

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.



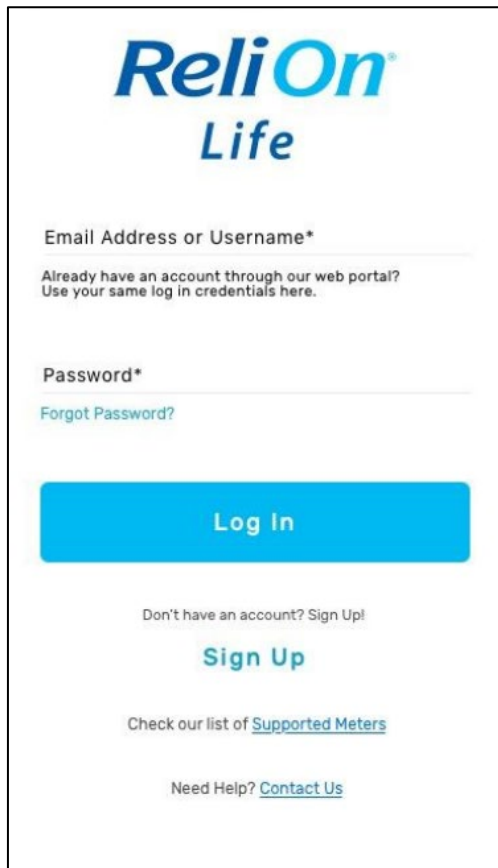
2.2. Account Setup

Step 1: Tap **Sign Up**.

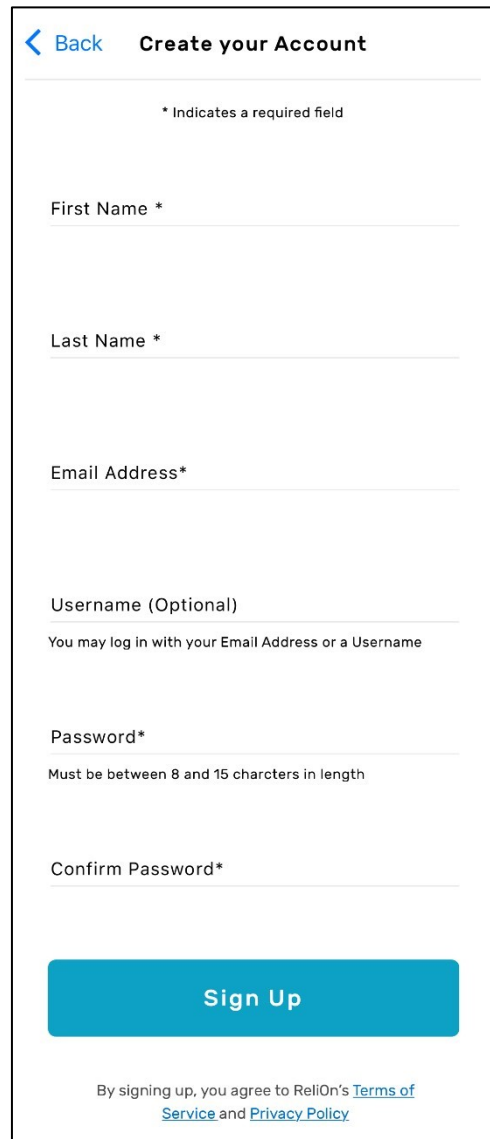
Step 2: Fill in the form to create your account.

- 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**.



The image shows the ReliOn Life login and sign-up screen. At the top is the ReliOn Life logo. Below it is a text input field labeled "Email Address or Username*". Underneath this field is a link: "Already have an account through our web portal? Use your same log in credentials here." Below that is another text input field labeled "Password*", with a link "Forgot Password?" below it. A large blue button labeled "Log In" is centered. Below the button is the text "Don't have an account? Sign Up!" followed by a blue "Sign Up" button. At the bottom, there is a link "Check our list of Supported Meters" and another link "Need Help? Contact Us".



The image shows the "Create your Account" form. At the top left is a blue back arrow and the text "Back Create your Account". Below this is a note: "* Indicates a required field". The form contains several text input fields: "First Name *", "Last Name *", "Email Address*", "Username (Optional)", "Password*", and "Confirm Password*". Below the "Username (Optional)" field is the text "You may log in with your Email Address or a Username". Below the "Password*" field is the text "Must be between 8 and 15 characters in length". A large blue button labeled "Sign Up" is centered at the bottom. Below the button is the text "By signing up, you agree to ReliOn's Terms of Service and Privacy Policy" with links to "Terms of Service" and "Privacy Policy".

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**.

Security Questions

Select 3 security questions and add an answer for each that you will remember for password related resets and other account verification.

Question 1*

What is the name of your first pet? ▾

Answer 1*

Question 2*

Select One ▾

Answer 3*

Question 3*

Select One ▾

Answer 3*

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**.

Verify your Email

Please check your email for the verification code

Verify

Didn't get the code?

Try re-sending it and check that we have your correct email address.

Email Address*

patientA@gmail.com

Re-Send Code

4 of 8 Continue >

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**.

The image displays three sequential screenshots of the 'Add your Meter' app interface:

- First Screenshot:** The screen is titled 'Add your Meter'. It contains the instruction 'Please enter the serial number located on your glucose meter' and a note '* Indicates a required field'. Below this is a text input field labeled 'Glucose Meter Serial Number *' which is currently empty. A large blue 'Add Meter' button is positioned below the input field. At the bottom, there is a link 'View Compatible Meters' and a progress indicator '4 of 7' with a 'Continue >' button.
- Second Screenshot:** The screen is the same as the first, but the 'Glucose Meter Serial Number *' field now contains the text 'ab7Ts|'. A standard QWERTY keyboard is visible at the bottom of the screen, with the 'Done' button highlighted in blue.
- Third Screenshot:** The screen is titled 'Add your Meter' and shows the instruction 'Please enter the serial number located on your glucose meter'. The 'Glucose Meter Serial Number *' field now contains 'F00000001851' and has a green checkmark icon to its right. Below the input field, the text 'Device Exists' is displayed in green. Below this, a message reads 'Your Meter has been added' above a small image of a 'ReliOn Premier BLU' glucose meter. At the bottom, the progress indicator '4 of 7' and the 'Continue >' button are visible.

Note:

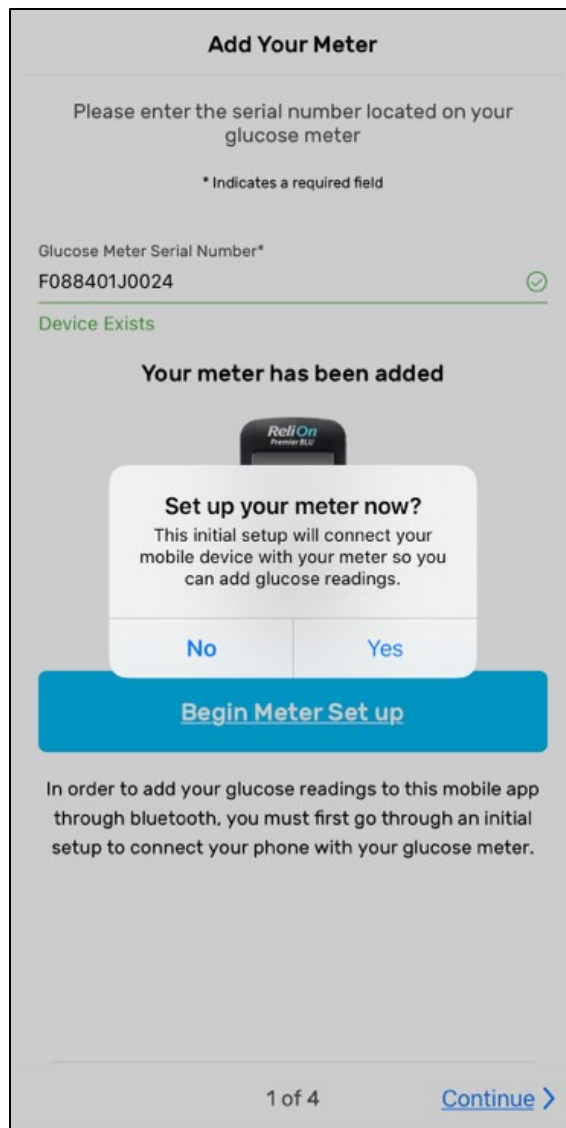
- If the error message: "Error This Serial Number is Not Valid. Please Try Again" appears:
 - Step 1: Tap **OK**.
 - Step 2: Tap **View Supported Meters** to see if your meter can be used with ReliOn™ Life.
 - Step 3: Tap **Done**.
- If your meter is supported by ReliOn™ Life, enter the serial number 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.



