

Freestyle Libre's Upload

If you are using the Freestyle Libre reader: You can upload the data using the Diasend uploader on your PC/Mac computer via the USB cable provided with your reader.

- Steps found here: <https://support.diasend.com/hc/en-us/articles/212542905-How-to-install-and-start-using-the-diasend-Uploader-software>
- The clinic-ID is 83-17752

If you are using the Freestyle Libre Link app on your phone: you can no longer download the blood sugar data using Diasend.

- Information on the Freestyle Libre Link app can be found on the following link <https://www.freestyle.abbott/ca/en/products/libre/faqs.html#freestyle-librelink-general>
- Create an account on LibreView: <https://www.libreview.com/chooseCountryLanguage>
- The clinic-ID is 83-17752
- The blood sugar data will download automatically as soon as the phone is connected to the internet.

***Important note:** You need to choose between the reader or the phone.

If you are using both, you will lose data.

For **technical difficulties**, contact the customer services:

- Diasend: <https://support.diasend.com/hc/en-us> → preferably send a request online for a quicker response or contact the phone customer service at **1-888-342-7363**
- Freestyle Libre: **1-800-461-8481**

We recommend that you review the blood sugar data every week or every 2 weeks with your child if he/she is old enough. This will ensure that you get the full benefit of the continuous blood glucose monitor to optimize diabetes management.

The diabetes clinic relies on the download of the Freestyle Libre to make the most useful and adequate diabetes management recommendations.

Download the data before each clinic visit and before contacting the diabetes nurses for help with insulin adjustments. Also provide at least one observation and one suggestion.

Best wishes,

Montreal Children's Hospital Diabetes Clinic