ReliOn™ Life

User Manual

Version 2.0.0

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1. Getting Started

Welcome to the ReliOn™ Life Mobile Application. The ReliOn™ Life Mobile Application is an Android and iOS compatible mobile application designed to provide users an easy to use and motivational tool for adding, storing, analyzing, and communicating about historical blood glucose test results and other biological statistics to support diabetes management. Users can also invite their healthcare provider and health team to view their data and assist in the management of their blood glucose levels.

About ReliOn™ Life Mobile Application

1.1. User Manual Introduction

This User Manual is intended to provide guidance to the user during use of the ReliOn™ Life application. ReliOn™ Life is a cloud-based application that allows you to manually enter blood glucose test results and other data through your smartphone. The ReliOn™ Life Mobile Application is also connected to ARK Care Advance, which provides additional detail into the information you enter in the ReliOn™ Life mobile application. For further details on how to use your specific meter, please reference the meter User Manual.

1.2. Access User Manual

This User Manual is published in PDF format within the app and through the ARK Care Advance website. You will need Adobe Acrobat Reader to view or print this User Manual.

1.3. System Requirements

☐   Android OS

☐   iPhone OS

☐   Internet Cell Data Connection

Note:

- You will be able to access the ReliOn™ Life Application with the following device, but it may not be completely supported.

    ☐   iPad

- This is the manual for iOS and Samsung Galaxy supported devices. Navigation and other icons may vary based on device make and model.

ReliOn™ Life Mobile Application

User Manual

2. Access

Access will take you through the process of downloading the ReliOn™ Life Mobile Application (ReliOn™ Life), activating your account, adding your meter and logging into ReliOn™ Life.

2.1. Download ReliOn™ Life Mobile Application

Step 1: Download ReliOn™ Life Mobile Application.

ReliOn™ Life can be found on the App Store or Google Play. Go to the App Store or Google Play for your specific device operating system and search for ReliOn™ Life.

Step 2: Follow the instructions in the App Store or Google Play to download the ReliOn™ Life app.

Step 3: Tap the ReliOn™ Life icon on your mobile device after downloading is complete.

Note:

- This manual is for iOS and Galaxy mobile devices. All iOS and Android phones are supported; however, navigation and other icons may vary based on device make and model.
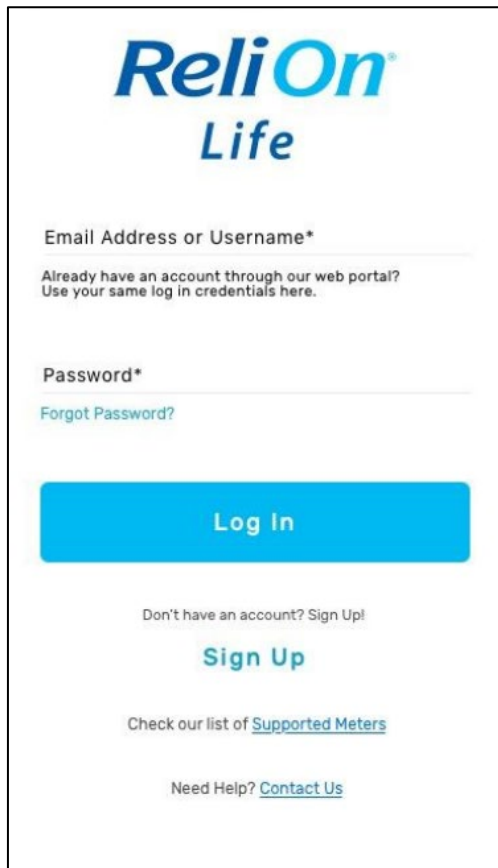
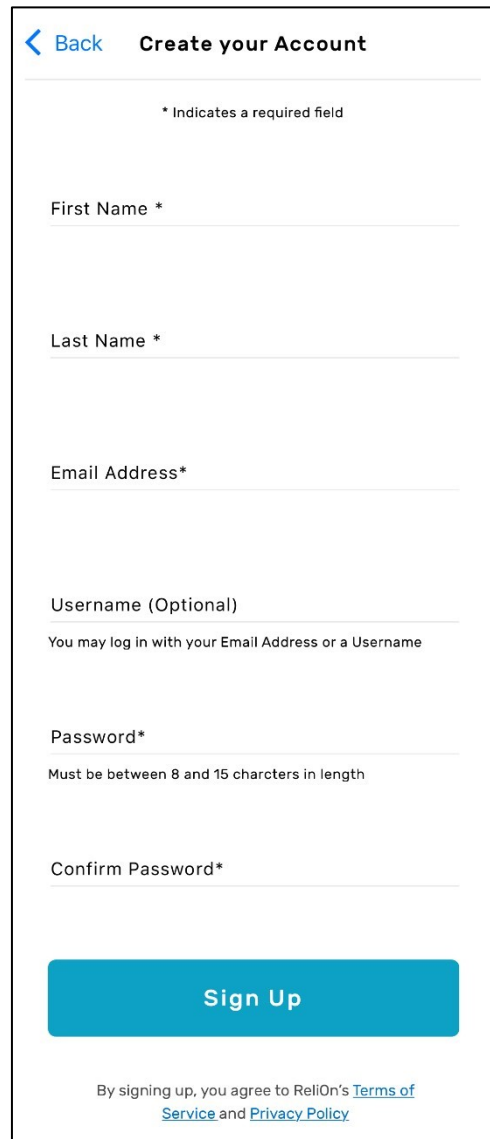## 2.2. Account Setup

Step 1: Tap **Sign Up**.

Step 2: Fill in the form to create your account.

- Username: If a username already exists, you will see an error message and will need to adjust your username before going to the next step.

- Password: Your password must contain at least 8 letters and/or numbers.

Step 3: Tap **Sign Up**.

Note:

If the application is terminated during onboarding, please restart by clicking "**Sign Up**" again.

2.3. Security Setup

Step 1: Select three security questions and enter your answers.

Step 2: Tap **Continue**.

2.4. Verify Your Email

Step 1: Check your email inbox (email address entered during account setup) for an account verification email.

Step 2: Enter the verification code under "Verify your Email".

Step 3: Tap **Verify**.

Note:

If you do not receive or need a new verification code email:

- Verify or edit the email and tap **Re-send Code**.

- Check your "Junk Email" folder for the email.

2.5. Add Your Meter

Step 1: Enter the serial number which is located on the back of your meter. Make sure to include all numbers, letters, and dashes printed on the back of your meter. Do not enter any numbers in parentheses before the serial number.

If the serial number has been accepted, the message "Your meter has been added and picture of the meter will appear. Your meter is now added to your profile.

Step 2: Tap **Continue**.

Note:

- If the error message: "Error This Serial Number is Not Valid. Please Try Again" appears:

  Step 1: Tap **OK**.
  Step 2: Tap **View Supported Meters** to see if your meter can be used with ReliOn™ Life.
  Step 3: Tap **Done**.

- If your meter is supported by ReliOn™ Life, enter the serial number again following steps 1 and 2.

- If your meter is not on the list of meters supported by ReliOn™ Life, you will need to purchase one of the meters listed to use the ReliOn™ Life Application.

2.6. Setup Your Bluetooth® Meter

 [For Bluetooth meters only] After entering your Bluetooth meter's serial number, you will be prompted to connect your Bluetooth meter with your smartphone. If you do not pair your meter now, you will be prompted to pair when you sync your first reading.

- Premier BLU Meters with Serial Number Starting with **F088** – Follow Section **2.6.1**

- Premier BLU Meters with Serial Number Starting with **F051** – Follow Section **2.6.2**

Tap **Yes** to continue the setup.

2.6.1 Premier BLU Meters Starting with F088

Step 1: Follow the steps on your smartphone to connect your smartphone to your meter via Bluetooth. Press and hold the right arrow button **>** on your meter for 3 seconds to enter Bluetooth pairing mode. Press "**Continue**".

Step 2: Your meter will display "**bT**" with the Bluetooth® symbol and "**SEnd**" blinking as shown in the example below. Press the **Search** button to find your Premier BLU meter.

Step 3: Press "**Pair**" on your smartphone to initiate the pairing process with your meter.