Add Your Meter

Please enter the serial number located on your glucose meter

* Indicates a required field

Glucose Meter Serial Number*
F088401J0024 ✓

Device Exists

Your meter has been added

Set up your meter now?
This initial setup will connect your mobile device with your meter so you can add glucose readings.

No Yes

Begin Meter Set up

In order to add your glucose readings to this mobile app through bluetooth, you must first go through an initial setup to connect your phone with your glucose meter.

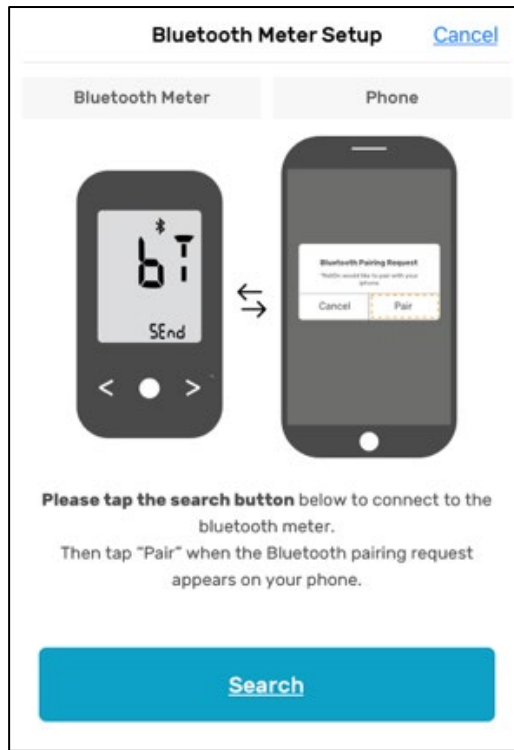
1 of 4 [Continue >](#)

2.6.1 Premier BLU Meters Starting with F088

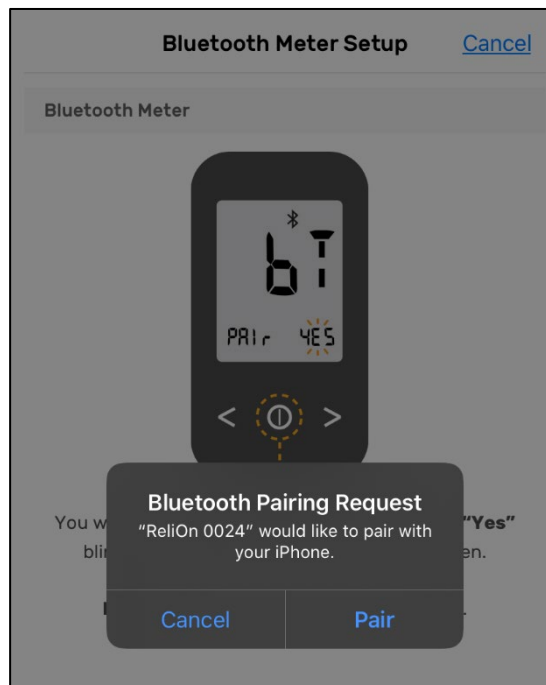
Step 1: Follow the steps on your smartphone to connect your smartphone to your meter via Bluetooth. Press and hold the right arrow button > on your meter for 3 seconds to enter Bluetooth pairing mode. Press "Continue".



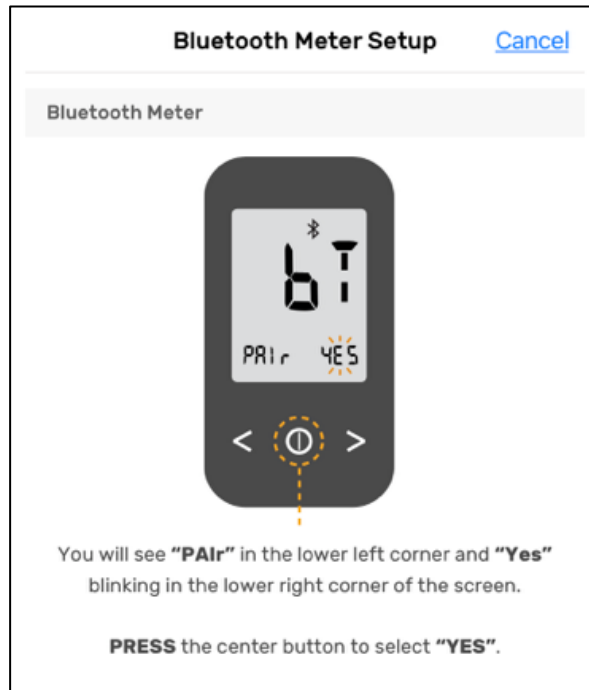
Step 2: Your meter will display "bT" with the Bluetooth® symbol and "SEnd" blinking as shown in the example below. Press the **Search** button to find your Premier BLU meter.



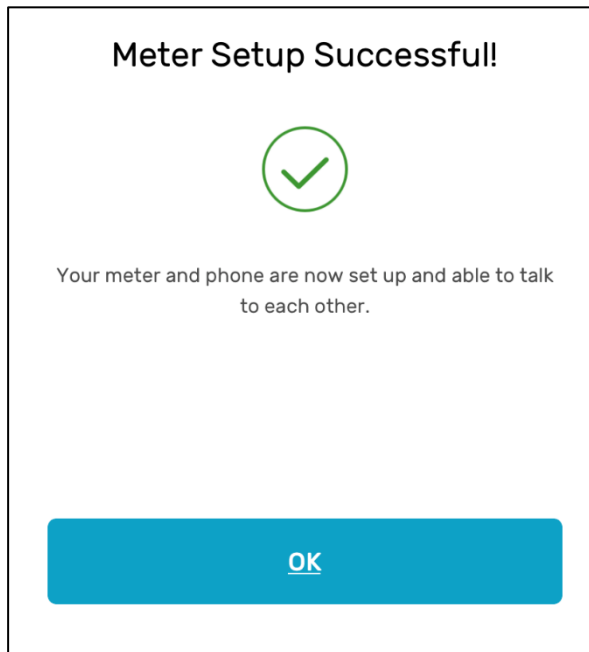
Step 3: Press "**Pair**" on your smartphone to initiate the pairing process with your meter.




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.




