

# **OneTouch Reveal® Web Application User Manual for Patients Instructions for Use**

# Contents

## Chapter 1: Introduction

- Product Overview
- Intended Use
- System Requirements
- Technical Support
- Navigation

## Chapter 2: Using OneTouch Reveal® Web Application

- Sign up for Yourself
- Sign up as a Guardian for a Dependent
- Log in as a Guardian for a Dependent
- When Your Dependent Turns Age 18
- Settings
- Settings Options
- Your Reports

## Chapter 3: Data Transfer

- Data Transfer
- Install the OneTouch Reveal® Data Transfer Tool
- Transfer Data from a Device Using the Data Transfer Tool
- Data Transfer Tool Menu
- Clear Device Using Data Transfer Tool
- Customize the Data Transfer Tool Settings
- Uninstall the OneTouch Reveal® Data Transfer Tool

## Chapter 4: Resources

- Resources
- Glossary
- Supported Devices
- Troubleshooting

## Chapter 5: Report Details

- Report Details for Your Healthcare Professional
- Colours and Symbols in Reports
- Pattern Messages
- Footnotes in Reports
- Ambulatory Glucose Profile (AGP)
- AGP Report: BGM
- BGM Patient Summary
- Progress Report and Logbook
- Excursion Analysis Report
- Adherence Analysis Report
- Integrated Daily View Report
- Logbook Report
- Data List Report
- Details by Day of Week Report
- Details by Time of Day Report

## About

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# Chapter 1

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## Introduction

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### Product Overview

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Before using this application, carefully read this User Manual. Keep it available for reference when using the application.

OneTouch Reveal® is a web application that shows you your blood glucose. Simple visuals help you see your blood glucose readings along with important things like food and insulin.

You can print out reports specifically designed to share with your healthcare professional. The reports can help you discuss any changes you can make to better manage your blood glucose in the future.



**WARNING:** Reports are intended to help patients track and trend their diabetes management. Patients should share reports with their healthcare professional prior to implementing changes to their diabetes regimen.

You can download a copy of this help file by clicking **Help** in the top-right corner of your screen, clicking download manual, and opening or downloading a PDF version of it. You will need Adobe® Acrobat® Reader® or another PDF application to read the help file.

- Visit our website or contact Customer Care to download or request a printed copy.
- We welcome you to contact us for support at:  
1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific)

[contact@onetouch.ca](mailto:contact@onetouch.ca)

[OneTouch.ca/OneTouchReveal](http://OneTouch.ca/OneTouchReveal)

### Intended Use

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The OneTouch Reveal® web application is intended for use by people with diabetes or healthcare professionals, in the home or healthcare facilities, for viewing data from home monitoring devices such as blood glucose meters to a server database – and to log, view, track and trend blood glucose data as well as other related indicators such as insulin, carbs and activity to support diabetes management.

The OneTouch Reveal® web application can also be used by physicians or healthcare professionals to activate the Insulin Mentor™ functionality of the OneTouch Reveal® Mobile Application.



**WARNING:** Reports are intended to help patients track and trend their diabetes management, please share these reports with your healthcare professional prior to making any changes to your diabetes regimen.

### System Requirements

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To access the list of Supported Devices, as well as the list of hardware and software requirements needed to use the OneTouch Reveal® web application, please click on the following link:

[OneTouchReveal.ca/support/en\\_CA/](http://OneTouchReveal.ca/support/en_CA/)

The continued use of an unsupported meter or browser means that cybersecurity risks for end-users can be expected to increase over time. Keep the OneTouch Reveal® web application updated to the latest version because critical updates

and security patches are often distributed through these updates. While the OneTouch Reveal<sup>®</sup> web application uses end-to-end authentication and encryption protocols to secure your information, users and healthcare professionals should not access the web application from unsupported devices and browsers.

**NOTE:** Unsupported browsers or software may not operate properly with the OneTouch Reveal<sup>®</sup> web application and may result in increased cybersecurity risks. Ensure that you are using the latest supported version of the browser.

## Technical Support







If you have any questions about the use of the OneTouch Reveal<sup>®</sup> web application, contact Customer Care at [contact@onetouch.ca](mailto:contact@onetouch.ca) or 1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific). If you cannot reach Customer Care, contact your healthcare professional for advice.

## Navigation



The OneTouch Reveal<sup>®</sup> web application provides tabs, links, and icons to help you move from screen to screen and make selections.

Some icons allow you to navigate to other sections of the application or perform certain tasks. Other icons let you view other information about your blood glucose readings, patterns and enter additional information.


**Table 1. OneTouch Reveal<sup>®</sup> navigation icons**

Select this	To do this
	Move backward or forward
	Open or close drop-down menus
 and 	Access calendar date selector
	Print a hard copy
	Get help

**Table 2. OneTouch Reveal<sup>®</sup> icons**

When you see this	It represents
	The icon for the Data Transfer Tool
	A warning or caution

**Table 3. Other icons**

When you see this	It represents
	Manufacturer

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# Chapter

# 2

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## Using OneTouch Reveal® Web Application

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### Sign up for Yourself

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You need to be age 18 or older to use this app. Guardians age 18 and older may create an account on behalf of their dependents who are below age 18.

If you already have a OneTouch Reveal® account, you can use it to log in.

If you do not already have a OneTouch Reveal® account, create one using the following steps.

1. Using your web browser, go to [OneTouchReveal.ca](https://OneTouchReveal.ca).
2. If you don't yet have a OneTouch Reveal® account, click **Create an account**.
3. On the next screen, click the circle in the box that says **I have diabetes**.
4. Then, select your **Country** of residence and your preferred **Language**.
5. Click **Next Step** and follow the prompts to complete account sign-up for yourself.

**NOTE:** To ensure your information is secure, **Do Not** share your password with anyone else and change passwords every 90 days.

**NOTE:** Keep the OneTouch Reveal® web application updated to the latest version because critical updates and security patches are often distributed through these updates. While the OneTouch Reveal® app uses end-to-end authentication and encryption protocols to secure your information, users and healthcare professionals should not access the web application from unsupported devices and browsers.

### Sign up as a Guardian for a Dependent

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You need to be age 18 or older to use this app. Guardians age 18 and older may create an account on behalf of their dependents who are below age 18.

If you already have a guardian account for your dependent, enter your username or email address and password and click **Log In**.