Step 4: "**PAIr**" and "**YES**" will appear on your meter. Press the center button on your Premier BLU meter to select "**Yes**" and complete the pairing process with your smartphone.
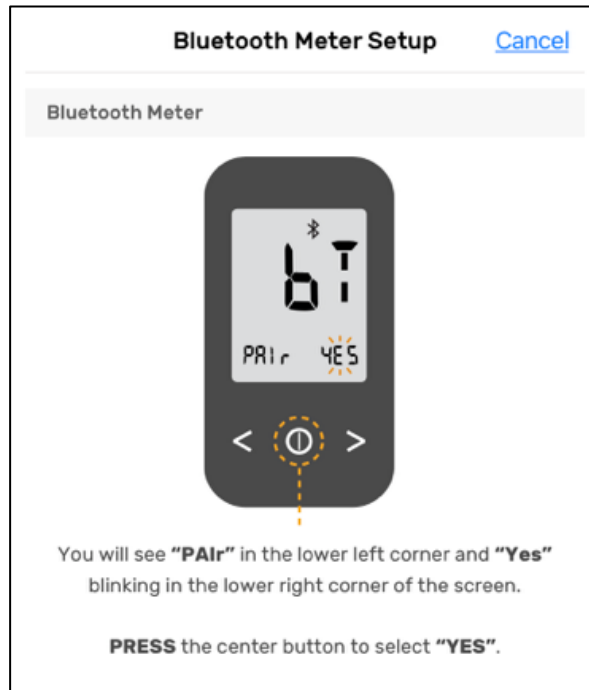
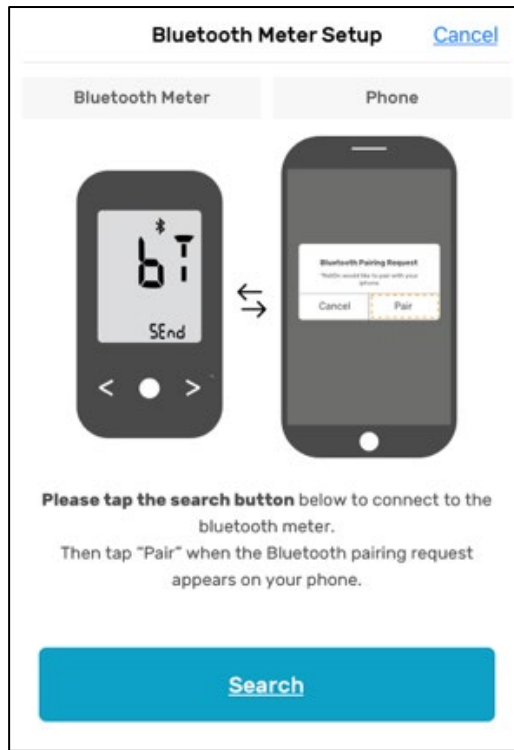Step 5: Tap "**OK**" to continue the onboarding process or return to the "My Day" screen of the ReliOn™ Life mobile app.
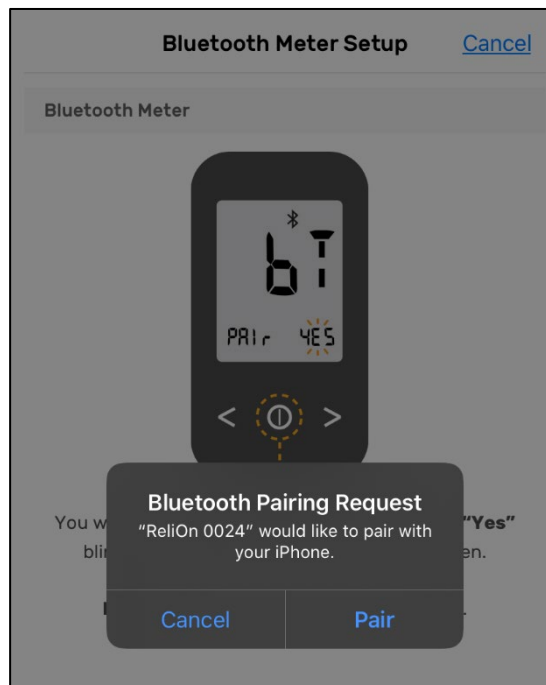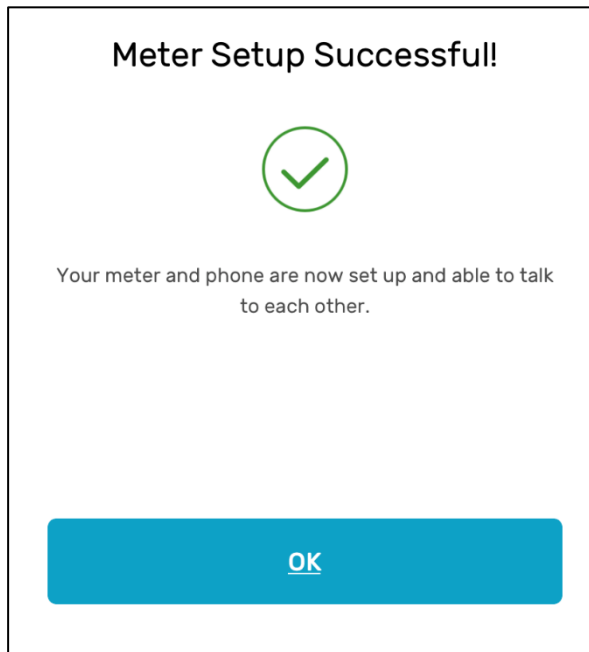
2.6.2 Premier BLU Meters Starting with **F051**

Step 1: Follow the steps on your smartphone to connect your smartphone to your meter via Bluetooth. On your meter, press and hold the ⏻ button for 3 seconds to enter the meter into **SET** mode.

Step 2: **"SET"** will appear on the screen of your meter. Press the **<** or **>** button on your meter to show **"YES"** on your meter.

Step 3: With **"YES"** shown on the bottom left of the meter, press the (I) button.

Bluetooth Meter Setup   Cancel

Bluetooth Meter

The word **"SET"** will appear on the meter screen. **"no"** will blink at the bottom left corner of the screen.

PRESS the ◀ or ▶ button until **"YES"** is visible.

‹ Previous   Continue ›

Bluetooth Meter Setup   Cancel

Bluetooth Meter

PRESS the center button to select **"YES"**.

‹ Previous   Continue ›
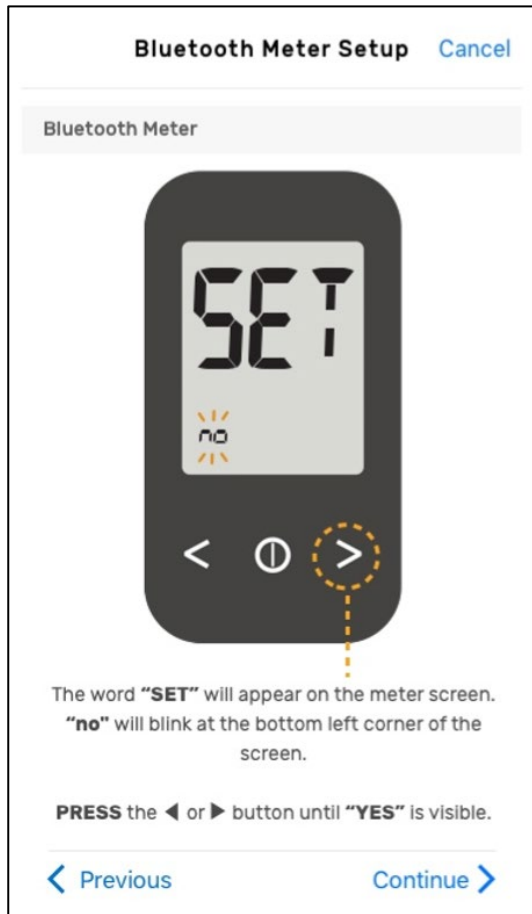
Step 4: **"bT"** will now appear on the screen of your meter. Tap "Continue" to proceed.

Step 5: Press the **<** or **>** button until **"PAIr"** is visible on the meter screen.

Bluetooth Meter Setup   Cancel

Bluetooth Meter

"bT" will now appear on the meter screen.

< Previous   Continue >

Bluetooth Meter Setup   Cancel

Bluetooth Meter

PRESS the ◀ or ▶ button until **"PAIr"** is visible in the lower right corner of the screen.

The meter screen will first cycle through "Off", then "On", and finally **"PAIr"**.

