
ARK Care[®] Advance

Diabetes Management System

Patient User Manual

v.3.1.0

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1.0 Getting Started

Welcome to the ARK Care® Advance Diabetes Management System. ARK Care Advance is a cloud-based blood glucose data management system for users to upload their blood glucose results to easily and conveniently manage their diabetes. Users can also invite their health care providers and health team to view their data and assist in the management of their blood glucose levels. ARK Care Advance displays the data in charts and graphs with various levels of data, from an overview to more detailed information.

1.1 Patient User Manual Introduction

This Patient User Manual provides assistance to the user while using the program. ARK Care Advance Diabetes Management System includes an uploader that allows the user to download their blood glucose readings into the platform. To download the blood glucose data, the user must be using an ARKRAY or ReliOn® blood glucose meter and the data cable (refer to Download Data). For further details on how to use the meter, please refer to the specific user manual for that meter.

1.2 Access Patient User Manual

This Patient User Manual is published in PDF format. To view or print the file, you will need Adobe Acrobat Reader.

1.3 System Requirements

- Windows® 8/8.1 (32-bit/64-bit), or Windows 10
- iPad or iPhone OS
- Android
- Minimum free hard disk space: 200MB
- USB Port
- Download Cable for Meter
- Monitor with display resolution of 1024 x 768 or more
- Internet Connection

1.4 Compatible Meters

ARKRAY GLUCOCARD® 01	ReliOn™ Prime
ARKRAY GLUCOCARD® Vital	ReliOn™ Confirm
ARKRAY GLUCOCARD® Shine	ReliOn™ Premier BLU
ARKRAY GLUCOCARD® Expression	ReliOn™ Premier Voice
ARKRAY GLUCOCARD® Shine Connex	ReliOn™ Premier Classic
ARKRAY GLUCOCARD® Shine Express	
ARKRAY GLUCOCARD® Shine XL	

Note: PC = computer that operates on Microsoft Windows OS

2.0 Access

Access the ARK Care® Advance Platform <https://arkcareadvance.com>

2.1 Patient Enrollment

Click on the “Enroll” link on the top of the page on the website and proceed to the enrollment page.

NEW PATIENT ENROLLMENT

Create Your Account

A Already have an account? Sign In.

B
ACCOUNT INFORMATION
 First Name *
Should not include prefixes

 Middle Initial

 Last Name *
Should not include suffixes

 Phone Number *
 (555) 555-5555

 Email Address *

 Username (optional)

 Passwords must meet the following requirements:

- Must be between 8 and 128 characters in length.
- Can only contain the following special characters: !"#%&'()*+,-./:;<=>?@[]^_`{|}~

 Password *

 Password Confirmation *

 I agree to the [Terms & Conditions](#)

C
SECURITY
 Question 1 *
 -Select One-

 Answer 1 *

 Question 2 *
 -Select One-

 Answer 2 *

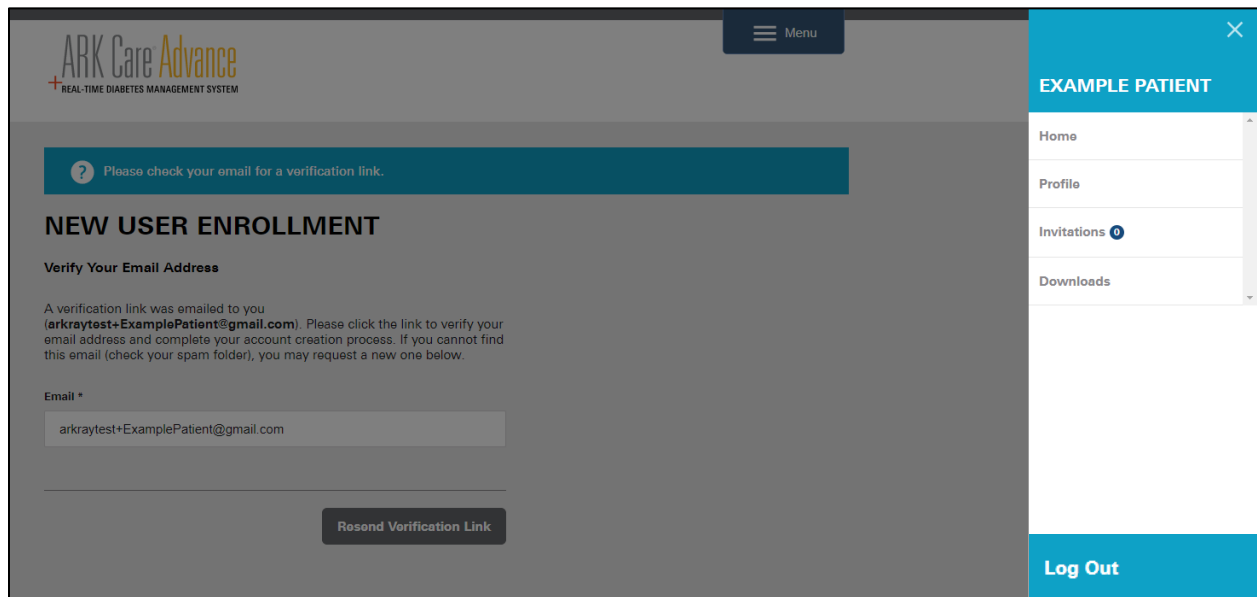
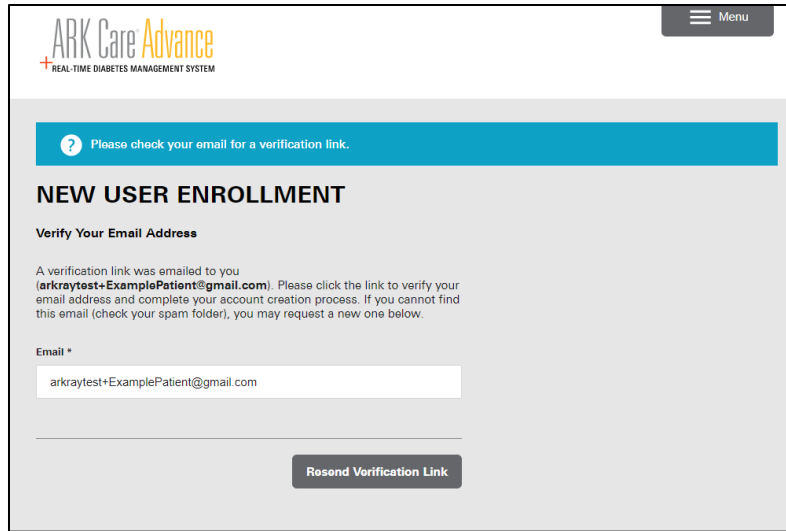
 Question 3 *
 -Select One-

 Answer 3 *

D Next

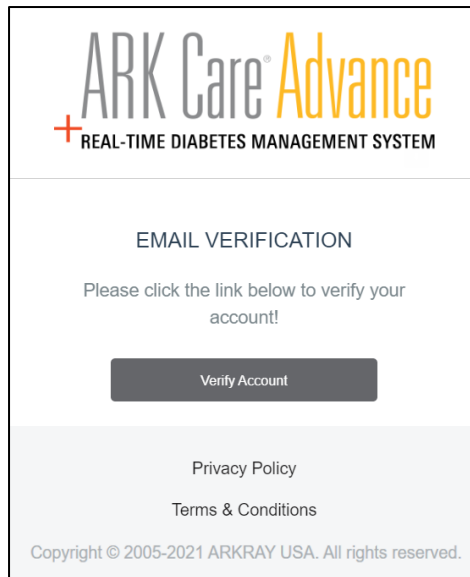
Item	Description
A. Already have an account	If you already have an ARK Care Advance, ARK Care VITA, or ReliOn Life account, follow the link to sign into ARK Care Advance.
B. Account Information	Includes: Name (First, Middle Initial, Last), Phone Number, Email, Username (optional), and Password/Confirm Password. To view Terms & Conditions click on link. To agree to Terms & Conditions select the checkbox.
C. Security	Select Security Questions from dropdown and enter in the answers.
D. Next	Click Next to save the information and continue to the next step.