If you do not already have a OneTouch Reveal® guardian account, create one using the following steps:

1. Using your web browser, go to [OneTouchReveal.ca](https://OneTouchReveal.ca).
2. Click **Create an account**.

**NOTE:** If you already have a OneTouch Reveal® account, enter your username or email address and password and click **Log In**.

3. On the next screen, click the circle in the box that says **My dependent has diabetes**.
4. Then, select your **Country** of residence and your preferred **Language**.
5. Then click **Next Step**.
6. On the next screen, enter your guardian account information:
  - Guardian Name
  - Guardian Email Address
  - Confirm Guardian Email Address
  - Password

- Confirm Password

**NOTE:**

- You may sign up only one dependent per guardian account. If you have more than one dependent, you will need to create a separate guardian account using different login credentials for each dependent.
- Passwords must be between 8–16 characters, contain at least 1 number and 1 letter, and cannot contain < > " = +.
- If your email address is invalid or your email address or passwords don't match, you will be instructed to re-enter them.

7. Once you have read the **Consent to Process my Personal and Sensitive Personal Information**, check the box to indicate you agree.

A checkmark will appear to confirm that you have agreed.

8. If you wish to opt-in to receive marketing materials, check the corresponding box to indicate you agree.

9. Then click **Next Step**.

10. On the next screen, enter your dependent's details including:

- Name
- Date of Birth
- Gender
- Diabetes Type
- How your dependent's diabetes is managed
- Clinic Code (optional)

**NOTE:**

- If you wish to share your dependent's data with a particular Care Team (a professional or group of professionals helping to manage their condition), contact them directly for their clinic code. To stop sharing your dependent's information, contact their Care Team directly, or permanently delete your dependent's account.
- To ensure your information is secure, **Do Not** share your password with anyone else and change passwords every 90 days.

11. Click **Next Step** to continue.

12. Check the box next to **I'm not a robot**.

13. On the next screen, click **Next Step** to accept the statement above the button.

OneTouch® will send you an email asking you to confirm your email address.

## Log in as a Guardian for a Dependent

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**NOTE:** If you do not yet have a guardian account, see [Sign up as a Guardian for a Dependent](#).

If you already have a OneTouch Reveal® guardian account on behalf of a dependent, follow these steps to log in.

1. Using your web browser, go to [OneTouchReveal.ca](#).
2. Enter your guardian account email address and password and check the box next to **Guardian Email Address**.
3. Then click **Log In**.

## When Your Dependent Turns Age 18

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When your dependent reaches age 18, they will be eligible to take over their own account, at which point you will no longer be able to view their data using your guardian account.

A message saying "**Happy 18th Birthday!**" will appear. For the former dependent to take over the account, they must update it with their own email address and password.

It must be an email address that is not already in use by another OneTouch Reveal® account.

**NOTE:** To ensure your information is secure, **Do Not** share your password with anyone else and change passwords every 90 days.

1. Once they have read the **Terms of Use** and **Privacy Policy**, the new account holder must click the corresponding box confirming they agree.
2. If they wish to opt in to receive marketing materials, they may check the corresponding box, then click **Next Step**.

OneTouch Reveal<sup>®</sup> will send the new account holder an email asking them to confirm their email address.

## Settings

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Settings allows you to customize certain settings such as your target ranges, daily schedule and mealtimes.

### Options Within Settings

#### Profile

Add or change your personal information, including the following:

To change the current entries for your name, date of birth, and gender, see [Edit Your General Information](#).

To edit your address, phone number, and email address, see [Edit Your Contact Information](#).

To change your OneTouch Reveal<sup>®</sup> password, see [Change Your Password](#).

To change your email address, see [Change Your Email Address](#).

To choose the language used by the OneTouch Reveal<sup>®</sup> web application from a list of supported languages in your country, see [Edit Your Language](#).

To change your target ranges and diabetes type, see [Change Your Target Glucose Ranges](#).

To specify or edit how you manage your diabetes, see [Enter your Diabetes Management](#).

To send a request to share your data with a healthcare professional, see [Clinics](#).

To change the names and durations of a schedule that affects certain reports, see [Change Your Time Slots Schedule](#).

## Settings Options

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### Profile

Click **Profile** to edit your account information.

#### Edit Your General Information

Edit name, suffix, date of birth, and gender. Please note that some entries are required.

1. Click **Settings**.
2. Click **Edit** to the right of **General Information**.
3. When finished, click **Save**.

#### Edit Your Contact Information

Edit address, phone number, and email address.

1. Click **Settings**.
2. Click **Edit** to the right of **Contact Information**.
3. When finished, click **Save**.

#### Change Your Password

Passwords must be 8–16 characters in length and contain at least one letter and one number.

1. Click **Settings**.
2. Click **Change Password** to the right of **Username/Password**.
3. Enter your current password.
4. Enter and then confirm your new password.
5. When finished, click **Save**.

### Change Your Email Address

You can change the email address that was provided when your OneTouch Reveal<sup>®</sup> account was created, but remember:

- Your email address may be the same as your **Username**.
- The **Username** that was created as part of your OneTouch Reveal<sup>®</sup> account cannot be changed.
- You must have an email address associated with your OneTouch Reveal<sup>®</sup> account.

1. Click **Settings**.
2. Click **Edit** to the right of **Email Address**.
3. Enter a new email address.
4. Enter your password to confirm the change of email address.
5. Click **Save**.

### Edit Your Language

**NOTE:** You can only pick languages that are supported by the OneTouch Reveal<sup>®</sup> web application in your country.

1. Click **Settings**.
2. Click **Edit** to the right of **Language**.
3. Click the **Language** drop-down menu and select a language.
4. Click **Save**.

### Change Your Target Glucose Ranges

The OneTouch Reveal<sup>®</sup> web application has pre-set (default) target ranges that place blood glucose readings into certain categories. Ranges are used to determine when blood glucose readings are within or outside the target range and let you know when the blood glucose is too low or too high. Ranges include before and after meal, overall range, and specific values for severe hypoglycemia and hyperglycemia. You can use the default settings or choose other values.

1. Click **Settings**.
2. Click **Edit** to the right of **Diabetes Care**.
3. You can perform the following actions:

To	Do This
Select a Diabetes Type	Confirm the diabetes type and, if needed, choose a different one from the drop-down list.
Use default ranges	If you want to use the default values, uncheck the box next to <b>Set custom ranges</b> .
Use custom ranges	<p>If you want to use your own target ranges rather than the default values select <b>Set custom ranges</b>.</p> <p>Enter the values for your upper and lower limits for <b>Before Meal</b> and <b>After Meal</b>. You can also enter values for a <b>Severe Low</b> and a <b>Severe High</b>.</p>

4. When finished, click **Save**.



## Enter your Diabetes Management

You can specify the various ways you manage your diabetes.