< Previous   Continue >
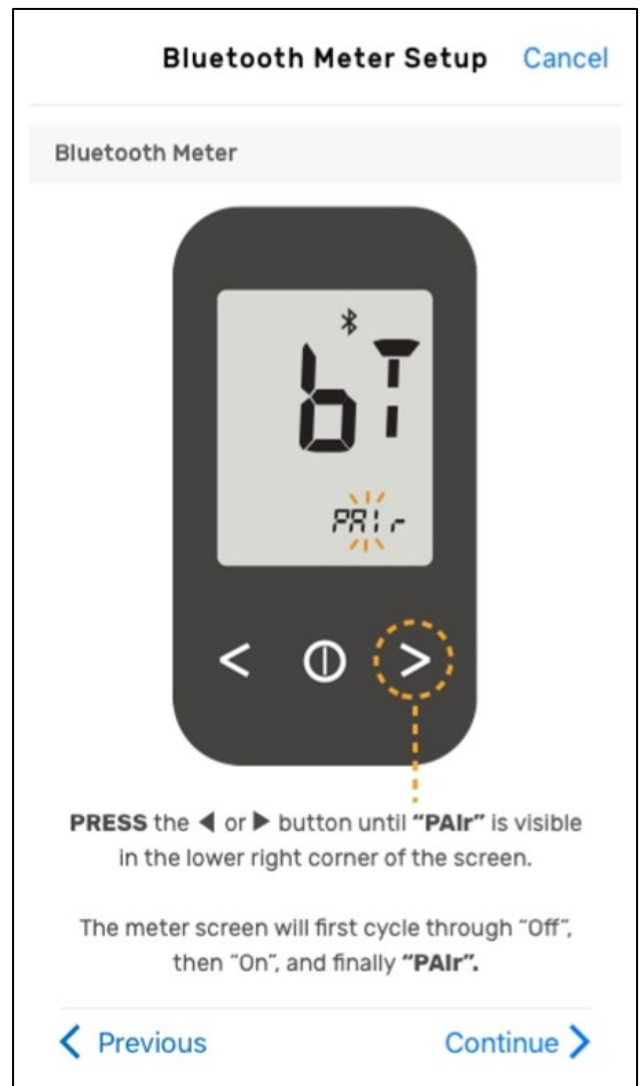
Step 6: Press the center button to select **PAIr"**.

Step 7: The meter will display **"PIn"** on the screen. User will be asked to generate a pin number from the smartphone.
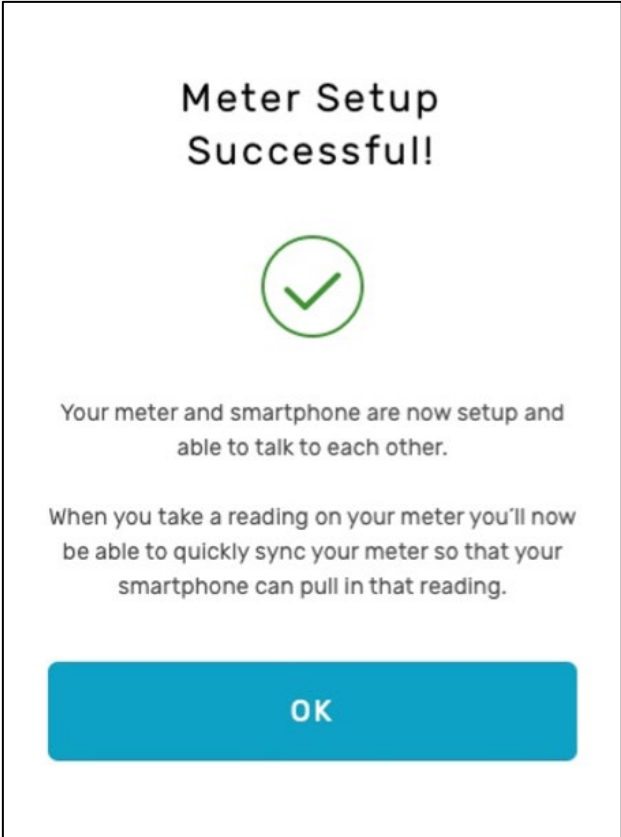

Bluetooth Meter Setup   Cancel

Bluetooth Meter

PRESS the center button to select **"PAIr"**.

⟨ Previous   Continue ⟩

Bluetooth Meter Setup   Cancel

Bluetooth Meter

Your meter should now display a PIN screen like this.

In the next step you'll generate a PIN number used to pair your meter with your smartphone.

⟨ Previous   Continue ⟩

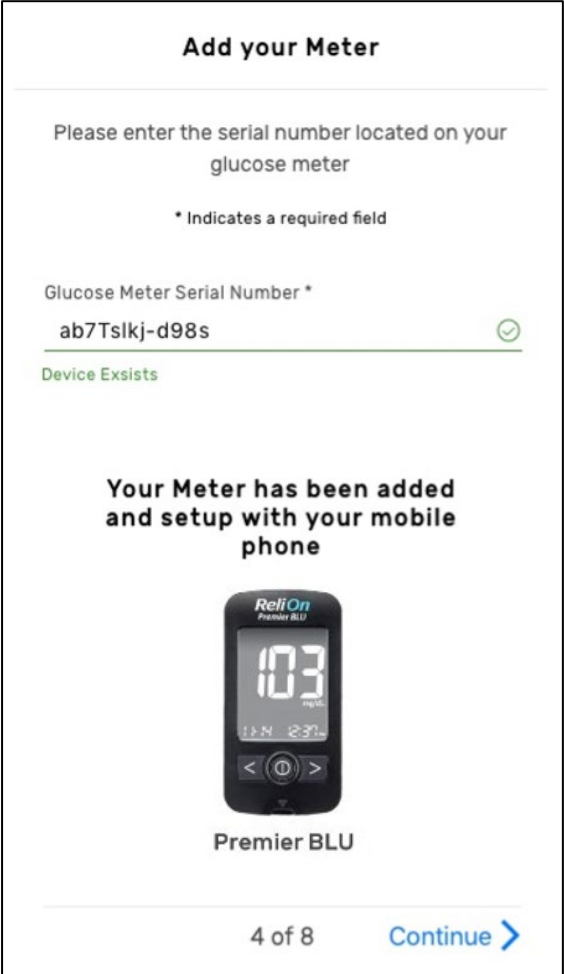Step 8: On your smartphone, tap on **"Generate PIN"** to generate a pin number on your meter.
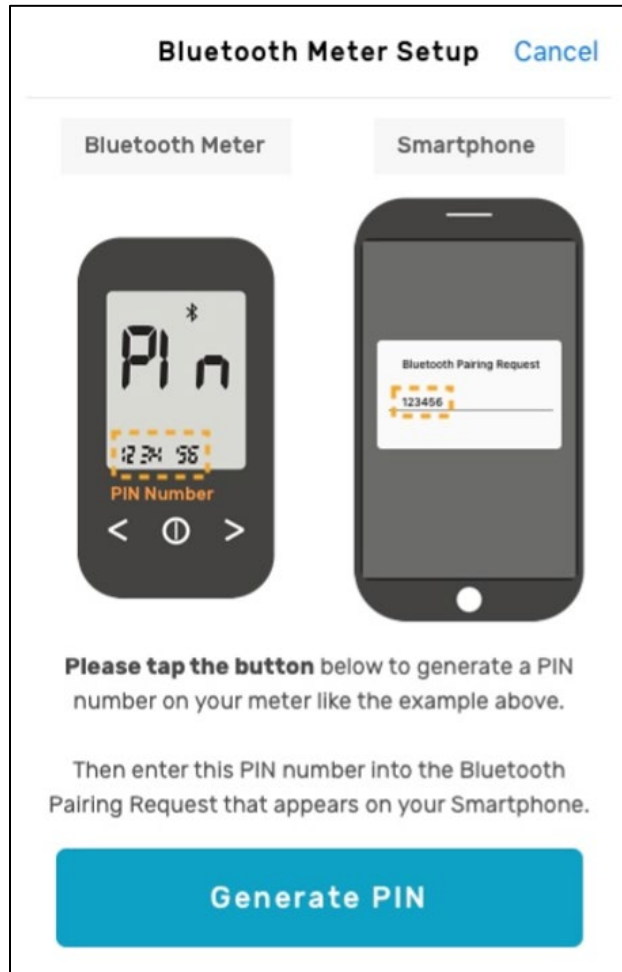
Step 9: Enter the 6-digit pin number displayed on your meter into your smartphone and tap **"Pair"**.
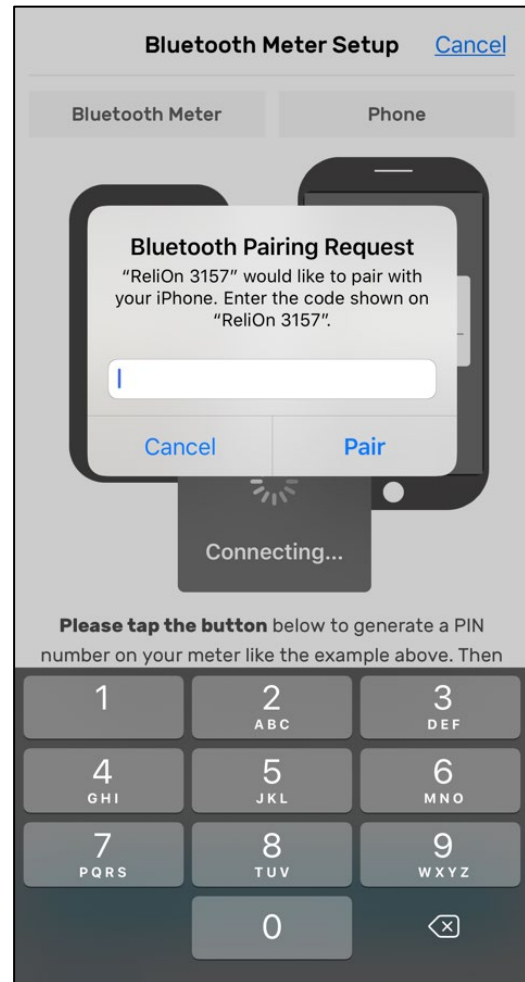
Step 10: Your smartphone will display the **"Meter Setup Successful"** screen indicating the pairing process was completed. Tap **"OK"** to continue.