2.1.1 New User Enrollment Screen



- Log out by clicking “Menu” in the upper right corner.
- Click “Log Out” at the bottom of the Menu in the lower right corner.
- Close ARK Care Advance site tab.

2.1.2 Verify Email Address



- Go to the email used to register.
- Click on the email from ARK Care[®] Advance (arkcareadvance@arkrayusa.com).
- Click the "Verify Account" link in the email to verify your email address.

The screenshot shows the "LOGIN" page. At the top, there is a blue banner with a question mark icon and the text "Login to verify your information!". Below this, there are two input fields: "Email Address or Username *" and "Password *". To the right of the password field is a link for "Forgot Password?". A dark grey button labeled "Sign In" is positioned below the input fields. At the bottom left, there is a link: "Don't have an account? [Enroll now.](#)"

- Enter your login credentials created during enrollment and click "Sign In".

2.1.3 Account Setup

ACCOUNT SETUP

Step 1 of 3 Skip E

Create Your Care Profile

Allow your healthcare providers using ARKcare Advance to view your data in between office visits.

✓ Account verified successfully!

ABOUT ME

Sex

Unspecified

Female

Male

Birth Date

00/00/00 📅

Insurance

Unspecified ⌵

TEST PLAN

Goal:

5 Times a Day

Timeslots should roughly match the times of day you plan to test your glucose to meet your goal. The time ranges and labels will be used to display your glucose readings in categories.

Label	End Time
Overnight	05:00 AM ⌵
Morning	11:00 AM ⌵
Midday	04:00 PM ⌵
Evening	09:00 PM ⌵
Night	12:00am

+ Add Another Timeslot

DIABETES & CARE INFO

Type

Unspecified ⌵

Target Range

Blood Glucose target range is defaulted to the blood glucose range suggested by the American Diabetic Association, 70-180mg/dL.

to

Update D

Item	Description
A. About Me	Enter Sex, Birth date, and Insurance type.
B. Diabetes & Care Info	Enter Diabetes Type & Target Range (default is 70-180 mg/dL).
C. Test Plan	Enter Goal, Timeslots (default is 5, max is 8), and corresponding labels.
D. Update	Click to update changes made.
E. Skip	Click to skip this step. Care profile can be edited at any time.

2.1.4 Connect with Health Care Providers

ACCOUNT SETUP

Step 2 of 3

Skip **F**

Connect With Your Providers

Allow your healthcare providers using ARK Care Advance to view your data in between office visits.

PROVIDER LOOKUP

For your convenience, all providers at your provider's location will be able to access your upload data. This will assist in the case of an emergency or your provider being out of the office.

A Health System

B Organization

C Search providers by name

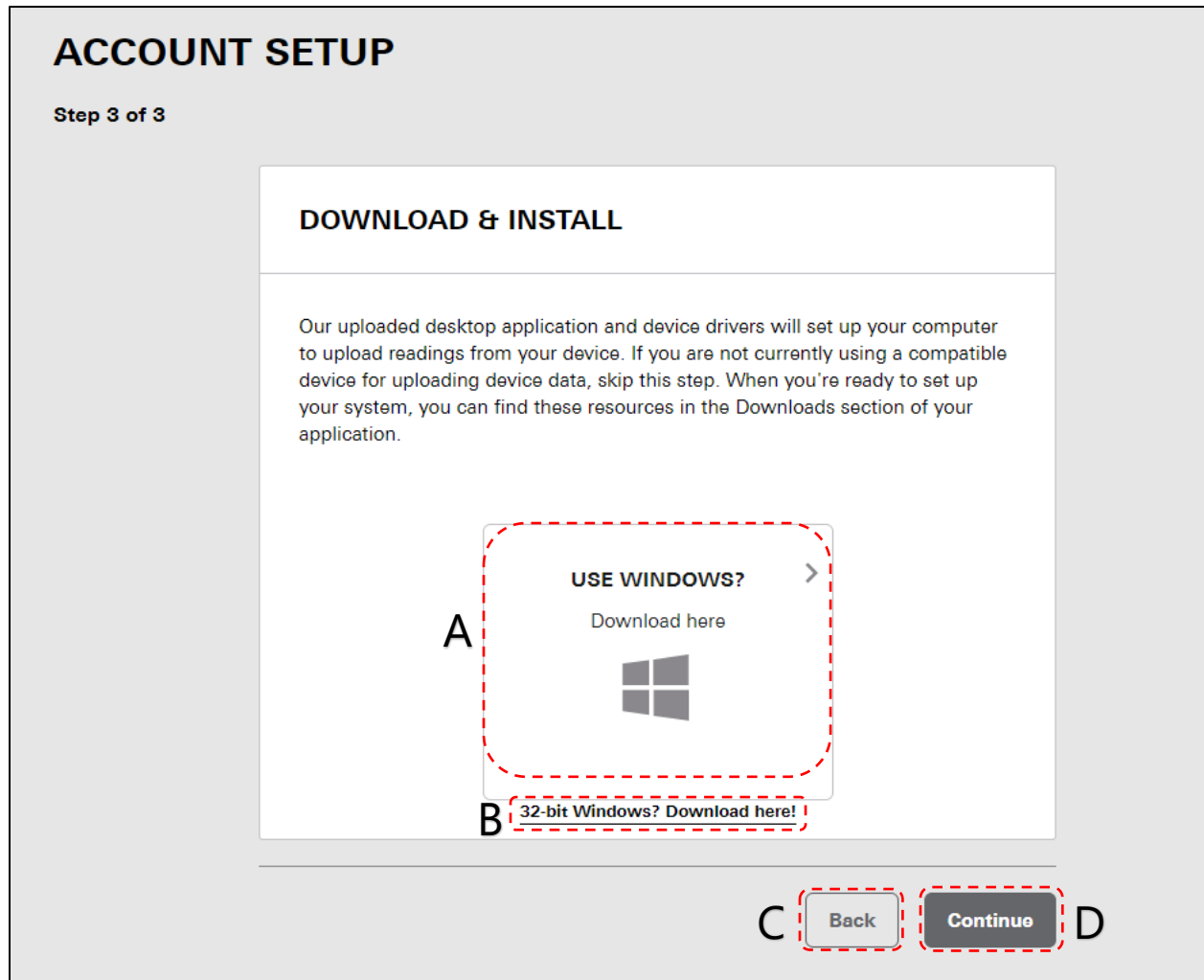
E Back
Continue **D**

Invite your Health Care Provider to view your health data.

Item	Description
A. Health System	Click dropdown and type in name of Health System. Select Health System when displayed*.
B. Organization	Click dropdown and type in name of Organization. Select Organization when displayed*.
C. Provider Name	Click dropdown and type in name of Provider. Select Provider when displayed*.
D. Continue	Click to continue.
E. Back	Click to go back to previous screen.
F. Skip	Click to skip this step. Healthcare Providers can be invited to have access at any time.

*If Health System, Organization, or Provider does not display contact your provider and have them contact an ARK Care® Advance Expert for access.

