

app getting started

one+



# Welcome!

Today we will cover:

- Setting expectations
- Setting up the Dexcom ONE+ app
- Inserting the sensor
- Alerts and app features
- Removing the sensor
- And more





# Value of Dexcom ONE+

- Real time glucose readings up to every 5 minutes
- Can help you identify trends and patterns
- Can help you take action to avoid high or low glucose
- No fingersticks needed to make diabetes treatment decisions\*
- Share your data with your loved ones†

\*If your glucose alerts and readings from the ONE+ do not match symptoms or expectations, use a blood glucose meter to make diabetes treatment decisions.

†Internet connectivity required for data sharing. Following requires the use of the Follow app. Followers should always confirm readings on the Dexcom ONE+ app or receiver before making treatment decisions.





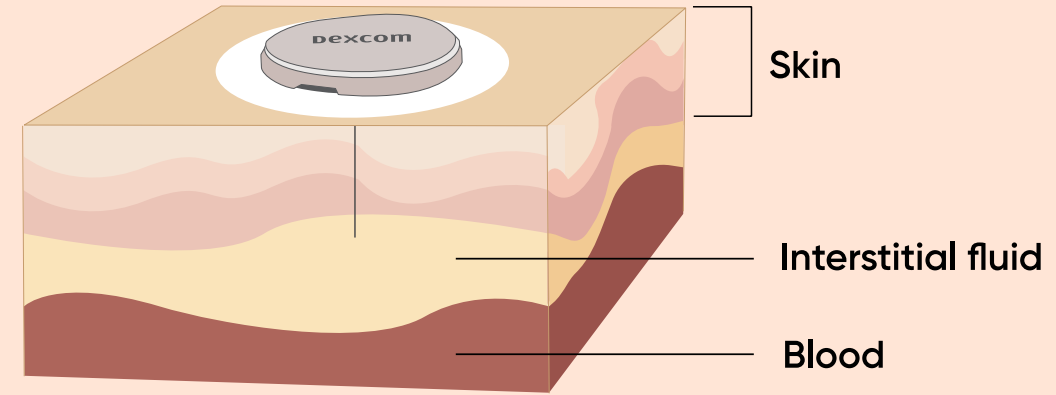
# Setting Expectations

- The **Dexcom ONE+** measures the glucose levels in the **interstitial fluid** just beneath your skin.
- **Blood glucose meters** measure glucose levels in your **blood**.

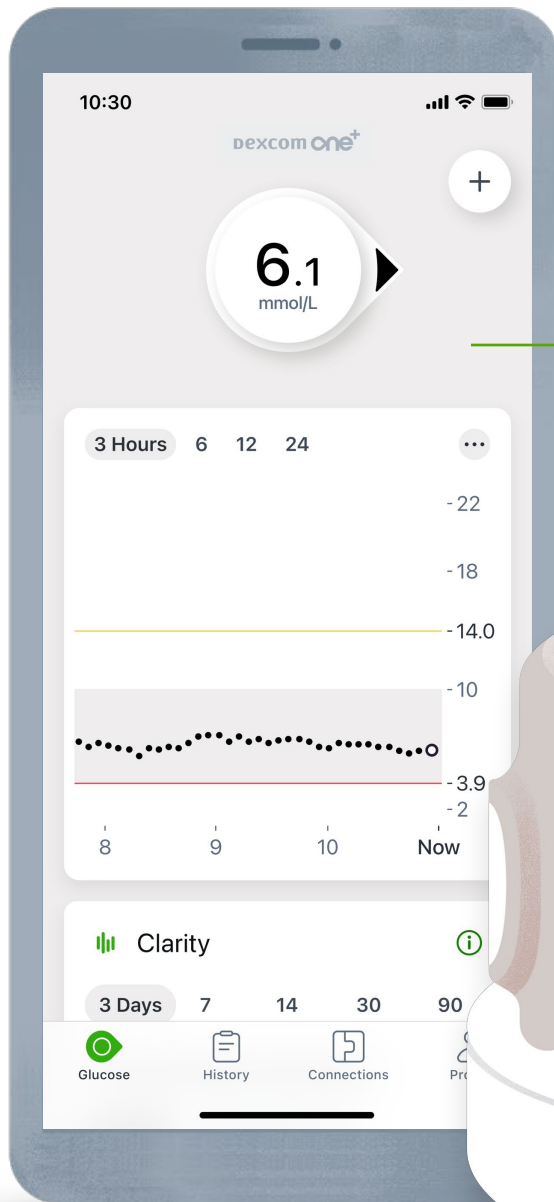
Because glucose travels from the blood into the interstitial fluid, your blood glucose level changes a little before glucose levels in the interstitial fluid change

- Readings can be different and still be considered accurate.