Keeping your diabetes management up-to-date is important because tips are presented to you based on this information.

1. Click **Settings**.
2. Click **Profile**.
3. Click **Edit** to the right of **Diabetes Management**.
4. Click the box next to any method you use to manage your diabetes.
5. When finished, click **Save**.

## Clinics

Send a request to share your data with a healthcare professional.

1. Click **Settings**.
2. Click **Profile**.
3. Click **Add a clinic**.
4. Enter the 6 character clinic code given to you by your healthcare professional and then click **Search**.
5. Check to make sure the clinic you want to connect to was identified.
6. Click **Yes** to submit your request to connect, or click **Re-enter code** to start over.

**NOTE:** A notification will be sent to your healthcare professional to accept your request. You will receive an email notification when your healthcare professional either accepts or declines your request.

## Change Your Time Slots Schedule

A patient's settings in the OneTouch Reveal<sup>®</sup> web application includes a **Time Slots Schedule** feature that impacts several reports, including the **BGM Patient Summary**, **Data List**, and **Details by Time of Day** reports. The **Time Slots Schedule** divides the day into eight periods: **Overnight**, **Before Breakfast**, **After Breakfast**, **Before Lunch**, **After Lunch**, **Before Dinner**, **After Dinner**, and **Bedtime**.

Patients can edit the starting and ending time of each time slot on the **Profile** tab of their settings in the OneTouch Reveal<sup>®</sup> web application. They can also edit the names of the time slots themselves.

1. Click **Settings**.
2. Click **Edit** to the right of **Time Slots Schedule**.
3. The start time for seven of the eight periods will appear as clickable links.  
Click each link to change the start time.
4. When you click the link, a drop-down menu appears below the link.  
You can pick start times in 15-minute increments.
5. When you change the start time of one period, the end time of the previous time period will change automatically.
6. You can change the start times for the other time slots to your preferred times.
7. When the **Time Slots Schedule** is in edit mode, each **Name** will be an editable text field where you can change the name of the time period.
8. When you are done updating the time slot start times and names, click **Save**.

## Your Reports

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### Your Reports

The **Your Reports** landing page lets you decide how to view, print, and save your reports. Your default report is the report that is displayed whenever you go to the **Your Reports** landing page.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

## Your Reports Landing Page

To view a different report than the one currently displayed on the tab, see [View a Different Report](#).

To change the number of days of data (14-, 30-, 90- days, or custom range) you want included in most reports, see [Change the Date Range for a Report](#).

You can print the report you are currently viewing. See [Download a Report](#).

**NOTE:** If your healthcare professional does not currently use the OneTouch Reveal® web application, print a copy of your reports details to go over with them. To decide together which reports to bring to future clinic visits, see [Report Details for Your Healthcare Professional](#).

## Your Reports Landing Page Options

### View a Different Report

Whenever you open **Your Reports**, the default report appears. Most other reports can be viewed and printed from this tab.

1. Click the arrow next to the name of the report currently displayed.
2. From the drop-down menu, select the report you want to view.

The new report is displayed.

### Change the Date Range for a Report

While viewing a report that allows multiple date range views, you can change the date range for the report. The date range is the number of days of data (14-, 30-, 90-days, or custom range) you want included in each report.

1. Click the calendar icon () next to the current date range.

The **Choose a Date Range** pop-up screen appears and displays 3 calendar months, with the current month in the middle. Use the arrow buttons if you want your date range to include data from a different 3-month period.

You can perform the following actions:

2. Select a 14-, 30-, or 90-day range.
  - a) Select the date range (14 days, 30 days or 90 days).
  - b) In the calendar boxes, click the end date for the range.

The selected date range now appears in the calendar as shaded blue boxes.

3. Select a custom range.

- a) Select **Custom**.
- b) In the calendar boxes, click both the start and end dates for the custom range (not to exceed 90 days).

The selected date range now appears in the calendar as shaded blue boxes.

4. When finished, click **Apply**.

### Download a Report

You have the option to download a single report (the one currently displayed or selected).



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

Click the **Download report** button.

A single PDF is created that contains your report that you can view, print, and save.

**NOTE:** Emojis entered in notes by patients using the OneTouch Reveal® mobile app may not display in PDF reports.

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# Chapter

# 3

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## Data Transfer

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### Data Transfer

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The OneTouch Reveal® web application uses data collected from one or more supported devices to generate reports. To transfer data using the Data Transfer Tool, you must first install the Data Transfer Tool.

After completing registration for the OneTouch Reveal® web application, a link to download and install the **Data Transfer Tool** is provided. You can also download the **Data Transfer Tool** when you are logged into the OneTouch Reveal® web application by clicking **Help**.

**NOTE:**

For a complete list of supported devices, please click on the following link:

[OneTouchReveal.ca/support/en\\_CA/](http://OneTouchReveal.ca/support/en_CA/)

The OneTouch Reveal® web application uses end-to-end authentication and encryption protocols to secure your information. Do not use any other cables, devices, or means to transfer data.

### Install the OneTouch Reveal® Data Transfer Tool

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The Data Transfer Tool provides a way to transfer data from a supported device to the OneTouch Reveal® web application and must be installed before you can transfer data.

**NOTE:** You must have a OneTouch Reveal® account to use the Data Transfer Tool.

Installation Instructions:

1. Sign in to your OneTouch Reveal® account.
2. Click **Help**.

It is located at the top-right corner of every screen.

3. Click the **Download** button under **Data Transfer Tool**.
4. Follow the prompts to complete installation.
5. Be sure that a OneTouch® USB cable is not connected to your computer and click **OK**.
6. Follow the on-screen instructions to complete the installation.

A pop-up screen will appear when the installation is complete. If desired, check **Create a Desktop Icon** to place a shortcut on your desktop. You can also choose to launch the Data Transfer Tool when you start your computer.

7. Click **Finish**.

**NOTE:** After installation, you may be prompted to re-start your computer.

### Transfer Data from a Device Using the Data Transfer Tool

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You can only transfer data to the OneTouch Reveal® web application from a supported device. For a complete list of supported devices, connection instructions, and other information about each device, click on the following link:

[OneTouchReveal.ca/support/en\\_CA/](http://OneTouchReveal.ca/support/en_CA/). Be sure you are using the correct cable for the device to transfer data.