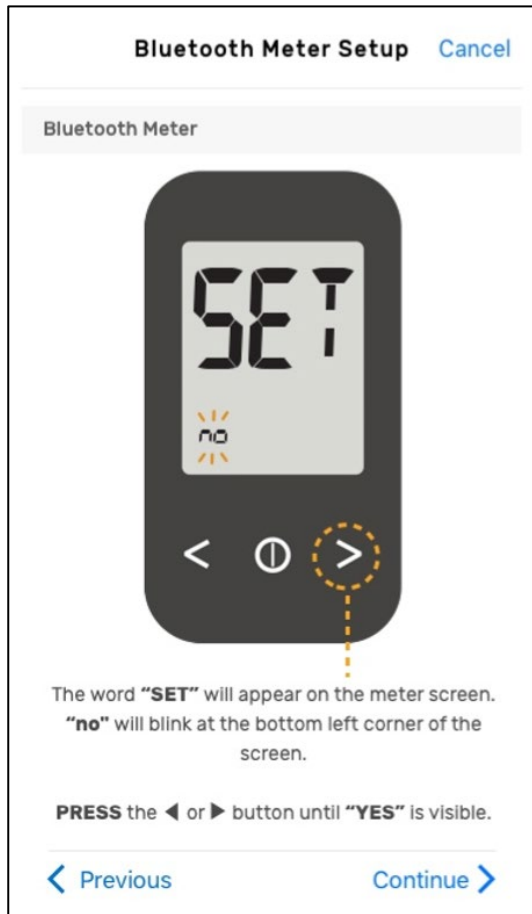
2.6.2 Premier BLU Meters Starting with **F051**

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.

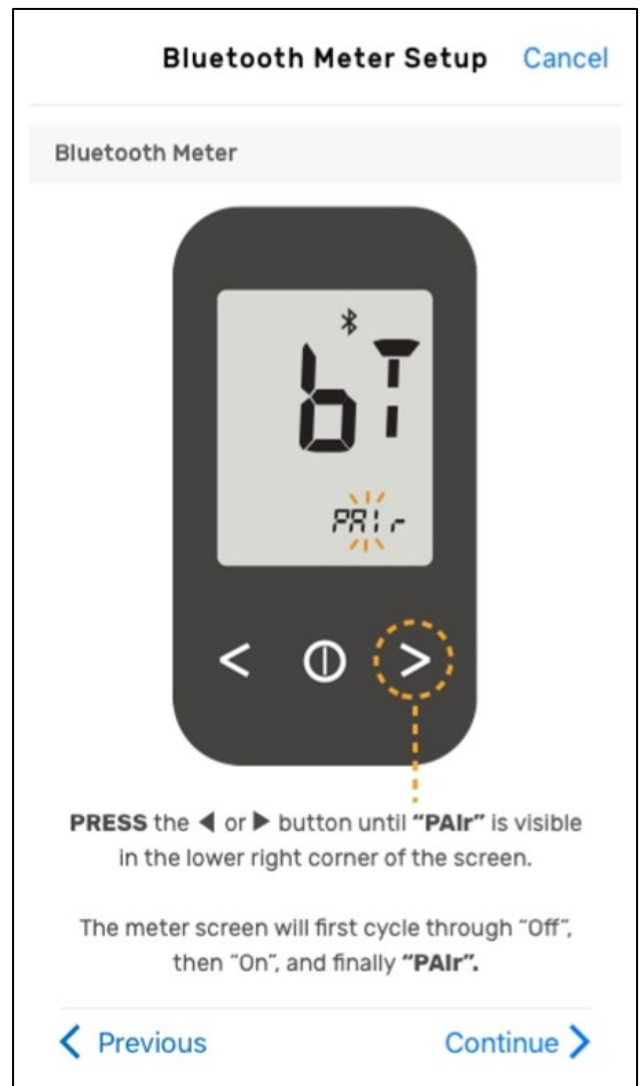
Step 3: With **"YES"** shown on the bottom left of the meter, press the  button.



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.



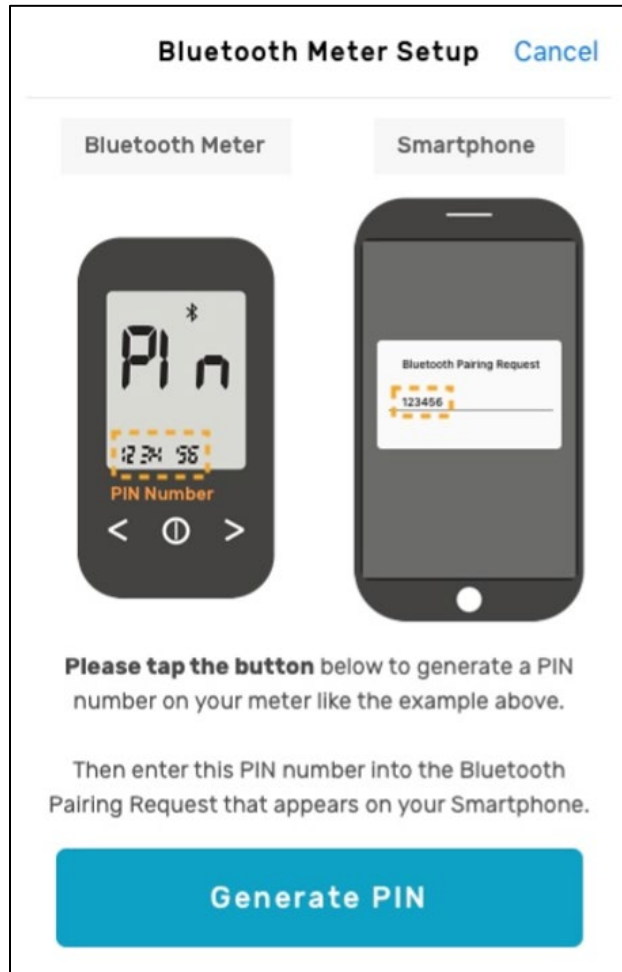
Step 6: Press the center button to select **PAIR**.



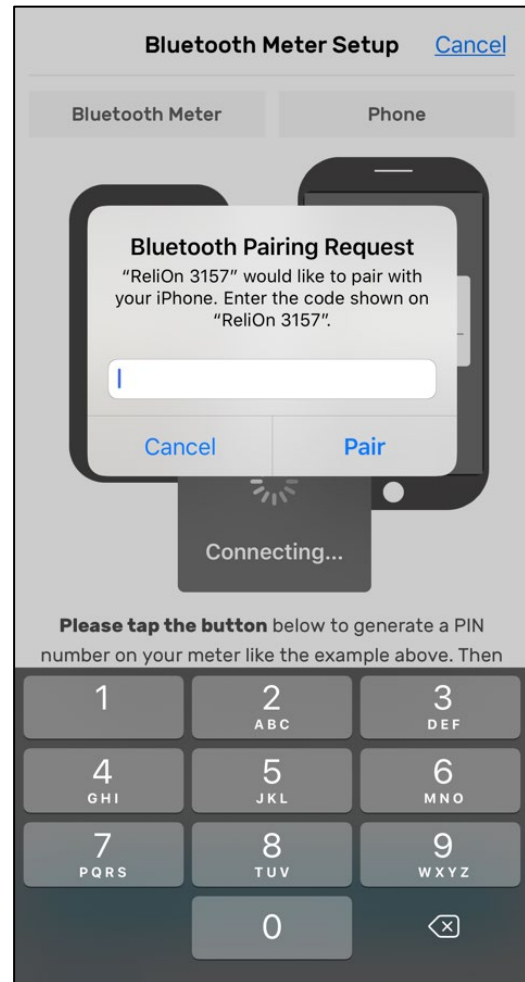
Step 7: The meter will display **"Pin"** on the screen. User will be asked to generate a pin number from the smartphone.