Step 11: You will be returned to the onboarding process to complete onboarding.

Meter Setup Successful!

Your meter and smartphone are now setup and able to talk to each other.

When you take a reading on your meter you'll now be able to quickly sync your meter so that your smartphone can pull in that reading.

OK

Add your Meter

Please enter the serial number located on your glucose meter

* Indicates a required field

Glucose Meter Serial Number *

ab7Tslkj-d98s

Device Exsists

Your Meter has been added and setup with your mobile phone

ReliOn
Premier BLU

103
mg/dL

Premier BLU

4 of 8   Continue ❯

2.7. My Diabetes

Step 1: Enter your Diabetes Type (Type 1, Type 2, Gestational, or Pre-Diabetes).

Step 2: Enter your Blood Sugar Target Range (70 – 180 mg/dL is set as default).

Your healthcare professional can help determine what your target blood sugar range should be before setting it.

Step 3: Enter your Birthdate.

Step 4: Enter Male, Female, or Unspecified.

Step 5: Tap **Continue**.

Note:

Tap **Skip** if you would like to fill this out later.

2.8. Add a Connection

Step 1: Enter your Health System (e.g. Fairview, Healthcare Partners, Banner, etc.).

Step 2: Enter your Organization (e.g. clinic, pharmacy, specific hospital, etc.)

Step 3: Enter your provider's name (e.g. Certified Diabetes Educator, Endocrinologist Pharmacist, Nurse, etc.).

Step 4: Tap **Invite this Provider**.

Step 5: Tap **Finish**.

Note:

- Tap **Skip** if you would like to fill out this form later.
- Tap **Previous** to go back to the "My Diabetes" screen.

2.9. Create Your PIN

Step 1: Enter a four-digit PIN for additional security.

Step 2: Tap **Start**.

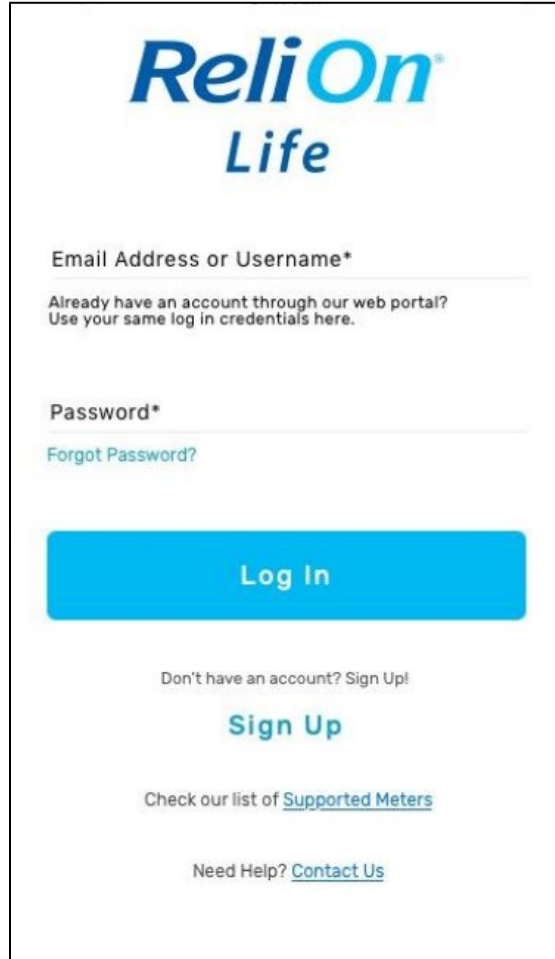You are now finished creating your ReliOn^{TM} Life account.
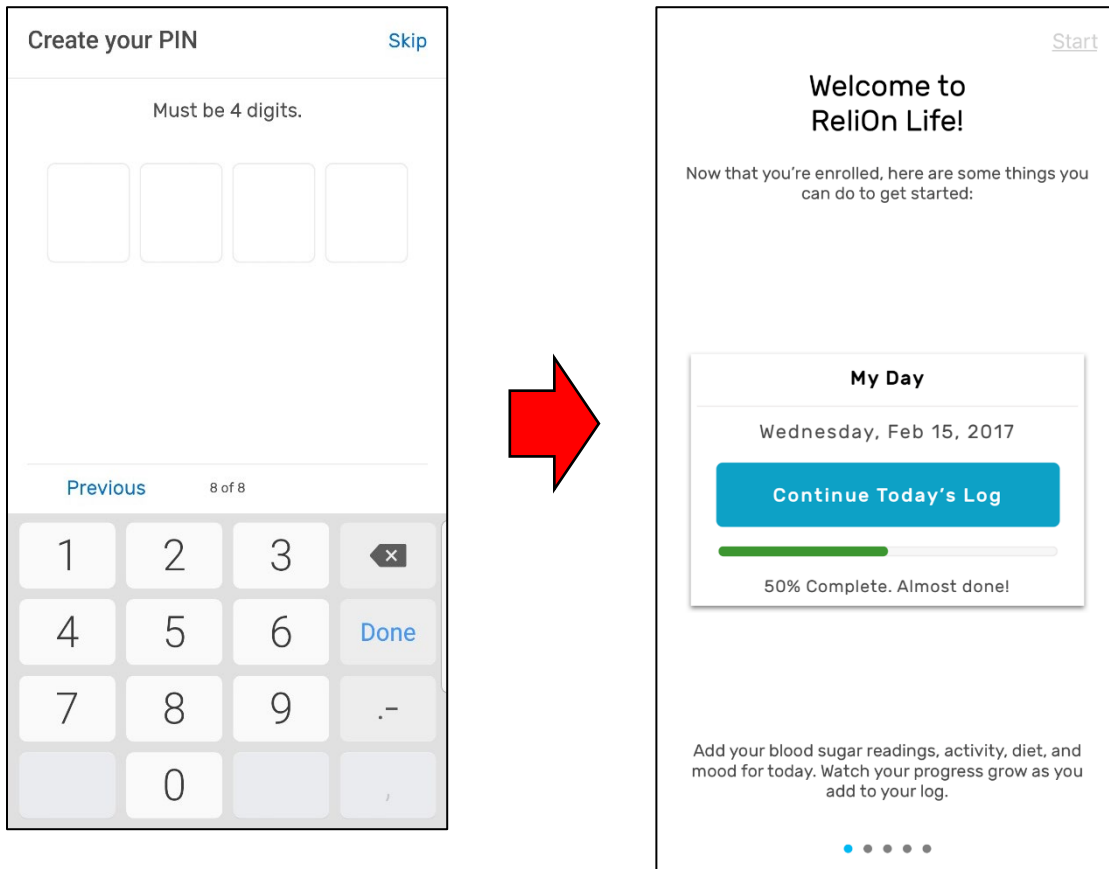
Note:

- Tap **Skip** if you do not want your app to require a PIN number.
- Tap **Previous** to go back to the "Add a Connection" screen.

