LibreLinkUp

FAQs

GENERAL INFORMATION

What is LibreLinkUp?

LibreLinkUp[1] is a free to download mobile app that allows parents and other caregivers to receive glucose readings from a loved one who uses the FreeStyle LibreLink app to scan their FreeStyle Libre sensor.

Once you have installed the LibreLinkUp app and accepted an invitation to connect from a FreeStyle LibreLink[2-5] user, you will receive their glucose information on your smartphone each time they scan their FreeStyle Libre sensor.

As long as you have opened and signed in to the LibreLinkUp app at least once, you will receive notifications even if you have closed out of the app. The LibreLinkUp app does not need to be open or running for you to receive notifications; the notifications can be sent to your phone's lock screen.

The LibreLinkUp app allows caregivers to make connections with up to twenty (20) FreeStyle LibreLink users. Likewise, FreeStyle LibreLink users can share glucose information with up to twenty (20) LibreLinkUp connections.

Should I make medication or treatment decisions based on LibreLinkUp data?

LibreLinkUp is not intended to provide data for medical decision making.

The LibreLinkUp app is a secondary viewer that enables the sharing of glucose data for information only and is not intended as a substitute for the primary meter or viewer or the advice of a healthcare professional. Individuals using LibreLinkUp to receive information about persons with diabetes should always confirm the data received with the individual sending the data and consult a healthcare professional if they have any queries or concerns about diabetes management.

Can I send a LibreLinkUp invitation to my diabetes healthcare professional?

LibreLinkUp is intended for parents, loved ones and other caregivers not for healthcare professionals. If you want your diabetes healthcare professional to have access to your FreeStyle LibreLink scan results, you may connect via www.LibreView.com. Please ask your diabetes healthcare professional for their LibreView account ID and add it to your LibreView account, or ask them to send you an email invitation directly from LibreView to be able to share your reports with them.

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Is LibreLinkUp intended for clinical use or by clinicians?

LibreLinkUp is intended for use by "loved ones" as an information sharing service as described above. It is not intended to be used in a clinical setting by clinicians to monitor their patients.

What's the difference between FreeStyle LibreLink and LibreLinkUp?

FreeStyle LibreLink enables users to carry out routine glucose monitoring using a smartphone and a FreeStyle Libre sensor. It is designed to be used by people with diabetes who require insulin to manage their condition.

The LibreLinkUp app enables users to receive glucose readings on their smartphone whenever a loved one scans a FreeStyle Libre sensor using the FreeStyle LibreLink app. It is designed primarily to be used by parents and other caregivers. The LibreLinkUp app cannot be used to scan FreeStyle Libre sensors.

Anyone can download the LibreLinkUp app, but you must be invited by a FreeStyle LibreLink user in order to start receiving their glucose information.

A FreeStyle LibreLink user does not need to have the LibreLinkUp app installed on their phone in order to share glucose data with LibreLinkUp users.

How does LibreLinkUp work?

When someone scans their FreeStyle Libre sensor with their smartphone running FreeStyle LibreLink, their glucose data is sent to the cloud using either Wi-Fi or a cellular data plan.

In addition, their glucose information is visible in the LibreLinkUp apps of their connections.

How do I start sharing my glucose from FreeStyle LibreLink?

Open the FreeStyle LibreLink app on your smartphone, then:

1. Tap the Navigation Menu

2. Select the Share/Connected Apps option

3. Under Share, select the "**LibreLinkUp**" option.

4. Tap "**Create Connection"** and enter the first name, last name and e-mail address of the person you want to share your glucose readings with.

5. Press "**Invite**" to send the invitation.

When you send the invitation, the person with whom you want to connect will receive an email with instructions on how to download the LibreLinkUp app and sign up.

After the LibreLinkUp user logs in, they can accept your invitation to connect and begin receiving your glucose readings every time you scan your sensor using the FreeStyle LibreLink app.

Can I tell if the person I invited to Connect ever downloaded the app and signed up?

Yes. Check the "**Connection**" screen in your FreeStyle LibreLink app to see your active connections. All active connections will be updated each time you scan your FreeStyle Libre sensor.

I installed the LibreLinkUp app before receiving the email invite from my Connection. Can I still connect with the FreeStyle LibreLink user?