Note: The difference between your meter and Dexcom ONE+ readings may be greater when you insert a new sensor. Generally, the readings get closer over the first 24 hours.



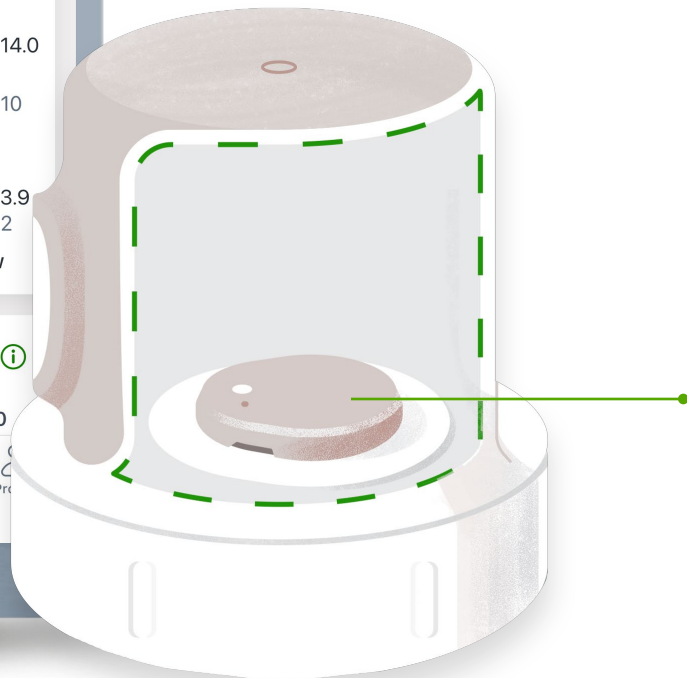




Smart devices sold separately.

## Dexcom ONE+ app

- Shows glucose information
- Optional alerts for high and low glucose levels
- For a list of compatible devices see: **[dexcom.com/compatibility](https://dexcom.com/compatibility)**



## Applicator with built-in wearable

- ONE+ wearable consists of sensor, transmitter and patch
- Applicator inserts the sensor, releases the wearable, and places the patch on skin
- Sensor measures glucose information
- Wear for 10 days
- Wearable sends glucose information to the Dexcom ONE+ app



# Intro to Dexcom Apps



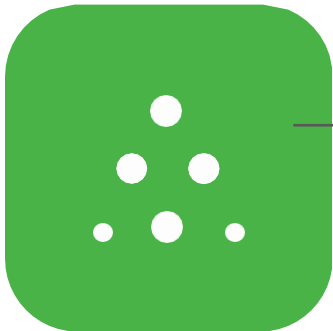
## Dexcom ONE+ app

- **Who uses this?** The person wearing the Dexcom ONE+.
- **What does it do?** Shows user's glucose information.



## Dexcom Clarity-app\*

- **Who uses it?** Dexcom ONE+ user wearing the sensor.
- **What does it do?** Review key metrics, create reports, or authorize data sharing with your clinic.



## Dexcom Follow-app†

- **Who uses it?** Someone who wants to view the Dexcom ONE+ user's data. Examples: parents, partner or caregivers.
- **What does it do?** Provides a person view and track a loved one's glucose levels and trends.

† User must first sync their Dexcom ONE+ data with the Dexcom Clarity app and consent to share their data with their healthcare provider. An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](https://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 ONE+ app or receiver before making treatment decisions.



# Install Dexcom ONE+ App

Download the Dexcom ONE+ app from  
your app store.

