

**OneTouch Reveal® Web Application User
Manual for Healthcare Professionals
Instructions for Use**

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Chapter 1

Introduction

Product Overview

OneTouch Reveal[®] is a web-based diabetes management application. The application is designed to assist healthcare professionals and people with diabetes track glucose levels and insulin doses. The OneTouch Reveal[®] web application includes printable reports, pattern messages, and the ability to view and transfer data remotely to help manage glucose levels. The OneTouch Reveal[®] web application is compatible with multiple devices.

Report examples include:

- BGM Patient Summary: an overview of glucose patterns and excursions, testing and dosing regimens, and key comparative statistics for selected dates.
- Excursion Analysis: a list of all glucose and insulin patterns for selected dates.
- Integrated Daily View: a time of day view of glucose readings, carbohydrate intake, and insulin dose data.
- Logbook: a list of glucose readings, carbohydrate, and insulin data displayed in columns by time of day.

See [Report Details Overview](#) for more information.

Pattern messages appear in some reports. These messages may include details about:

- Glucose levels and insulin doses.
- Hypoglycemic and hyperglycemic events over a specific date range, by meal period, by time of day, and by day of the week.
- Glucose variability, including instances when hypoglycemic and hyperglycemic events immediately follow one another.

See [Pattern Messages](#) for more information.

Transfer and access data remotely:

- Patients can transfer their data from home, and you can view it at the clinic.
- Patients can print the reports at home and bring them to their appointment.

You can download a copy of this help file by clicking **Help** in the top-right corner of your screen, clicking **OneTouch Reveal[®] User 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
OneTouch.ca/OneTouchReveal

Intended Use

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

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/

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[®] 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[®] 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[®] web application, contact Customer Care at contact@onetouch.ca or 1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific).

Chapter

2

Getting Started

Getting Started

The OneTouch Reveal® web application offers features such as report printing, clinic management, and remote patient device data transfer. The application allows you to set up and customize your account.

The OneTouch Reveal® reports are created "dynamically." This means that the data, statistics, calculations, and pattern messages that appear in reports are based on the selections, preferences, and device data that are saved in the OneTouch Reveal® web application at the time you generate the report. As you make changes within the OneTouch Reveal® web application (e.g., change Target Ranges, add or remove a device, transfer more data, etc.), the content displayed in reports, including the calculations and pattern messages, will change as well.

To get started, you will need an account to use this application. If you do not have an account, please contact 1 800 663-5521 or visit OneTouchReveal.ca/register for more information.

Navigation

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

Table 1. OneTouch Reveal® navigation icons

Select this	To do this
	Move backward or forward
	Sort in ascending or descending order
	View patient profile
	View patient BGM data report
	Access calendar date selector
	Access the pending Patient Requests and the Devices to be Assigned

Table 2. OneTouch Reveal® icons

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

Table 3. Other icons

When you see this	It represents
	Manufacturer

OneTouch Reveal® Web Application Basics

The OneTouch Reveal® web application classifies users into one of three roles either as a Patient, Clinic User or a Clinic Manager. The Clinic User and Clinic Manager roles are intended only for healthcare professionals treating patients with diabetes. A Clinic User designated as a Clinic Manager has additional abilities otherwise unavailable to a Clinic User. See [Summary Table of Roles and Administrative Rights](#).

NOTE: An account must have at least one Clinic Manager at all times.

Information in the OneTouch Reveal® web application is grouped into four tabs: **Patients**, **Reports**, **Manage Clinic**, and **Clinic Users**. All clinic users are able to see and access the **Patients** and **Reports** tabs, but only a Clinic User designated as a Clinic Manager can use the **Manage Clinic** and **Clinic Users** tabs. See [Using OneTouch Reveal web application](#) for more information on each tab.

Table 1. Summary Table of Roles and Administrative Rights

Task	Patient	Clinic User	Clinic Manager
Create an account for self	✓		✓
Create an account for clinic			✓
Create account for patient		✓	✓
Remove patient from clinic			✓
Transfer device data	✓	✓	✓
View, print, and save own reports	✓		
View, print, and save patient reports		✓	✓
Add (or remove) Clinic Users			✓
Set own preferences	✓	✓	✓
Set Clinic User preferences			✓
Set Clinic preferences			✓

Chapter

3

Using OneTouch Reveal® Web Application

Sign In

1. Using your web browser, go to OneTouchReveal.ca.
2. Enter your **Username or Email Address** and **Password**.
3. Click **Sign In**.

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® 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.

Using OneTouch Reveal® web application

When you first sign in to the OneTouch Reveal® web application, you will notice a number of tabs. You can click on the tabs to access the tasks within that tab. Not all tabs are available for all users. Only Clinic Managers will see the **Manage Clinic** and **Clinic Users** tabs when they sign in, since the tasks in those tabs can only be performed by Clinic Managers.

This section of the User Manual explains the various tasks you can perform under each tab within the OneTouch Reveal® web application. You can read about all the tasks for the **Patients**, **Reports**, **Manage Clinic**, and **Clinic Users** tabs. Each of these tabs starts with an overview of the tab and its tasks. Then instructions are provided for performing each of the tasks.

In addition, you will also find instructions for choices found in the **Settings** link, which is located at the top right corner of every screen.

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

Notifications

The OneTouch Reveal® web application provides notifications for new and pending Patient Requests and Devices to be Assigned.

New notifications are indicated by a number over the  icon at the top-right corner of your screen. Click to expand the notification menu. Then click any notification in the menu to launch the action.

NOTE: For more information about pending actions in the Notifications menu, see [Create Guest Report Without Assigning Patient Device](#), [Link an Existing Patient Account by Clinic Code](#), and [Assign Patient Device](#).