2.10. Log In

Step 1: Enter the username and password your created in Account Setup (2.2).

Step 2: Tap **Log In**.

Note:

When using the app with multiple users, log out of one user and completely close the app prior to logging in as the next user.
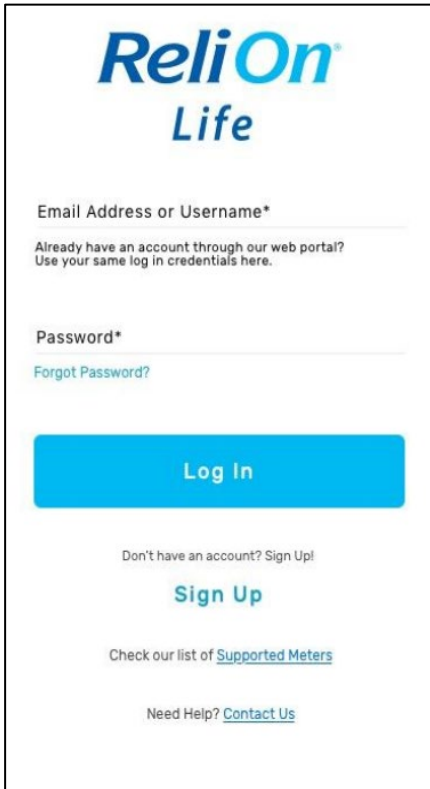
2.11. Forgot Password

Step 1: Tap **Forgot Password?**
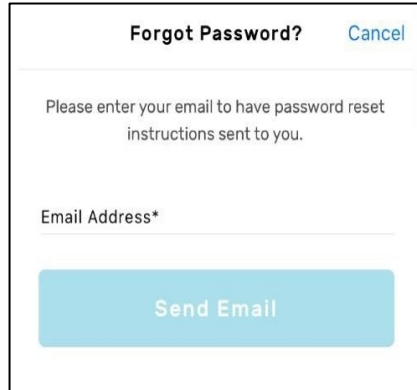
Step 2: Enter your email address.

Step 3: Tap **Send Email**. An email will be sent to the email you entered.

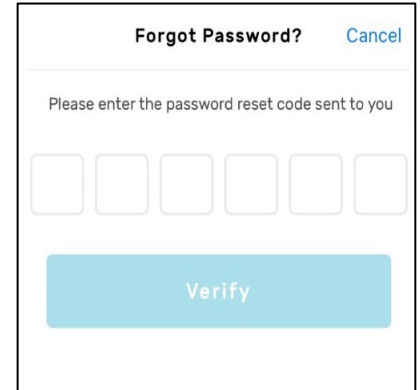Step 4: Enter the verification code found in the email sent to you.
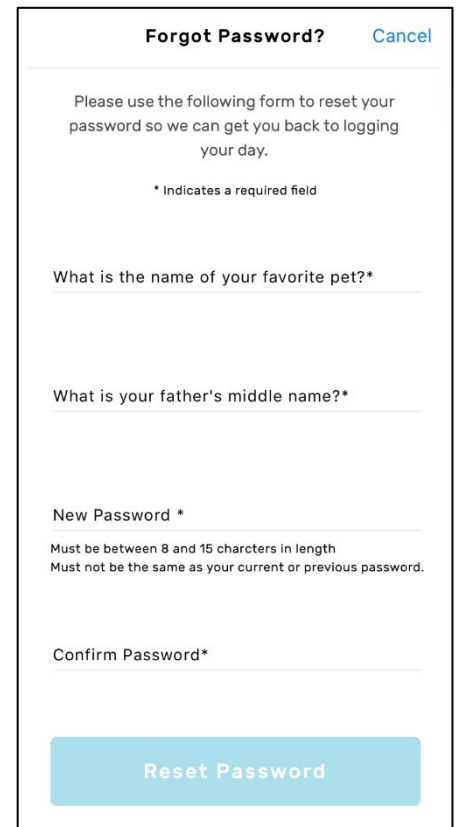
Step 5: Tap **Verify**.

Step 6: Verify your security questions and answers.

Step 7: Enter your new password and confirm the new password.

Step 8: Tap **Reset Password**.

Step 9: This will return you to the Log In page.

Follow steps in section 2.10, "Log In".

3. Profile

Profile allows you to add the meters you are using to monitor your blood sugar levels to the ReliOn™ Life app, make changes to your account information, list high-level information about your diabetes, and invite your healthcare provider and health team to help manage your diabetes.

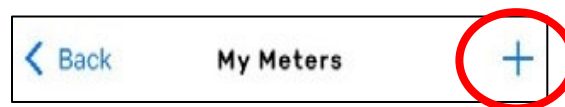### 3.1. My Meters (Adding a new meter)

Step 1: Tap **Profile** in the navigation bar at the bottom of the screen.
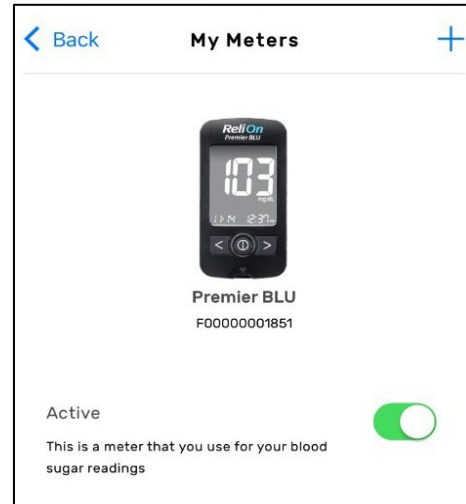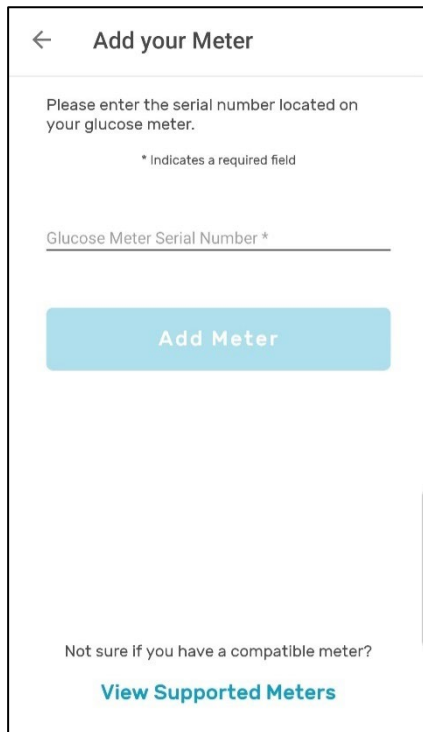

Step 2: Tap **My Meters**.
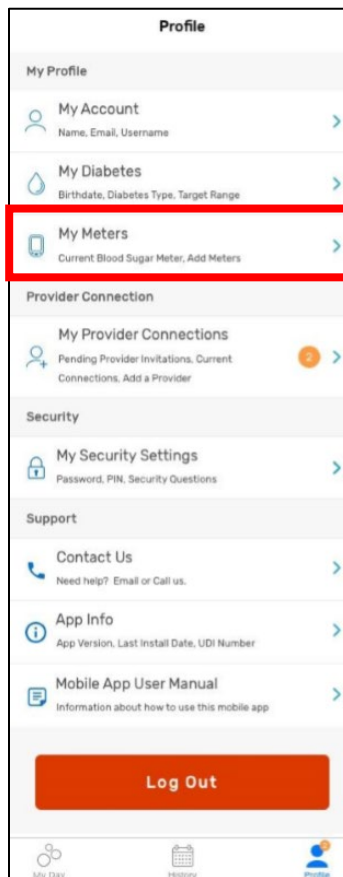
Step 3: Tap "**+**".

Step 4: Enter the serial number found on the back of your meter.

Step 5: Tap **Add Meter**.

If the serial number has been accepted, the "My Meters" screen will appear with a picture of your meter.

Step 6: Tap the **Back Arrow** to return to the main profile screen.

Note:

- If the error message: "Error, this serial number is not valid. Please try again" appears:

  Step 1: Tap **OK**.

  Step 2: Tap **View Supported Meters** to determine if your meter can be used with ReliOn™ Life.

  Step 3: Tap **Done** after viewing the list.