If you have the LibreLinkUp app on your smartphone, you will receive a notification after the FreeStyle LibreLink user invites you to **Connect**. The next time the app is open you will see a window with information about your pending invitations. Tap **Next** to confirm the connection.

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I deleted a Connection's information; how can I add them back?

The FreeStyle LibreLink user will need to send a new invitation to reconnect.

What smartphones are compatible with LibreLinkUp?

The LibreLinkUp is compatible with many popular Android smartphones and iPhone. The smartphone must meet the following requirements:

» Android OS 4.4 or higher

» iPhone running iOS10 and later

» Wi-Fi or a cellular data plan

How do I get the LibreLinkUp app?

You can download the app from Google Play or the App Store.

How long does it take between scanning a FreeStyle LibreLink sensor and receiving the glucose data on my smartphone?

The exact timing depends on several factors including internet connection and the wireless service provider's data network speed. With a fast connection, the data can be received within seconds.

Will I receive glucose data each time my connection scans their FreeStyle Libre sensor?

You will receive glucose information every time your connection scans a sensor successfully with their FreeStyle LibreLink mobile app. You do not need to have the LibreLinkUp app open or even running in the background in order to see glucose readings – notifications can be sent to your smartphone's screen even when it is locked.

However, if your connection scans their sensor with a FreeStyle Libre reader you will not receive glucose data from that scan. Readers are not internet-enabled devices and cannot be used to share glucose information in this way.

What information is visible on LibreLinkUp?

LibreLinkUp users can view scanned glucose readings and the trend arrows which shows the direction the glucose is heading. LibreLinkUp users will not receive:

» Information about unsuccessful scans or scan errors

» 8-hour history or glucose graphs

» Notes about insulin, food, etc.

» In some instances, the trend arrow may not always appear with the reading.

Do I need an internet connection for LibreLinkUp?

Yes. You need an internet connection to receive notifications from your FreeStyle LibreLink connections.

Can I silence notifications from the LibreLinkUp app temporarily?

Yes. To turn off notifications:

1. Go to the main screen of the LibreLinkUp app

2. Press the bell icon

3. Then press "Turn Off Notifications" in the window. A line will appear through the bell icon.

To turn notifications back on, press the bell icon and follow the instructions on the screen.

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How many FreeStyle LibreLink users can I follow with the LibreLinkUp app? You can follow up to 20 different FreeStyle LibreLink users with the LibreLinkUp app. Why am I not getting notifications from LibreLinkUp?

Look at the bell icon on the main screen of the app. If the bell icon has a line through it, then notifications for the app are turned off. To turn them on, tap on the bell icon and follow the instructions on the screen to turn notifications on.

Note: If the bell icon has a line through it and when you select it you receive a message that notifications are turned off on your smartphone, go to the notifications settings on your smartphone's operating system. After confirming that notifications are turned on in your smartphone's operating system for the LibreLinkUp app, return to the home screen in the LibreLinkUp app and confirm that notifications are turned on by looking at the bell icon.

My Connection accidently deleted me, how can I re-establish the connection?

The FreeStyle LibreLink user needs to re-send a new invite from their FreeStyle LibreLink app to the Caregiver.

Will I receive sound notifications if my smartphone is set to "vibrate only" or "do not disturb"?

You will not receive sound notifications for the LibreLinkUp app if your smartphone is set on "vibrate only" or "do not disturb".

Where can I see previous glucose readings?

You can see a history of your connections' scanned glucose readings in the main screen of the app. The last 100 scans are listed in reverse chronological order below the latest glucose reading.

What do "HIGH" and "LOW" mean?

"**LOW**" indicates a glucose reading lower than 2.2 mmol/L (40 mg/dL).

"**HIGH**" indicates a glucose reading higher than 27.8 mmol/L (500 mg/dL).

If either of these readings are seen, the FreeStyle LibreLink user should check his/her blood glucose with a test strip. If they get a "**LO**" or "**HI**" result from a blood glucose meter, the FreeStyle LibreLink user should contact their healthcare professional immediately or follow their treatment plan as developed with their HCP.

Can I use the same LibreView account for LibreView, FreeStyle LibreLink and LibreLinkUp?