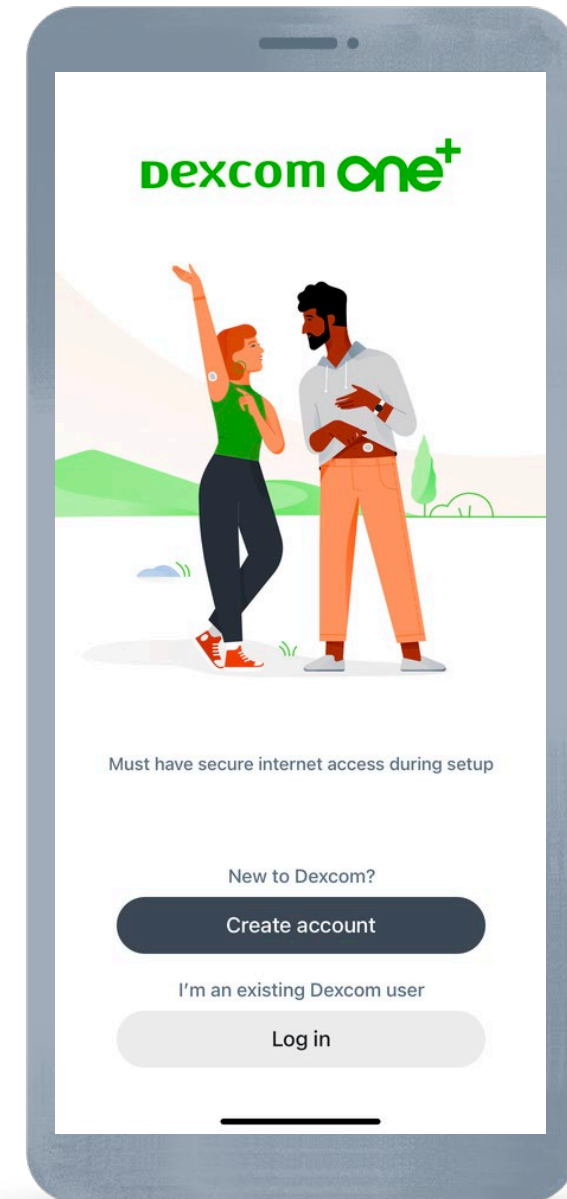
For a list of compatible devices see  
**[dexcom.com/compatibility](https://dexcom.com/compatibility)**.





