

Home
Sweet
Home



diasend® for patients

How to Register, Install and Upload

diasend.com
Easy Diabetes Communication

How to register — it's free!

Please visit www.diasend.com/register to set up your free diasend® account.

a. Select country of residence

Patient registration

Specify your country of residence:



b. Follow the 4 registration steps to set up an account

1 Create your account

Enter your email address, which will be your username as well as a password of your choosing for your diasend® account. Click continue.



Login details

E-mail * Repeat e-mail *
Your e-mail address will be your user name for diasend®. The e-mail address you enter must be valid.
Password *
Repeat password *

2 Personal information

Enter your personal information then click continue.



Personal information

* Required information
First name * Last name *
Date of birth (yyyy-mm-dd) *
Address row 1
Address row 2
Gender *
Telephone *

3 Share data

Ask your health care provider for their Clinic ID. This step is only necessary if you want to share your data with your clinic. You can also enter it after your account has been created. Just log in and go to the "Account admin" tab.



Share data

By entering the Clinic ID of your health care provider team, they will have access to your medical data. Please consult your health care professional to receive their Clinic ID.

Please note:
• You are not required to share your data with your health care provider for use of diasend®.
• You and your health care provider must be in agreement about sharing your data! That sharing of data is enabled does NOT impose responsibility on your care provider to review or act on information being sent, unless otherwise agreed between you and your care provider!

If you do not have access to your health care professional's Clinic ID at this time, you may register clinic IDs later. Just log in at diasend and you can register it under account information.

Clinic ID

4 Confirm registration

Check the box to approve terms and conditions and confirm the registration.



Confirm registration

Login details

Subscription: diasend® Personal (Free)
User name: b1928021@trbvm.com
Password: p*****

Personal information

Mandy Carlsson
United States

Medical information

Date of birth (yyyy-mm-dd): 1998-04-10
Gender: Female
Diabetes type: I don't have diabetes
Weight: 70-74 kg (154-164 lbs)
Height: 170-174 cm (5' 7" - 5' 8")

☒ I approve the terms and conditions of diasend® Personal and that Diasend AB handles my personal information to the extent necessary to deliver the service ordered.

☒ Yes, I am open for receiving update information, invites to product testing, news, marketing communications and other communications that could be of interest to me.

☐ I/parent/guardian have read and agree to the General Terms and Conditions, explicitly Diasend's processing of the Personal Data, and have fully explained to the minor the terms and effects of the GTC.

Where did you hear about diasend®?

(e.g. Facebook, Twitter, friend, care provider,...)

Note: For uploading in multiple locations: Log in to your account, go to the Tools tab and install the uploader software on the computer. If several family members need to upload their data you only need to install the one software but you will have to create separate accounts and login details for each member.

Thank you

To install diasend® Uploader on your PC or Mac, click on the relevant icon. And follow the instructions on the next pages.



Thank you

Your diasend® Personal account has now been registered.

In order to upload your data to your diasend® Personal account, you will need the tool diasend® Uploader (free of charge) installed on your computer.

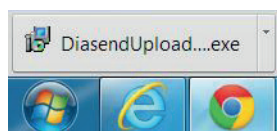


After installing the diasend® Uploader application on your PC or Mac, you will be able to upload your data to your diasend® account. To download instructions regarding the installation and use of diasend® Uploader, please go to the support tab on our webpage.
Please note: You may require a downloading cable specific to your device in order to upload your data. Please refer to the user guide of your device or contact your device vendor.

When you have clicked on the PC or Mac icon the installation file will be downloaded on your computer. Once the file has downloaded on your computer you will need to run it and follow the steps on screen to install the software.

Installing Uploader software

Note: Please unplug all device USB cables before installation. Depending on your web browser you may need to search for the downloaded installation file in your recent downloads folder on your PC or in Finder if you are a Mac user or you may just get the pop up window on screen to run the file.

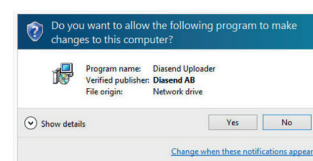


Example 1
The installation file might download and be visible on the bottom left hand corner of your PC, if so click on the file to start the installation.

