

dexcom

prepare for your Dexcom start appointment

We want to make it as simple as possible for you to prepare for your appointment, so we have compiled some steps to follow before you go.



I am getting started on



dexcomG7



dexcomG6

My Dexcom start appointment date is

at

1

GET FAMILIAR WITH YOUR EQUIPMENT

If you have received your Continuous Glucose Monitoring (CGM) system, review all the components and what they do in the Start Here guide provided in the product pack.

2

DOWNLOAD THE APP*

- You will need a valid email address that you can access to set up the Dexcom app.*
- You must be over 18 to create a Dexcom app account. If you are setting up Dexcom for a dependant under 18, first set up an account using your own details, including your date of birth. You can add a dependant profile for your child's details.
- **For a list of compatible smart devices visit dexcom.com/compatibility. Please get in touch with your healthcare team if your device is not listed.**

If you have an existing Dexcom app on your phone and are starting on a new product, please delete the existing app before downloading the new app. Log in with your existing username and password.

On Apple devices, visit the App Store. On Android devices, visit the Google Play Store to download the product app* stated at the top of the page.

Please note: The Dexcom app must be downloaded to the smartphone of the person wearing the sensor.*
The Dexcom Follow app is different.†



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3

SETTING UP A COMPATIBLE DISPLAY DEVICE*

Now you have downloaded the Dexcom G7 / Dexcom G6 app, you need to create a Dexcom account, press **Sign Up** and then select **New Dexcom Account**.

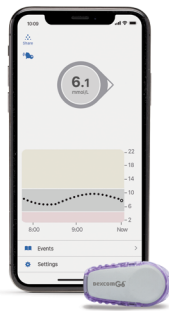
Follow the on-screen instructions to create your account. If you have previously set up a Dexcom account, please use these details to log in. Remember, set up using your own information first, if you are setting up for a dependant.

The app will send a confirmatory email to you. Select **Confirm My Email** and follow the prompts, then submit.



Tip: If you don't appear to have had your email within a few minutes of pressing submit it may have gone to your junk or spam mail folders by mistake so do check there first.

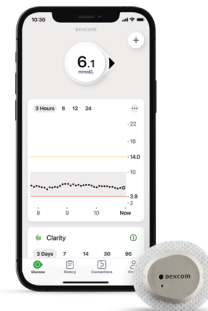
SETTING UP A DEPENDANT ACCOUNT



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Once your main account is created go back to the Dexcom app and select **Create an Account**. Select **Add a User** to your existing account, then log in using your username and password. Follow the prompts, then submit.

You can then use the dependant's account information to log in to the Dexcom app on their phone.



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Once your main account is created, you will have the option to add a dependant. Follow the prompts in app, then submit.

You can then use the dependant's account information to log in to the Dexcom app on their phone.

Smart devices sold separately.*



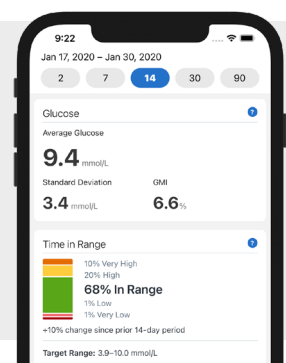
If the app doesn't open immediately, or freezes, then try rebooting the phone by switching it off and on again. If you continue to have issues starting the app for the first time, please remove the Dexcom app and re-install.

4

DOWNLOAD DEXCOM CLARITY* (FOR DEXCOM APP USERS)

The Dexcom Clarity app highlights your glucose patterns, trends, and statistics. We recommend you share your data with your Diabetes Health-care Team, to monitor changes remotely and help support effective diabetes management discussions.

Log in at clarity.dexcom.eu



WE ARE HERE TO HELP

Visit our Technical Support Portal where you can easily log a product issue at a time that suits you. www.dexcom.com/UKIETechSupport

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*For a list of compatible smart devices, please visit www.dexcom.com/compatibility. †Internet connectivity required for data sharing. ‡Following requires the use of the Follow App. †Followers should always confirm readings on the Dexcom CGM App or Receiver before making treatment decisions. ‡An internet connection is required to send glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](https://www.dexcom.com/compatibility). Dexcom, Dexcom Follow, Dexcom Share, and Dexcom Clarity are registered trademarks of Dexcom, Inc. in the U.S. and may be in other countries. ©2022 Dexcom International Ltd. All rights reserved. Dexcom International Ltd and its affiliated European entities. This product is covered by U.S. patent. [dexcom.com](https://www.dexcom.com) | +1.858.200.0200 Dexcom, Inc. 6340 Sequence Drive San Diego, CA 92121 USA | MDSS GmbH Schiffgraben 41 30175 Hannover, Germany. LBL-1001901 Rev001