1. Connect the device to your computer using the appropriate cable.

Open the OneTouch Reveal® Data Transfer Tool and follow the prompts to find your connected device. The OneTouch Reveal® Data Transfer Tool will search for the device. When the device is found, a confirmation screen will appear.

2. Sign in to the OneTouch Reveal® web application using your username and password.

This step will be skipped if you provided this information previously and chose to remember your sign-in information.

3. Click **Confirm** to transfer data.


**NOTE:**

- If the time set in the device and in the computer differ by more than 15 minutes, a pop-up screen will prompt you to synchronize them. Click **Yes** if you want the device time to match the computer time. This screen will not appear if you choose to always synchronize them on the **Settings** tab.
- When data is being transferred, you can click **CANCEL** at any time to stop the transfer of all data for any reason. Data is stored in the OneTouch Reveal® web application only once the data transfer is fully completed.

4. A pop-up screen appears when the transfer is complete. Click **OK**.

## Data Transfer Tool Menu

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You can access the most commonly used Data Transfer Tool settings by right-clicking the Install Data Transfer Tool icon (  ) in the system tray (PC) or menu bar (Mac).

### Settings

Clicking **Settings** will open the Data Transfer Tool's **Settings**, **Sign-in Info**, **Devices**, and **Help** tabs. See [Customize the Data Transfer Tool Settings](#) for instructions on changing these settings.

### Find My Device

When you select your connected device type, the Data Transfer Tool will begin searching for a supported device that is connected to your computer using the appropriate cable.

### Device Communication Settings

If **Disable automatic device detection** is not selected under **Device Communication Settings** on the **Settings** tab, the **Data Transfer Tool** will automatically search for a device.

### View logs

When you select **View logs**, you see technical information regarding a data transfer.

### Clear Device

The Data Transfer Tool can be used to clear the stored data from some supported devices. See [Clear Device Using Data Transfer Tool](#) for instructions.

### Help

Provides a link to this User Manual and other contact information for assistance.

### Exit

Closes the Data Transfer Tool application.

## Clear Device Using Data Transfer Tool

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The Data Transfer Tool can be used to clear the data stored in some supported devices. For a list of devices and their ability to have data cleared, please, click on the following link: [OneTouchReveal.ca/support/en\\_CA/](https://OneTouchReveal.ca/support/en_CA/).

Once cleared, the data from the device that was previously uploaded through the **Data Transfer Tool** will only be available through the OneTouch Reveal® web application.

1. Connect the device to your computer, using the appropriate cable.

Open the OneTouch Reveal® Data Transfer Tool and select your connected device type. The OneTouch Reveal® Data Transfer Tool will search for the device. When the device is found, a confirmation screen will appear.

2. Right-click the **Data Transfer Tool** icon (  ) in your system tray (PC) or menu bar (Mac).

3. Click **Clear Device** on the pop-up menu.

4. Click **Clear Device** to permanently clear data from the device.

A pop-up screen will confirm the data is being cleared.

5. Click **OK** to close the confirmation message.

## Customize the Data Transfer Tool Settings

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The Data Transfer Tool is installed with default settings that you can customize by opening the Data Transfer Tool and changing the **Settings**, **Sign-in Info**, **Devices**, and **Help** tabs.

### Settings Tab

On the **Settings** tab, you can customize these options:

- Select **Go to the OneTouch Reveal® web application after every transfer** if you want the Data Transfer Tool to open your default browser and log you into the OneTouch Reveal® web application after a successful data transfer.
- Select **Show startup screen** to display the startup screen whenever the Data Transfer Tool starts.

You can use the **Device Communication Settings** to configure the Data Transfer Tool's ability to automatically find a supported device when it is connected to your computer.

- Select **Disable automatic device detection** if you do not want the Data Transfer Tool to automatically find a device when you connect it to your computer using the appropriate cable.
- Use the arrows or type a number into the **Poll Interval** field to specify how often the Data Transfer Tool will search for a connected device.
- Use the **Port** drop-down list if you want to specify the port to be used for the device connection. Select **Auto Search** if you want the Data Transfer Tool to search all available ports for a connected device.
- Use the **Clock Synchronization Settings** to choose whether you want to automatically set the device's time to the computer's system time when the difference is more than 15 minutes.

### Sign-in Info Tab

You can configure the Data Transfer Tool to sign you into the OneTouch Reveal® web application without entering your username or email address and password each time you transfer data. To enable automatic sign-in, check the box and enter the required **Username** and **Password** information.

### Devices Tab

On the **Devices** tab, you can view supported devices available in your country.

### Help Tab

The **Help** tab provides a link to this User Manual and other contact information for assistance.

## Uninstall the OneTouch Reveal® Data Transfer Tool

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If you wish to uninstall the Data Transfer Tool, follow these directions:

Make sure the Data Transfer Tool application is not running.

Windows:

1. Go to Settings.
2. Go to Add/Remove Programs.

3. Search for DTT.
4. Click Uninstall/Remove.

This will trigger the Windows Uninstaller and remove the program from your PC.

Mac:

1. Search for DTT in your Applications folder.
2. Click and drag DTT to the Trash.
3. Empty Trash.

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# Chapter

# 4

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## Resources

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### Resources

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This section contains additional information that may be helpful.

**NOTE:** When the term glucose is used throughout the manual, this is referring to blood glucose or Continuous Glucose Monitoring (CGM) data.

### Glossary

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This Glossary defines the terms used in the OneTouch Reveal<sup>®</sup> web application and its User Manual as well as some common health terms associated with diabetes.

#### **Adherence Analysis Report**

A OneTouch Reveal<sup>®</sup> report that provides an overview of adherence data to blood glucose testing and pump activities for a selected date range.

#### **Ambulatory Glucose Profile (AGP) Report**

An industry-standardized, single-page report for retrospective glucose data interpretation created by the International Diabetes Center.

#### **Average Glucose**

The arithmetic mean calculated for a set of blood glucose readings.

#### **Basal Dose**

The continuous amount of insulin the body needs throughout the day.

#### **Blood Glucose Monitoring (BGM)**

A glucose monitoring system that measures glucose from a drop of blood obtained from a fingerstick by using a handheld device (meter).

#### **Blood Sugar or Blood Glucose (BG)**

Refers to sugar (glucose) results taken from a blood sample. "Blood Sugar," "Blood Glucose," or its abbreviation (BG) are used in reports to identify these results.