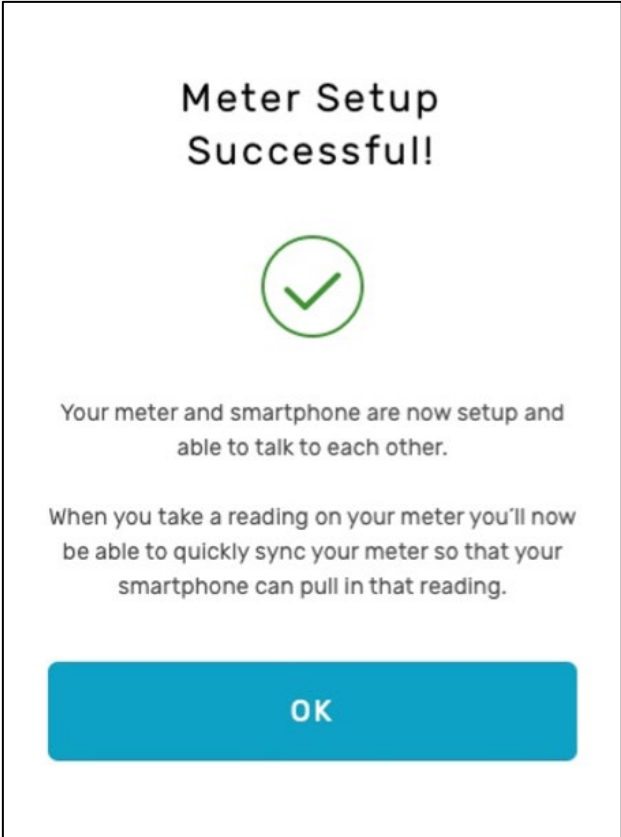
Step 8: On your smartphone, tap on **“Generate PIN”** to generate a pin number on your meter.



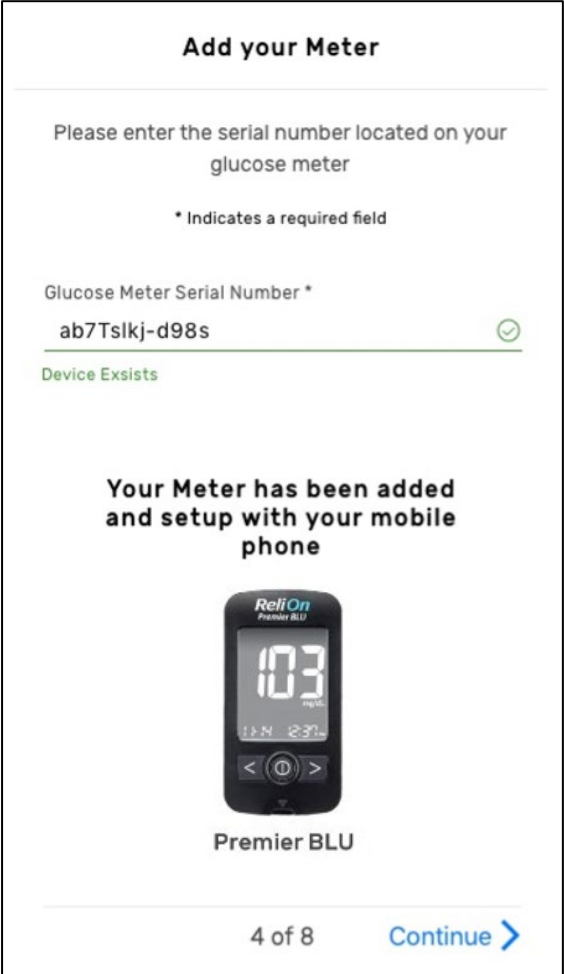
Step 9: Enter the 6-digit pin number displayed on your meter into your smartphone and tap **“Pair”**.



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.



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**.

My Diabetes Skip

Add more details around your diabetes to help us be more accurate with your readings.

Diabetes Type
--

Blood Sugar Target Range

70 to 180

Birthdate 12/12/1985

October	21	1983
November	22	1984
December	23	1985
January	24	1986
February	25	1987

Sex
Female

< Previous 7 of 8 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**.

Add a Connection Skip

If your provider is part of our ARK Care Advance clinical system you can connect here to grant them and their healthcare team access to your data. To find a provider, first search for the Health System they are associated with, the Organization where you see them, and by their name. Once you've found your provider, send an invite to connect.

1. Search for a Health System*

Q Enter Health System name

2. Search for an Organization*

Q Enter Organization name

Clinic, Hospital

3. Search for a Provider*

Q Enter Provider name

CDE's, Endos, Pharmacists, RN's

[Previous](#) 7 of 8

Note:

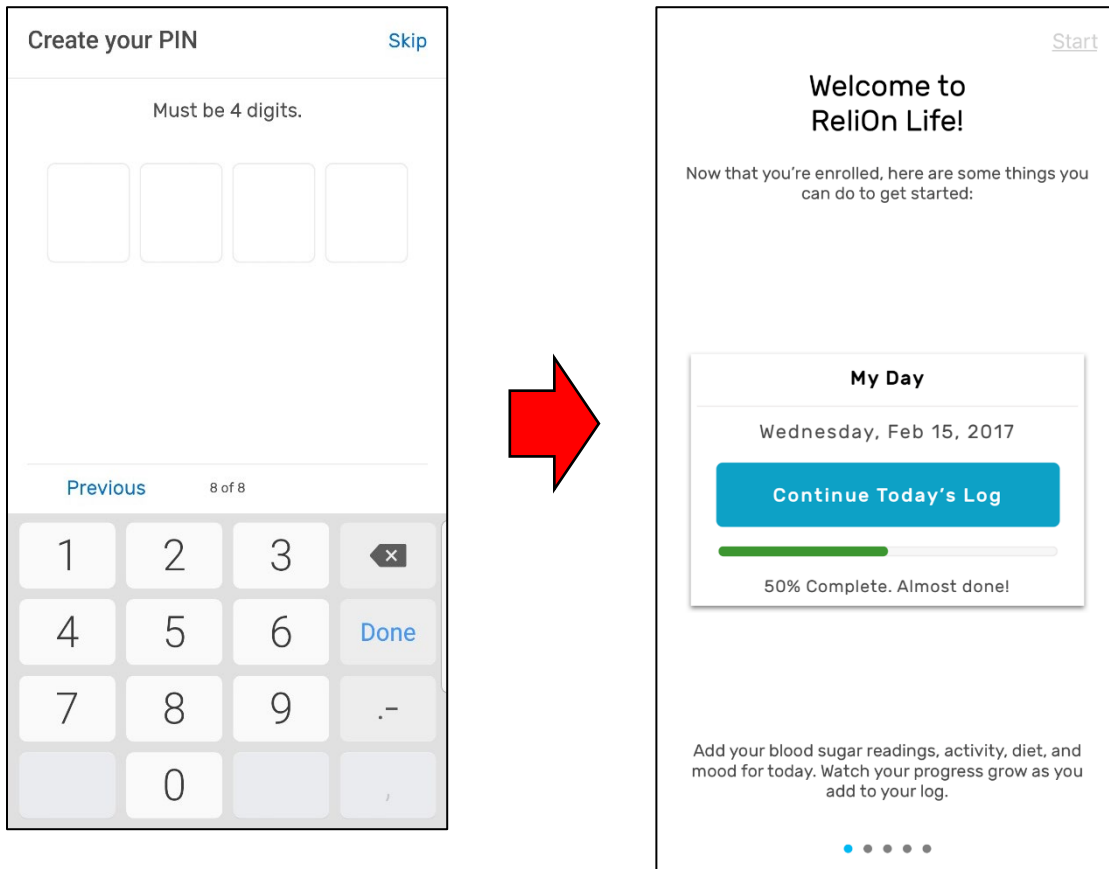
- Tap **Skip** if you would like to fill out this form later.
- Tap **Previous** to go back to the "My Diabetes" screen.

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™ Life account.