2.1.5 ARK Care® Advance Uploader Application



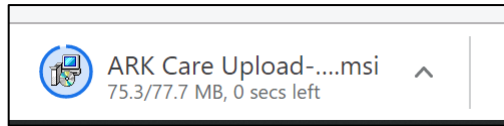
The Uploader Application is used in conjunction with the USB cable associated with your blood glucose meter. The uploader is used to transfer the readings from your meter to the ARK Care® Advance system.

Item	Description
A. Download here	Click here to download the 64-bit version of the Uploader.
B. Download here	Click here to download the 32-bit version of the Uploader.
C. Back	Click to go back to previous screen.
D. Continue	Click to continue.

3.0 Installing the ARK Care® Uploader Application

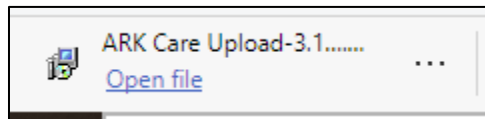
3.1 Windows PC

For Chrome Browser:



Click the “ARK Care Uploader-3.1.0” located in the bottom left of the screen as displayed as above.

For Microsoft Edge Browser:

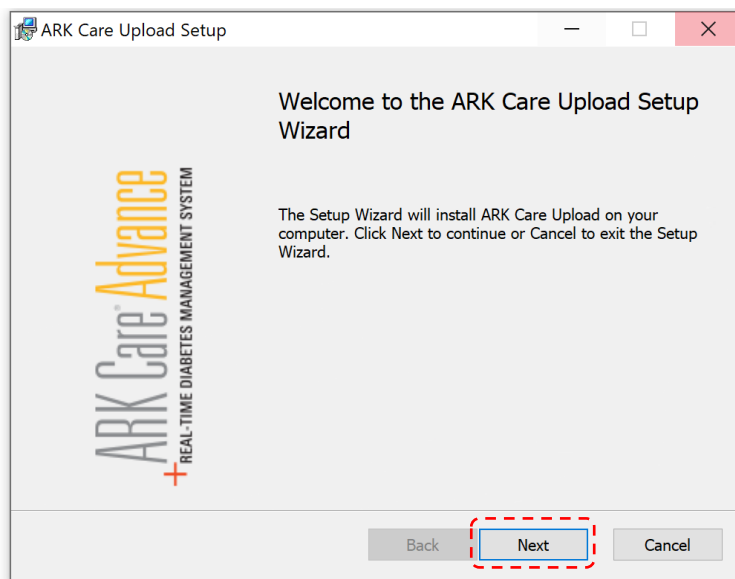


Pop up will display on the bottom of screen. Click on “Run” and “Yes” on next pop up.

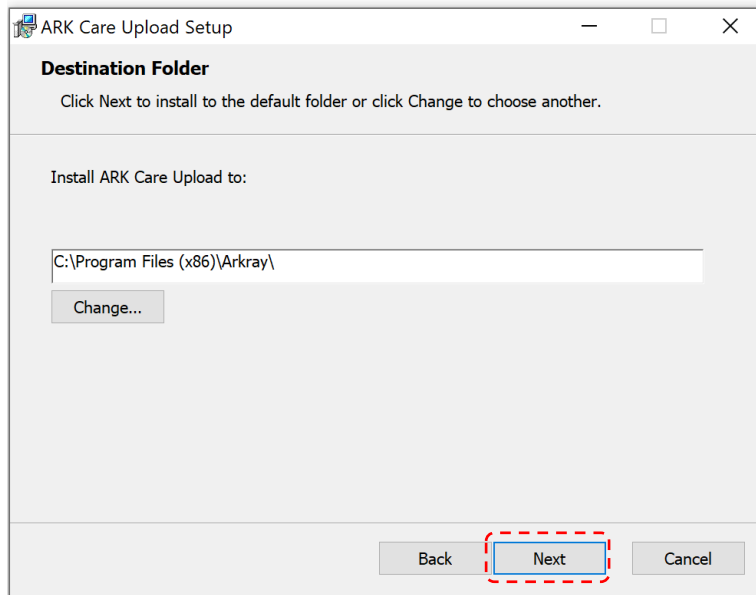
3.2 Uploader Installation Wizard

For both browser types the below will display to start setting up the Uploader Application.

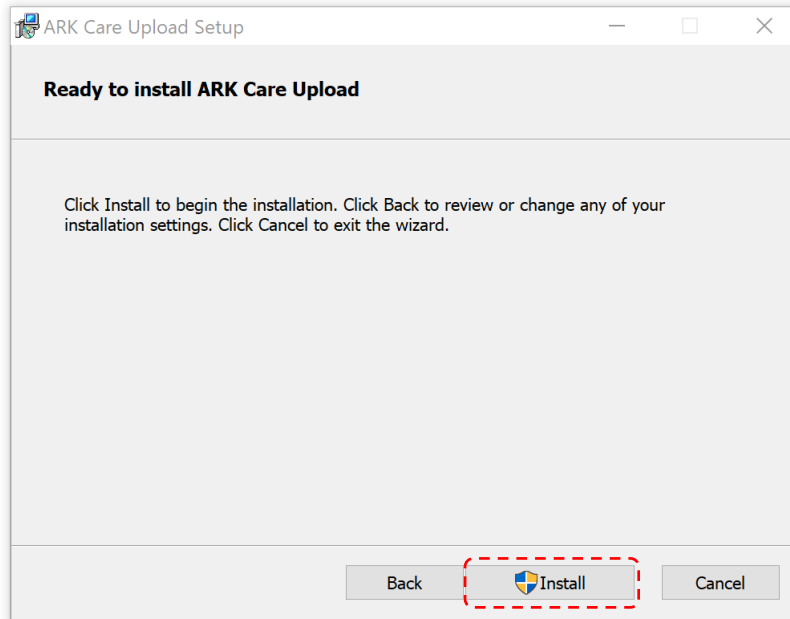
Click “Next” to begin the setup.



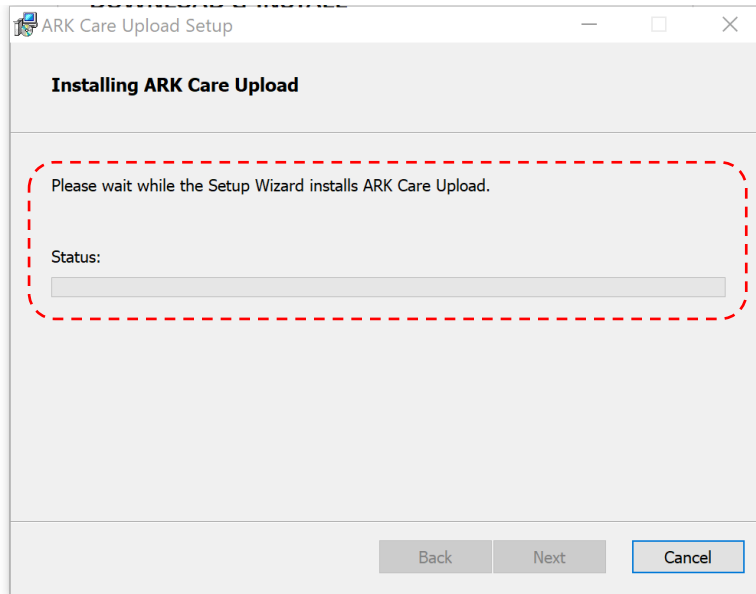
Select a destination location for the Uploader Application or click “Next” to use the default file location.