#### **Bolus Dose**

The units of insulin needed to cover carbohydrate intake or to correct a high blood glucose level.

#### **Cannula**

A short, thin, flexible tube inserted through the skin and connected to an insulin pump used to administer insulin under the skin.

#### **Continuous Glucose Monitoring (CGM)**

A glucose monitoring system that measures glucose in the interstitial fluid under the skin on a nearly continuous basis by using a sensor that is inserted through the skin.

**Coefficient of Variation**

The coefficient of variation (CV) is defined as the ratio of the standard deviation (SD) to the mean (average), expressed as a percentage:  $\%CV = 100 \times SD / \text{Mean}$ .

**Data List Report**

A OneTouch Reveal® report that provides a tabular view of all data captured by the device for a selected date range, displayed in chronological order.

**Data Record**

A unit of information in the OneTouch Reveal® web application, such as a blood glucose reading, insulin dose, or other information (e.g., name).

**Date Range**

The number of days of data (14-, 30-, 90-days, or a custom range) contained in each OneTouch Reveal® report, unless otherwise noted.

**Default Report**

The OneTouch Reveal® report shown first whenever you open the **Reports** tab.

**Defaults**

Refers to target glucose ranges or report options that are pre-set in the OneTouch Reveal® web application.

**Details by Day of Week Report**

A OneTouch Reveal® report that provides a summary of blood glucose readings, insulin, and carbohydrate intake by day of week for a selected date range.

**Details by Time of Day Report**

A OneTouch Reveal® report that provides a summary of blood glucose readings, insulin, and carbohydrate intake by time of day for a selected date range.

**Device**

A product that is a source of diabetes data that can be shared with the OneTouch Reveal® web application.

**Device Serial Number**

A unique number that is stored in the memory of each glucose monitoring device. The OneTouch Reveal® web application retrieves the device serial number when transferring glucose data so that it can keep track of the device from which the data originated.

**Excursion Analysis Report**

A OneTouch Reveal® report that provides a listing of hyperglycemia, hypoglycemia, variability, and pump patterns for a selected date range.

**Footnotes**

Messages that appear on the bottom of OneTouch Reveal® reports that communicate additional information.

**HIGH Blood Glucose Readings**

When "HIGH" (or "HI") appears in a report in all capital letters, it refers to blood glucose readings above the reportable range of the glucose monitoring device.

**Hyperglycemia**

A state when a patient has a very high glucose level. The clinical definition of hyperglycemia is a glucose level above 10.0 mmol/L.

**Hypoglycemia**



A state when a patient has a very low glucose level. The clinical definition of hypoglycemia is a glucose level below 4.0 mmol/L.

### **Insulin-to-Carbohydrate (I:C) Ratio**

Insulin to carbohydrate ratio. This ratio shows how many grams of carbohydrates are "covered" by each unit of insulin taken. For example an I:C ratio of 1:20 means that one unit of insulin will cover 20 grams of carbohydrates.

### **Integrated Daily View Report**

A time of day view of glucose readings, carbohydrate intake, and insulin dose data.

### **Inter-Quartile Range (IQR)**

The distance between the 25th percentile and the 75th percentile. The IQR is essentially the range of the middle 50% of the data. Because it uses the middle 50%, the IQR is not affected by outliers or extreme values. The greater the distance between the 25th and 75th percentiles, the higher the variability in the data.

### **Logbook Report**

A OneTouch Reveal® report that lists blood glucose readings, pump, carbohydrate intake, and insulin data in columns by time of day for a selected date range.

### **LOW Blood Glucose Readings**

When "LOW" (or "LO") appears in a report in all capital letters, it refers to blood glucose readings below the reportable range of the glucose monitoring device.

### **Median**

The middle value in a data set (taken as the average of the two middle values when the sequence has an even number of values).

### **Patient Summary Report**

A OneTouch Reveal® report that provides an overview of glucose patterns and excursions, testing and dosing regimens, and key comparative statistics for a selected date range.

### **Pattern Messages**

Messages that appear in OneTouch Reveal® reports that may help your healthcare professional identify trends in patient data.

### **PDF**

A document format (portable document format) that can be opened and viewed using Adobe® Acrobat® Reader®.

### **Poll Interval**

The time between the polling sessions. A polling session is when the software looks for connected devices on the computer.

### **Progress Report and Logbook**

This is a version of the OneTouch Reveal® report you see on your mobile app showing a progress overview including averages by month and a logbook.

### **Settings**

Customize OneTouch Reveal® reports to meet your needs.

### **Schedule**

A 24-hour day divided into eight time periods that can be customized to meet an individual's personal daily routine.

### **Standard Deviation (SD)**

A measure of dispersion, i.e., how much the readings in a certain set are scattered around the mean. A low standard deviation means that the readings are tightly clustered, and a high standard deviation means that they are widely

scattered.

### Tags

A note that is attached to a reading to further identify the data. The tag may indicate that the reading is a Before Meal, After Meal, Fasting, or Bedtime reading.

### Target Range

The range (within lower and upper Target Glucose Range Limits) of preferred glucose levels.

### Time Period

The eight periods within a 24-hour period used to organize data transferred to the OneTouch Reveal® web application.

### Tooltip

Additional information that appears when moving the mouse cursor over a text field or icon. Not all text fields or icons have tooltip information.

### Transfer

The procedure that moves data from a device to the OneTouch Reveal® web application.

### Unit of Measure

Refers to mmol/L. Blood glucose readings are reported in mmol/L.

## Supported Devices

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For a complete list of supported devices, please click on the following link: [OneTouchReveal.ca/support/en\\_CA/](https://OneTouchReveal.ca/support/en_CA/). You can transfer data from all listed devices and connection instructions are also provided under this page. This also serves as a reference for the features and functions available for each supported device.

To find a list of devices that are supported by the OneTouch Reveal® web application, right click the Data Transfer Tool icon (🔌) in the system tray (PC) or menu bar (Mac). Select **Settings**, then **Devices**. You can then see a list of devices that are supported in your country.

## Troubleshooting

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Use this troubleshooting section if you experience difficulty using the OneTouch Reveal® web application or the transfer of data. The troubleshooting section lists the most common problems and solutions. If you are not able to resolve the issue, try refreshing your browser. If the issue remains, please email [contact@onetouch.ca](mailto:contact@onetouch.ca) or call 1 800 663-5521 for OneTouch Reveal® technical support.

