



Frequently Asked Questions

1. I forgot my BlueStar password. Please help!

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Password**.
3. Enter your BlueStar username.
4. Choose the way you want to get a new BlueStar password:
 - a. Text message
 - b. Email
 - c. Answer my security question

How to get a temporary password by text message*:

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Password**.
3. Enter your BlueStar username.
4. Select **Text Message** and then **Next**.
5. A text message with a temporary passcode will be sent to the cell phone number you entered in BlueStar**.
6. Log In using your username and temporary password.

* You can only select this option if you have entered your mobile phone number in BlueStar.

** Important! The temporary password expires 2 hours after you receive it.

How to get a temporary password by email:

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Password**.

3. Enter your BlueStar username.
4. Select **Email**.
5. An email containing a temporary password will be sent to the email address you entered in BlueStar.*
6. **Log In** using your username and temporary password.
7. You will be prompted to create a new password.

** Important! The temporary password expires 2 hours after you receive it.*

How to create a new password by answering your security question:

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Password**.
3. Enter your BlueStar username.
4. Select **Answer my security question**.
5. Enter the answer to your security question.
6. Select **Answer**.
7. Enter your new password.
8. Re-enter your new password.
9. Select **Reset**.
10. You will be taken to the BlueStar home page.

2. I forgot my BlueStar username. How do I get it?

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Username**.
3. Enter your BlueStar email address.
 - a. Forgot your email address? Please call Customer Care at 888-611-4794.
4. Choose the way you want to get your username:
 - a. Text message
 - b. Email
 - c. Answer my security question

How to get your username by text message*:

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Username**.
3. Enter your BlueStar email address.
 - a. Forgot your email address? Please call Customer Care at 888-611-4794.

4. Select **Text Message** and then **Next**.
5. A text message containing your username will be sent to the cell phone number you entered in BlueStar.
6. **Log In** to BlueStar with your username and password.

**You can only select this option if you have entered your mobile phone number in BlueStar*

How to get your username by email:


1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Username**.
3. Enter your BlueStar email address.
 - a. Forgot your email address? Please call Customer Care at 888-611-4794.
4. Select **Email** and **Next**.
5. Check your email for a message from BlueStar containing your username.
6. **Log In** to BlueStar with your username and password.

How to get your username by answering your security question:

1. Select **Log In** from the website www.bluestardiabetes.com or when you are on BlueStar Diabetes mobile login screen.
2. Select **Forgot Username**.
3. Enter your BlueStar email address.
 - a. Forgot your email address? Please call Customer Care at 888-611-4794.
4. Select **Answer my security** question and **Next**.
5. Enter the answer to your security question.
6. Select **Answer**.
7. Your BlueStar username is displayed.
8. **Log In** to BlueStar with your username and password.

3. I cannot download BlueStar 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 **BlueStar Diabetes**



4. See picture
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 BlueStar Diabetes.

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



1. Find the icon **Play Store**
2. Launch the **Play Store** application.
3. Search for **BlueStar Diabetes**.
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 BlueStar Diabetes.

If your download fails, please call BlueStar Customer Care at 888-611-4794 for additional troubleshooting.

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

To learn about **SMART Visit Report** and why it's important to send it to your healthcare provider:

BlueStar on web:

1. Go to www.bluestardiabetes.com
2. Select **Log In**.
3. Enter your username and password.
4. Select **Health Info** in the top navigation menu.
5. Select **SMART Visit Report**.
6. Watch the video on **SMART Visit Report**.
7. Select **View sample SMART Visit Report**.

BlueStar on mobile:

1. Open BlueStar on mobile.
2. Enter your PIN.
3. Select the Menu icon [3 horizontal lines].
4. Select **SMART Visit Report**.
5. You can also select **Health Info** and then **SMART Visit Report**.
6. Watch the video on **SMART Visit Report**.
7. Select **View sample SMART Visit Report**.

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

It is best to ask your healthcare 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 doctor first.

You also have the option of sending a copy of the report to yourself so you can view the information and share the report with your other healthcare providers.

BlueStar on the web:

1. Go to www.bluestardiabetes.com
2. Select **Log In**.
3. Enter your username and password.
4. Select **Log In**.
5. Select **Health Info** in the top menu
6. Select **SMART Visit Report**
7. Select your healthcare provider and/or yourself.
 - a. If you send the SMART Visit report to yourself, a copy will be sent to the BlueStar Message Center.
 - b. You can view a copy of the SMART Visit report and share with your other healthcare providers.
8. BlueStar will send you an email when the report has been sent to your provider.

BlueStar on mobile:

1. Open BlueStar on mobile

2. Enter your PIN.
3. Select the **Menu** icon [3 horizontal lines].
4. Select **SMART Visit Report**
5. You can also select **Health Info** and then **SMART Visit Report**
6. Select your healthcare provider and/or yourself.
 - a. If you send the SMART Visit report to yourself, a copy will be sent to the BlueStar Message Center.
 - b. You can view a copy of the SMART Visit report and share with your other healthcare providers.
7. BlueStar will send you an email when the report has been sent to your provider.