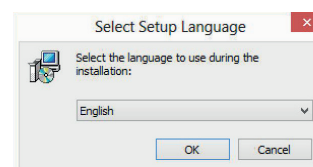


Example 2
Finder Mac

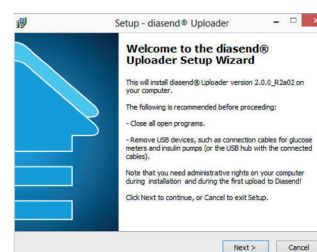
Installing Uploader software



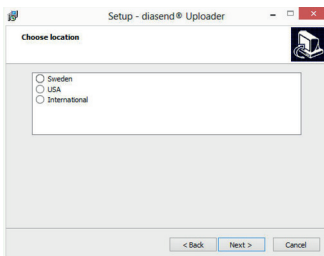
a. This is an example of what the pop up installation file might look like on your PC. Click run/Yes.



b. Once presented with the below pop up please select language for the installation in the dropdown menu. Click OK.



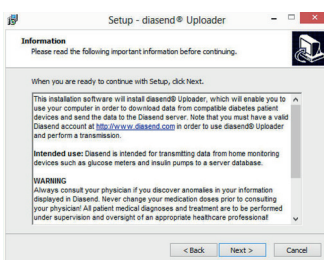
c. Diasend Uploader Setup Wizard - please read the instructions on screen and click Next.



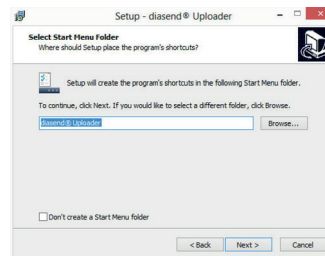
d. Select country of residence, International for all non-US and non-Swedish users Click Next.



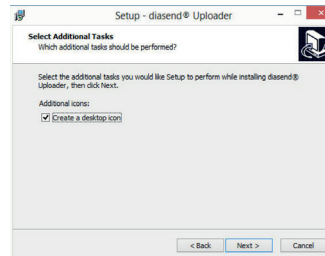
e. Please read the information, choose to accept and click Next to continue.



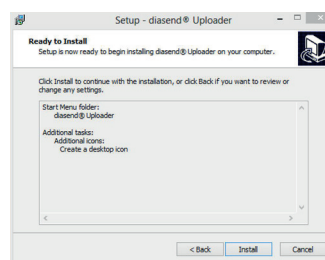
f. Please read the information and click Next to continue.



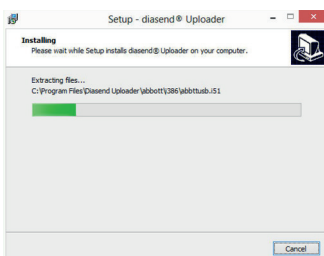
g. A shortcut to the program will be created and placed in your Start Menu folder as default. You do not need to amend anything here. Click Next to proceed.



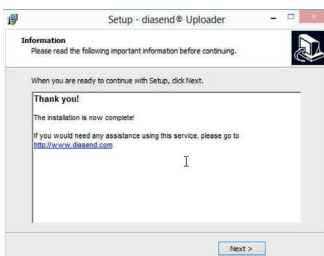
h. The program also automatically creates a desktop icon for ease of use. Click Next.



i. Click on Install.



j. The diasend® Uploader will now be installed on your computer. Please be patient and wait until this process has completed.



k. Once the program has been installed you will receive this confirmation message. Click Next.



Finish. Your computer needs to be restarted for device drivers to be installed before use.

l. In order to complete the Setup Wizard for diasend® Uploader please select to restart your computer. Click

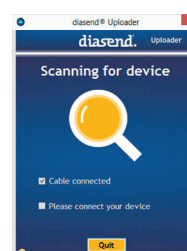
Start Uploader and upload your devices



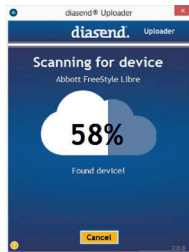
a. Double click on the Uploader icon (if you have a Mac please go to the "applications folder" or "launchpad" to find diasend® Uploader).