# Login

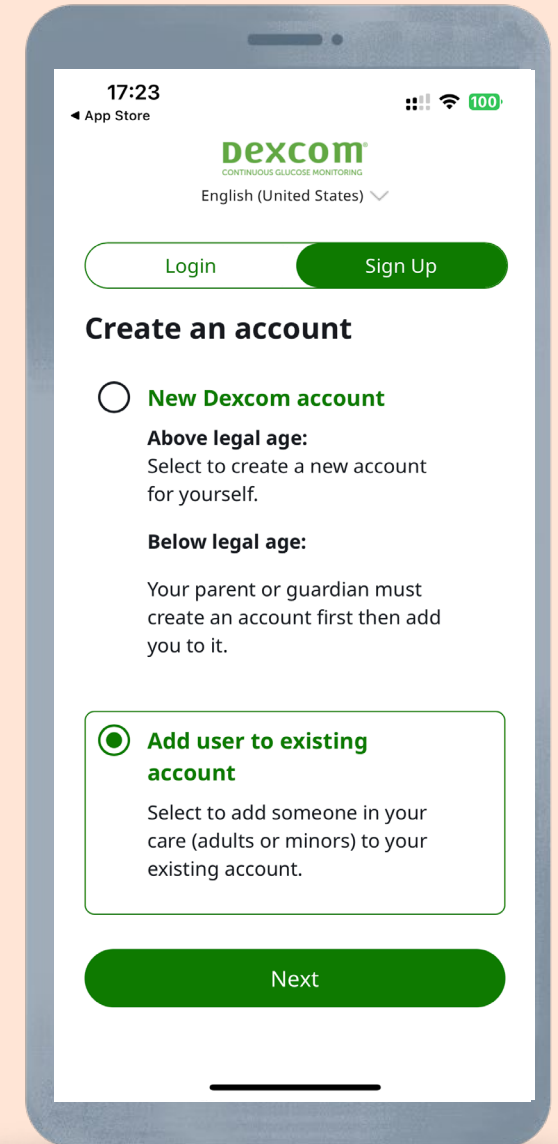
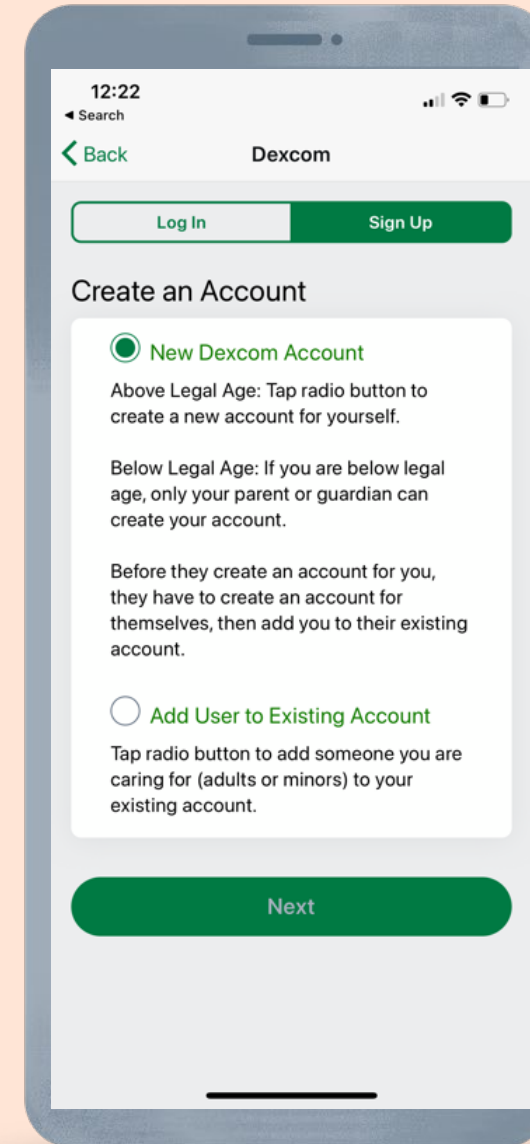
Login using existing Dexcom account or create a new account.