### Unable to transfer data from a device to the OneTouch Reveal® web application via the Data Transfer Tool

If communication fails between the device and the OneTouch Reveal® web application, check the following:

- Make sure you have the OneTouch Reveal® Data Transfer Tool installed. The Data Transfer Tool must be installed in order to transfer data from a supported device to the OneTouch Reveal® web application. For information on how to install the Data Transfer Tool, see [Install the OneTouch Reveal Data Transfer Tool](#).
- Make sure that the cable used to transfer data is connected securely to your computer and to the device.
- Make sure you have the cable recommended by the device manufacturer for transferring data. See the Owner's Booklet for the device for more information.
- Make sure you are transferring data from a supported device. For a complete list of supported devices, click on the following link: [OneTouchReveal.ca/support/en\\_CA/](https://OneTouchReveal.ca/support/en_CA/).
- Make sure the device is set to transfer data. As a general guideline, most meters need to be turned off to transfer data. For a complete list of supported devices, click on the following link: [OneTouchReveal.ca/support/en\\_CA/](https://OneTouchReveal.ca/support/en_CA/).

- Make sure the OneTouch Reveal® Data Transfer Tool is set to automatically find the device. For information on how to customize the settings, see [Customize the Data Transfer Tool Settings](#).
- Make sure you have selected the correct type of device. See [Customize the Data Transfer Tool Settings](#).

## Unable to access the OneTouch Reveal® web application

If you are unable to access the OneTouch Reveal® web application, check the following:

- The OneTouch Reveal® web application may temporarily be unavailable. If this is the case, a message will appear notifying you to try to sign in again in a few minutes. If the problem persists, contact Customer Care. For technical support contact information, see [Technical Support](#).
- A firewall might be preventing you from accessing the site. Contact your computer support personnel or contact Customer Care. For technical support contact information, see [Technical Support](#).

## No data appears in OneTouch Reveal® reports

It's possible that data may appear to be missing (e.g., no data available) when viewing or printing reports over a given date range. Reasons data may appear to be missing include:

- You selected a report date range in which insufficient data exists. Select a new date range for the report.
- Data was removed during or after data was transferred. When the date in the device is set incorrectly (e.g., there are readings with timestamps with future dates), the OneTouch Reveal® web application provides the option to remove those data points with the inaccurate timestamps. Please check the date setting in the device and review the Data List Report on [Data List Report](#).

## Unsupported web browser or Adobe® Acrobat® Reader®

Your web browser and version of Adobe® Acrobat® Reader® must be listed under Software Requirements on [OneTouchReveal.ca/support/en\\_CA/](#). You may receive a message from your web browser or the Adobe® Acrobat® Reader® when you are using an unsupported version.

## You have forgotten your password and cannot sign in to the OneTouch Reveal® Web Application (locked account)

An account is locked when you make five attempts to sign in with an invalid username and password combination. The system will lock the account for 15 minutes. Then, you can attempt to sign in again. A valid username and password combination must be entered to access the account.

If you forgot your password, the OneTouch Reveal® web application sign-in page includes the **Forgot your password?** link. Click the link and enter the email address you provided when you created your account. The OneTouch Reveal® web application will send you an email. Follow the instructions in the email to reset your password.

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# Chapter

# 5

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## Report Details

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### Report Details for Your Healthcare Professional

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**NOTE:** If your healthcare professional does not currently use the OneTouch Reveal® web application, print a copy of your report details to go over with them. Review the below information with your healthcare professional to decide together which reports to bring to future clinic visits.

The Report Details section provides a description for each report and an overview of the colours and symbols, pattern messages, and footnotes that may appear in reports. When reports are printed, additional information such as patient identification, patient target ranges, and serial number for the device are included. OneTouch Reveal® reports contain data from patient glucose monitoring devices and insulin pumps.

**NOTE:** Graphs in reports may not be generated if there is insufficient patient data available.

#### Topics in Report Details

##### Colours and Symbols in Reports

OneTouch Reveal® reports use a variety of formats to present data, including graphs, charts, tables, and text. To review the Colours and Symbols used in presenting this data, see [Colours and Symbols in Reports](#).

##### Pattern Messages

The web application identifies patterns and generates messages in reports such as the Patient Summary, Patient Progress Report, Excursion Analysis, Adherence, Details by Time of Day, and Details by Day of Week. For more information on Pattern Messages, see [Pattern Messages](#).

##### NOTE:

- Pattern messages are only generated when there is at least one glucose reading generated within the reportable range by a device.
- Patterns detected may be different between the OneTouch Reveal® mobile and web applications.

##### Footnotes in Reports

Under certain conditions, reports will contain footnotes. The footnotes provide additional explanatory text that is used to help understand the reports and the content. For more information on Footnotes in Reports, see [Footnotes in Reports](#).

##### Report Descriptions

The OneTouch Reveal® web application provides several reports that support assessment of glucose monitoring and insulin delivery. A description of each report is included in this section.

- AGP Report: BGM, see [AGP Report: BGM](#).
- BGM Patient Summary, see [BGM Patient Summary](#).
- Progress Report and Logbook, see [Progress Report and Logbook](#).
- Excursion Analysis, see [Excursion Analysis Report](#).
- Adherence Analysis, see [Adherence Analysis Report](#).
- Integrated Daily View, see [Integrated Daily View Report](#).
- Logbook, see [Logbook Report](#).
- Data List, see [Data List Report](#).
- Details by Day of Week, see [Details by Day of Week Report](#).
- Details by Time of Day, see [Details by Time of Day Report](#).

**NOTE:** Blood glucose readings that were manually entered on the mobile app are not included in reports generated on this web application.

## Colours and Symbols in Reports

OneTouch Reveal<sup>®</sup> reports use a variety of formats to present data, including graphs, charts, tables, and text. Most OneTouch Reveal<sup>®</sup> reports are organized into sections. At the top of every section is a legend for any symbol that might be used. Not all symbols are used in all reports. Different colours are also used in reports when displaying reports on screen or when printing in colour. Colours may vary slightly between on-screen and printed reports. As a reference, here are the colours and symbols used in most reports.

