Frequently Asked Questions

1. **What is ByramConnect™ intended to do?**

    ByramConnect™ is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. ByramConnect is intended to provide secure capture, storage, and transmission of blood glucose data as well as information to aid in diabetes self-management. ByramConnect analyzes and reports blood glucose test results and supports medication adherence. In addition, ByramConnect provides coaching messages (motivational, behavioral, and educational) based on real-time blood glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information. ByramConnect Rx includes an insulin dose calculator to allow patients to use their prescribed regimen to calculate a dose of insulin for a given amount of carbohydrates and/or blood glucose value.

    ByramConnect is not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

2. **I forgot my password. Please help!**

    1. Go to **www.byramconnect.com** or the ByramConnect mobile login screen.
    2. Select **Forgot your password**.
    3. Choose how you want to get your temporary password:
        - Email
            a. Enter your email address.
            b. Check your email for more information about resetting your password.
            c. Follow the instructions in the password reset email to reset password.
        - Text message (only available if you have entered your mobile phone number in ByramConnect)
            a. Check your mobile device for your temporary password.

3. **I cannot download ByramConnect onto my mobile device. Please help!**

    If you have an iPhone, use the App Store:

    1. Find the icon **App Store**
    2. Launch the **App Store**.

3. Search for **ByramConnect**.

4. See icon

5. Select **GET** or **INSTALL** or picture of a cloud with a down arrow if it's been installed before.

6. Enter your Apple ID and password to complete the transaction.
   a. If you do not have an existing Apple ID, go to http://support.apple.com/kb/ht2731 to create an Apple ID.

7. Once the install is complete, you will see an icon for ByramConnect.

If you have an Android mobile phone, use the Google Play Store:

1. Find the icon **Play Store**

2. Launch the **Play Store** application.

3. Search for **ByramConnect**.

4. Select **Install**.

5. Enter your Play Store ID and password to complete the transaction.
   a. If you do not have an existing Play Store ID, go to https://support.google.com/googleplay/answer/2521798?hl=en to create a Play Store ID.

6. Once install is complete, you will see an icon for ByramConnect.

If your download fails, please call Customer Care at (888) 527-6688 for additional troubleshooting.

4. How can I learn about SMART Visit Report and why it's important for me to send it to my health care provider?

 Sign in at www.byramconnect.com

1. Select **Health Info** in the top navigation menu.
2. Select **SMART Visit Report**.
3. Watch the video on **SMART Visit Report**.

 Open the mobile app:

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Watch the video on **SMART Visit Report**.

5. I am visiting my health care provider soon and want to make sure he/she receives an updated copy of my SMART Visit Report. How do I send this?

It is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently before scheduling or sending it. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

You also have the option of sending a copy of the report to yourself so you can view the information.

Sign in at www.byramconnect.com:

1. Select **Health Info** in the top menu.
2. Select **SMART Visit Report**.
3. Select your health care provider and/or yourself.
    a. If you send the SMART Visit Report to yourself, a copy will be sent to your ByramConnect Message Center.
    b. You can view a copy of the SMART Visit Report.
4. ByramConnect will send you an email when the report has been sent to your provider.

Open the mobile app:

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Select your health care provider and/or yourself.
    a. If you send the SMART Visit Report to yourself, a copy will be sent to your Message Center.
    b. You can view a copy of the SMART Visit Report.
5. ByramConnect will send you an email when the report has been sent to your provider.

6. Can I schedule my SMART Visit Report to be sent to my health care provider, so I don't forget to send it before my office visit?

Yes, you can schedule to send a SMART Visit Report. Before doing so, it is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

Sign in at www.byramconnect.com:

1. Select **Health Info** in the top menu.
2. Select **SMART Visit Report**.
3. Select **Schedule for later**.

4. Select your health care provider and/or yourself.
5. Choose the date to send your SMART Visit Report.
6. If your health care provider would like the SMART Visit Report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
7. Select **Save**.