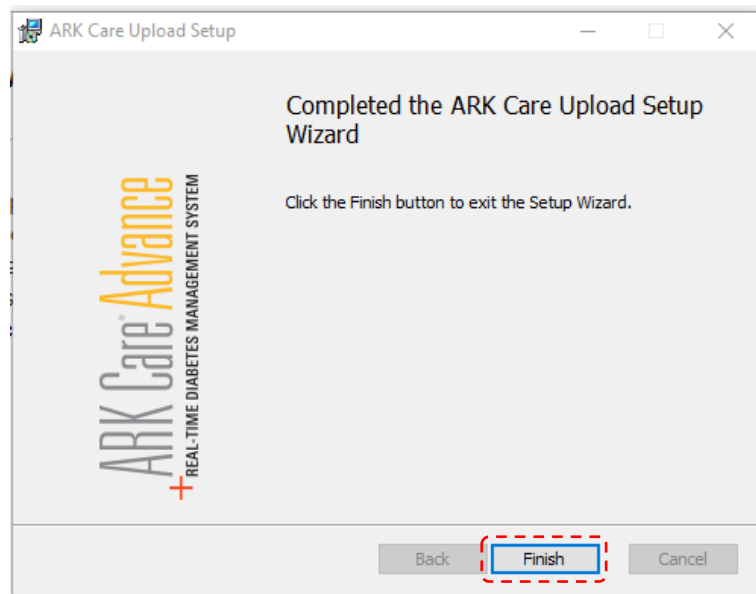
Click “Install” to begin the installation.



View the installation process progress.



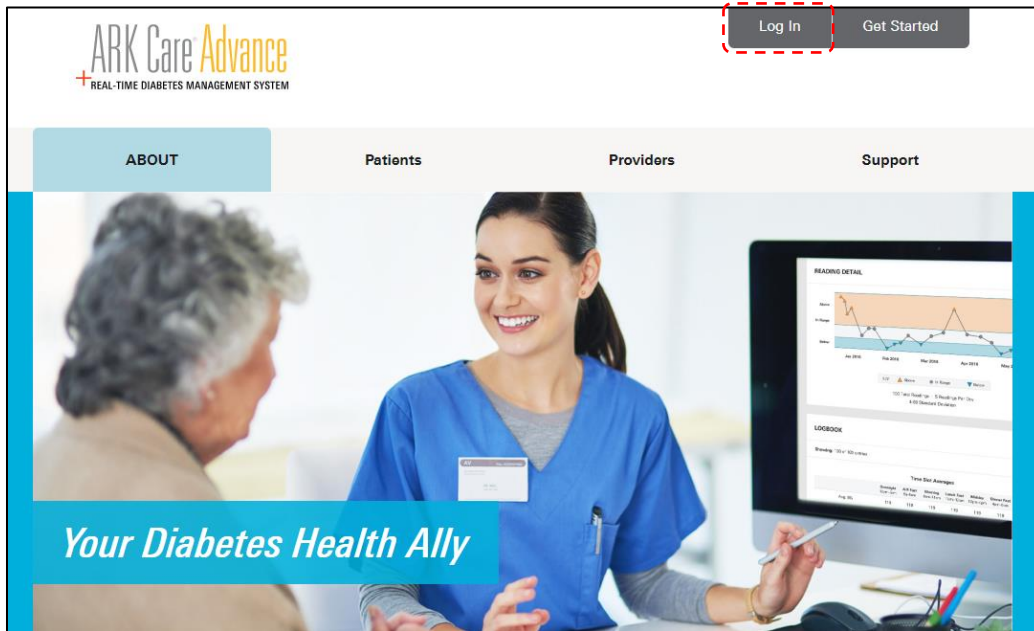
Click "Finish" to complete the installation.



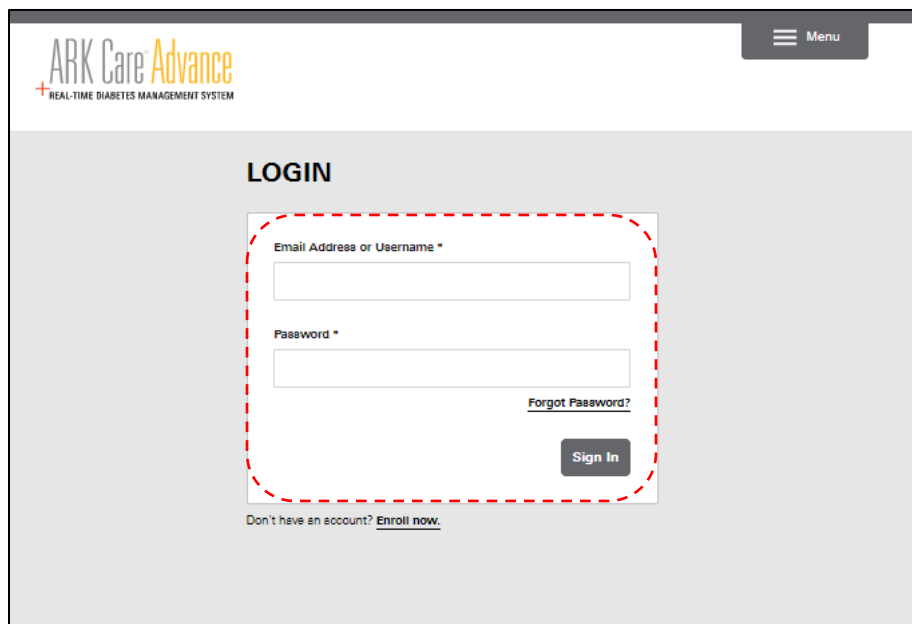
4.0 ARK Care® Advance Patient User Manual

4.1 Logging into ARK Care Advance

From arkcareadvance.com, click "Log In" to navigate to the login page.



Enter your email address or Username and password. Click "Sign In".

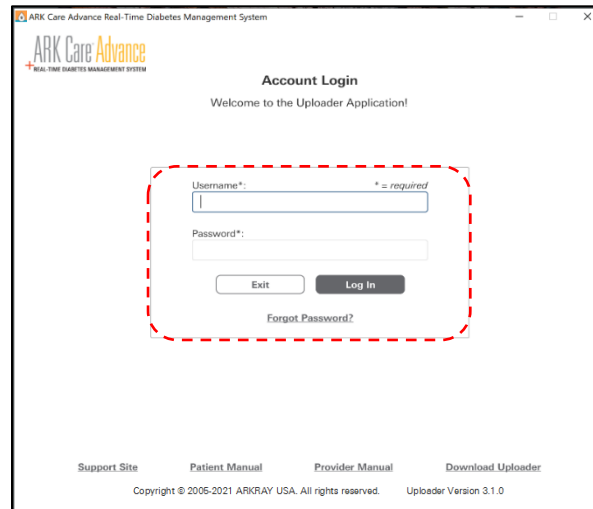


4.2 Upload Blood Glucose Readings

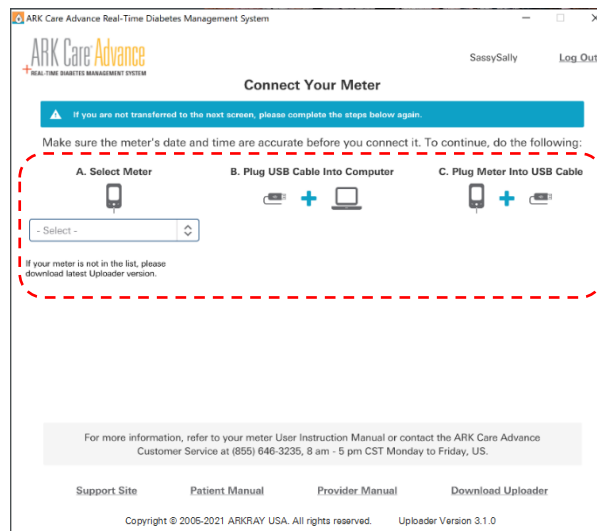
Click on the “ARK Care Upload” icon to open the uploader application.