# New Dexcom Account and Dependent Account

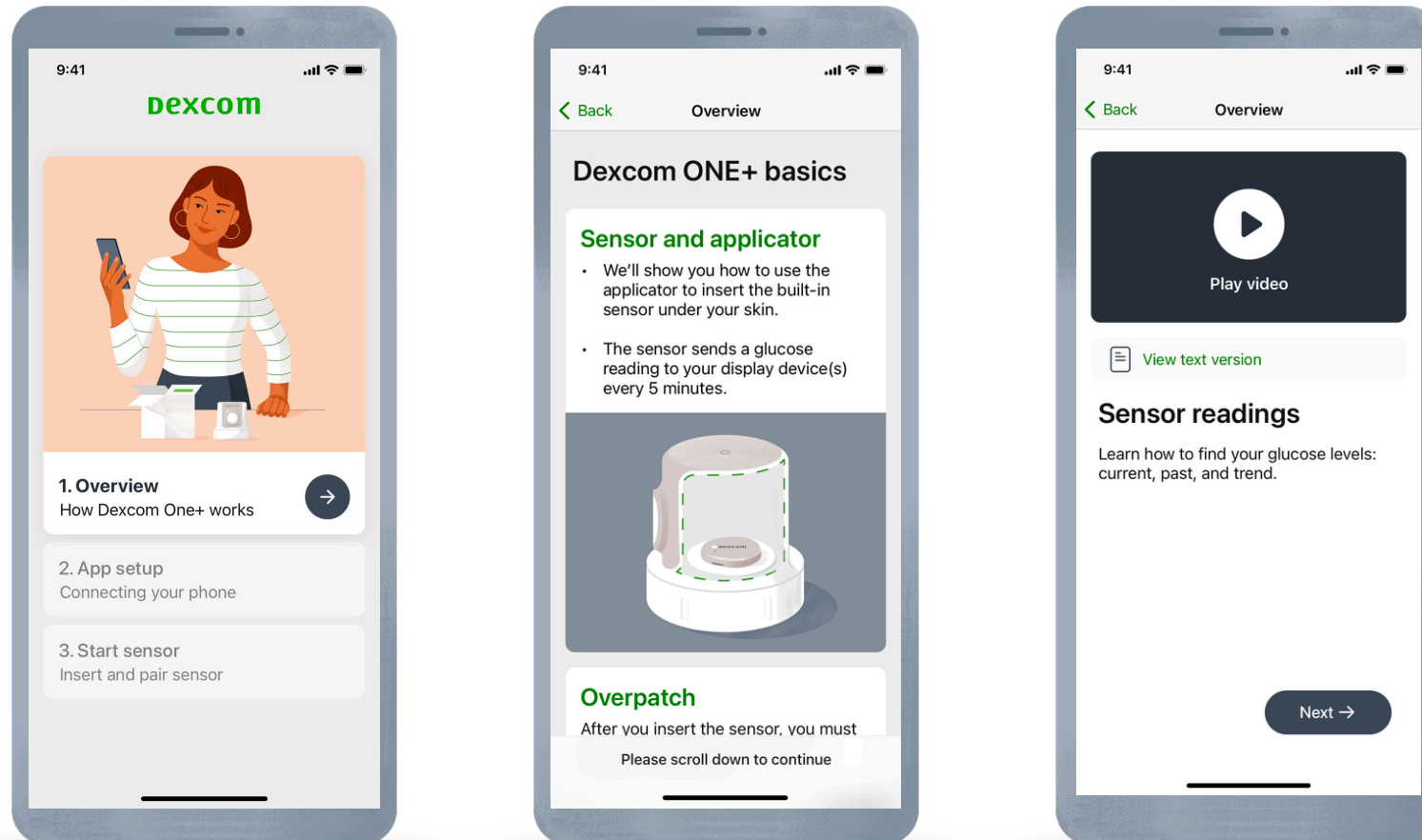
- You can create a new account in the app or online at **dexcom.com/en-NL**. Select **Register** and then **New Dexcom Account** to create a Dexcom account. Follow the on-screen instructions to create your account.
- Once you have created an account, you can create a dependent account for someone you care for. **Select Add User to an existing account**. Again, follow the on-screen instructions
- Now these login credentials can be used for the Dexcom ONE+ app on the cell phone of the person you care for.





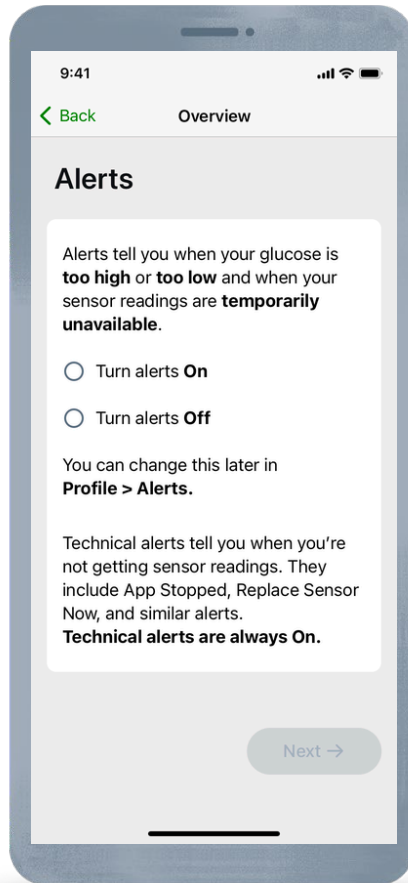
# Overview

The app walks you through the entire setup process step-by-step. Just follow along for a successful setup. The Overview portion of the app is about Dexcom ONE+ information and allows you to turn alerts on or off.