Open the mobile app:

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Select **Schedule a Report** to schedule your report.
5. Select your health care provider and/or yourself.
6. Choose the date to send your SMART Visit Report.
7. If your health care provider would like the SMART Visit Report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
8. Select **Save.**

7. **I would like to turn off marketing emails from ByramConnect. How do I do this?**

Sign in at www.byramconnect.com:

1. Select **Settings**.
2. Select **My Preferences**.
3. Select the edit icon [pencil icon].
4. Uncheck the box next to **Marketing Emails**.
5. Select **Save**.

Open the mobile app:

1. Select the **More** menu on the home screen.
2. Select **Settings**.
3. Select **My Preferences**.
4. Turn **Marketing Emails** off by moving slider to the left so color changes from green to white.

8. **Can I use ByramConnect on both my iPhone and my iPad?**

Yes, you can! However, while you can install the app on more than one device, you can only use it on one device at a time. Each time you open the app on another device, you will have to log in with your username/email and password.

9. **How do I enter my blood glucose, medications, food, or notes in the mobile application?**

   1. Open the app.

   2. Select the **+** sign at the bottom of the Home Screen or Logbook.
   3. Tap the **BG, Food, or Medication** icon.
   4. Add your entries and tap **Save**.
   5. Visit the **Logbook** to see your entries.

10. **How do I enter my blood glucose, medications, food, or notes from the web?**

    1. Go to **www.byramconnect.com**
    2. Enter your username/email and password.
    3. Select **Sign In**.

    4. Select the **+ Add Entry** in the upper right hand corner of the screen.
    5. Select **BG, Food, or Medication**.
    6. Add your entries and select **Save**.
    7. Visit the **Logbook** to see your entries from main menu.

11. **Oops! One of my entries in my Logbook is incorrect. How do I edit this from my mobile device?**

    1. Select the **Logbook** menu on the home screen.
    2. Find the date of the entry you wish to edit. You may need to scroll through the dates displayed along the top of the screen.*
    3. Select the date.
    4. Select the entry you wish to edit.
       a. If you want to delete the entire entry:
          i. iPhone – slide the logbook entry to the left and tap **Delete**
          ii. Android – press on the logbook entry and until you see the message confirming that you want to delete the entry.
    5. Select the field(s) you wish to edit.
    6. Edit these fields [by using backspace on the keyboard or unselecting the checkboxes].
    7. Select **Save** when complete.
    8. Visit the **Logbook** to view your updated entry.

    The mobile application only displays the last 30 days of your information. If you wish to edit an earlier entry, please go to the ByramConnect website.

12. Oops! One of my entries in my Logbook is incorrect. How do I edit this entry from the web?

1. Sign in at **www.byramconnect.com**
2. Select **Logbook**.
3. Find the date of the entry you wish to edit. Change the date range if you don't see your entry.
4. Select the entry you wish to edit or delete.
5. Edit as needed or delete.
6. Select **Save** when complete.
7. Visit the **Logbook** to view your updated entry.

13. What should I do if my data isn't appearing in the mobile Logbook?

If you are not seeing your data, please make sure you have internet connectivity and all your data is synced with the server. Still, if you have issues, close and reopen the app. If your data still doesn't appear in the Logbook, log out and log in.

14. Help! I don't remember my PIN for ByramConnect.

1. Open the ByramConnect app.
2. Select **Forgot your PIN**.
3. Land on the Log In page.
4. Enter your username/email and password to open ByramConnect.
5. Enter your new 4-digit PIN.
6. Re-enter your 4-digit PIN.

15. Can I pair my glucose meter, blood pressure monitor, or weight scale with ByramConnect on the web?

No. Pairing is only available through your mobile device.

16. How do I pair my glucose meter, blood pressure monitor, or weight scale on mobile?

1. Open the app.
2. Select the **More** menu on the home screen.
3. Select **Connections & Devices**.
4. Select what you would like to pair: **Glucose Meter**, **Blood Pressure Monitor**, or **Weight Scale**.
5. Continue following instructions provided on the mobile device.