DigiBete App FAQs
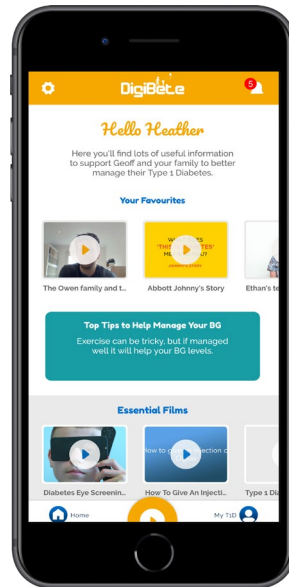
FAQ's to support your patients and families

1. **How do I know what the App does?**
Please visit the DigiBete App training page https://www.digibete.org/digibete-app/ and watch 'The DigiBete App' film for an overview and download 'making the most out of your DigiBete App' PDF guide.

2. **Where do I get a unique clinic code from?**
Ask your local diabetes team for your clinic's unique code to access the DigiBete App after downloading it from the App Store or Google Play.

3. **What if I get logged out and forget my clinic code?**
On the signing in screen there is a 'forgot clinic code' link you can click on and your clinic code will be sent to the email address you registered with so you can easily get logged back in quickly.

4. **I am struggling to sign up to the App?**
Please watch the 'Setting up the DigiBete App' 1 minute film on the app training page https://www.digibete.org/digibete-app/ for a step by step guide.

5. **When I put in a clinic code I can't see a button to progress or register for the App or I seem stuck?**
Check in your phone settings that your text size is set to the smallest size. After you have logged on you can change this back to a bigger text size if needed.

6. **How many users can use one login?**
Family sharing is enabled to support care. You can login to a patient's App on up to 6 different devices for each registered account using the same login details you create when you first register with the app.

   We encourage families to use the same login to prevent multiple patient accounts being created.

7. **I can't seem to authenticate my account? Or, I get an error message about doing this?**
If this is the case, don't worry, this is not a mandatory field and will not affect you logging on to the App.

8. **I don't seem to be receiving notifications on my App when a new item appears?**
If you click on the settings cog in the top left of the App there is a section called 'notifications', make sure they are enabled here. Also, please check notifications are turned on in your devices' settings too.

9. **Can I log into the App on a computer?**
No, the App can only be downloaded via Google Play or the App Store on a smartphone or tablet. The clinic portal by contrast is only accessible via a laptop or desktop computer. For initial training please watch the training films
https://www.digibete.org/digibete-app/

10. **How do I enter the date of birth on my Android phone?**
At the top of the date picker, the year is displayed. Click on the year to choose the year of birth, then choose your month and date.

Change year of birth here. →
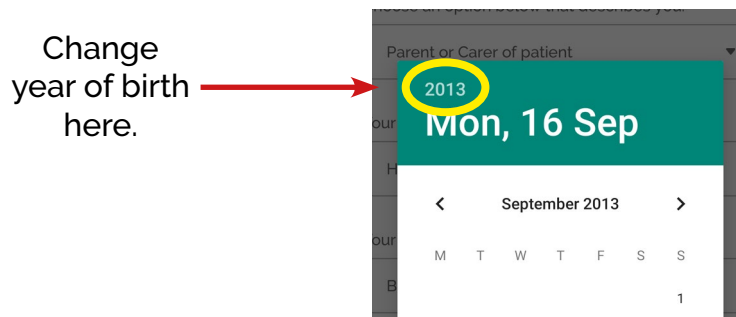
If you are having any other problems please contact app@digibete.org