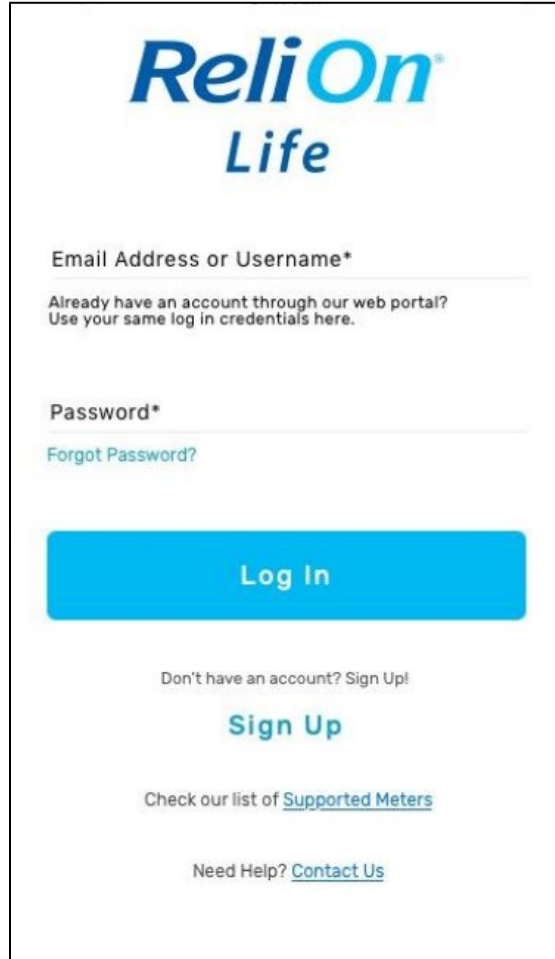
Note:

- 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**.



The image shows a mobile application login screen for ReliOn Life. At the top, the logo "ReliOn Life" is displayed in blue. Below the logo, there is a text input field labeled "Email Address or Username*" with a light blue underline. Underneath this field, a note reads: "Already have an account through our web portal? Use your same log in credentials here." Below the first field is another text input field labeled "Password*" with a light blue underline. To the left of the password field is a link "Forgot Password?". A large blue button with the text "Log In" is centered below the password field. Below the button, there is a link "Don't have an account? Sign Up!". Further down is a blue link "Sign Up". Below that is a link "Check our list of Supported Meters". At the bottom, there is a link "Need Help? Contact Us".

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

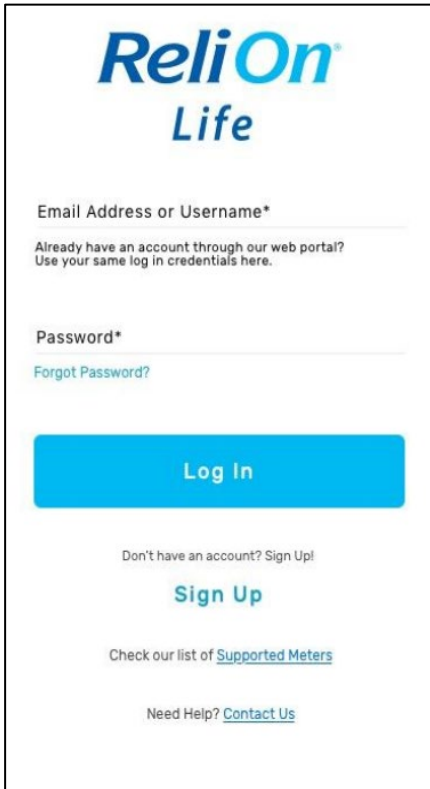
Step 1: Tap **Forgot Password?**

Step 2: Enter your email address.

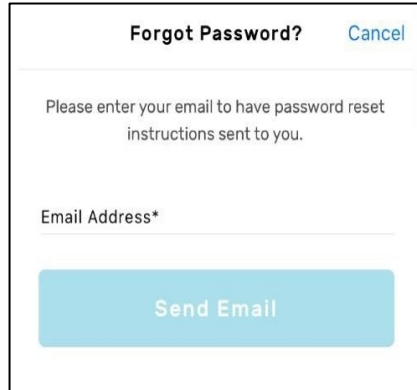
Step 3: Tap **Send Email**. An email will be sent to the email you entered.

Step 4: Enter the verification code found in the email sent to you.

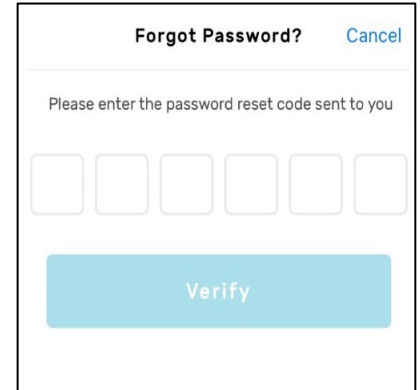
Step 5: Tap **Verify**.



The login screen for ReliOn Life features the company logo at the top. Below it, there are two input fields: "Email Address or Username*" and "Password*". A link for "Forgot Password?" is located below the password field. A large blue "Log In" button is centered below the fields. At the bottom, there are links for "Don't have an account? Sign Up!", "Sign Up", "Check our list of Supported Meters", and "Need Help? Contact Us".



This screen is titled "Forgot Password?" with a "Cancel" link. It prompts the user to "Please enter your email to have password reset instructions sent to you." There is an "Email Address*" input field and a blue "Send Email" button.



This screen is titled "Forgot Password?" with a "Cancel" link. It prompts the user to "Please enter the password reset code sent to you." There are six empty input boxes for the code and a blue "Verify" button.

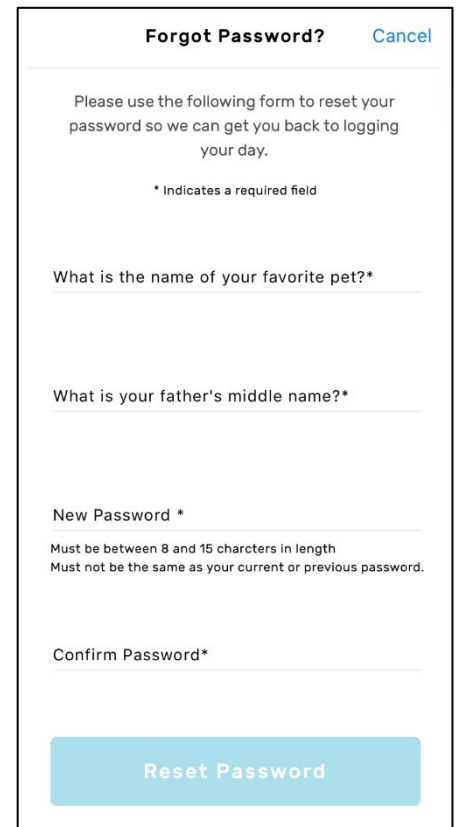
Step 6: Verify your security questions and answers.

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".



This screen is titled "Forgot Password?" with a "Cancel" link. It prompts the user to "Please use the following form to reset your password so we can get you back to logging your day." A note states "* Indicates a required field". There are three security question input fields: "What is the name of your favorite pet?*", "What is your father's middle name?*", and "New Password *". Below the "New Password" field, it says "Must be between 8 and 15 characters in length" and "Must not be the same as your current or previous password." There is a "Confirm Password*" input field and a blue "Reset Password" button.

3. Profile

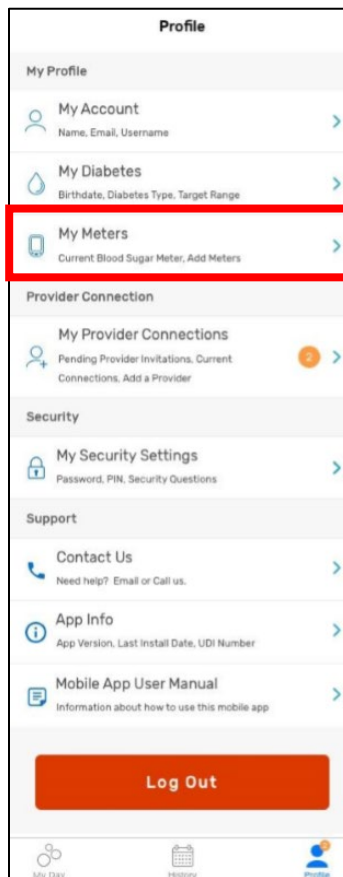
Profile allows you to add the meters you are using to monitor your blood sugar levels to the ReliOn™ Life app, make changes to your account information, list high-level information about your diabetes, and invite your healthcare provider and health team to help manage your diabetes.