Settings

The **Settings** link allows you to set your favorite report for viewing and set report options as well as allows you to set up your general information.

Tasks within the Settings Link

Profile

Add or change your personal information, including the following:

Edit Your General Information

You can edit personal information about you and your specialty. See [Edit Your General Information](#).

Edit Your Contact Information

You can edit your address, phone number and email address. See [Edit Your Contact Information](#).

Change Your Password

You can change your OneTouch Reveal® password. See [Change Your Password](#).

Change Your Email Address

You can change your email address. See [Change Your Email Address](#).

Edit Your Language

You can choose the language used by the OneTouch Reveal® web application from a list of supported languages in your country. See [Edit Your Language](#).

Meter Reports and Pump Reports

Edit Your Meter and Pump Report Preferences

For more information on editing your report preferences for the following, see [Edit Your Meter and Pump Report Preferences](#).

- Choose your default report
Your default report will be the first report displayed when viewing reports for each of your patients.
- Set a default date range for reports
The default date range allows you to select 14, 30, 90 days, or custom range. This default range will be applied to the data shown in reports that can accommodate your selection.
- Choose which reports will be printed when batch printing is selected
Check as many as you want for batch printing, and only those reports will be printed.

The application allows you to set report preferences separately for meters and pumps. For example, you may choose the Patient Summary Report as your favorite for meter reports, and the Integrated Daily View Report as your favorite for patients using pumps. As a further example, you might find some reports invaluable for patients using pumps and want to include those in batch printing for pump reports only.

Report Options

Edit Your Report Options

Charting and displaying statistics are included in the report options for both meter and pump reports. For more information see [Edit Your Report Options](#).

For more information about how glucose target ranges and report preferences work, see [Hierarchy of Preferences](#).

Settings Instructions

These are the instructions for the **Profile**, **Meter Reports**, **Pump Reports**, and **Report Options** tabs in **Settings**.

Profile

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

Edit Your General Information

Edit name and other account information here. 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[®] 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[®] account cannot be changed.
- You must have an email address associated with your OneTouch Reveal[®] 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[®] 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**.

Edit Your Meter and Pump Report Preferences

Edit preferences for viewing and printing reports. The web application allows you to set preferences separately for meter and pump reports. See [Settings](#) for more information on what report preferences can be set.

1. Click **Settings**.
2. Edit report preferences.

To	Do This
Edit Meter Reports	Click Meter Reports and follow steps below.
Edit Pump Reports	Click Pump Reports and follow steps below.

3. Click **Edit** on the far right.

4. You can perform the following actions:

To	Do This
Select Default Report	From the drop-down list, select the report you want displayed on screen when you view a patient's reports.
Select Default Date Range	From the drop-down list, select the number of days (14, 30, 90 or custom range) you want included in each report.
Select Reports for Batch Printing	Check the box next to each report you want printed when you choose the batch (multiple reports) printing option. The reports are listed under their main function (Summarize, Analyze or Inspect).

5. When finished, click **Save**.

Edit Your Report Options

You may customize how data is displayed in reports. A list of the options and a description of each one is found on the **Report Options** link.

1. Click **Settings**.
2. Click **Report Options**.
3. Click **Edit** to the right of **Report Options**.
4. Click the box next to each option you want.
5. When finished, click **Save**.

Patients Tab

The **Patients** tab allows you to create and link a patient's OneTouch Reveal® account to the clinic, set target ranges for an individual patient, and manage devices or other general information for a patient. You can also view reports or batch print reports from this tab.

Tasks within the Patients Tab

Find a Patient

You can find a patient whose OneTouch Reveal® account is already linked to your clinic. See [Find a Patient](#). You can filter patients by different categories, search for a patient, scroll through, and sort the patient list.

Patient Tasks within the Patients Tab

The following tasks require you to first find a patient, then click that patient's name from the **Patient** column. The patient's **Profile** tab will load.

Edit Patient General Information

You can edit their name, date of birth, and other personal information. See [Edit Patient General Information](#). Once a patient has completed account registration, you will only be able to edit their ID number.

Edit Patient Contact Information

You can edit their address, phone number, and email address. See [Edit Patient Contact Information](#). Once a patient has completed account registration, you will not be able to edit their contact information.

Change Patient Glucose Targets

You can edit the diabetes type and the glucose target ranges for a specific patient. See [Change Patient Glucose Targets](#). For additional information on these settings, see [Hierarchy of Preferences](#) for more information.

Activating the Insulin Mentor™ Functionality for Your Patient

To set up the Insulin Mentor™ functionality for a patient, see [Activating the Insulin Mentor Functionality for Your Patient](#).

Activating the Insulin Mentor™ Functionality for Your Patient's Mobile Device

To set up the Insulin Mentor™ functionality for a patient's mobile device, see [Insulin Mentor Functionality Activation on the Patient's Mobile Device](#).

Edit Patient Language

You can choose the language used by the OneTouch Reveal® web application from a list of supported languages in your country. See [Edit Patient Language](#). Once a patient has completed account registration, you will no longer be able to change their language.

Change Patient Time Slots Schedule

Some patients may have different target glucose ranges at different times of the day or night. You can choose the name and starting time for each time period here. See [Change Patient Time Slots Schedule](#). Once a patient has completed account registration, you will no longer be able to do this task.

Remove Patient from Clinic

You can remove a patient's OneTouch Reveal® account from your clinic. See [Remove Patient from Clinic](#). This task will only appear if you are a Clinic Manager.

Device Tasks within the Patients Tab

Change the Name of a Patient's Device

You can edit the name of a patient's device. See [Change the Name of a Patient's Device](#). Once a patient has completed account registration, you will no longer be able to do this task.

