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 ○ DEXCOM ONE ○ DEXCOM G6

My Dexcom start appointment date is _____ at _____

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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.†

DEXCOM G6   Download on the App Store   GET IT ON Google Play   DEXCOM ONE   Download on the App Store   GET IT ON Google Play

3 SETTING UP A COMPATIBLE DISPLAY DEVICE?*

Now you have downloaded the Dexcom ONE / Dexcom G6 app, you need to create a Dexcom account, press **Sign Up** and then select **New Dexcom Account**.
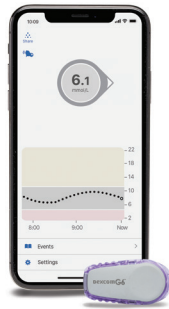
Follow the on-screen instructions to create your account. If you have previously set up a Dexcom account, please use these details to log in. Remember, set up using your own information first, if you are setting up for a dependant.

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

Smart devices sold separately.

DEXCOM G6

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.

DEXCOM ONE

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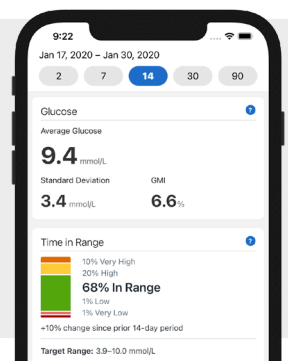
! If the app doesn't open immediately, or freezes, then try rebooting the phone by switching it off and on again. If you continue to have issues starting the app for the first time, please remove the Dexcom app and re-install.

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 Healthcare Team, to monitor changes remotely and help support effective diabetes management discussions.

Log in at **clarity.dexcom.eu**

Download on the App Store   GET IT ON Google Play

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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