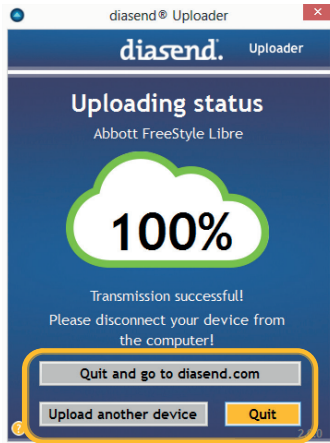
b. Connect cable to a USB port on your computer.



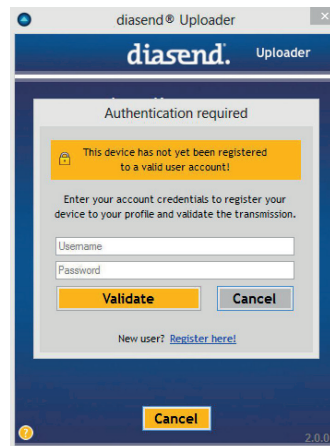
c. Connect the device - to cable or place device in front of IR dongle. NOTE: For specific instructions of how to upload your devices use the diasend® Personal Quickguide on our website.



d. Device will start to upload.



e. Select another device to upload or go to diasend.com to view your data.



f. Enter your username (entire email address and the password you created when registering for an account). Choose Validate.

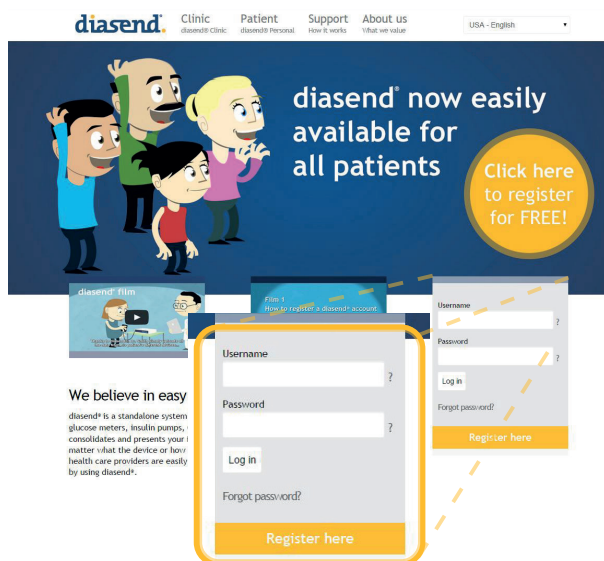
Note: You will only be asked to authenticate the first time you register any new device.

Where do I get the cable needed in order to connect my device to my computer and use with diasend® Uploader?

If it didn't come along with your device in the original packaging, check with the device manufacturer to find out where you can order one. As a reminder, connection cables are required to have a USB port connection on the end that plugs into your computer. Cables with serial port connections, even with an adapter, will not work with diasend® Uploader.

Log into diasend.com

Log into diasend® with your username and password to view your data in tables and graphs.



Do you need help? Please contact Diasend support or refer to the diasend® Personal Quickguides or instructional videos on our website, www.diasend.com.

Use the following Clinic ID:

in order to share your data with:

Diasend AB
Datavägen 14A
SE-436 32 Askim
+46 (0) 31-762 08 88
info@diasend.com

Diasend Ltd
St James House,
13 Kensington Square
London, W8 5HD
+44 (0) 20 7795 8191
uk@diasend.com

Diasend Inc
122 South Michigan Ave
Suite 1405
Chicago, IL 60603, USA
+1 312 781 6249
usa@diasend.com

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diasend® is indicated for use by individuals or health care professionals in the home or health care facilities for transmitting data from home monitoring devices such as glucose meters and insulin pumps to a server database to support diabetes management. The device is indicated for professional use and over-the-counter sales.