Remove Patient Device

You can remove any of the devices currently linked to your patient's OneTouch Reveal® account. See [Remove Patient Device](#). Once a patient has completed account registration, you will no longer be able to do this task.

Report Icon Tasks within the Patients Tab

You can view a patient's report from this tab. First find the patient, then click on that patient's report icon. Your default report for that patient will be displayed. See [Reports Tab](#) for more information or see [View a Patient's Reports](#) for complete instructions on viewing reports.

Patients Tab Task Instructions

Create Patient Account

You can create a new OneTouch Reveal® account for a patient, which will add that patient to your clinic. Patients can then transfer data from their devices into their OneTouch Reveal® account and have their reports available for their next appointment.

1. On the **Patients** tab, click **Add Patient**.
2. Under HCP Disclaimer Consent, click the Patient Consent Form link to load the Patient Consent Form.
3. When the Patient Consent Form loads, scroll down to the bottom and click the Print link to load a printable PDF version of the Patient Consent Form.
4. Print the Patient Consent Form using your browser's print dialog, then hand it to the patient for them to complete.
5. Check the I have read, understand, and agreed to the above disclaimer checkbox.
6. Enter the patient's name under Add a New Patient.

Additional required information is marked with a red asterisk:

- **Date of Birth**
- **Diabetes Type**
- **Gender**

7. In addition to this information, there are two buttons on the **Add a New Patient** page:

- **Email Address**
- **Mailing Address**

NOTE: The OneTouch Reveal® web application will default to the **Email Address** option. If the patient does not have an email address, the HCP can click the button for **Mailing Address**.

8. After choosing **Email Address** or **Mailing Address** and completing all required fields, click **Add Patient**. The **Registration Summary** page will load, confirming that the account has been created and that the patient has been added to the clinic.
9. Click the **Print Registration Summary** button so that you may print the patient information and login credentials and hand them to the patient.
10. After giving the patient the Registration Summary, recommend that the patient complete their registration at home. If the patient provided an email address, they will receive an email walking them through this process.

Link an Existing Patient Account by Clinic Code

1. Click on the Notification icon to access your pending actions.
2. Under the Patient Requests section, you will see a list of pending patient requests.
3. Click **Confirm** to accept the request.
4. Add a **Patient ID** to help identify this patient in your records.
5. Click **Primary Clinician** to assign this patient to a healthcare professional.
6. Click **SUBMIT** and the patient account will be linked to your clinic.
7. Click **CANCEL** to decline the request.

NOTE: Clinic Users can find their **Clinic Code** under **Settings > My Clinic**. Clinic Managers can find the **Clinic Code** on the **Manage Clinic** tab. Both user types can share the clinic code via email from the "**Send Clinic Code**" link located in the header section of the portal.

Find a Patient

1. Click **Patients**.
A list of patient names will be displayed with a summary of information, such as the patient's name, date of birth, and average glucose.
2. Find the patient.
 - Search the patient list by typing the patient's name or ID in the **Find a Patient** box. Then click Submit.
 - Click **Patient Filters** to the right of the **Find a Patient** box and select checkboxes to narrow down the list of patients by criteria like Diabetes Type, Gender, Avg. Glucose, and more. Then click **Apply Filters**. Click **Clear All Filters** to deselect and try again.
 - Alternatively, you can page through the list of names.

NOTE: You can sort the list of patients by clicking on the column headers.

Once you have found the patient, click the patient's name to access the patient's profile or click a report icon to view and print reports for that patient.

- Click  to view and print BGM reports for the patient.

NOTE: If more than one BG meter is linked to a patient, the data from the meters are combined.

Edit Patient General Information

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

NOTE: Once a patient has completed account registration, you will only be able to edit the patient ID.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Edit** to the right of **General Information**.
4. When finished, click **Save**.

Edit Patient ID

Edit the ID number for a patient.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Edit** to the right of **General Information**.
4. Edit the patient's ID number for your practice.
5. When finished, click **Save**.

Edit Patient Contact Information

Edit address, phone number, and email address.

NOTE: Once a patient has completed account registration, you will no longer be able to do this task.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Edit** to the right of **Contact Information**.
4. When finished, click **Save**.

Change Patient Glucose Targets

The OneTouch Reveal[®] 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 on most reports include before and after meal, overall range, and specific values for severe hypoglycemia and hyperglycemia. The Guest Report target range is pre-set according to diabetes management guidelines and is not customizable. For all other reports, you can use the default target range values or choose other values.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Edit** to the right of **Diabetes Care**.
4. You can perform the following actions:

To	Do This
Select a Primary Clinician	Select a primary clinician from the drop-down list.
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 Set custom ranges .
Use custom ranges	If you want to use your own target ranges rather than the default values select Set custom ranges. Enter the values for your upper and lower limits for Before Meal and After Meal. You can also enter values for a Severe Low and a Severe High.

5. When finished, click **Save**.

Activating the Insulin Mentor™ Functionality for Your Patient

A healthcare professional using the OneTouch Reveal[®] web application can activate the Insulin Mentor[™] functionality, which is indicated for people with diabetes requiring insulin (age 18 and older) to assist with the management of diabetes by calculating a bolus insulin dose using a synced or user-selected blood glucose value and/or carbohydrate intake value and taking into account calculated active insulin. Before use, a physician or healthcare professional must activate the Insulin Mentor[™] functionality and program the set-up of patient-specific parameters such as blood glucose target, insulin-to-carbohydrate ratio, duration of insulin action, and insulin sensitivity.

To set up the Insulin Mentor[™] functionality for a patient, follow these steps.