3.1. My Meters (Adding a new meter)

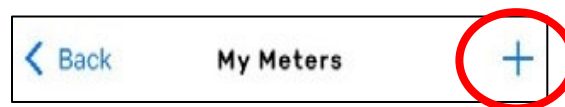
Step 1: Tap **Profile** in the navigation bar at the bottom of the screen.



Step 2: Tap **My Meters**.



Step 3: Tap "+".

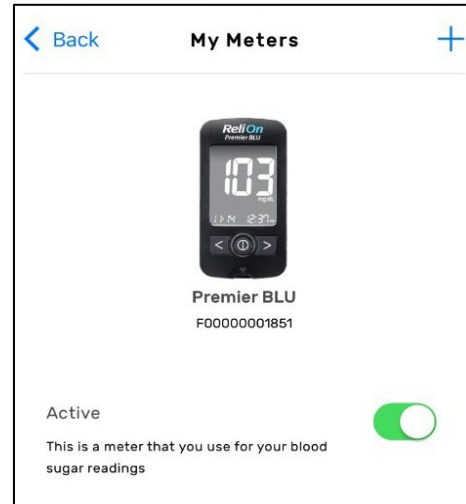
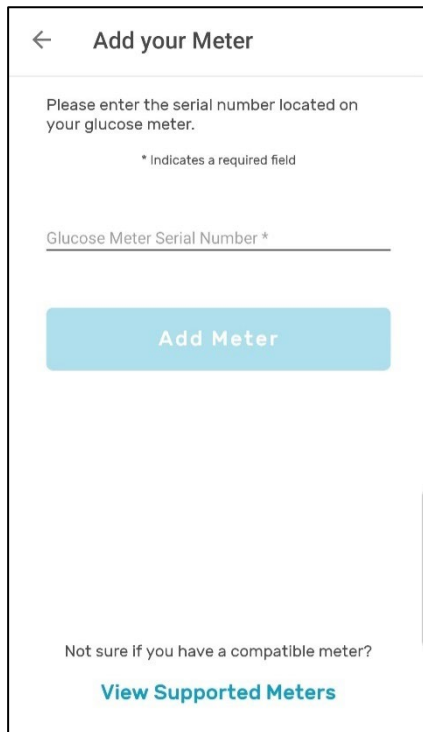


Step 4: Enter the serial number found on the back of your meter.

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.

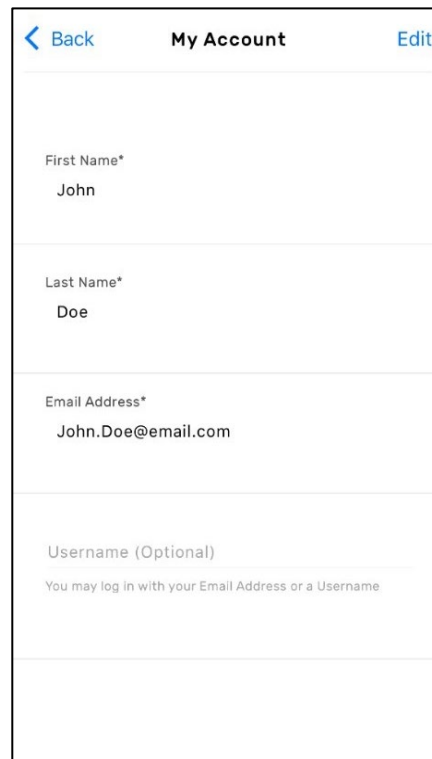
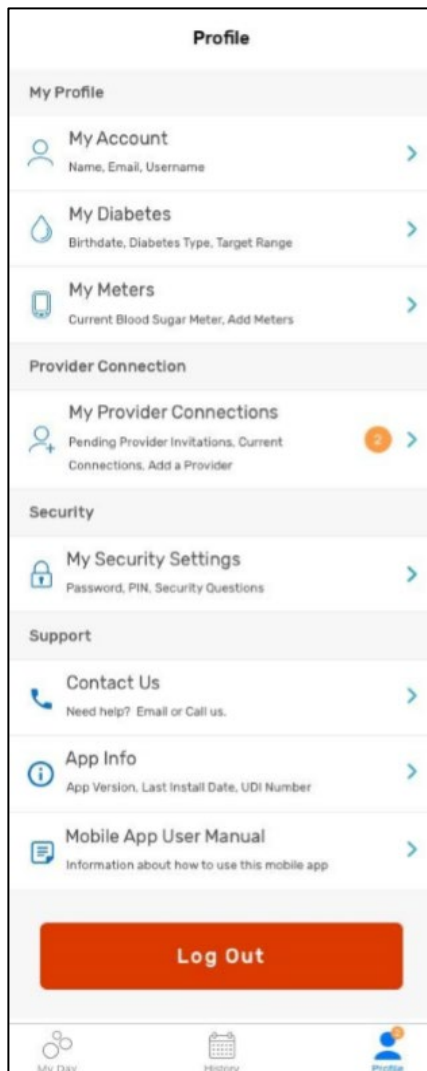
3.2. My Account

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.

Field	Value
Diabetes Type	--
Blood Sugar Target Range	70 - 180 mg/dL
Birthdate	04/16/1967
Sex	Female

3.4. My Provider Connections

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

Step 2: Tap “+”.

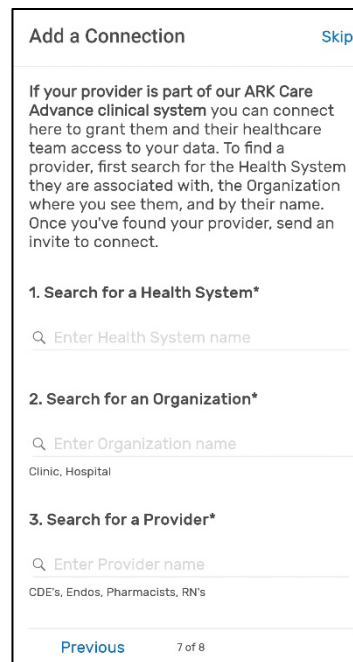
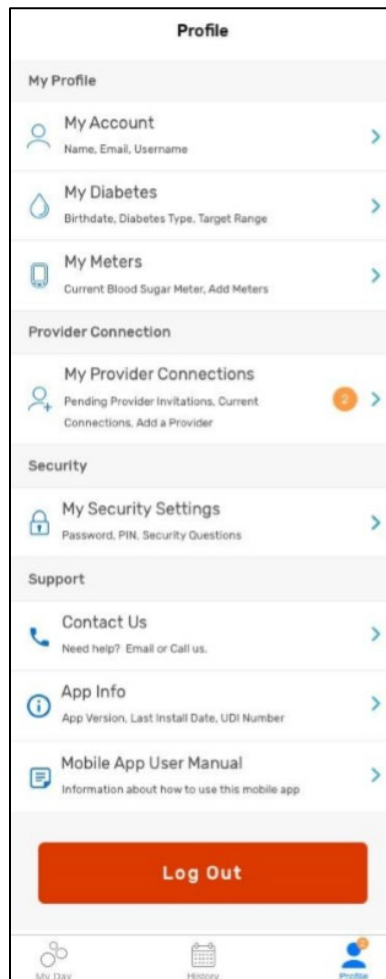
Step 3: Tap **Filter by Health System**, enter your Health System (e.g. Fairview, Healthcare Partners, Banner, etc.) and select your Health System.

