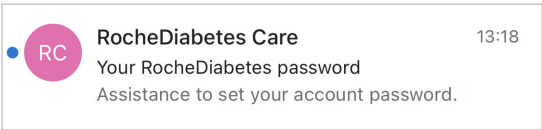
Connecting a new patient from the mySugr® app* to the RocheDiabetes Care Platform.

Issue	Solution
<p>1 RocheDiabetes Care Platform “Share Now” card is not visible in the mySugr app.</p>  <p>Or</p> <p>The RocheDiabetes Care Platform is not listed under the Connections menu in the mySugr app.</p> 	<ol style="list-style-type: none"> Check that your patient’s email used to create their profile in the RocheDiabetes Care Platform is the same email that was used to set up their mySugr account. <ul style="list-style-type: none"> › If the email address is different: <ul style="list-style-type: none"> » Create a brand new patient in the RocheDiabetes Care Platform with the correct email address (please do not edit the original patient record). › If the email address is the same: <ul style="list-style-type: none"> » It might be as simple as a delay due to a slow internet connection. » Alternatively, resend the mySugr invite from the RocheDiabetes Care Platform. If your patient’s mySugr account was created using the clinic Wi-Fi, this may cause onboarding issues. If this is the case: <ul style="list-style-type: none"> › Your patient will need to log out of the mySugr app and create a new account using their mobile data. They will need to use a different email address to create this new account.
<p>Support tips:</p> <ul style="list-style-type: none"> › Please note that the Share Now may not be visible straight away if there is a slow internet connection. › Downloading the mySugr app from the Play Store or App Store while connected to the clinic Wi-Fi is fine, however, you may encounter onboarding issues if your patient creates their mySugr account on the clinic Wi-Fi. 	

Issue	Solution
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2 Your patient is not receiving the **‘RocheDiabetes Password’** email when trying to connect the mySugr app to RocheDiabetes Care Platform via the Connections menu or the **‘Share Now’** feature.

1. Make sure your patient is checking their email inbox that is associated with their mySugr account.
2. Check that your patient’s phone is connected to the internet.
3. Ask your patient to check their email’s spam or junk folder to ensure that the ‘Set up Password’ email has not been redirected there. The email subject line is **‘Your RocheDiabetes password’** and comes from **RocheDiabetes Care**. It may look something like this depending on your email provider



3 Clicking on the **‘Set Password’** blue box in your patient’s email, does not open the link in a compatible browser, such as Safari or Google Chrome or your patient receives a blank screen.

1. If your patient encounters an issue where the ‘Set Password’ link does not open in a compatible browser, they need to try to open the link in:



Safari

or

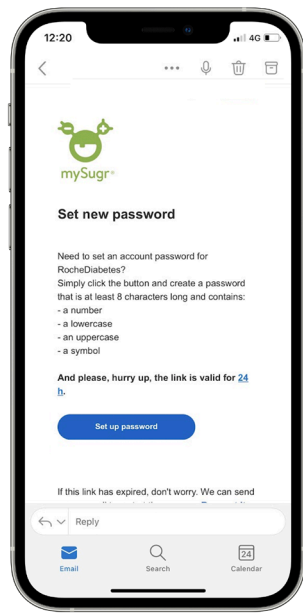


Google Chrome

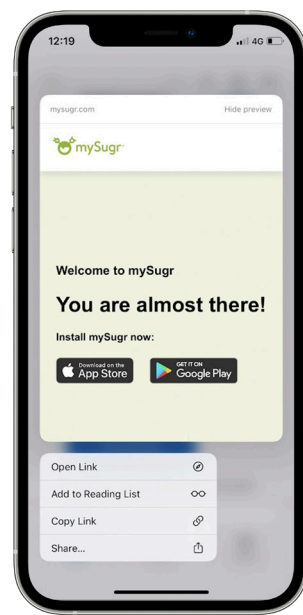
2. If the issue persists, your patient can try copying the link from the ‘Set Password’ button and manually pasting it into their device’s web browser.
 - › Once the link is opened in a compatible browser, they can follow the instructions to set their password and complete the connection process.

Support tip:

- › If the option to select “Google Chrome” or “Safari” does not appear, your patient can manually copy the link and paste this into a compatible browser.



Press and hold on the ‘Set up Password’ button until a menu pops up.

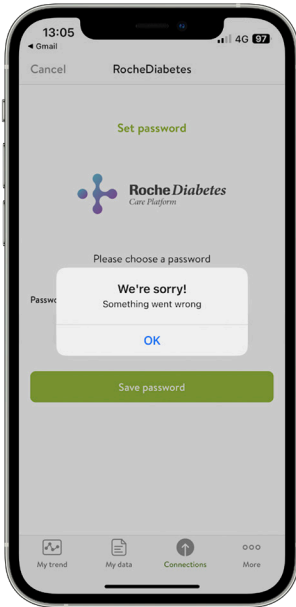


Tap Copy Link. Paste that link into the compatible browser.

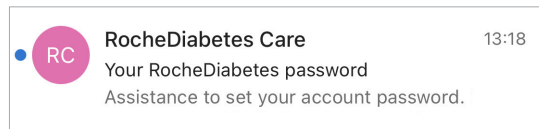
Issue

Solution

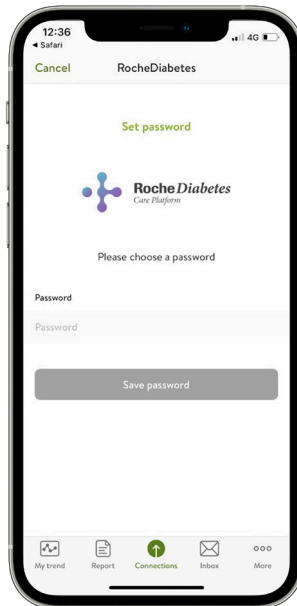
- 4 Your patient sees **“We’re Sorry, something went wrong”** in the mySugr app when connecting to RocheDiabetes Care Platform



1. Your patient might have made multiple attempts to connect to the RocheDiabetes Care Platform via their mySugr app.
 - › Each attempt will generate an email.
 - › Ensure your patient is opening the most recent “set-up password” email associated with the current connection attempt.
 - › The email subject line is **‘Your RocheDiabetes password’** and comes from **RocheDiabetes Care**. It may look something like this depending on your email provider:



2. Your patient will need to use a brand new password every time they attempt to connect to the RocheDiabetes Care Platform.



3. Have you edited your patient’s email address in the RocheDiabetes Care Platform? If yes, create a new patient profile with the correct email address .
4. Check that your patient’s phone is connected to the internet.
5. Make sure that your patient’s phone is not on the list of incompatible devices.

Support tips:

- › If your patient receives more than one email they might appear in a “thread”, ensure they scroll to the most recent email in that thread. The time stamp can be checked to confirm.
- › A list of incompatible phones can be found on the mySugr website:
<https://support.mysugr.com/hc/en-us/articles/360009213020>



Issue	Solution
<p>5 After setting up the RocheDiabetes Care Platform connection password, you receive an “Invalid Access” notification, often on one of the two ‘tick box’ pages.</p>	<ol style="list-style-type: none"> 1. Go to the Connections menu and click on the RocheDiabetes Care Platform. Click “Connect” again and follow the process. 2. In most cases, you won’t need to set up the password again, and you will be directed to the password login screen, or it will take you directly to one of the ‘tick box’ pages.

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)
- **1 800 70 96 00** (ROI)



** 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.

*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.

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