1. Select a patient from the **Patients** tab.
2. When the patient's **Profile** loads, scroll down to **Insulin Mentor[™]** on the right side of the screen.
3. Click **Set Up Insulin Mentor[™]**.
4. Select the **Dosage Increment** that the patient's Insulin Mentor[™] functionality will use: choose half units (**0.5 unit**) or whole units (**1 unit**) from the drop-down menu.
NOTE: The abbreviation "u" or "U" indicates units of insulin.
5. Select an **Active Insulin Duration** in half-hour increments from **2.0** to **6.5** from the drop-down menu.
6. Choose one of the following values from the **Insulin Concentration** drop-down menu:
 - **Regular (U100)**
 - **U100 (Rapid-acting)**
 - **U200 (Rapid-acting)**
7. Choose a **Maximum Single Dose Limit** in insulin units. This is the maximum bolus dosage you want the patient administering at one time. The minimum value is 1 unit; the maximum value is 150 units.
8. The **Target BG** is the blood glucose level that you want the patient's glucose level to reach after administering a bolus dose of insulin. The number after the **+/-** represents the acceptable deviation from that target. If you set your patient's **Target BG** to be **6.5 mmol/L** with a deviation (**+/-**) of **1.0 mmol/L**, then the Insulin Mentor[™] functionality will only calculate a negative or positive BG correction if the patient's BG reading is less than 5.5 mmol/L or higher than 7.5 mmol/L, respectively. You can set a single **Target BG** and deviation for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different **Target BG** values and deviations for different times throughout the day.
9. Choose the **Correction Factor** that you want the patient to adhere to as **1:x mmol/L**. The minimum **Correction Factor** ratio you can set is 1:0.1 mmol/L; the maximum ratio is 1:11.1 mmol/L. You can set a single **Correction Factor** for a 24-hour period, or you can click the plus icon (+) and set up to 12 different time periods with different Correction Factors for different times throughout the day.
10. Set the **Insulin-to-Carb Ratio**. An Insulin-to-Carb Ratio of **1:10** means that one unit of insulin would cover 10 grams of carbohydrates. The minimum **Insulin-to-Carb Ratio** is 1:1; the maximum is 1:100. You can set a single Insulin-to-Carb Ratio for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Insulin-to-Carb Ratios for different times throughout the day.
11. You can give the patient the ability to change these settings themselves from within the OneTouch Reveal[®] mobile app. Next to **Allow patient to edit Insulin Mentor[™] settings in OneTouch Reveal[®] mobile app?**, click the **Yes** button to grant the patient permission to change their settings, or **No** to restrict the ability to change settings.
12. When you have configured all fields, click **Save & Activate**.
13. A **Do you want to activate?** pop-up will appear with text confirming that the patient has been appropriately trained to count carbs and calculate an insulin bolus, and when it is appropriate to adjust the settings of the Insulin Mentor[™].
14. Check the box confirming that the patient has the required knowledge to use the Insulin Mentor[™] functionality and click **Activate**.

You can come back to the patient's **Profile** to **Deactivate Insulin Mentor[™]** for the patient or edit the patient's **Insulin Mentor[™] Settings**.

You will be able to see the insulin doses administered by the patient in the following reports:

- Logbook
- Data List
- Integrated Daily View
- Details by Day of Week
- Details by Time of Day

Insulin Mentor™ Functionality Activation on the Patient's Mobile Device

Healthcare professionals who do not use the OneTouch Reveal® web application also have the ability to activate the Insulin Mentor™ functionality for a patient in the OneTouch Reveal® mobile app on the patient's mobile device using the steps below. Please also read the "Activating the Insulin Mentor™ Functionality for Your Patient" section above for more information on this function.

You will need an activation code that will be provided to you by your OneTouch® representative. As part of setting up the patient's Insulin Mentor™ functionality Settings, you can give them the ability to change their own settings. You will also need the activation code if you do not give the patient the ability to change their own settings, or if you or the patient deactivates the Insulin Mentor™ functionality.

To set up a patient's Insulin Mentor™ functionality on their mobile device:

1. Launch the OneTouch Reveal® mobile app.
2. From the **Timeline**, tap the **More** menu in the top-right corner of the screen.
3. Tap **My Settings**.
4. On the **System Settings** tab of the **My Settings** screen, scroll down to **Insulin Mentor™**.
5. To activate the Insulin Mentor™ functionality for the patient, tap the switch.
6. Enter the activation code provided to you by your OneTouch® representative on the **Enter Code** screen.
7. Check the box to confirm that the patient has the required knowledge to count carbs and calculate an insulin bolus, and that you have discussed with the patient when it is appropriate for the patient to adjust the settings of the Insulin Mentor™ functionality.
8. Tap **Set Up**.
9. Set the **Insulin-to-Carb Ratio**. An Insulin-to-Carb Ratio of **1:10** means that one unit of insulin would cover 10 grams of carbohydrates. The minimum **Insulin-to-Carb Ratio** is 1:1; the maximum is 1:100. You can set a single Insulin-to-Carb Ratio for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Insulin-to-Carb Ratios for different times throughout the day.
10. Choose the **Correction Factor** that you want the patient to adhere to as **1:x mmol/L**. The minimum **Correction Factor** ratio you can set is 1:0.1 mmol/L; the maximum ratio is 1:11.1 mmol/L. You can set a single **Correction Factor** for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Correction Factors for different times throughout the day.
11. The **Target BG** is the blood glucose level that you want the patient to reach after administering a bolus dose of insulin. If you set your patient's **Target BG** to be **6.5 mmol/L** with a deviation (+/-) of **1.0 mmol/L**, then the Insulin Mentor™ functionality will only calculate a negative or positive BG correction if the patient's BG reading is less than 5.5 mmol/L or higher than 7.5 mmol/L, respectively. You can set a single **Target BG** and deviation for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different **Target BG** values and deviations for different times throughout the day.
12. Pick an **Active Insulin Duration** by tapping **hours** and selecting a value from the menu. Options range from **2.0** hours to **6.5** hours in half-hour increments.
13. Choose a **Maximum Single Dose Limit** by tapping **units (u)**. This is the maximum bolus dosage you want the patient administering at one time. The minimum value is 1 unit; the maximum value is 150 units.
14. Select a **Dosage Increment** by tapping **units (u)** to pick a **Dosage Increment** that the patient's Insulin Mentor™ functionality will use: choose half units (**0.5**) or whole units (**1.0**) from the menu.