  Step 4: Tap **Add Meter** if your meter is supported by ReliOn™ Life, and then enter the serial number again.

- If your meter is not on the list of meters supported by ReliOn™ Life, you will need to purchase one of the meters listed to use the ReliOn™ Life Application.

- Tap **the switch to the right of the Active status message** if at any time you would like to deactivate your meter.

3.2. My Account

Step 1: Tap **My Account**.

Step 2: Tap **Edit** to make changes to any information on this screen.

Step 3: Tap **Save** to save the changes you made or tap **Cancel** if no changes were made to your information.

Step 4: Tap the **Back Arrow** to return to the main profile screen.

Note:

- If the username already exists, you will see an error message and will need to enter a different username.

3.3. My Diabetes
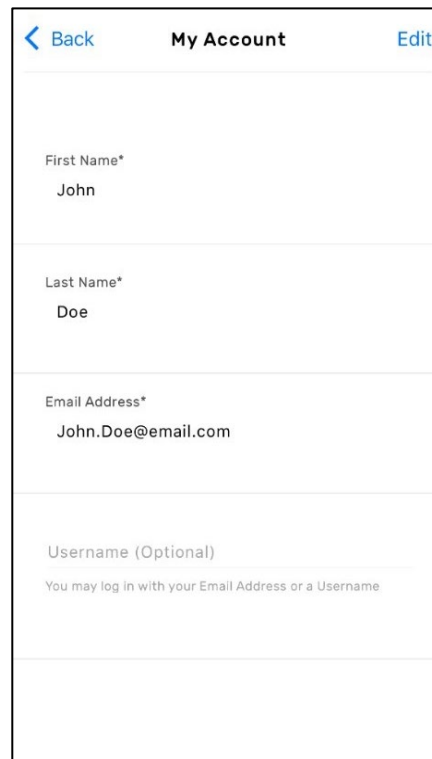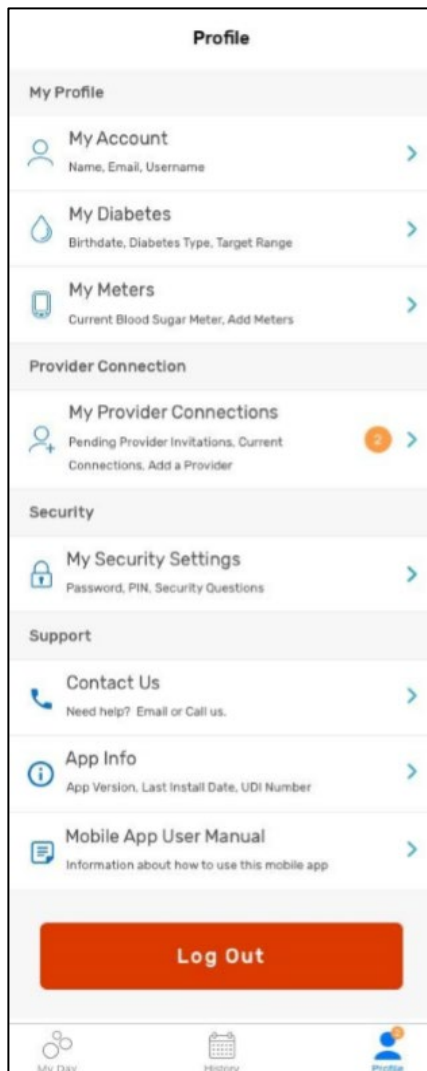
Step 1: Tap **My Diabetes**.

Step 2: Tap **Edit** to make changes to any of the information on this screen.

Step 3: Tap **Save** to save the changes you made or tap **Cancel** if no changes were made to your information.

Step 4: Tap the **Back Arrow** to return to the main profile screen.

3.4. My Provider Connections

Step 1: Tap **My Provider Connections**.

Step 2: Tap "+".

Step 3: Tap **Filter by Health System**, enter your Health System (e.g. Fairview, Healthcare Partners, Banner, etc.) and select your Health System.

Step 4: Tap **Filter by Organization**, enter your organization (e.g. clinic, pharmacy, specific hospital) and select your Organization.

Step 5: Tap **Search for Your Provider**, enter your provider's name (e.g. Certified Diabetes Educator, Endocrinologist, Pharmacist, Nurse, etc.). Do not include Mr., Mrs., Dr., etc. Select your provider's name.

Step 6: Tap **Invite this Provider**.

Step 7: Tap the **Back Arrow** to return to the main profile page.
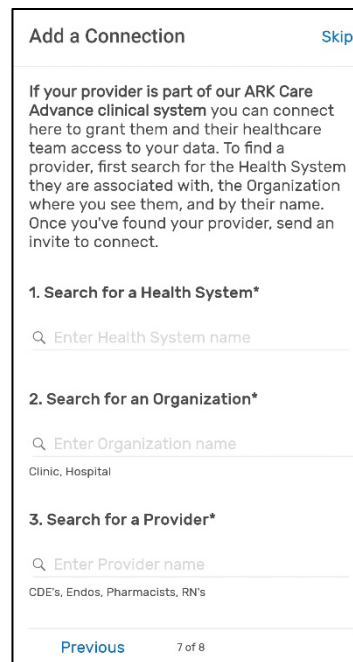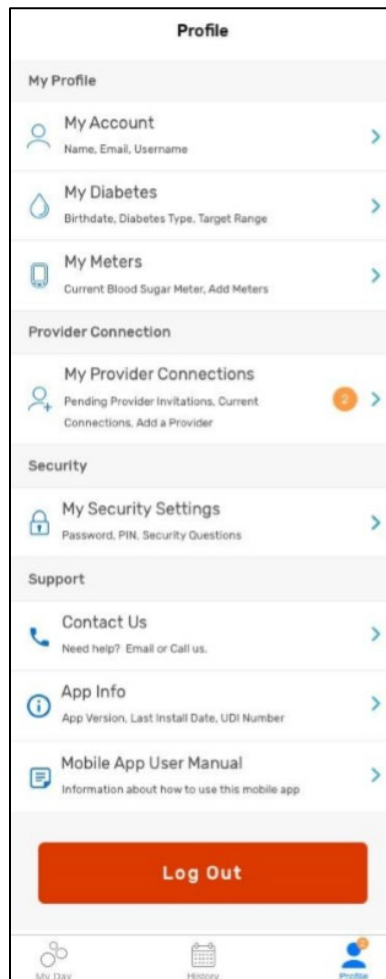
3.5. My Security Settings

My Security Settings allows you to change and update your password, PIN, and security questions.
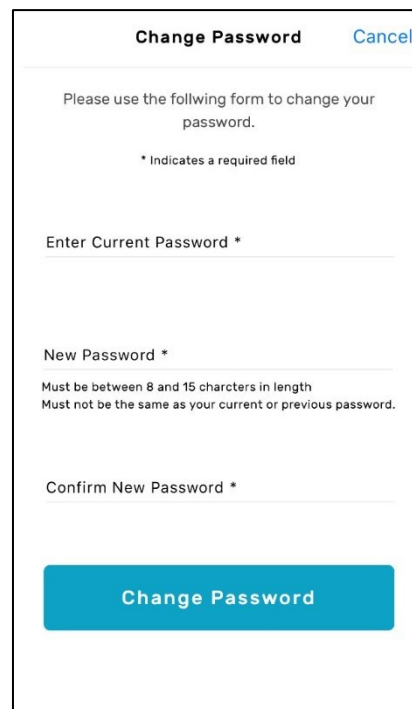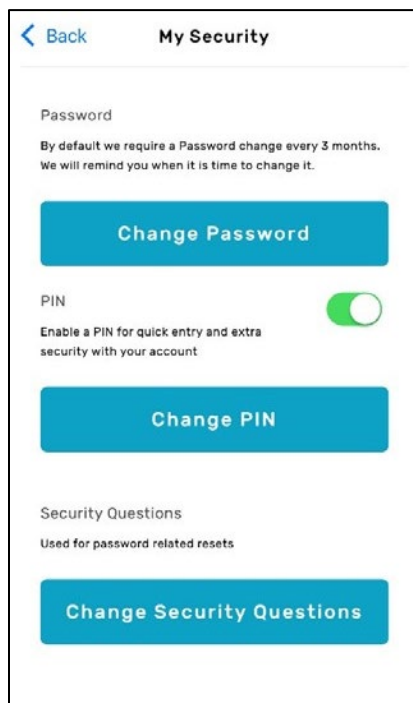
Tap **My Security Settings**.