Use your ARK Care Advance, ARK Care VITA or ReliOn Life credentials to login to the uploader application.

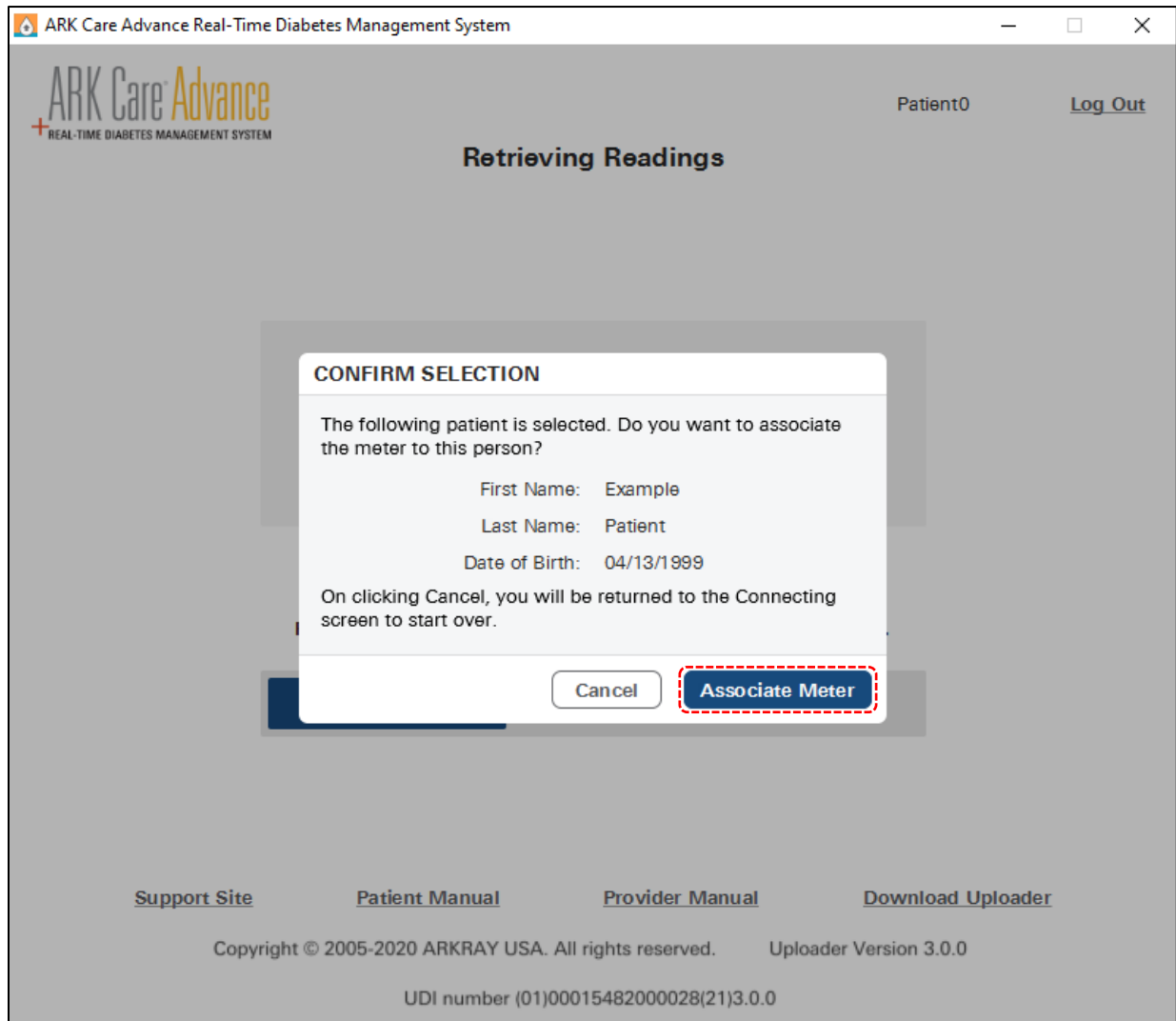


Select your meter within the dropdown menu (A.) and proceed to B. and C. to view the directions to upload your meter readings.



4.3 Adding a New Meter

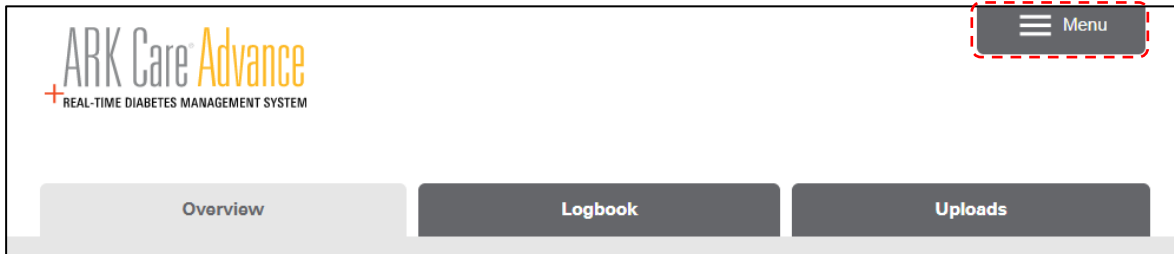
Login to the Uploader application with credentials associated to Patient and complete steps A, B, and C. Within the "Confirm Selection" modal select "Associate Meter" button to register the meter to the Patient and upload readings.



4.4 Navigating the ARK Care Advance Diabetes Management System

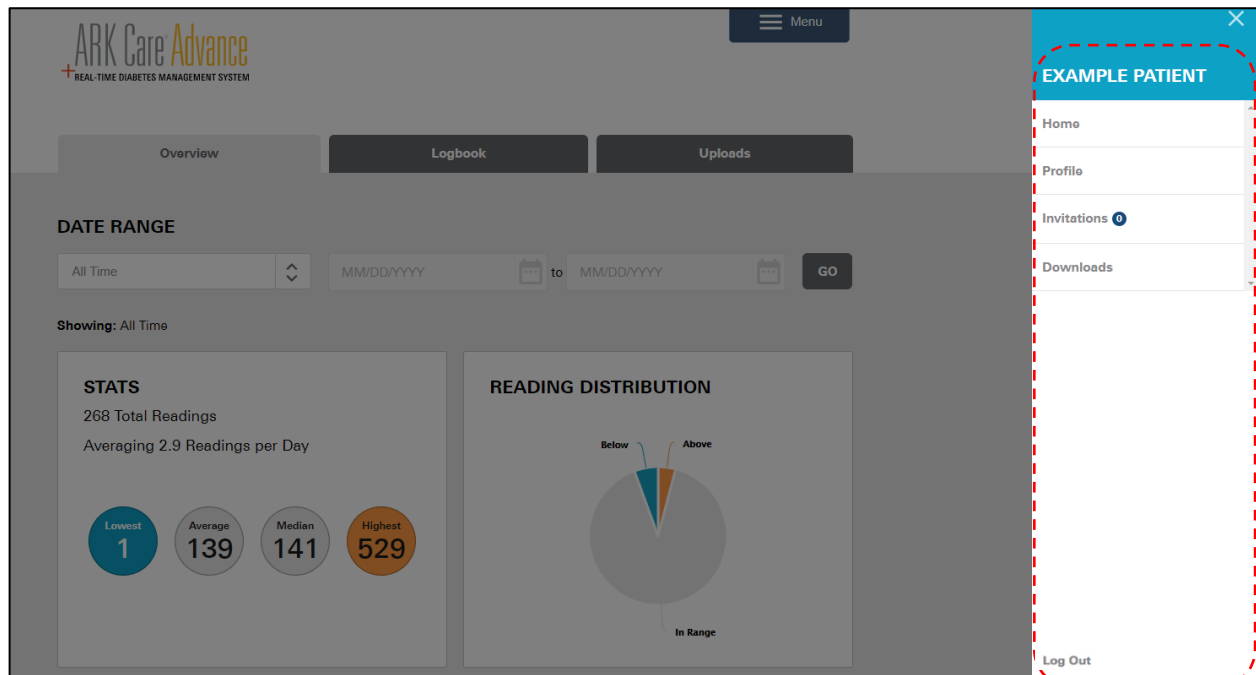
4.4.1 Menu

Click "Menu" in the upper right corner.