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**.

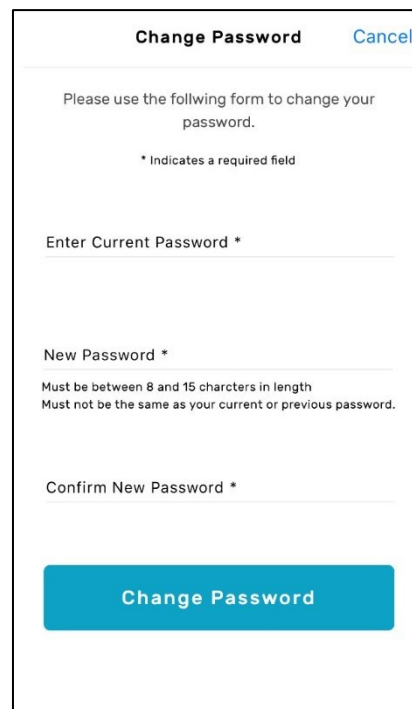
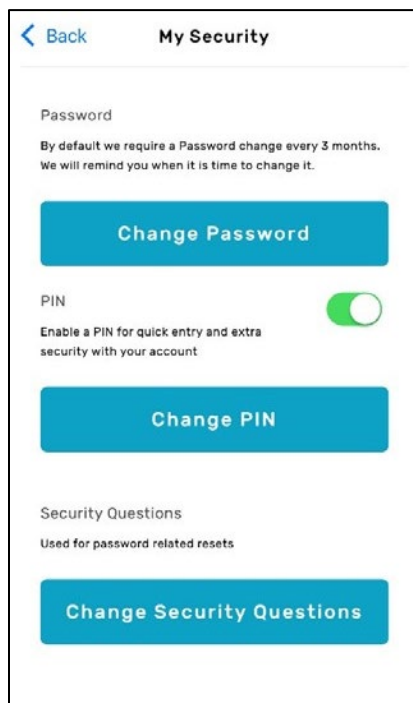
3.5.1 Change Password

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.

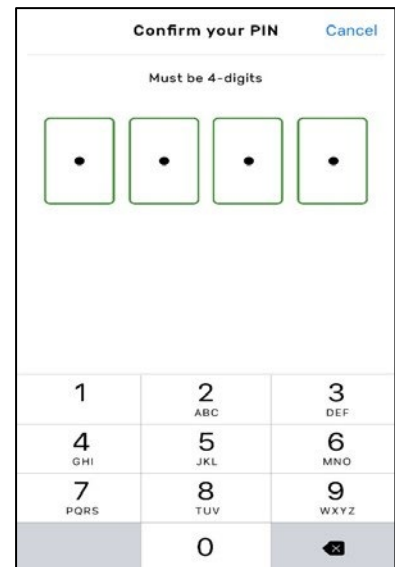
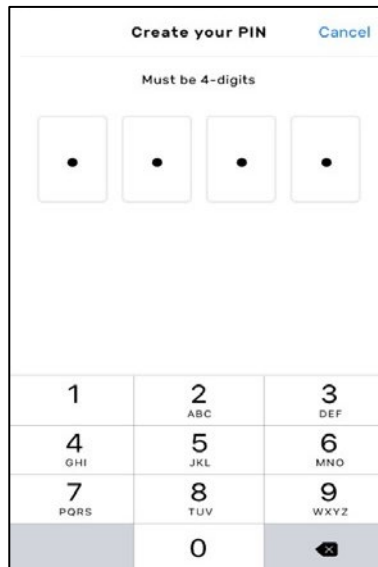
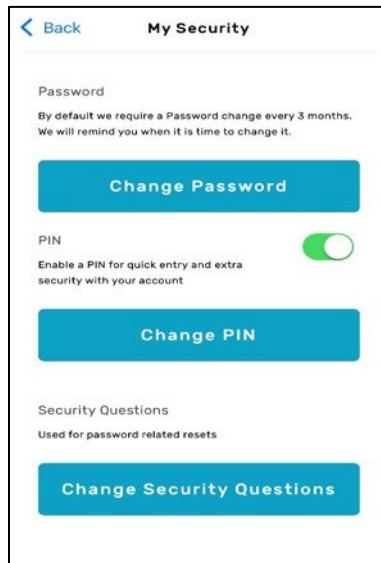
Step 3: Tap the **Back Arrow** to return to the main profile screen.

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.



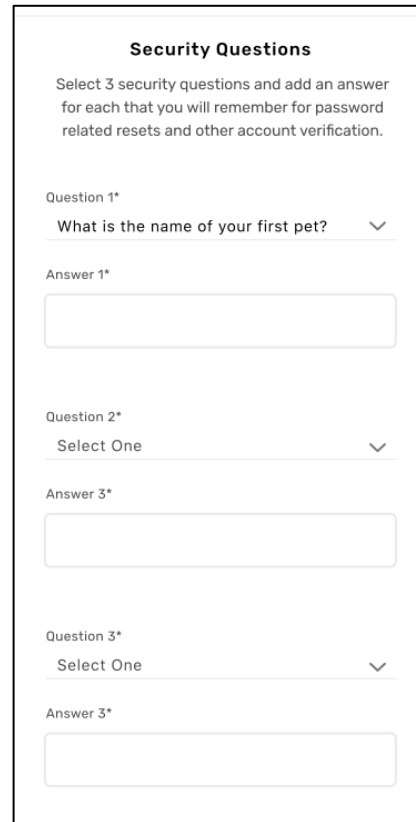
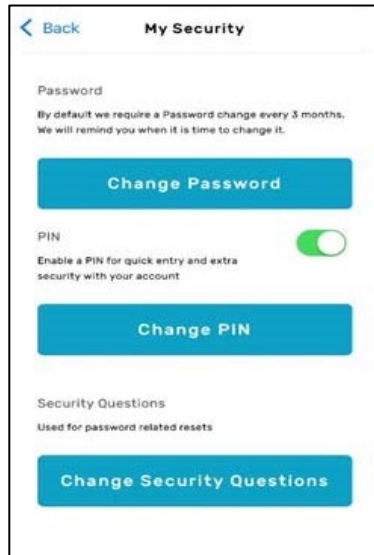
3.5.5. Changing Security Questions

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.

The screenshot shows the 'My Day' app interface for Wednesday, Feb 15, 2017. At the top, there is a title 'My Day' and the date 'Wednesday, Feb 15, 2017'. Below this is a prominent blue button labeled 'Start My Log'. Underneath the button is a progress bar and the text 'Nothing added yet. Let's get started!'. The main content area is divided into several sections, each with a title and a question, and a button to add information:

- Blood Sugar Readings:** 'What were your blood sugar readings?' with buttons for 'Sync Readings' and 'Add Manual Reading'.
- Activity:** 'How was your activity level?' with an 'Add Activity' button.
- Diet:** 'How was your diet?' with an 'Add Diet' button.
- Mood:** 'How were you feeling?' with an 'Add Mood' button.
- Motivation:** 'No motivators added, add one now!' with an 'Add Motivator' button.

At the bottom of the screen is a navigation bar with three icons: 'My Day' (selected), 'History', and 'Profile'.