Yes, a personal LibreView account (used for FreeStyle LibreLink and LibreView patients) can be used to sign into LibreLinkUp.

Can I have both the FreeStyle LibreLink app and the LibreLinkUp app on the same phone?

Yes. However, it is not required to have the LibreLinkUp app on your phone to share data from FreeStyle LibreLink. If you are using FreeStyle LibreLink to manage your own glucose and also want to view data from other people using FreeStyle LibreLink, you will need to install LibreLinkUp to see the glucose readings from your connections.

Is LibreLinkUp region-based, meaning, can I share my data using the FreeStyle LibreLink-LibreView-LibreLinkUp ecosystem across regions?

Yes, the system is region-based. Connections within the system can only be created with other users in your region.

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Upon receiving an invite via email from a FreeStyle LibreLink user, do I have the option to skip the sign-in process upon LibreLinkUp installation and do that later?

No, you must create an account or sign into an existing account, then accept the invitation from the Freestyle LibreLink user before you can view their glucose data. The system has to recognize the connection, which is based on the email address of the person who was invited.

Is there any age limit for LibreLinkUp?

Only user's 18+ can create an account in LibreLinkUp.

Upon creating a LibreView account via LibreLinkUp, will I be able to view my connections' glucose data in LibreView as well?

No, the connection only applies to the FreeStyle LibreLink data shared via LibreLinkUp.

Is there a sign out option in LibreLinkUp?

Yes, via the main menu in the LibreLinkUp app.

Upon un-installation and re-installation of LibreLinkUp, will I still be able to view the glucose readings from my existing connections?

Yes, as long as you sign into the same account that your connections have shared with, the data from those connections (up to the last 100 scanned glucose readings) will still be available in your new installation of LibreLinkUp.

When my phone (or the FreeStyle LibreLink user's phone) is reconnected to the network after being in a disconnected state for a while (e.g. long plane flight or low connectivity area) what will the notifications look like?

The LibreLinkUp user should only see a notification for the latest glucose scan result. The LibreLinkUp app, however, will be populated with all the scans that occurred while the phone was disconnected, just open the app to see the historical scan results (up to the last 100 scans).

If I change my account email for FreeStyle LibreLink or LibreLinkUp (or LibreView) will my connections be maintained?

Yes, the system will recognize the account information change and maintain the connections even if the user's email address is changed.

Can I log into LibreLinkUp on multiple phones?

Yes, and assuming notifications are turned on, you will receive notifications on all phones you are logged into.

As a parent/guardian who created an account for a child to use FreeStyle LibreLink (a "minor" account) – how can I connect with them using LibreLinkUp?

If you used your own email address to create an account for a minor on FreeStyle LibreLink, you can still connect with that user through LibreLinkUp. Go through the same steps in FreeStyle LibreLink to invite a connection. The email address you enter to invite the connection should be your email address (the same one that already is logged into the FreeStyle LibreLink app). You'll get an email invitation, then follow the steps to install the LibreLinkUp app on the phone you'll be using. When you install the app, and log in with your existing account information, you'll see a notification indicating that you have been invited to connect with the minor. Accept the invitation to complete the connection.

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REFERENCES

1 LibreLinkUp is a mobile application, developed and provided by Newyu .

2 Use of FreeStyle LibreLink requires registration with LibreView, a service provided by Abbott and Newyu, Inc. FreeStyle Libre readers and sensors are provided by Abbott.

3 The FreeStyle LibreLink app is compatible with NFC-enabled smartphones running Android OS 5.0 or higher and with iPhone 7 and later running iOS 11 and later.

4 The FreeStyle LibreLink app and the FreeStyle Libre reader have similar but not identical features. A finger prick test using a blood glucose meter is required during times of rapidly changing glucose levels when interstitial fluid glucose levels may not accurately reflect blood glucose levels or if hypoglycaemia or impending hypoglycaemia is reported by the FreeStyle LibreLink app or when symptoms do not match the FreeStyle LibreLink app readings.

5 The FreeStyle Libre sensor communicates with the FreeStyle Libre reader that started it or the FreeStyle LibreLink app that started it. A sensor started by the FreeStyle Libre reader will also communicate with the LibreLink app.

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