The side menu will appear. Click to navigate to the desired section:

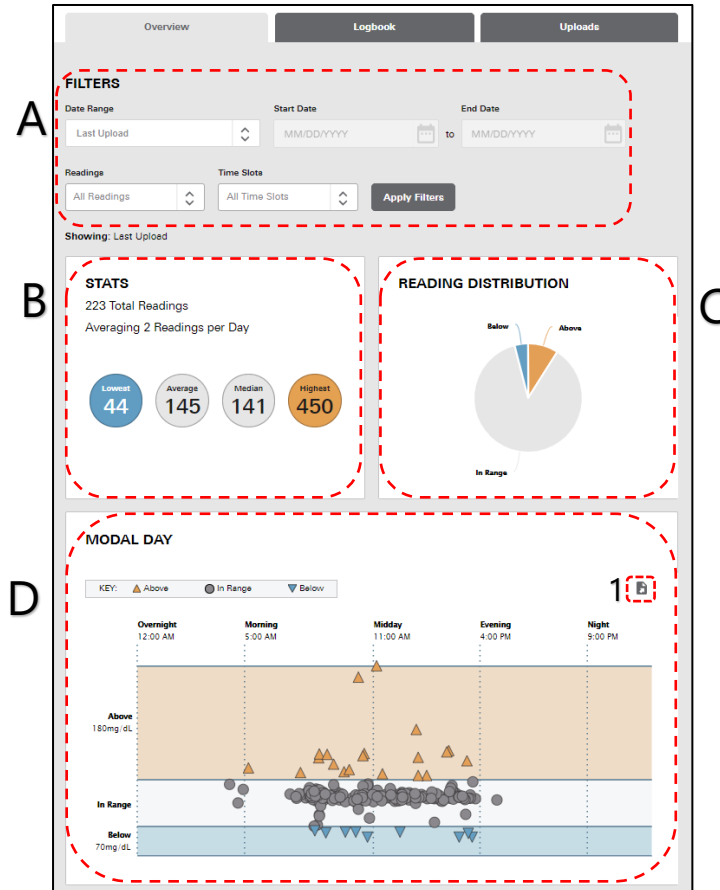
- Home
- Profile
- Invitations
- Downloads
- Log Out



4.5 Home

4.5.1 Patient Overview Tab

Displays blood glucose test results for a selected time range. This view allows you to get an overview of your data.

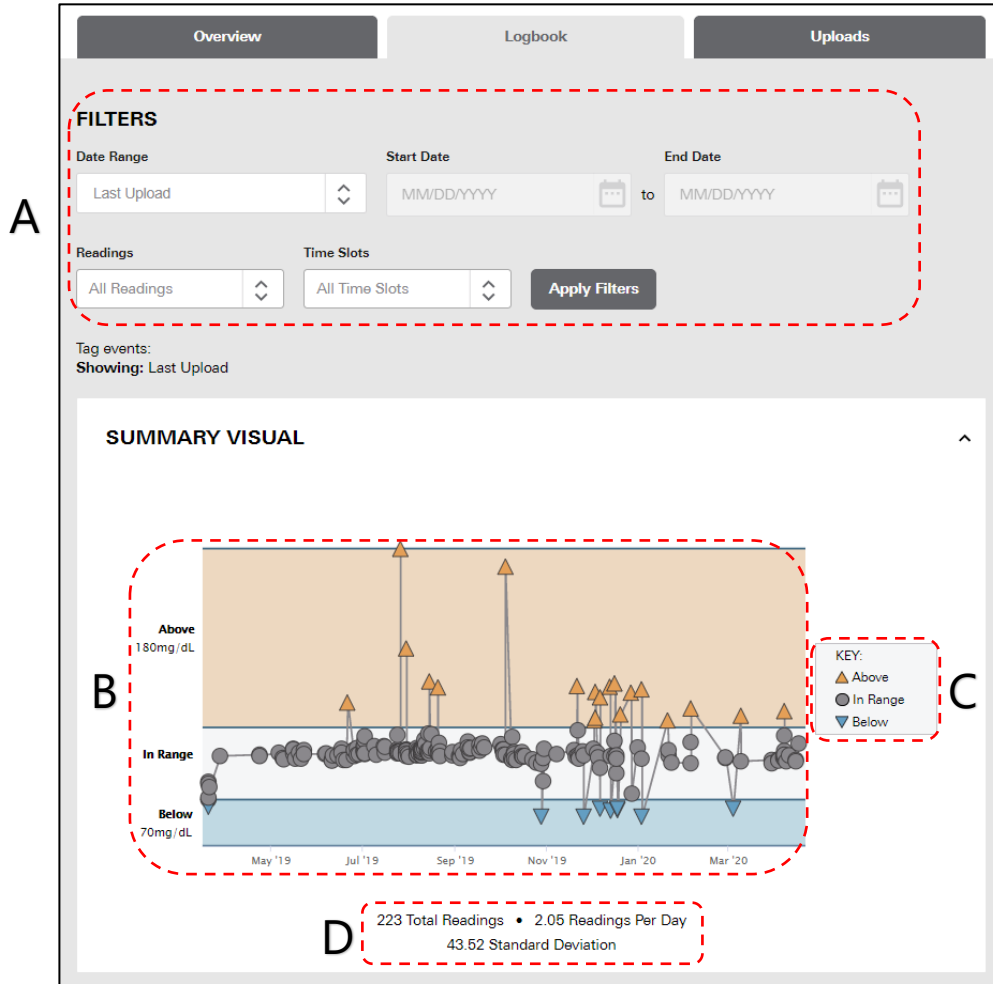


Item	Description
A. Filters	Date Range defaulted to Last Upload. User can select from dropdown to view data from: All Time, Last Upload, Last Week, Last Month, Last Three Months, or Custom date range. Filter by Readings (Above, In Range, Below) and/or Time Slot.
B. Stats	Shows total number of readings, average number of readings per day, lowest blood glucose reading, average blood glucose readings, median blood glucose reading, and highest blood glucose reading.
C. Readings Distribution	Shows the percent of readings in relation to target range. Percent below target BG range (blue), within target range (grey), above target range (orange). Hovering over each pie chart section will display specific percentage.
D. Modal Day	This report analyzes blood glucose trends by time of day. You can learn what times of day you tend to be high, low, or within your target BG range. Export (1) the Modal Day graph and use the native print function to print or save as pdf. *Note: The export will open a new tab. Close the export tab after printing or saving.

4.5.2 Patient Logbook Tab

4.5.2.1 Summary Visual

The Summary Visual displays blood glucose test results for a selected date range. This view allows you to get a graphical overview of your data.



Item	Description
A. Filters	Date Range defaulted to Last Upload. User can select from dropdown to view data from: All Time, Last Upload, Last Week, Last Month, Last Three Months, or Custom date range. Filter by Readings (Above, In Range, Below) and/or Time Slot. These filters control the content on the entire Logbook tab.
B. Reading Values	Scatterplot of readings over time connected to show trend. Click on a point to see details for that reading.
C. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle), within target range (grey circle), above target range (orange triangle).
D. Statistics	Represent the total number of readings, average number of readings per day and the standard deviation for the time period.