Please note: You will not have the ability to send a SMART Visit report until we receive a complete prescription from your doctor.

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

It is best to ask your healthcare provider when they would like to receive the SMART Visit report and how frequently before scheduling it. Please do not send your SMART Visit report repeatedly without checking with your doctor first.

You also have the option of sending a copy of the report to yourself so you can view the information and share with your other healthcare providers.

BlueStar on the web:

1. Go to www.bluestardiabetes.com
2. Select **Log In**.
3. Enter your username and password.
4. Select **Log In**.
5. Select **Health Info** in the top menu
6. Select **SMART Visit Report**
7. Select **Schedule for later**.
8. Select your healthcare provider and/or yourself.
9. Choose the date to send your SMART Visit report.
10. If your healthcare provider would like the SMART Visit report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
11. Select **Save**.

BlueStar on mobile:

1. Open BlueStar on mobile.
2. Select the **Menu** icon [3 horizontal lines].
3. Select **SMART Visit Report**.
4. You can also select **Health Info** and then **SMART Visit Report**.
5. Select **Add** to schedule your report.
6. Select your healthcare provider and/or yourself.
7. Choose the date to send your SMART Visit report.
8. If your healthcare provider would like the SMART Visit report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
9. Select **Save**.

7. I would like to turn off my email reminders from BlueStar. How do I do this?

BlueStar on the web:

1. Go to www.bluestardiabetes.com
2. Select **Log In**.
3. Enter your username and password.
4. Select **Log In**.
5. Select **Settings**.
6. Select **Notifications**.
7. Select the edit icon [pencil icon].
8. Uncheck the box next to **Email Reminder for Messages**.
9. Select **Save**.

BlueStar on mobile:

1. Open BlueStar on mobile
2. Enter your PIN
3. Select the **Settings** at the bottom of the screen
4. Select **Notifications**
5. Turn **Email Reminder for Messages** off.
 - a. For iPhone, move the slider to the left so color changes from green to white
 - b. For Android, move slider to off.

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

Yes you can! However, while you can install BlueStar on more than one device, you can only use it on one device at a time. This means, each time you open BlueStar mobile on another device, you will have to Log In with your username and password.

9. How do I enter my blood glucose (medications, carbs, or notes) in the mobile application?

1. Open BlueStar mobile application
2. Select the + sign at the bottom of the Home Screen or Logbook
3. Tap BG
4. Check the date, time and activity type to make sure it's correct.
5. Tap the field next to **Blood Glucose** and the keyboard appears.
6. Tap the box next to **Blood Glucose** and enter your BG value
7. Tap **Next** to enter your grams of Carbs
8. Select **Record Food** to use the **Food Diary** to automatically add the total grams of carbs for your meal
9. Tap on the **Pill** icon to record your meds.
10. Tap on the **Notes** to add notes about your BG
11. Tap **Save** in the top right hand corner.
12. Visit the **Logbook** to see your entry.

10. How do I enter my blood glucose (medications, carbs, or notes) from the web?

1. Select **Log In** from the website www.bluestardiabetes.com.
2. Enter your username and password.
3. Select the + **New Entry** in the upper right hand corner of the screen.
4. Select **BG**
5. Check the date, time and activity type to make sure it's correct.
6. Select the field next to **Blood Glucose** and the cursor appears.
7. Enter your blood glucose
8. Select **Enter Food** to use the Food Diary to automatically add the total grams of carbs for your meal.
9. Select the arrow to add medications or notes.
10. Select **Save**.
11. Visit the **Logbook** to see your entry 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 Menu [3 horizontal lines].
2. Select **Logbook**.
3. 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.
4. Select the date.
5. 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.
6. Select the field(s) you wish to edit.
7. Edit these fields [by using backspace on the keyboard or unselecting the checkboxes].
8. Select **Save** when complete.
9. 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 BlueStar Diabetes web application.*

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

1. Select **Log In** from the website www.bluestardiabetes.com.
2. Enter your username and password.
3. Select **Logbook**.
4. Find the date of the entry you wish to edit. Change the date range if you don't see your entry.
5. Select the entry you wish to edit.
6. Select the field(s) you wish to edit.
7. Edit these fields.
8. Select **Save** when complete.
9. Visit the **Logbook** to view your updated entry.

13. Help! I don't remember my PIN for BlueStar mobile.

1. Open BlueStar mobile.
2. Select **Forgot PIN**.
3. Enter your date of birth and the answer to your security question.
4. Your 4-digit PIN will be displayed.
5. Enter your PIN to open BlueStar.

To create a new PIN

1. Open BlueStar mobile
2. Select.
3. Select **Log In**.
4. Enter your username and password.
5. Create your PIN.
6. Enter your 4-digit PIN.
7. Re-enter your 4 digit PIN.

14. Can I pair my OneTouch Verio Flex® Meter with BlueStar on the web? No. Pairing a meter is only available through your mobile device.

1. Open BlueStar mobile
2. Select Menu
3. Select Settings
4. Select **My Meters**
5. Select **Pair a new meter**
6. Continue following instructions provided on the mobile device

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