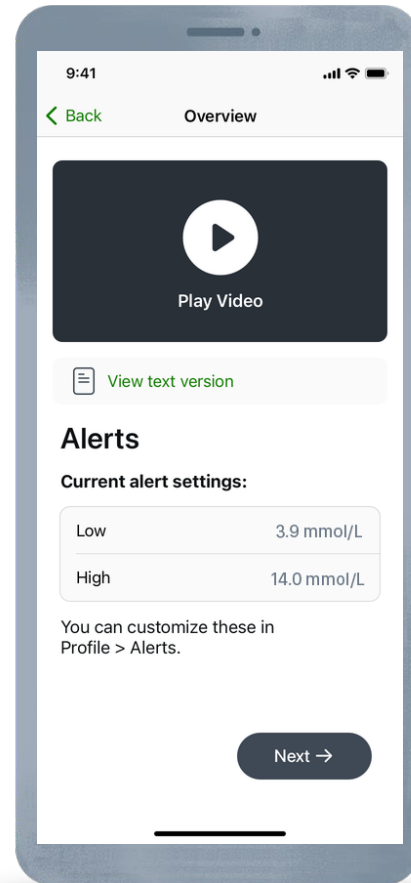




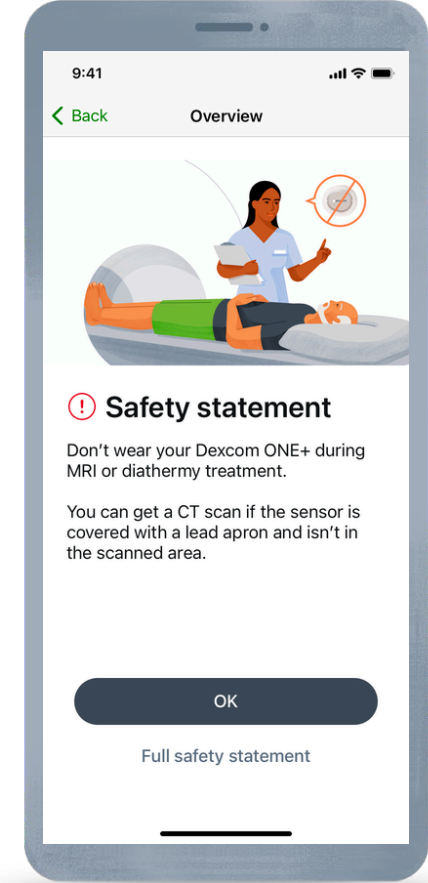
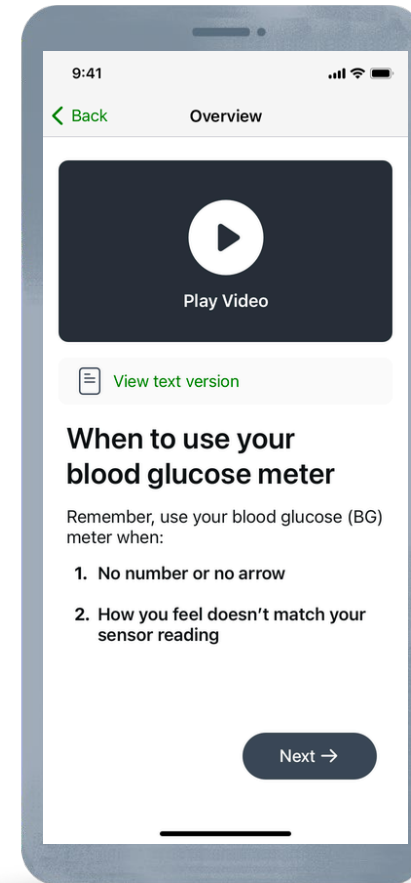
# Overview



