

Multimedia Appendix. Number of hits on specific features by patients

Features of the web application	n
Online monitoring (n = 2216)	
• Blood sugar	1109
• Blood pressure	481
• Weight	571
• Cholesterol	109
My personal data (n = 1648)	
• Personal details	335
• Practitioners' details	221
• Medical details	273
• My medication	344
• Annual check-up	241
• Treatment plan – Standards	79
• Treatment plan – Insulin	56
• Treatment plan - Oral medications	99
Email contact (n = 1458)	
• Message overview	1316
• Send message	142
Online education (n = 473)	
• What is diabetes?	64
• High blood pressure	51
• Lifestyle	52
• Treatment	32
• Low blood pressure	40
• Self-care	59
• Daily life	50
• Kidneys	42
• Eyes	16
• Feet	7
• Insulin injection	3
• Blood sugar	22
• Dietician	10
• Hba1c	15
• Smoking cessation	10

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