15. Choose a value for the **Insulin Concentration** by tapping the field next to it. The options are:
 - **Regular** (U100)
 - **U100 (Rapid-acting)**
 - **U200 (Rapid-acting)**
16. The **Allow Patient Editing** switch permits the patient to change their Insulin Mentor™ functionality Settings. Tap the switch so that it is green and to the right to allow a patient to edit their own settings.
17. When you have completed the patient's Insulin Mentor™ functionality Settings, tap **Activate** in the top-right corner of the screen.

If there is ever a need to change any of the patient's Insulin Mentor™ functionality settings, you can do so by returning to the **System Settings** tab of the **My Settings** screen and tapping **Insulin Mentor™**.

Edit Patient Language

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Edit** to the right of **Language**.
4. Select language from the drop-down list.

NOTE:

- Only languages supported for your country will be displayed.
 - Once a patient has completed account registration, you will no longer be able to do this task.
5. When finished, click **Save**.

Change Patient Time Slots Schedule

A patient's settings in the OneTouch Reveal® 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**.

Clinic Managers and Clinic Users can edit the starting and ending time of each time slot on the **Profile** tab of an individual settings in the OneTouch Reveal® web application. They can also edit the names of the time slots themselves.

NOTE: Once a patient has completed account registration, you will no longer be able to do this task.

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**.

Remove Patient from Clinic

Only a Clinic Manager can remove a patient's OneTouch Reveal® account from the clinic.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.

3. Click **Remove** under **Remove Patient From Clinic**.
4. Click **Confirm**.

Your patient's OneTouch Reveal[®] account is removed.

Change the Name of a Patient's Device

NOTE: Once a patient has completed account registration, you will no longer be able to do this task.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Devices**.

All devices linked to the OneTouch Reveal[®] account are displayed.

4. Click **Edit** to the right of each device you want to re-name.
5. Enter the new name for each device.
6. When finished, click **Save** for each re-named device.

Remove Patient Device

If a device and its data are no longer being used, you may remove the device from the OneTouch Reveal[®] web application.
NOTE:

- Once a patient has completed account registration, you will no longer be able to do this task.
- Once a device is removed, all of its data is also removed and cannot be restored. Removing a device may affect previous patterns and statistics.

1. Click Patients. See [Find a Patient](#).
2. Click the patient's name.
3. Click **Devices**.

All devices linked to the OneTouch Reveal[®] account are displayed.

4. Click **Remove this device** to remove a device and all of its data from the OneTouch Reveal[®] web application.
5. Click **Yes, Remove Device** to confirm, or click **CANCEL** if you do not want the device and its data removed.

Reports Tab

The **Reports** tab contains information about every OneTouch Reveal[®] report. It also lets you decide how to view, print and save your reports. For a description of each of the following OneTouch Reveal[®] reports, see [Report Details Overview](#):

- 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](#).

Reports Tab Options

View a Patient's Reports

You can view any patient's reports. See [View a Patient's Reports](#). The first report displayed for each patient will be your default report, if you have set one, or the Progress Report and Logbook.

View a Different Report

You can view a different report than the one currently displayed on the tab. See [View a Different Report](#).

Change the Date Range for a Report

You can 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](#).

Change Options for a Report

You can change the options for viewing a report, without having to go to the **Report Options** link in **Settings**. See [Change Options for a Report](#).

Change the Sort Order for the Logbook

You can choose to have data in the Logbook Report listed by date in ascending or descending order. See [Change the Sort Order for the Logbook Report](#).

Download a Report

You can download the report you are viewing or have selected, or all of your preferred reports. See [Download a Report](#).

Print and Save Reports

The instructions for each way you can print a report using the OneTouch Reveal[®] web application can be found in [Print and Save Reports](#). Every printing option available with the OneTouch Reveal[®] web application generates a PDF that can be printed or saved.

To read a full description of each report, see [Report Details Overview](#). This section also gives information about the patterns that may be generated (see [Pattern Messages](#)).

Reports Tab Options

View a Patient's Reports

You can view patient reports from either the **Reports** tab or the **Patients** tab. This task gives instructions for both options.

1. Choose from one of two options:

Do This	Then This
Click Reports	Click the patient's name
Click Patients	Click the BGM report icon 

Your default report is displayed.

2. To view a different report, click on the drop-down list next to the name of the current report, then click the report you want to view.
3. To change the date range for data included in the reports that offer multiple date range views, click the calendar icon  next to the current date range.

The **Choose a Date Range** box appears, allowing you to set a pre-defined or custom date range for reports. The reports allow you to view 14-, 30-, or 90-days worth of data or a custom range. If custom is selected, use the calendar to choose the beginning and end dates you want.

NOTE: The date range selected will be applied to all reports that allow multiple date range views.

View a Different Report

While viewing a report, you can navigate to any other report for the same patient.

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**.

Change Options for a Report

While viewing a report, you can change the report options without having to go to the **Report Options** link in **Settings**.

