

Apps and Forgotten Passwords for Glucose Data:

Numerous apps are available to assist those with diabetes. These include apps from companies for specific glucose meters, sensors, insulin pumps as well as third party apps. Most allow patients to view data and/or send reports from the app or from an online cloud service directly to their clinicians. Not all health authorities have the approval to use "Clinic" clouds (e.g. an online server for the clinician/program that stores the glucose data of just their patients)

If app passwords are forgotten:

1. If on iPhone under phone settings > passwords > search app name, touch to reveal username and password. (There is no one location in Android phones to access all passwords.)
2. Or open the specific app, check its settings > user account to learn the email account used to set it up. Use this email address to log into the corresponding cloud service (Carelink, Clarity, Libreview, OneTouchReveal etc). Click "forgot password" to reset it if can't recall. The email used to set up the app must be used to sign into the online cloud service. Connect with the company IT or rep for help if needed.
3. Additionally, although not ideal for the depth of data, a screenshot can be taken and emailed to a clinician.

Login into your cloud server to find glucose reports to provide your educator:

1. Abbott Libreview <https://www.libreview.com/> .
 1. To authorize Diabetes Centre Calgary staff to view your data directly, see [this document](#).
2. Dexcom: <https://clarity.dexcom.eu/> .
 1. To authorize Diabetes Centre Calgary staff to view your data directly, see [this document](#).
3. Glooko: https://my.glooko.com/users/sign_in
 1. To authorize Diabetes Centre Calgary staff to view your data directly, see [this document](#).
4. Medtronic Carelink Personal: <https://carelink.minimed.eu/> (use Chrome or Internet Explorer 11). If you need help, watch the [video](#) or find instructions [here](#), or call Medtronic support [1-800-284-4416](tel:1-800-284-4416) .
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