

Device-Specific Diabetes Technology Education and Resources

Instructions: Use the first column to locate the device and customer support information. The second column provides a more simplified presentation that is helpful to share with students, families, and unlicensed school personnel. The last column is information designed for health care professionals for a deeper dive into device information.

Company and Support		Student and Family Resources	Health Care Professional Resources
Blood Glucose Meters			
Accu-Chek Customer Support: Blood glucose testing products: 1-800-858-8072 Digital products and/or health care professionals: 1-800-628-3346	Blood Glucose Meters Accu-Chek Guide Me / Accu-Chek Guide Lancet Accu-Chek Fastclix / Accu-Chek Softclix App MySugr app accu-chek.com/products/blood-glucose-monitoring		diabetes.roche.com/hcp-us/resources/blood-glucose-meters diabetes.roche.com/hcp-us/resources/lancing-devices diabetes.roche.com/hcp-us/apps-and-data-management/mysugr-app
CONTOUR® NEXT Customer Support: Email: support@ContourNext.com Phone: 1-800-348-8100 8:00–12:00 a.m. ET, (Monday to Sunday)	Meters Contour Next One, Gen, EZ / Contour Plus Blue Lancet Microlet Next App Contour Diabetes app ascensiadiabetes.com/support/how-to-videos/		ascensiadiabetes.com/hcp/patient-resources/how-to-videos/
Relion Customer Support: 1-800-819-1097	Meter and Test Strips Relion Platinum / Relion Premier Blu, Voice, Compact and Classic How-To Videos and Manuals reliionbgm.com/reliion-meters/		reliionbgm.com/product-guide/
One Touch Customer Support: 1-800-227-8862	Meters OneTouch Verio Reflect / OneTouch Verio Flex / OneTouch Ultra Plus Flex / OneTouch Ultra 2 Lancing Device OneTouch Delica Plus App OneTouch Reveal app support.onetouch.com/s/?language=en_US		professional.onetouch.com/diabetes-resources/instruction-manuals lifescandiabetesinstitute.com/champions-monitoring
True Metrix Customer Support: 1-800-803-6025	Device Components: True Metrix / True Metrix Air Instructions for Use trividahealth.com/blood-glucose-monitoring-system/true-metrix/		trividahealth.com/professionals/customers-care/
Continuous Glucose Monitors			
Dexcom Device Components: Sensors / Dexcom G6, G7 Receivers Dexcom G6, G7 Receiver Apps Dexcom G6, G7 / Dexcom Clarity (re-ports) / Dexcom Follow (parents and caregivers) Customer Support: 1-844-607-8398	Device Components: Can share device info? YES, via cell phone and Dexcom Follow app. App dexcom.com/en-us/apps Device Education, Training Videos, and User Guides: (877) 339 2664 dexcom.com/en-us/support		freestyleprovider.abbott/us-en/patient-training.html freestyle.abbott/us-en/freestyle-libre-3-resources.html freestyle.abbott/us-en/freestyle-libre-2-resources.html
Freestyle LibreView Libre 2 Plus, 3 Plus Sensors / Libre 2, 3 Receiver Apps Libre 2, 3 app / LibreLinkUp app (for parents and caregivers) Customer Support: 1-855-632-8658	Device Components: Can share device info? YES, via cell phone and LibreLinkUp app. App freestyle.abbott/us-en/products/freestyle-libre-app.html Libre 1:1 virtual education by CDCESs: 1-833-855-4273 (8 a.m.-8:00 p.m., Monday to Friday) getstartedlibresupport.opushealth.com		freestyleprovider.abbott/us-en/patient-training.html freestyle.abbott/us-en/freestyle-libre-3-resources.html freestyle.abbott/us-en/freestyle-libre-2-resources.html

Company and Support		Student and Family Resources	Health Care Professional Resources
Insulin Delivery Devices			
Beta Bionics Device Components: iLet Pump Apps CGM (Dexcom or Libre 3 Plus) / iLet app / Bionic Circle app for parents and caregivers) Customer Support: 1-855-745-3800	Can share device info? YES, via cell phone and Bionic Circle app. User Resources betabionics.com/user-resources/#tab-id-1	betabionics.com/hcp/hcp-resources/ betabionics.com/hcp/hcp-webinars/	
Medtronic (MiniMed) Pumps (780G, 770G) BG Meter Accu-check Guide Link / CGM (Guardian 4, Simplera Sync, Instinct) MiniMed App Carelink Connect app (for families and care providers) Guardian Connect System (being discontinued) Smart Pen inPen inPen app i-Port Advanced Injection Port (for MDI injections) Customer Support: 1 (800) 633-8766	Can share device info? YES, via cell phone and Carelink Personal app. Parent and School Resources medtronicdiabetes.com/parents-caregivers?elqTrackId=2119b71e-550649faa81a256e0b0e82b2&elq=2e43688c4171418b9441887011df27b5&elqaid=13725&elqat=1&elqCampaignId=7187&elqak=8AF5F92076D673BE740D57608E20F91E5F5D19D61469DCC0A771B-FBB658F6352B6B	medtronicdiabetes.com/customer-support medtronicdiabetes.com/customer-support/minimed-780g-sys-tem-support medtronicdiabetes.com/customer-support/minimed-770g-sys-tem-support medtronicdiabetes.com/customer-support/inpen-system-support medtronicdiabetes.com/customer-support/guardian-connect-sys-tem-support medtronicdiabetes.com/customer-support/i-port-advance	
Tandem Source Device Components: Pumps (Tslim Control IQ, Mobi) / CGM (Dexcom 6, 7 or Libre 2 Plus) App Tandem Tslim Mobile / Mobi Customer Support: 1 (877) 801-6901	Can share device info? NO, parents typically follow sensor readings only. tandemdiabetes.com/support-center tandemdiabetes.com/support/insulin-pump-training/training-materials/connect-wirelessly	tandemdiabetes.com/providers/resources	
Omnipod Device Components: Pump (Omnipod DASH, Omnipod 5) / CGM (Dexcom 6/7, Libre 2 plus) Apps Omnipod DASH / Omnipod 5 Customer Support: 1-800-591-3455, option 4	Can share device info? YES, for DASH via Omnipod View app. NO for Omnipod 5. Family typically follows sensor app. Omnipod Device education: omnipod.com/current-podders/resources omnipod.com/current-podders/resources/omnipod-5 omnipod.com/current-podders/resources/omnipod-dash	omnipod.com/hcp/omnipod-connect/about omnipod.com/hcp/clinical-resources omnipod.com/hcp/patient-training	
Sequel Twiist Device Components: Twiist pump / CGM (Libre 3 Plus sensor, Eversense 365 for 18+) App Twiist Loop app Customer Support: 1-877-489-4478	Can share device info? YES. Device Education twiist.com/resources	cdn.prod.website-files.com/670639c6c25356587872bc22/686c-18209bc6a57bae2c36c7_twist%20User%20Guide%20Rev%201.14%20English%20(Electronic).pdf	

American Diabetes Association® (ADA) technology resources:

- diabetes.org/about-diabetes/devices-technology
- diabetes.org/living-with-diabetes/treatment-care/diabetes-technology-guide
- diabetesjournals.org/care/article/48/Supplement_1/S146/1575577-7-Diabetes-Technology-Standards-of-Care-in

This resource was developed by the ADA's Safe at School® Working Group. Please visit our website links to access more information and resources:

- diabetes.org/safeatschool
- diabetes.org/SASTraining