



# A guide to...

## Libre Apps *Patient Information*

### How to contact us

Children and Young People's Diabetes (CYPD) Team

West Hertfordshire Teaching Hospitals NHS Trust

Monday – Friday, 8am–5pm                      Tel: 01442 287442

Out-of-hours    Tel: 01438 285000

**Email:** [westherts.paediatricdiabetes@nhs.net](mailto:westherts.paediatricdiabetes@nhs.net)

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 198** or email [westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)



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## Step by Step Guide

### Before the app step up...

Please check your phone is compatible with the Libre apps before the set up. You can find out here <https://www.freestyle.abbott/us-en/products/freestyle-libre-app/compatibility.html>

Please note, a reader will not allow you to follow your child's data.

### Apps for:

**FreeStyle LibreLink - patient who is wearing the sensor**

**Libre LinkUp - family/guardian/friend to follow**

**LibreView – patient and healthcare professional**

- Step 1) Once the sensor is securely attached, the patient will need to download the FreeStyle LibreLink app and the person to follow will need to download the Libre LinkUp app. Please note, if the patient is under 18, the Libre profile can be set up using their name and DOB, but will need a parent/guardian to complete the account set up. Patients 18+ can set up their own account without needing a parent/guardian approver.
- Step 2) If the patient is under 18, the parent/guardian will add their name, surname, email and create a password. If 18+ the patient can continue entering their own details to set up their account.
- Step 3) Connect the sensor that was placed on the patient's arm by holding the phone to the sensor. Once connected, the warmup time will take 1 hour before you will start to see readings. Please note, if you have an iPhone or android, you will need to hold the phone front facing directly to the sensor.
- Step 4) Ask to invite your follower by using the FreeStyle LibreLink app. Go to the left-hand side and select connected apps, the parent/guardian will be prompted to put in their password.
- Step 5) You will see Libre LinkUp and LibreView, press Libre LinkUp and then add connection. You will need to add the parent/guardian's first name, surname and email address which is the same as when you set up the FreeStyle LibreLink account in Step 2. Now press add, then press done. The parent/guardian will then receive an invite email which will say (child's name) would like to share.
- Step 6) The follower will need to go to the Libre LinkUp app they downloaded at the beginning. Once there, please log in using the same email and password that was used to set up the FreeStyle LibreLink app in Step 2. You will see an invite message appear saying 'accept or reject', select 'accept'. You are now connected and will be able to see the child's data (up to 20 people can be added).

Step 7) Lastly, to connect with LibreView, the patient will need to go to the connected apps section on the FreeStyle LibreLink app. It will prompt you to put in the parent/guardian password, enter this password and press sign in. You will now see LibreView, press manage and then connect to a practice. Enter our practice ID (**11672914**), press next and connect. You will receive a message to say connected, you can now press done.

**The set up is now complete.**

**However, if you are having any difficulties or issues with this step-by-step process, please do get in touch with our Technology Support Team on 01442 287425 or please contact:**

**Libre Digital Health Solutions on 0800 612 3006**

**Monday – Friday, 8am–8pm**

**Saturday, 9am–5pm**