1. Click **Report Options** on the **Reports** tab.

Only the options that apply to the selected report are displayed. The checked boxes indicate selections made on the **Report Options** link in **Settings**.

2. Check the box for each option you want and uncheck the box for each option you do not want.
3. When finished, click **Apply**.

Change the Sort Order for the Logbook Report

You can choose to have data in the Logbook Report listed by date in ascending or descending order.

1. While viewing the Logbook Report, click **Sort by date**.
2. From the drop-down list, choose **Ascending** or **Descending**.

The data in the Logbook Report will be sorted based on your selection.

Download a Report

You have the option to download a single report (the one currently displayed or selected) or you can choose to download your preferred set of reports, selected in **Settings**.

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.

Print and Save Reports

Print or save a PDF of any report.

There are several ways to view, print, and save reports. Choose from the following options from the **Patients** tab.

To	Do This
----	---------

To	Do This
Print Preferred Reports for single patient.	- Click Patients. - Click Download in the Download Queue, which generates a PDF of the reports.
Print Single Report or Preferred Reports for a patient.	- Click Patients. - Click the BGM report icon (. - If you plan to print a single report, choose the report you want to print from the drop-down list. - Click Download reports. - Click Download single report only or all of your preferred reports, which downloads a PDF of the report(s).

You can now view, print, or save the PDF.

Manage Clinic Tab

The **Manage Clinic** tab allows a Clinic Manager to set report preferences for the clinic.

NOTE: This tab is only displayed for users designated as Clinic Managers. To designate a Clinic User as a Clinic Manager, see [Change Clinic Manager Role](#).

For more information about the role of Clinic Manager and setting report preferences for the clinic, see [OneTouch Reveal Web Application Basics](#).

Tasks within the Manage Clinic Tab

Edit Clinic Information

You can edit the clinic's name, phone number, and/or fax number. See [Edit Clinic Information](#).

Select Clinic Language or Unit of Measure

From the languages available, you can choose what OneTouch Reveal® web application will display for your clinic. See [Select Clinic Language or Unit of Measure](#).

In certain countries, you will be able to choose the unit of measure used for the clinic's BG readings.

The following tasks apply to all of the clinic's patients. Once set, these become the default settings for all Clinic Users and Clinic Managers. If a Clinic User or Clinic Manager wants to customize their settings for their patients, they can do so. See [Settings](#) for more information. A Clinic Manager can also set these preferences for another Clinic User or Clinic Manager. See [Clinic Users Tab](#) for more information. Their settings would supersede the ones set for the clinic as a whole. For more information about how glucose target ranges and report preferences work, see [Hierarchy of Preferences](#).

Edit Clinic's Report Preferences

You can set the report preference for all of the clinic's patients. See [Edit Clinic's Report Preferences](#). Under report preferences, you can choose your default report, set a default date range, and choose which reports will be printed when batch printing is selected. The web application allows you to set report preferences separately for both meter reports and pump reports. For example, you may choose the Patient Summary Report as your default for meter reports and the Integrated Daily View Report as your default for patients using pumps.

Your default report will be the first report displayed for each of your clinic's patients.

The default date range allows you to select 14-, 30-, 90-days, or custom range. This default will be applied to the data shown in reports that can accommodate your selection.

See [Report Details Overview](#) for more information on each report.

Edit Clinic's Report Options

You can edit report options that will be applied to both meter and pump reports for all of the clinic's patients. See [Edit Clinic's Report Options](#).

Manage Clinic Tab Task Instructions

These are the instructions for the **Profile**, **Meter Reports**, **Pump Reports**, and **Report Options** links on the **Manage Clinic** tab.

Edit Clinic Information

Edit the clinic's name, phone number, or fax number.

1. Click **Manage Clinic**.
2. Click **Edit** to the right of **Clinic Information**.
3. Edit clinic information.
4. When finished, click **Save**.

Select Clinic Language or Unit of Measure

1. Click **Manage Clinic**.
2. Click **Edit** to the right of **Language**.
3. Select language from the drop-down list.
NOTE: Only languages supported for your country will be displayed.
4. In certain countries you will be able to select the unit of measure applied to all of the BG readings for patients in your clinic.
Click the button for the correct unit of measure or leave this setting unchanged.
5. When finished, click **Save**.

Edit Clinic's Report Preferences

Edit preferences for viewing and printing reports.

1. Click **Manage Clinic**.
2. Select the tab for the type of report you would like to manage.
3. Click **Edit** on the far right.
4. You can perform the following actions:

To	Do This
Select Default Report	From the drop-down list, select the report you want displayed on screen when you view a patient's reports.
Select Default Date Range	From the drop-down list, select the number of days (for example, 14, 30, or 90 days) you want included in each report.
Select Reports for Batch Printing	Check the box next to each report you want printed when you choose the batch (multiple reports) printing option. BGM reports are listed under their main function (Summarize, Analyze, or Inspect).

5. When finished, click **Save**.

Edit Clinic's Report Options

Edit options for viewing and printing reports.

1. Click **Manage Clinic**.
2. Click **Report Options**.
3. Click **Edit** to the right of **Report Options**.

4. Click the box next to each option you want.
5. When finished, click **Save**.

Clinic Users Tab

The Clinic Users tab allows the Clinic Manager to add Clinic Users, or edit the report preferences or profile of any Clinic User.

NOTE: This tab is only displayed for users designated as Clinic Managers. To designate a Clinic User as a Clinic Manager, see [Change Clinic Manager Role](#).

For more information about the role of Clinic Manager and setting report preferences for Clinic Users, see [OneTouch Reveal Web Application Basics](#).

Tasks within the Clinic Users Tab

To complete most of these tasks, you must first select a Clinic User.