3.5.1 Change Password

Step 1: Tap **Change Password**.

Step 2: Enter your current password, new password and confirm your new password.

Step 3: Tap **Change Password**.

Step 4: Tap the **Back Arrow** to return to the main profile screen.

3.5.2. Create Your PIN

Step 1: Tap **the switch to the right of the PIN**.

Step 2: Enter your PIN number and confirm your PIN number.

Step 3: Tap the **Back Arrow** to return to the main profile screen.

3.5.3. Change Your PIN

Step 1: Tap **Change PIN**.

Step 2: Enter your current PIN number, new PIN number and confirm your new PIN number.
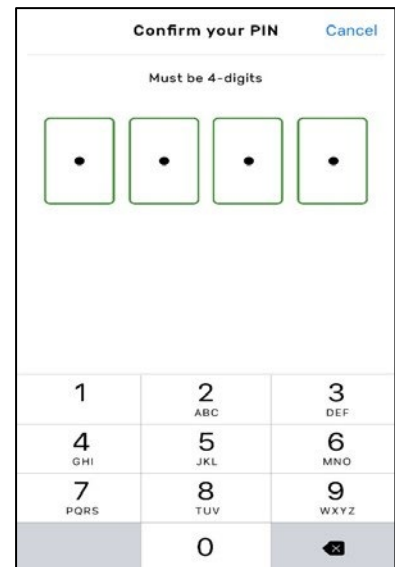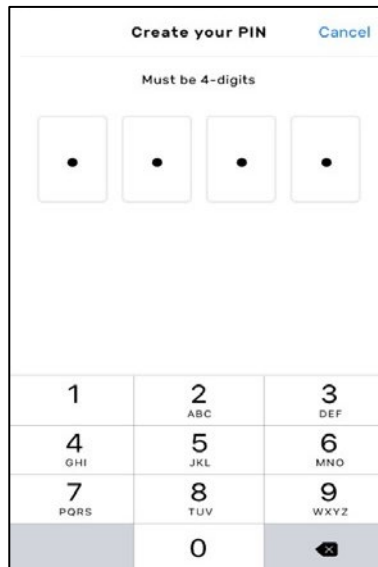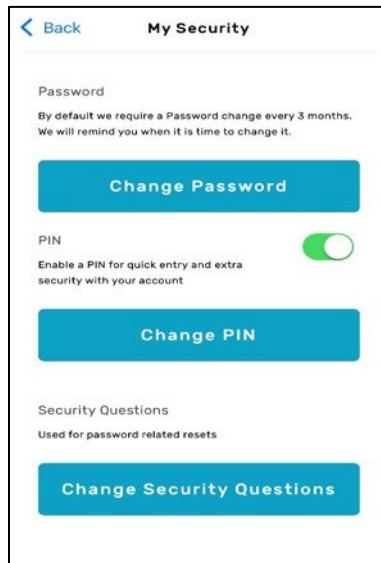
Step 3: Tap the **Back Arrow** to return to the main profile screen.

3.5.4. Turning Off Your PIN

Step 1: Tap **the switch to the right of the PIN**.

Step 2: Enter your current PIN number.

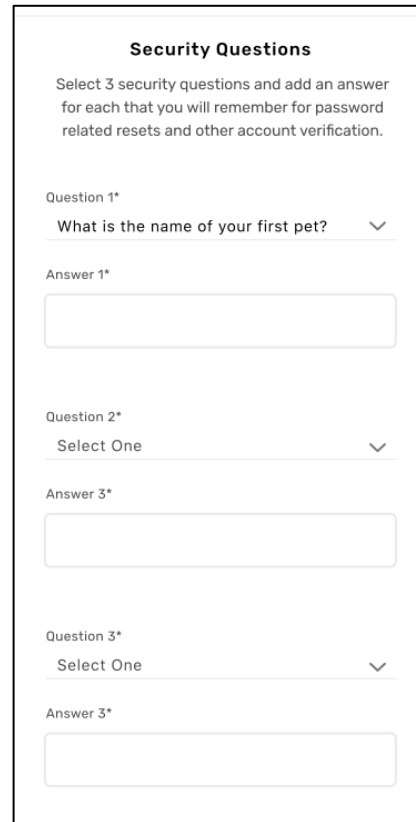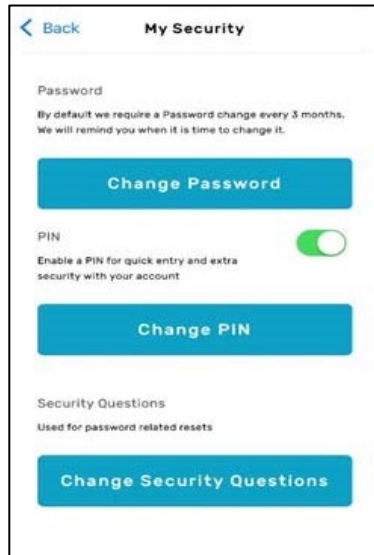Step 3: Tap the **Back Arrow** to return to the main profile screen.

3.5.5. Changing Security Questions

Step 1: Tap **Change Security Questions**.

Step 2: Tap and update the security questions and answers.

Step 3: Tap **Save**.

Step 4: Tap the **Back Arrow** to return to the main profile screen.

Note:
- Tap **Cancel** if you decide not to update your security questions or want to discard any changes. This will bring you back to the My Security screen.

- If Change Security Questions button is not active on your device, you can update or make changes by logging on to the web platform, ARK Care Advance, with your login credentials (arkcareadvance.com).

4. My Day

New day details begin at 12 a.m. each day with a blank "My Day" screen. As you complete "Today's Log" you will see a summary of the completed information on this screen.

Start My Log

Users may start by tapping "Start My Log", which opens the log to manually enter or sync your blood glucose reading.

- Follow the directions on each page to begin filling out your log for the day.

- If you don't wish to start your daily log, you can tap the back arrow to return to "My Day".

Progress Bar

Progress related to your "Start My Log" is tracked here. As you add information to each section (Blood Sugar Reading, Activity, Diet, and Mood) the progress bar will display how much of the Log you have completed.

Blood Sugar Readings

All your blood sugar readings for the day will be individually listed here, along with an average of your blood sugar reading for the day.

Activity

Displays your activity level for the day.

Diet

Displays your diet quality for the day.

Mood

Displays how you are feeling/felt for the day.

Motivation

You can add a short message here to remind yourself what motivates you, or an encouraging note, to better manage your diabetes.

4.1. Start My Log

Step 1: Tap **Start My Log**.

Step 2: Tap ⃞ ⟳ **Sync Readings** or **+ Add Manual Reading**.

Synced Readings: Synced readings will display the **Sync Successful** screen. Tap **OK** and select **Activity** in the lower right corner of the screen to continue filling out your log.

Manual Readings: Enter the time context of the reading, the time of the reading, your reading, and tap Save. Manual readings will be displayed on your **Start My Log** screen. Tap **Activity** in the lower right corner of the screen to continue filling out your log.

4.2. Blood Sugar Readings
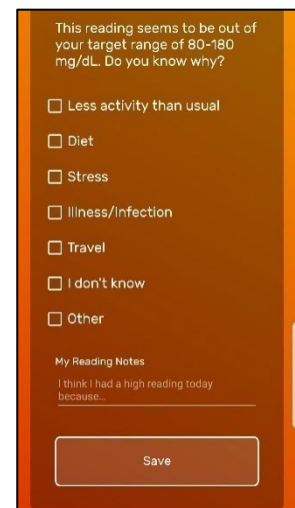
To Log a quick reading, Tap ⃞ ⟳ **Sync Readings** or **+ Add Manual Reading** from the Blood Sugar Readings section.
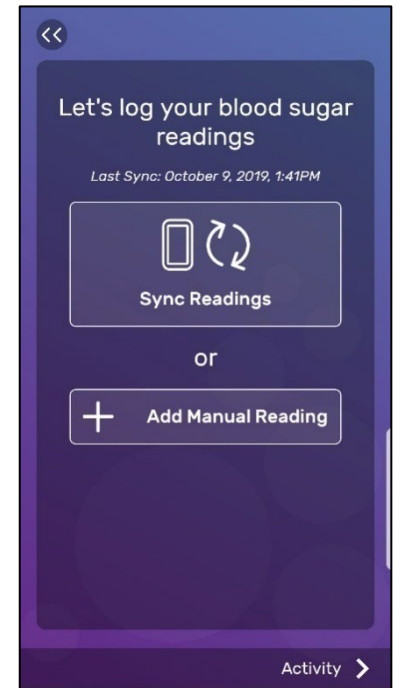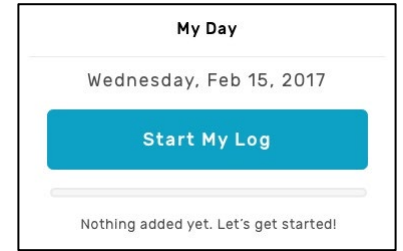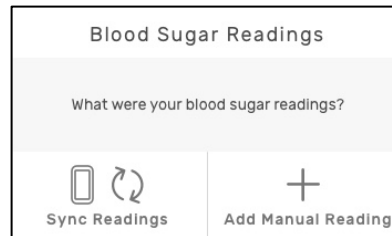
Note:

- The color of the screen will change based on where the reading falls in relation to your target range.
  - o Low (Blue)
  - o In Range (Green)
  - o High (Orange)
- For readings outside of your target range, a prompt to provide more context will display.