4.1. Start My Log


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

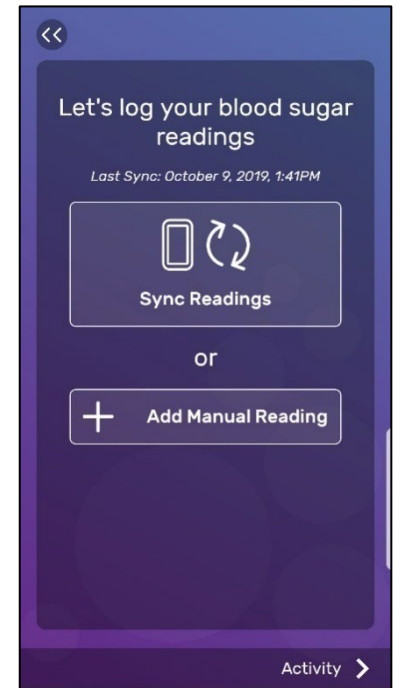
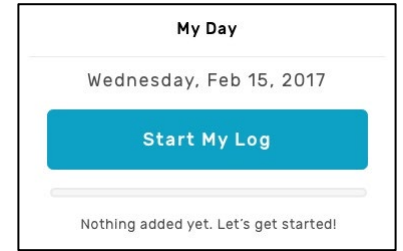
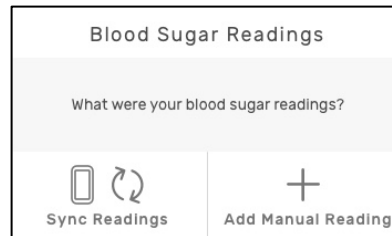
Step 2: Tap  **Sync Readings** or + **Add Manual Reading**.

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.

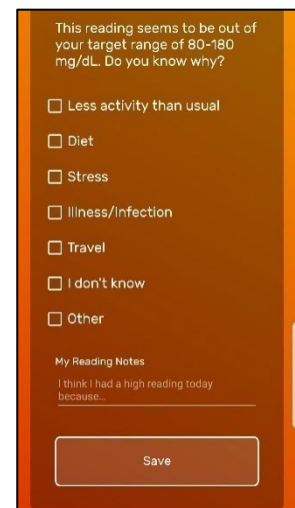
4.2. Blood Sugar Readings

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.
 - Low (Blue)
 - In Range (Green)
 - 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.

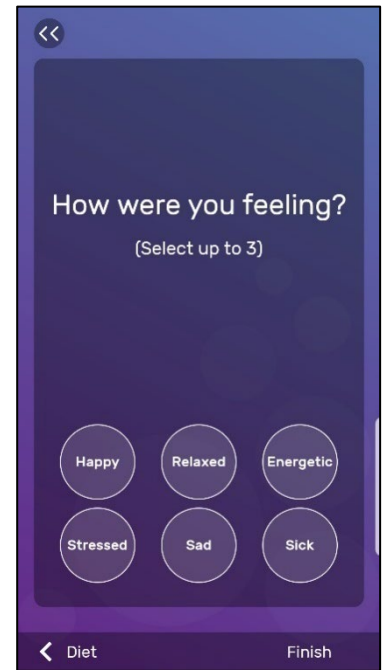
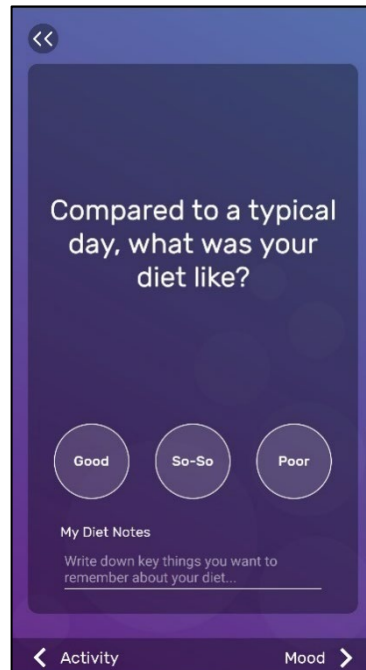
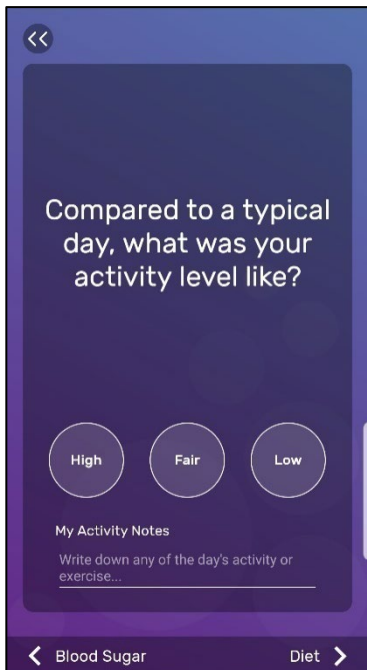
Step 2: Enter more details about your diet in the **My Diet Notes** section (optional).

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.

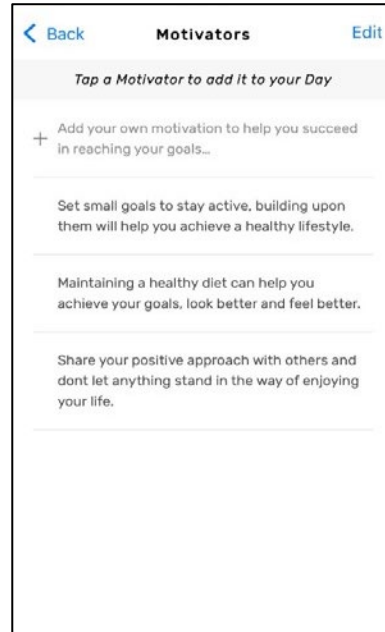
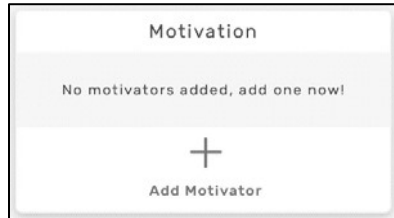
4.6. Motivation

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.

- 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.

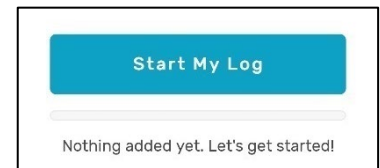
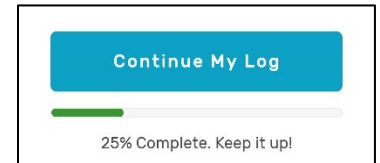
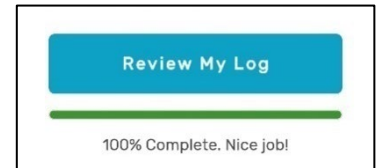
Orange dot	Indicates days with missing information.
Green check mark	Indicates reading(s) for the day are in range.
Blue arrow	Indicates reading(s) for the day is below range.
Red arrow	Indicates reading(s) for the day is above range.



5.1. History Details

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

- If all the information is complete for the day, you will see the **Review My Log** button.
- If information is missing for that day, you will see the **Continue My Log** button.
- If no information has been entered for the day selected, you will see the **Start My Log** button.

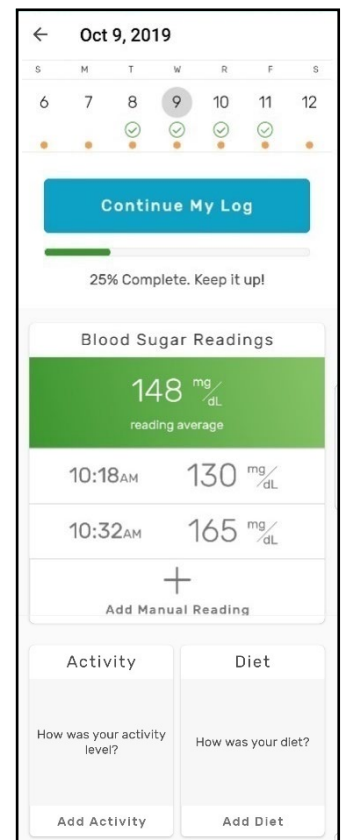


By tapping the button that appears (**Review My Log**, **Continue My Log**, or **Start My Log**) you will be able to review, add, or edit the information you entered for that day.

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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