Add Clinic User Account

You can add any healthcare professional who needs access to the OneTouch Reveal[®] web application or patient OneTouch Reveal[®] accounts. See [Add Clinic User Account](#).

Select Clinic User

You can find a Clinic User who has already been added to your clinic. You can search for a Clinic User using the **Find a User** box, page through the Clinic User list, or sort by name. See [Select Clinic User](#).

Select Clinic User Tasks

Each of the following tasks are applied to a Clinic User or that Clinic User's patients. Once you select a Clinic User, you can perform any of the following tasks.

Edit Clinic User General Information

You can edit personal information for a Clinic User, such as name. See [Edit Clinic User General Information](#).

Edit Clinic User Contact Information

You can edit a Clinic User's address, phone number, and email address. See [Edit Clinic User Contact Information](#).

Change Clinic User Password

You can change the OneTouch Reveal[®] password for any Clinic User. See [Change Clinic User Password](#).

Change Clinic Manager Role

You can designate the role of Clinic Manager to any Clinic User or remove that role from a Clinic Manager. See [Change Clinic Manager Role](#).

Select Clinic User Language

From the languages available, you can choose the language the OneTouch Reveal[®] web application displays for a Clinic User. See [Select Clinic User Language](#).

Remove Clinic User from Clinic

You can remove a Clinic User from the clinic and delete that Clinic User's OneTouch Reveal[®] account. See [Remove Clinic User from Clinic](#).

Edit Clinic User's Report Preferences

You can set the report preferences for all of a Clinic User's patients. See [Edit Clinic User's Report Preferences](#). Under report preferences, you can choose the Clinic User's default report, set a default date range, and choose which reports will be printed when batch printing is selected for that Clinic User. The web application allows you to set report preferences separately for both meter reports and pump reports. For example, you may choose the Patient Summary Report as your default for meter reports, and the Integrated Daily View Report as your default for patients using pumps. The default report will be the first report displayed for each of a Clinic User's patients.

The default date range allows you to select 14, 30, 90 days, or custom range. This default range will be applied to the data shown in reports that can accommodate your selection.

See [Report Details Overview](#) for more information on each report.

Edit Clinic User's Report Options

Report Options list certain options that will be applied to reports for a Clinic User. See [Edit Clinic User's Report Options](#).

For more information about how report preferences work, see [OneTouch Reveal Web Application Basics](#) and [Hierarchy of Preferences](#).

Decommission a Clinic

Steps to decommission a clinic from the OneTouch Reveal® web application. See [Decommission a Clinic](#).

Clinic Users Tab Task Instructions

Add Clinic User Account

Create a Clinic User account.

You will be creating the Clinic User's username; once saved, it cannot be changed.

1. Click **Clinic Users**.
2. Click **Add User**.
3. Enter **General Information**.
4. Enter **Contact Information**.
5. Enter username and password.
6. Select a language from the drop-down list.
7. Select the **This User is a Clinic Manager** box if you want to give this user Clinic Manager privileges.
8. When finished, click **Save**.
9. Click **Print Registration Summary** to provide instructions for the Clinic User to sign in and complete their registration.

The Clinic User account has been created in your clinic. If you need to add another Clinic User, click **Add Another User** and repeat the same steps.

Select Clinic User

1. Click **Clinic Users**
A list of user names will be displayed.
2. Find the user
 - Page through the list of names.
NOTE: You can sort the list of names by clicking on the column headers.
 - Search the list by typing the user's name or professional ID in the **Find a User** box. The list of user names will be filtered as you type.
3. Click on the user's name

The clinic user's account will be displayed for editing their information or preferences.

Edit Clinic User General Information

Edit name, suffix, specialty and professional ID.

1. Select Clinic User. See [Select Clinic User](#).
The user's profile page is displayed.
2. Click **Edit** to the right of **General Information**.
3. When finished, click **Save**.

Edit Clinic User Contact Information

Edit address, phone number and Email address.

1. Select Clinic User. See [Select Clinic User](#).

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

Change Clinic User Password

The password must be between 8–16 characters and must contain at least one letter and at least one number.

1. Select Clinic User. See [Select Clinic User](#).
2. Click **Edit** to the right of **Password**.
3. Change the password.

You do not need the current password, but you will need to type the new password twice.

4. When finished, click **Save**.
5. Click **OK** to close the confirmation window.

Change Clinic Manager Role

Assign or remove the Clinic Manager role.

1. Select Clinic User. See [Select Clinic User](#).
2. Click **Edit** to the right of **User Role**.
3. Click the **This user is a Clinic Manager** box.

A checked box means this Clinic User is now a Clinic Manager. An unchecked box means that this Clinic User is not a Clinic Manager.

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

Select Clinic User Language

1. Select Clinic User. See [Select Clinic User](#).
2. Click **Edit** to the right of **Language**.
3. Select language from the drop-down list.

NOTE: Only languages supported for your country will be displayed.

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

Remove Clinic User from Clinic

NOTE: Before removing a user from the clinic, you must reassign their patients to another user.

1. Select Clinic User. See [Select Clinic User](#).
2. Click **Remove**.
3. Use the drop-down list to assign patients to another Clinic User.
4. Click **Yes**.

The Clinic User has been removed and all of the patients have been assigned to the chosen Clinic User.

Edit Clinic User's Report Preferences

Edit reports for viewing and printing.

1. Select Clinic User. See [Select Clinic User](#).
2. Select the tab for the type of report you would like to manage.
3. Click **Edit**.
4. You can perform the following actions:

To	Do This
----	---------

To	Do This
Select Default Report	From the drop-down list, select the report you want displayed on screen when you view a patient's reports.
Select Default Date Range	From the drop-down list, select the number of days (for example, 14, 30, or 90 days) you want included in each report.
Select Reports for Batch Printing	Check the box next to each report you want printed when you choose the batch (multiple reports) printing option. BGM reports are listed under their main function (Summarize, Analyze, or Inspect).