**Table 1. Colours and Symbols in Reports**

Property	Symbol
Untagged	<div>▲ Below Target</div> <div>▲ In Target</div> <div>▲ Above Target</div>
BG Before Meal	<div>○ Below Target</div> <div>○ In Target</div> <div>○ Above Target</div>
BG After Meal	<div>● Below Target</div> <div>● In Target</div> <div>● Above Target</div>
Average BG	<div>—</div>
Overall Targets	<div>□</div>
BG 25th Percentile	<div>—</div>
BG 75th Percentile	<div>—</div>
Carbohydrates	<div>◆</div>
Insulin	<div>■</div>
Insulin with BG Correction	<div>■</div>
Insulin with Meal Correction	<div>■</div>

Property	Symbol
Insulin with Both Correction	▼
Insulin with No Correction	✕
Bolus Override up	↑
Bolus Override down	↓
Temp Basal	T
Suspend	--//--
Resume	-->--
Fill Cannula	F
Prime	P
Pattern	!

## Pattern Messages

Pattern messages list the glucose monitoring and insulin delivery patterns that were detected from patient-device data. Pattern messages appear in the Patient Summary, Patient Progress Report, Excursion Analysis, Adherence, Details by Time of Day, and Details by Day of Week reports.

### NOTE:

- Pattern messages are only generated when there is at least one glucose reading generated within the reportable range by a device.
- Pattern messages should only be used as a guide and not as the only reason for making medical decisions. The low and high values for **Before Meal**, **After Meal**, and **Overall** target ranges, as well as the values for **Severe Low** and **Severe High** thresholds used in the OneTouch Reveal<sup>®</sup> web application, may be customized.

- **Do Not** upload data from a device that is not your own, as the OneTouch Reveal<sup>®</sup> web application is for single-patient use only.
- Be aware that the following actions may affect previous patterns and statistics identified:
  - Changing the target glucose range
  - Removing or adding a device (this also removes or adds the device's data)
  - Making changes in meal tags on blood glucose readings
  - Selecting different date ranges to view data

For some patterns to be identified, a minimum number of data points is needed before a message will appear. The number of required points varies by pattern. Certain messages will be prioritized over others so not all messages will appear, even when triggered. For instance, hypoglycemia is prioritized over hyperglycemia, and some reports display a maximum of three pattern messages.

**NOTE:** Manually-entered data will not be included in calculations used to generate pattern messages.

Pattern Messages are grouped into six message categories:

- Hypoglycemia Messages
- Hyperglycemia Messages
- Variability Messages
- Comparative Analysis Messages
- Adherence Messages
- Testing, Dosing, and Data Patterns Messages

## Footnotes in Reports

Under certain conditions, reports will contain footnotes that provide additional information to help you understand the reports and their content. This table includes the footnotes and the reasons the footnote was generated.

**Table 1. Footnotes**

Footnote	Reason for Footnote
Depending on the minimum value allowed for a device, graphs and statistical calculations use a minimum value for glucose reported as "LOW." The value is the minimum allowed value for the device - 0.1 mmol/L. Consult the Owner's Booklet for your device to determine the minimum allowed value.	Generated when the report contains glucose data below a particular device's defined measurement range.
Glucose readings above the device's maximum have been displayed as HIGH.	Generated when the report contains glucose data above a particular device's defined measurement range.
Depending on the maximum value allowed for a device, graphs and statistical calculations use a maximum value for glucose reported as "HIGH." The value is the maximum allowed value for the device + 0.1 mmol/L. Consult the Owner's Booklet for your device to determine the maximum allowed value.	Generated when the report contains glucose data above a particular device's defined measurement range.
Meal flags may not be accurate if the meter clock was incorrect or if meal slots have not been adhered to by the patient.	Generated when a report contains data from certain OneTouch <sup>®</sup> meters. Consult your device's Owner's Booklet.
This report contains data from a device whose date and/or time setting was more than 15 minutes out of synchronization with the system clock at the time of data transfer. This could affect the accuracy of the reports.	Generated when a discrepancy is detected between the device clock and the system clock during data transfer.

Footnote	Reason for Footnote
This report contains insulin data from multiple meters or pumps, which may impact the accuracy of the content due to possible redundant entries.	Generated when a report contains insulin data from multiple devices for a patient.
This reporting period contains insulin data from a meter and a pump. Insulin data from the meter have been excluded from this report, which may impact the accuracy of the content.	Generated when a report contains insulin data from at least one pump and at least one meter.

## Ambulatory Glucose Profile (AGP)

The Ambulatory Glucose Profile (AGP) Report is an industry-standardized, single-page report for retrospective glucose data interpretation created by the International Diabetes Center. It includes summary statistics, a glucose profile graph, and daily glucose profiles. The AGP offers a report that is consistent regardless of device.

**NOTE:** The AGP Report uses specific industry-standard thresholds that may be different from custom Target Ranges set by an individual user or their healthcare professional. Therefore, the AGP Report may differ from other reports and graphs in your mobile and web applications. In addition, the colours in the AGP Report will be different from the ones in your mobile and web applications.

For more detailed information on the contents of an AGP Report, visit this International Diabetes Center website: <http://www.agpreport.org/agp/agpreports>.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

## AGP Report: BGM

This report provides information to aid you and your healthcare professional in decision-making and treatment by displaying blood glucose data in a single page report.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

## BGM Patient Summary

An overview of glucose patterns, excursions, and glucose by time of day.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- Patterns in glucose data
- Comparative Statistics to view glycemic data in the current versus the previous reporting period for the following:
  - overall glucose average
  - standard deviation
  - number of readings
  - average number of readings per day
  - % of readings with Meal Tags
  - Before Meal average glucose
  - After Meal average glucose
- Glucose Excursions, including the following:
  - % of overall glucose readings below, within, and above the Target Range



- number of overall glucose readings below and above the Target Range
- number of glucose readings tagged Before Meal below and above the Target Range
- number of glucose readings tagged After Meal below and above the Target Range
- number of glucose readings in Severe Low and Severe High Ranges
- lowest glucose reading
- highest glucose reading
- Glucose by time of day, including the following:
  - glucose readings plotted by time of day
  - average glucose in time frames
  - average insulin bolus dose in time frames
  - average carbohydrates in time frames
  - average line (if 25th/75th percentiles are not selected)
  - 25th/75th percentiles (if selected)
  - median line (if 25th/75th percentiles are selected)
  - median glucose in time frames (if selected)

## Progress Report and Logbook

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This is a version of the report available in the OneTouch Reveal<sup>®</sup> mobile app, showing a progress overview, including averages by month and logbook.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

This report allows for a 14-day, 30-day, 90-day, or custom date range.