4.5.2.2 Log Trending

The Log Trending section shows the daily blood glucose readings organized by the time slots you configured in your profile under “**My Diabetes**” (see section 4.6.2).

LOG TRENDING A + ^

Time Slot Averages

	Overnight 12 AM-5 AM	Morning 5 AM-11 AM	Midday 11 AM-4 PM	Evening 4 PM-9 PM	Night 9 PM-12 AM
Avg. BG	150	144	145	132	-
# Above	-	11	9	-	-
# Below	-	5	4	-	-

Log Detail C KEY: ▲ Above ▼ Below

Date	# Readings	Avg. BG (mg/dL)	Overnight 12 AM-5 AM	Morning 5 AM-11 AM	Midday 11 AM-4 PM	Evening 4 PM-9 PM	Night 9 PM-12 AM
04/17/2020	1	155	-	155	-	-	-
04/15/2020	2	129	-	128 130	-	-	-
04/10/2020	1	137	-	137	-	-	-
04/08/2020	1	128	-	128	-	-	-
04/07/2020	6	154	-	167 138 144 204 ▲ 136 132	-	-	-
04/06/2020	1	134	-	-	134	-	-
04/03/2020	2	130	-	131	129	-	-
03/30/2020	2	128	-	125 130	-	-	-
03/09/2020	2	163	-	197 ▲	128	-	-
03/04/2020	1	56	-	56 ▼	-	-	-

Rows per page: 10 ▾ 1 - 10 of 109 >

Item	Description
A. Manual Entry	Click “+” to enter a manual reading.
B. Time Slot Averages	Averages by time slot include: Average Blood Glucose (BG) reading, number of readings above the target range and number of readings below the target range.
C. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle) or above target range (orange triangle).
D. Log Detail	Displays Blood Glucose readings by time frame and date. Includes number of readings per day, average BG reading per day, readings by time slot with indication if they were high or low in relation to the target range. Displays up to 25 rows (days) per page.

4.5.2.3 Manual Entry

Manual readings can be entered by clicking on the “+” icon from the **Individual Readings Log** or **Log Trending**.

Item	Description
A. Date	Enter in date of reading MM/DD/YYYY or click calendar icon to select date.
B. Time	Enter in time of reading HH:MM AM/PM.
C. Device	Select device from dropdown.
D. Blood Glucose Reading	Enter in blood glucose reading.
E. Comment	Enter in comment about reading (required).
F. Clear	Click “Clear” to cancel the entry.
G. Save	Click “Save” to complete the entry.

4.5.2.4 Log Details – Individual Readings Log

The Individual Readings log displays each individual instance of a blood glucose test for a selected time range.

LOG DETAILS A B

Individual Readings Log KEY: ▲ Above ▼ Below

Date ▾	Reading Time ◂	Time Slot ◂	Reading ◂	Patient's Comments	Provider's Comments
4/17/2020	1:21 PM	Midday	34 ▼	Sick with the flu.	
4/17/2020	8:23 AM	Morning	155		
4/16/2020	9:45 PM	Night	133		Before Bed.
4/15/2020	9:44 AM	Morning	128		
4/15/2020	8:21 AM	Morning	130		
4/10/2020	10:02 AM	Morning	137		
4/8/2020	10:21 AM	Morning	128		
4/7/2020	10:44 AM	Morning	167		
4/7/2020	10:30 AM	Morning	138		
4/7/2020	10:12 AM	Morning	144		
4/7/2020	9:53 AM	Morning	204 ▲		

Item	Description
A. Export	Export the Individual Readings Log and use the native print function to print or save as a pdf. *Note: The export will open a new tab. Close the export tab after printing or saving.
B. Manual Entry	Click "+" to enter a manual reading.
C. Individual Readings Log	Individual Readings Log shows the Date, Reading Time, Time Slot, Reading, and Patient and Provider Comments for each reading taken. Providers and Organizational Admins are able to view their own comments. Comments can only be made on manually entered readings. Patients are able to view all provider comments.

4.5.3 Patient Uploads Tab

Uploads tab will display each instance blood glucose readings have been uploaded to your profile.

Item	Description
A. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle), within target range (grey circle), above target range (orange triangle).
B. Upload Card	Information about specific upload occurrence: Date and time, number of readings, beginning to end date of readings in upload, Device/Meter name and serial number, readings percentage in relation to the target range. Click for more detailed information.
C. Rows Per Page	Select dropdown to view more rows per page. Options are: 5, 10, 15, 20, or 25 rows per page. Default is 10.

4.6 Profile

4.6.1 Profile Tab

Item	Description
A. Account Information	Include: Name (First, Middle Initial, Last), Email, Username (optional), and Phone Number.
B. Security	Select Security Questions from dropdown and enter in the answers. Activate 2-factor authentication that will send a code to either email or phone via SMS and be required during login.
C. Change Password	Click to change your password.
D. Update	Click to update profile information.

4.6.1.1 Change Password

CHANGE PASSWORD

Please use the following form to change your password.

A Current Password *

B Passwords must meet the following requirements:

- Must be between 8 and 128 characters in length.
- Can only contain the following special characters:
!"#\$%&'()*+,-./:;<=>?@[^_`{|}~
- Must not be the same as your current or previous 2 passwords.

C Password *

D Password Confirmation *

E Cancel

F Change

Item	Description
A. Current Password	Type in your current password.
B. Password Requirements	View the password requirements.
C. New Password	Type in your new password.
D. Confirm Password	Confirm your new password.
E. Cancel	Click "Cancel" to return to the Profile tab.
F. Change	Click "Change" to change your password.

4.6.2 My Diabetes Tab

PROFILE

Profile
My Diabetes
My Devices

ABOUT ME

Sex

Unspecified

Female

Male

Birth Date

Insurance

TEST PLAN

Goal:

5 Times a Day

Timeslots

Timeslots should roughly match the times of day you plan to test your glucose to meet your goal. The time ranges and labels will be used to display your glucose readings in categories.

Label *	End Time *
<input type="text" value="AM Fasting"/>	<input type="text" value="08:00 AM"/>
<input type="text" value="After Coffee"/>	<input type="text" value="10:00 AM"/>
<input type="text" value="After Lunch"/>	<input type="text" value="02:00 PM"/>
<input type="text" value="Before Dinner"/>	<input type="text" value="04:30 PM"/>
<input type="text" value="Night"/>	<input type="text" value="12:00am"/>

[+ Add Another Timeslot](#)

DIABETES & CARE INFO

Diabetes Type

Target Range

Blood Glucose target range is defaulted to the blood glucose range suggested by the American Diabetes Association, 70 - 180 mg/dL.