5. When finished, click **Save**.

Edit Clinic User's Report Options

Edit options for viewing and printing reports.

1. Select Clinic User. See [Select Clinic User](#).
2. Click **Report Options**.
3. Click **Edit** to the right of **Report Options**.
4. Click the box next to each option you want.
5. When finished, click **Save**.

Decommission a Clinic

If you wish to delete your clinic from the OneTouch Reveal® web application, the Clinic Manager must first delete all patients from the clinic. See [Remove Patient from Clinic](#). Once completed, please contact Customer Care at contact@onetouch.ca or 1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific) to complete the process.

Chapter

4

Report Details

Report Details Overview

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® reports use a variety of formats to present data, including graphs, charts, tables, and text. Most OneTouch Reveal® 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	 Below Target  In Target  Above Target
BG Before Meal	 Below Target  In Target  Above Target
BG After Meal	 Below Target  In Target  Above Target
Average BG	
Overall Targets	
BG 25th Percentile	
BG 75th Percentile	
Carbohydrates	
Insulin	
Insulin with BG Correction	
Insulin with Meal Correction	

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 hypoglycemic and hyperglycemic thresholds used in the OneTouch Reveal® web application may be customized.
- 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® 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.
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.

Footnote	Reason for Footnote
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>.

AGP Report: BGM

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

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.

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

This is a version of the report your patient sees on their OneTouch Reveal[®] mobile app, showing a progress overview, including averages by month and logbook.

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.

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.

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.

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.

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.

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.

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 glucose readings
- 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.

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 glucose readings
- Graphs of insulin dosing and carbohydrate intake data by time of day
- Insulin and carbohydrate intake statistics for each time period throughout the day

Chapter

5

Data Transfer

Data Transfer

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.

Once you have signed in to the OneTouch Reveal® web application, a link to download and install the Data Transfer Tool can be found on the top right of the screen.

NOTE:

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

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

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 the **Data Transfer Tool** link.

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

3. Follow the prompts to complete installation.
4. Be sure that a OneTouch® USB cable is not connected to your computer and click **OK**.
5. 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.

6. Click **Finish**.

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

Transfer Data from a Device Using the Data Transfer Tool

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/. 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, with options to view the Patient's reports or assign the device.

Data Transfer Tool Menu

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

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/.

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

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.

Assign Patient Device

For a device that is recognized to be that of an existing Patient within your clinic, the data will automatically be assigned to that Patient.

If a device is not recognized to be that of an existing Patient within your clinic, a Notification icon will appear in your header of the OneTouch Reveal® web application. Click on the icon for the option to assign the device to a new Patient. Once assigned, the Patient's data will be stored in the OneTouch Reveal® web application.

Create Guest Report Without Assigning Patient Device

The OneTouch Reveal® web application allows you to create a Guest Report without assigning the device to a patient account. You may download these reports until the data is cleared from the queue or until 48 hours after data upload, but the data is not stored in the OneTouch Reveal® web application permanently until it is assigned to a Patient. The date range for a Guest Report will always be the last 14 days. Neither the date range nor the glucose target range is customizable.

To create the Guest Report:

1. Connect your patient's device to your computer.
2. Open the Data Transfer Tool and follow the prompts to select your device.
3. Click **Open Web Application** after data is finished uploading.
4. In the web application, click on the Notification icon in the header of the Patients tab or Devices to be Assigned in the notification bar.
5. Click **Create Guest Report** to see report options.

Uninstall the OneTouch Reveal® Data Transfer Tool

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.

Chapter

6

Resources

Resources

This section contains additional information that may be helpful.

Glossary

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

Adherence Analysis Report

A OneTouch Reveal[®] 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.

Clinic Manager

A role within the OneTouch Reveal® web application with unrestricted access to all application functions.

Clinic User

A role within the OneTouch Reveal® web application with more limited access to application functions.

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 by default for each patient. The default report can be set for each Clinic User.

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.

Guest Report

A OneTouch Reveal[®] web application feature that allows you to download reports without having assigned the device to a patient. The date range for the Guest Report will always be the last 14 days. The target range is pre-set according to national diabetes management guidelines. Neither the date range nor the glucose target range is customizable.

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.

Insulin Sensitivity Factor (ISF)

The amount (measured in mmol/L) each unit of insulin you take will reduce your blood glucose level.

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 you 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 your patient sees on their 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 glucose data in a certain set are scattered around the mean. A low standard deviation means that the glucose 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

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

Hierarchy of Preferences

If no preferences are set for glucose target ranges and reports, the OneTouch Reveal® web application default settings will be used.

Each Clinic User can set preferences for glucose target ranges for a specific patient. That specific patient's preferences will then be used and will show as a custom setting.

How preferences are set	Which preferences are used
No preferences set.	The OneTouch Reveal® web application defaults.
Clinic User sets custom preferences for an individual patient.	Overrides the OneTouch Reveal® web application defaults, the clinic defaults (if set) and the Clinic User defaults (if set) and becomes the custom setting for the individual patient.

Troubleshooting

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 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/.
- 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/.
- 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](#).

NOTE: If you are not able to access data from the OneTouch Reveal® web application, glucose data can be accessed directly from the patient's glucose monitoring device, or the patient can generate a report from their app and send it to you.

Unable to link patient account

If you are unable to link to a patient's OneTouch Reveal® account, verify that the patient has an active OneTouch Reveal® account.

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.

About

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

The OneTouch Reveal[®] 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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