### What this report contains

- A selectable date range Overview vs Previous Period
- Readings and Averages Trendline
- 4 Most Recent Patterns
- Readings and Averages by Month
- Logbook Overview

## Excursion Analysis Report

---

An overview of excursions, or blood glucose readings that are below or above the patient's **Target Ranges**, as well as variability patterns.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- A graph of overall excursions
- A graph of excursions by time of day
- A graph of excursions by day of week

## Adherence Analysis Report

---

An overview of adherence data to glucose testing and pump activities.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- 4 most recent Adherence Patterns
- Averages, including the following:
  - average number of readings and meter patterns per day
  - average number of bolus calculator events per day with breakdown by event type
  - average number of manual boluses and primes per day
- Analysis by Date, including the following:
  - glucose readings and averages trendline
  - number of readings and meter patterns
  - number of bolus calculator events with breakdown by event type
  - number of pump events with breakdown by event type

## Integrated Daily View Report

---

A time of day view of glucose readings, carbohydrate intake and insulin dose data.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- Integrates the data from blood glucose meters and compatible devices together in a time of day view

## Logbook Report

---

The Logbook Report combines BG readings, bolus doses, and other events in a table. Each column of the Logbook Report table represents one hour (there are two cycles of 12 to 11, one for AM hours, and one for PM). The rows of the table represent the day of week and date, but each of these days is further subdivided by rows that display data such as BG readings, carbs, basal insulin doses, and bolus insulin doses.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- A view of glucose readings by time of day
- Several statistics, including the following:
  - Average glucose value
  - Total insulin intake
  - Total carbohydrate data

## Data List Report

---

A comprehensive list of all events for a selected date range.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- An extensive list of data captured by the device, that can be sorted by the following:

- date recorded or in the order readings were taken
- result type
- data source

## Details by Day of Week Report

---

A summary of glucose, insulin, and carbohydrate intake by day of week for a selected date range.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- Graphs of glucose by day of week
- Key statistics for each day of the week, including the following:
  - Highest value
  - Lowest value
  - Median value
  - Average glucose value
  - Standard deviation
  - Total number of results
- Graphs of insulin dosing and carbohydrate intake data by day of week
- Insulin statistics for each day of the week

## Details by Time of Day Report

---

A summary of glucose, insulin, and carbohydrate intake by time of day for a selected date range.

This report allows for a 14-day, 30-day, 90-day, or custom date range.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.

### What this report contains

- Graph of glucose by time of day
- Key statistics for each time period throughout the day, including the following:
  - Highest value
  - Lowest value
  - Median value
  - Average glucose value
  - Standard deviation
  - Total number of results
- Graphs of insulin dosing and carbohydrate intake data by time of day
- Insulin and carbohydrate intake statistics for each time period throughout the day

## About

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Manufactured by:  
LifeScan Europe GmbH  
Dammstrasse 19  
6300 Zug  
Switzerland

Patent: <https://www.onetouch.com/patents>

The OneTouch Reveal<sup>®</sup> software program is copyrighted. A download or purchase of the software does not act to grant a license to use for any other LifeScan product.

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# Index

## A

[Adherence Analysis Report](#)

## C

[Change Glucose Targets](#)

[Change Report Date Range](#)

[Change Your Email Address](#)

[Change Your Password](#)

[Change Your Time Slots Schedule](#)

[Clear Device](#)

[Colours and Symbols in Reports](#)

[Customize Data Transfer Tool Settings](#)

## D

[Data List Report](#)

[Data Transfer Tool](#)

[Data Transfer Tool Menu](#)

[Data Transfer Tool Menu, Clear Device](#)

[Data Transfer Tool Menu, Device Communication Settings](#)

[Data Transfer Tool Menu, Exit](#)

[Data Transfer Tool Menu, Find My Device](#)

[Data Transfer Tool Menu, Help](#)

[Data Transfer Tool Menu, Settings](#)

[Data Transfer Tool Menu, View Logs](#)

[Data Transfer Tool, Clear Device](#)

[Data Transfer Tool, Customize Settings](#)

[Data Transfer Tool, Install](#)

[Data Transfer Tool, Tabs](#)

[Data Transfer Tool, Transfer Data](#)

[Data Transfer Tool, Uninstall](#)

[Details by Day of Week Report](#)

[Details by Time of Day Report](#)

[Download a Report](#)

## E

[Edit Clinic Information](#)

[Edit Contact Information](#)

[Edit General Information](#)

[Edit Glucose Targets](#)

[Edit Language](#)

[Edit Profile](#)

[Edit Schedule](#)

[Excursion Analysis Report](#)

## F

[Footnotes in Reports](#)

## G

[Glossary](#)

## H

[Hardware Requirements](#)

## I

[Icons](#)

[Install Data Transfer Tool](#)

[Integrated Daily View Report](#)

[Intended Use](#)

## L

[Log in as a Guardian for a Dependent](#)

[Logbook Report](#)

## N

[Navigation](#)

## O

[Overview](#)

## P

[Patient Summary Report](#)

[Pattern Messages](#)

[Print and Save Reports](#)

[Print Reports](#)

[Profile Link](#)

## R

[Report Details for Your Healthcare Professional](#)

[Report Printing](#)

[Report, Adherence Analysis](#)

[Report, Data List](#)

[Report, Details by Day of Week](#)

[Report, Details by Time of Day](#)

[Report, Excursion Analysis](#)

[Report, Integrated Daily View](#)

[Report, Logbook](#)

[Report, Patient Summary](#)

[Report, Progress Report and Logbook](#)

## S

[Save Reports](#)

[Select Language](#)

[Settings](#)

[Settings Options](#)

[Sign up as a Guardian for a Dependent](#)

[Sign up for Yourself](#)

[Software Requirements](#)

[Supported Devices](#)

[System Requirements](#)

## T

[Tab Task Instructions, Reports Tab](#)

[Technical Support](#)

[Transfer Data](#)

[Troubleshooting](#)

[Troubleshooting, Locked Account](#)

[Troubleshooting, No Data Appears](#)  
[Troubleshooting, Unable to Access the Web Application](#)  
[Troubleshooting, Unable to Transfer Data](#)  
[Troubleshooting, Unsupported Web Browser or Adobe Acrobat Reader](#)

## U

[Uninstall Data Transfer Tool](#)  
[Upload Device Data](#)

## V

[View a Different Report](#)  
[View Reports](#)

## W

[When your Dependent Turns Age 18](#)

## Y

[Your Reports](#)  
[Your Reports Landing Page](#)