Instructions for downloading the Dexcom G7 app and applying the sensor

<u>Materials to assemble before applying sensor</u>

- The system consists of an all-in-one transmitter and sensor unit (pick up at your pharmacy or from a mail order medical distributor). There is also an over bandage that you will need that is located with the Inbox instructions.
- The glucose data is transmitted
  - to your smartphone via an app
  - **Or** to a specific hand-held receiver that you would receive with your sensor application. For instruction on how to use Dexcom G7 handheld receiver with please watch video link

- Confirm that you have the Dexcom G7 sensor
- Confirm that you are connected to Wi-Fi
- Check that you have a compatible Smartphone link to the compatibility page
- Download the Dexcom G7 app from either the Apple Store or Google Play

<u>Downloading the App</u>

Log into either the App Store (iOS) or Google Play (Android)

You will need to know your **email and password** to the store to download app.

Steps to **create an account** (Important to read each screen before taping next or continue.
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Use this link for a basic video on set up and insertion of the Dexcom G7)

1. Need to identify country of residence, choose language and enter zip code

2. Create a *new to Dexcom* account (if you have used your email before with a Dexcom account, then *sign in* and you may need to select "forgot password" and recreate a new one.
3. Enter personal information (to save time you can enter only required information – Name, Date of Birth, email and create password). You can add in the optional information at any time
4. Will need to verify account (by text or email)
5. You may see a notice that states Dexcom is still testing new Operating System, tap *continue to App*
6. Agree to Terms of Use and Agree to Privacy Policy
7. Confirm unit of measure – mg/dL. Account creation completed

Steps to **set up** Dexcom G7 system

Section 1 – Overview
1. Follow screen prompts. It will give you basics of the Dexcom G7 system
2. Sensor ID. Tap *use camera to scan code*, line up the QR code that is on the side of the Dexcom G7 applicator unit with your camera and you will see a green check mark when it is accepted
3. There will be videos to watch to learn more about the system in the tutorial.
4. Read the Safety Information and tap *I understand*

Section 2 – App Set up
1. Follow the prompts on the screen to allow Bluetooth connection, turn on notifications and allow Critical Alerts

Section 3 – Start Sensor (follow the on-screen prompts)
1. Identify insertion site – back of arm for adult, for children 2-6, can also use upper buttocks
2. Wash area with warm water and soap or use alcohol swab, and allow to dry for 10 seconds
3. Unscrew cap from Sensor Applicator
4. Place sensor applicator over prepared site and push down firmly – then press the button on the side of the applicator to activate the insertion.
5. Remove applicator and gently press on sensor and count to 10 (to ensure good adhesion). Rub the adhesive in a circular motion 3 times.
6. Apply Over bandage that was in the box with your sensor
7. Tap *Pair Sensor*. You may receive a second pop up notification to pair sensor once the Bluetooth identities the sensor
8. Discard Sensor Applicator according to local regulations

Warm up time is 30 minutes (count down on your screen). At the end of the hour, you will start to see your reading when you open the app.
It is very important to always keep the app running in the background to continue to transfer data to the phone. If the phone runs out of battery, the transmitter will store data up 14 days.

<u>Helpful resources</u>
Dexcom Customer Service Phone Number – 888-7383646
Live Chat Support - https://dexcom.custhelp.com/app/chat/chat_avail
<u>To connect your data to your clinician's portal</u>

You need to download the Dexcom Clarity App – use the same username and password as you did for the Dexcom G7 App.

1. Tap *Profile*
2. Tap *Authorize Sharing*
3. Tap *Accept Invitation*
4. Enter the Sharing Code provided by your clinic
5. Select your Date of Birth
6. Tap *Continue*
7. Tap the *I consent to share my data with my clinic*
8. Tap *Yes, Share My Data*

Note: If you want to share your data with someone else besides your clinician office – you will need to use a different app called the Follow app. It is also available in either the Google play store and the Appstore.

Speak with your clinician on the appropriate alert settings for your management plan. You can access alert settings by Tapping Profile **in the Dexcom G7 app**

Practice Name: _____

Contact Phone Number: _____

Provider: _____

Sharing Code: _____