4.3. Activity

Step 1: Tap one of the activity levels that best matches your level of activity before taking the reading.

Step 2: Enter more details about your activity in the **My Activity Notes** section (optional).

Step 3: Tap **Diet**.

4.4. Diet

Step 1: Tap one of the diet quality levels that best matches your quality of diet before taking the reading.
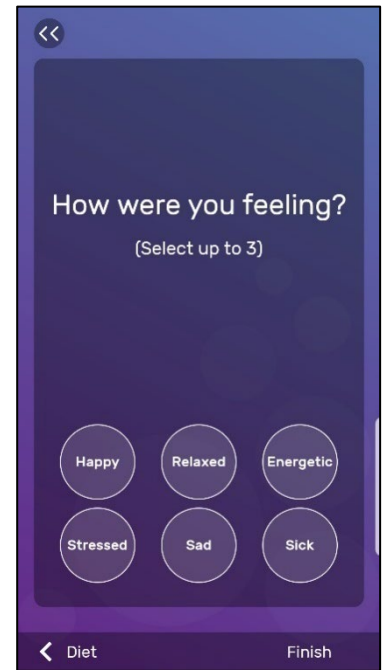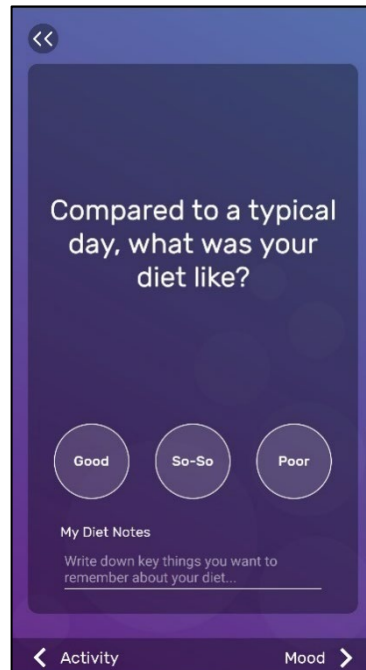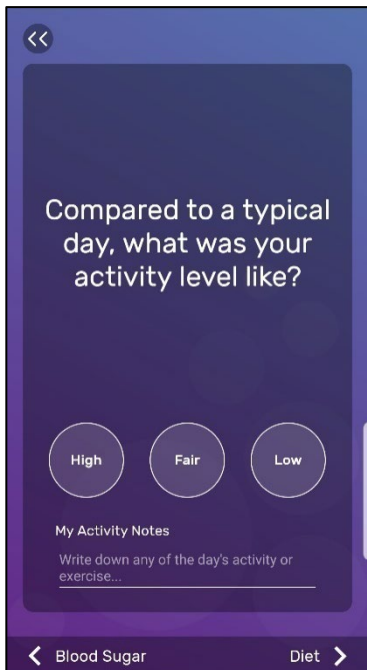
Step 2: Enter more details about your diet in the **My Diet Notes** section (optional).

Step 3: Tap **Mood**.

4.5. Mood

Step 1: Tap up to three moods that best match how you were feeling before taking the reading.

Step 2: Tap **Finish**.

Note:
- When changing time zones ensure that the app is connected to the network and the time zone is updated when connected. When reconnecting to the network you may see no readings or duplicate readings. You may need to log out of the app or close the app and log back in to view the corrected blood glucose readings.
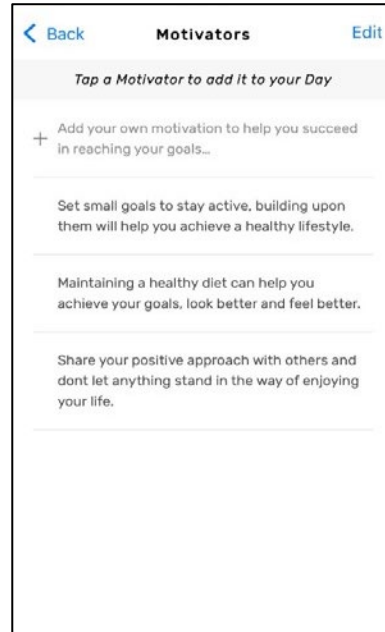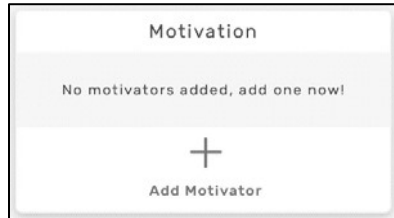
4.6. Motivation

Step 1: Tap **+** in the Motivation section.

Step 2: Tap **Add your own motivation to help you succeed in reaching your goals** and type what motivates you, or an encouraging note to better manage your diabetes.

- o Or tap one of the pre-populated Motivators

Step 3: Tap the **Back Arrow**.

5. History

History allows you to view all your past blood glucose readings for each day. It will also allow you to add missing information or edit incorrect information that was entered on the day selected.

Tap **History** in the navigation bar at the bottom of the screen. The full calendar will be displayed with the information you entered up to the current day.

Orange dot	Indicates days with missing information.
Green check mark	Indicates reading(s) for the day are in range.
Blue arrow	Indicates reading(s) for the day is below range.
Red arrow	Indicates reading(s) for the day is above range.

5.1. History Details

By tapping on any previous day you will be able to view the information in the log for that day.

- o If all the information is complete for the day, you will see the **Review My Log** button.

- o If information is missing for that day, you will see the **Continue My Log** button.

- o If no information has been entered for the day selected, you will see the **Start My Log** button.
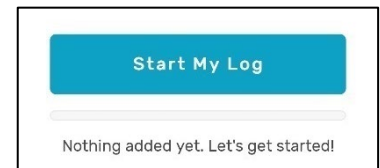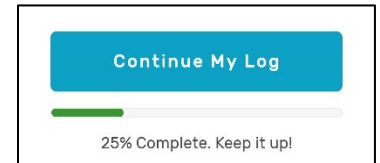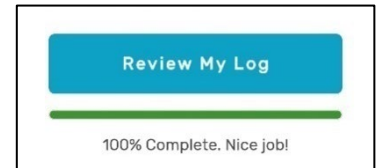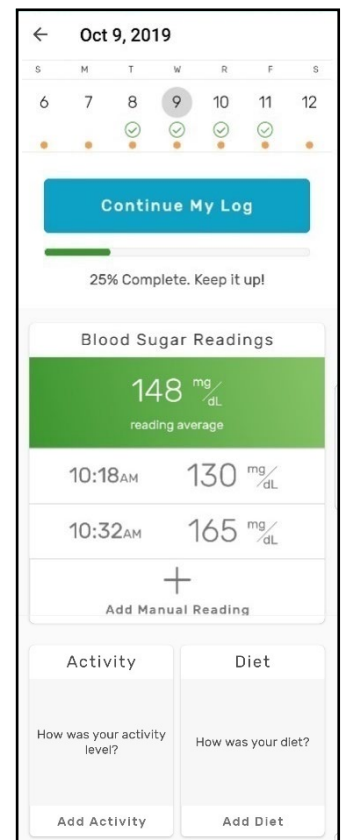
By tapping the button that appears (**Review My Log**, **Continue My Log**, or **Start My Log**) you will be able to review, add, or edit the information you entered for that day.

You may also tap any of the sections to add information that is missing from the log that day.

Note:

- • Tap the **Back Arrow** to return to the full calendar after looking at the day you selected.

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