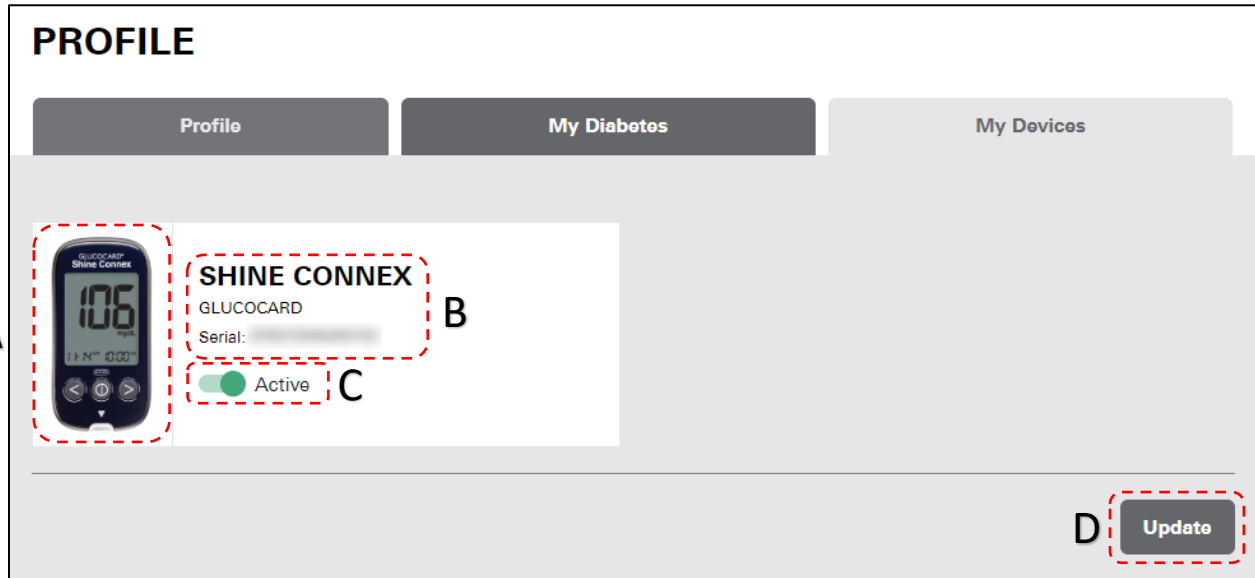
to

Update

Item	Description
A. About Me	Enter Sex, Birth date, and Insurance type.
B. Diabetes & Care Info	Enter Diabetes Type & Target Range (default is 70-180 mg/dL).
C. Test Plan	Goal and Timeslots (default is 5, max is 8).
D. Update	Click to update/save edited information.

4.6.3 My Devices Tab

All devices associated with the patient user account will display.



Item	Description
A. Device Image	Displays image of registered meter.
B. Device Information	Displays device name & serial number.
C. Active/Inactive Toggle	Click to make device active and/or inactive.
D. Update	Click to update/save edited information.

4.7 Invitations

4.7.1 Requests Tab

The screenshot shows the 'INVITATIONS' section with two tabs: 'Requests' and 'Connections'. The 'Requests' tab is active and contains an 'INBOX (1)' section. An example invitation from 'Example Provider @ Edina Clinic' is shown with 'Decline' and 'Accept' buttons. The 'Connections' tab is also visible, containing an 'INVITE PROVIDERS' form with dropdown menus for 'Health System', 'Organization', and 'Search providers by name', and a 'Send Invitation' button.

Item	Description
A. Inbox	Displays invitations from Healthcare Providers that are requesting access to data.
B. Decline	Click "Decline" to refuse access to a provider's invitation.
C. Accept	Click "Accept" to allow your data to be accessed by the requesting provider.
D. Invite Providers*	See "Connect to Healthcare Providers" under Account Setup - 2.1.4.
E. Send Invitation	Click "Send Invitation" to send the invite to the selected provider.

*Giving a provider permission to your data will give access to all providers at that organization.

4.7.2 Connections Tab

The Connections tab displays the Providers (Organizations) that you are connected to and can view your data. Click "Remove" to revoke access to view your data from the provider.

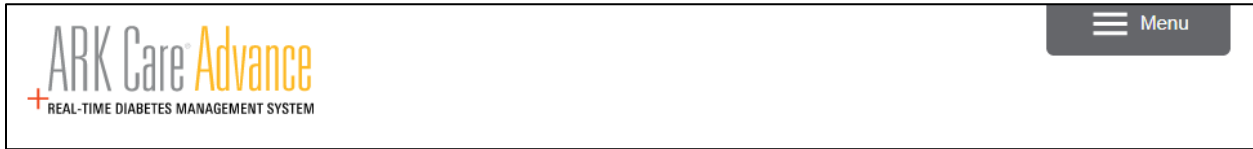
The screenshot shows a web interface titled "INVITATIONS". It has two tabs: "Requests" (active) and "Connections". Under the "Connections" tab, there is a section titled "PROVIDERS YOU ARE CONNECTED TO:". Below this, there are two provider cards. The first card is for "Albert Rohas" and the second is for "Katy Smith". Each card contains the text: "For your convenience all providers at the above organization have access to your data." and a "Remove" button. The "Remove" buttons are highlighted with a red dashed border.

*Removing a Provider does not remove access if you are connected to multiple providers in an organization.

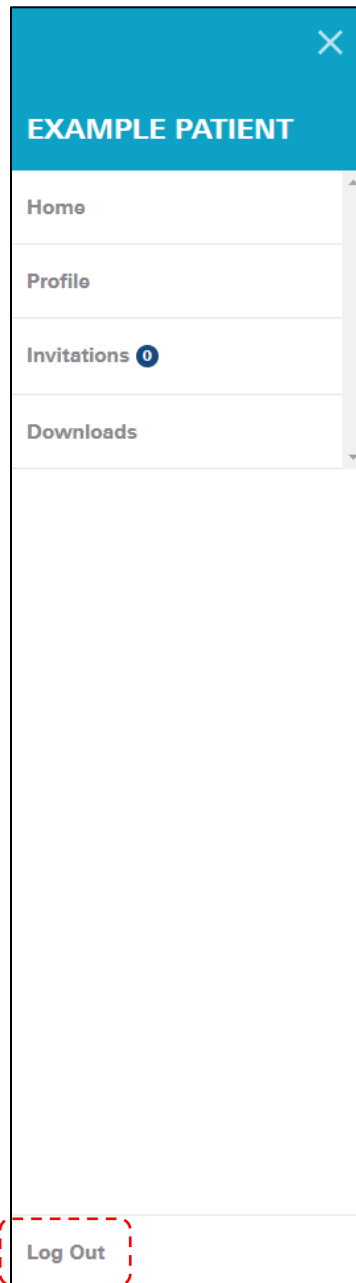
4.8 Downloads (See "Installing ARK Care[®] Advance Uploader Application" under section 3.0)

4.9 Logging Out

Click the "Menu" bar located in the upper right corner.



Click "Log Out" at the bottom of the side menu.



5.0 Support

5.1 Contact Technical Customer Service



Need help? Contact us.

Phone: 1-855-646-3235 and Select 1

Email: arkcareadvance@arkrayusa.com

5.2 Cable Order for Uploading Blood Glucose Readings



Order your upload cable.

Call 1-855-646-3235.

Select 2 to order your cable.

5.3 Frequently Asked Questions (FAQs)

1.0 How do I set up my account?

Click on "Enroll" at the top right corner of the screen and follow the steps to set up your personal account.

2.0 How do I upload meter data to ARK Care Advance?

Download the uploader application by selecting the Uploader Application for your operating system. Open the uploader by clicking the "ARK Care Advance Uploader" icon on your desktop. Connect the meter with the cable and follow the instructions displayed on the screen. If the meter is registered to a patient account, the meter will download automatically. If this is a new meter or the first time it is being uploaded, sign-in to the uploader to assign the meter to a user.

3.0 How do I install the latest uploader application?

Download the latest uploader application by selecting the Uploader Application for your operating system on the Support Page.

4.0 Can I use ARK Care Advance on my smartphone?

ARK Care Advance can be viewed on a web browser on a smartphone. Currently, data can only be either viewed or entered manually.

5.0 Where is my data stored?

Your data is stored in a secure cloud database that is both HIPAA and HITECH compliant. As your Diabetes Health Ally, ensuring your data is secure is a top priority for ARKRAY.



DISTRIBUTED BY: ARKRAY USA, Inc.
Minneapolis, MN 55439
Customer Service: 1-855-646-3235
8 a.m. to 5 p.m. Central time, M – F

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