

BlueLoop Mobile App FAQs

IMPORTANT: *The BlueLoop mobile app is meant to be a companion to the online version of BlueLoop. It is best used for quick data entry on the go, and log viewing at a glance. The log on the app is not as extensive, so you should use the website logs when studying and keeping track of trends, etc. The website includes additional features like multiple log views, reports, and data export, to name a few.*

Do I need the mobile app in order to receive notifications? **NO.** The mobile app is not required to receive notifications. Notifications are delivered as either a text message or email (based on your preference). They are not sent to the mobile app.

How do I use the Insulin Calculator on the mobile app? Use the calculator by first turning it ON in your child's Medical Profile (online or on the mobile app). You must also complete the dosages information in the Medical Profile Tab. Always confirm with your doctor, that the dosages you entered on the Medical Profile are accurate before using the calculator.

Why can't I see my numbers on the mobile app Log View? To appear on the Log View, you must select one of these six events on the ADD ENTRY screen (BRFST, SNACK, LUNCH, SNACK, DINNER, BED). From the Add Entry screen, select the event by clicking the Add an Event button just below the BG, Carbs, Insulin... circles. Keep in mind, there are more than six events to choose from. That's because we have more log views online that use these additional events.

Can I change the date and time when I make an entry in the mobile app?

YES. As you're making the entry, simply tap the calendar to change the date, or the clock to change the time.

Can I edit an entry I've already made in the mobile app? **YES.** From the Log View, simply tap the BG you wish to edit and you'll be taken back to the Add Entry screen where you can edit the entry; and once done making updates, just click submit. For entries not fitting on the log view (see *Why can't I see my numbers on the Log View?*), login online (www.mycareconnect.com) and go to the Daily Entry tab, scroll to the bottom of the page to see previously-submitted entries, and click EDIT to the right of the entry you want to change.

Why can't I see my insulin dose and carbs on the mobile app Log View?

Details like carbs, insulin, time of day, insulin on board, ketones, notes, and more can be seen on the website Log Views. The mobile app is meant to be a companion to the online version of BlueLoop, and is best used for quick data entry on the go. The log views online are more extensive, and better for studying and keeping track of trends, etc. The website also includes an additional hourly view log and a new report tab called TABLE REPORTS that has a more comprehensive 90-day view including an estimated HbA1C.

Still Need Help? John & I can be reached at (302) 4OurKids or email us at support@mycareconnect.com