Turn alerts On or Off



If alerts are turned On, you will be shown a video on alerts

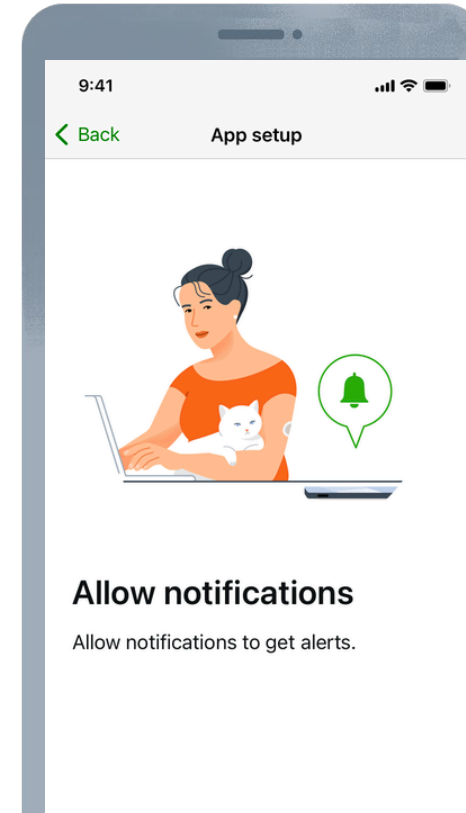
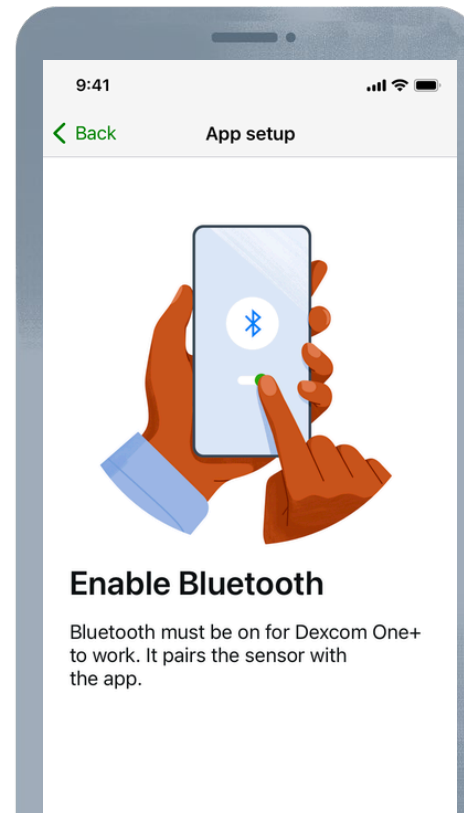
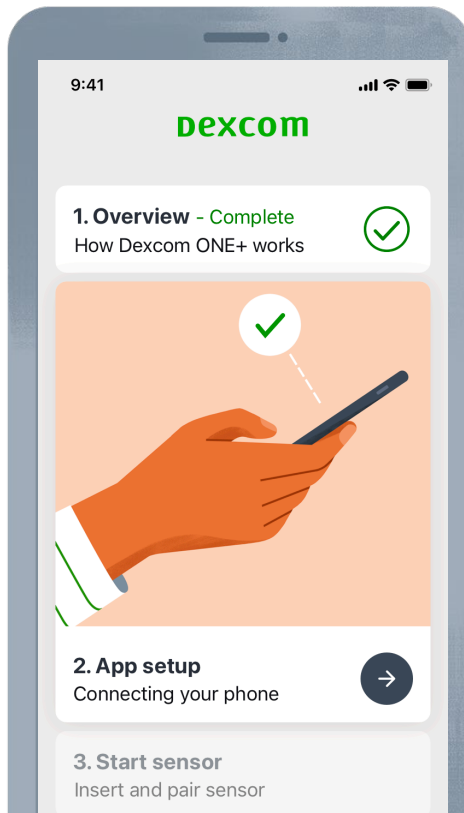




# App Setup

App Setup, walks through:

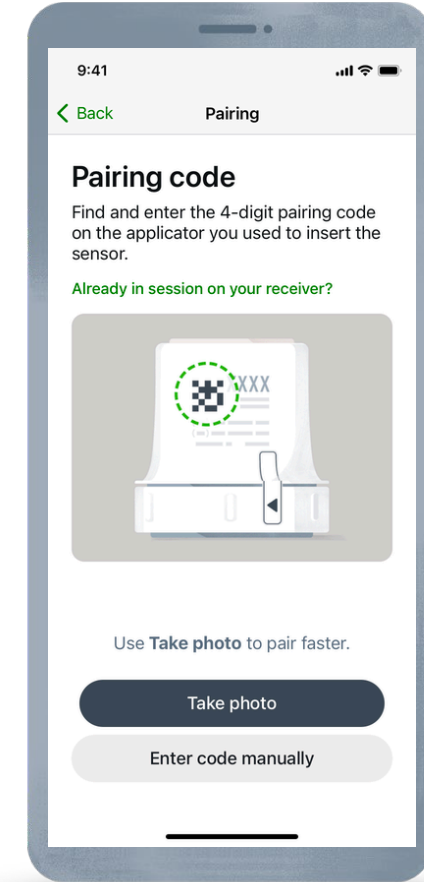
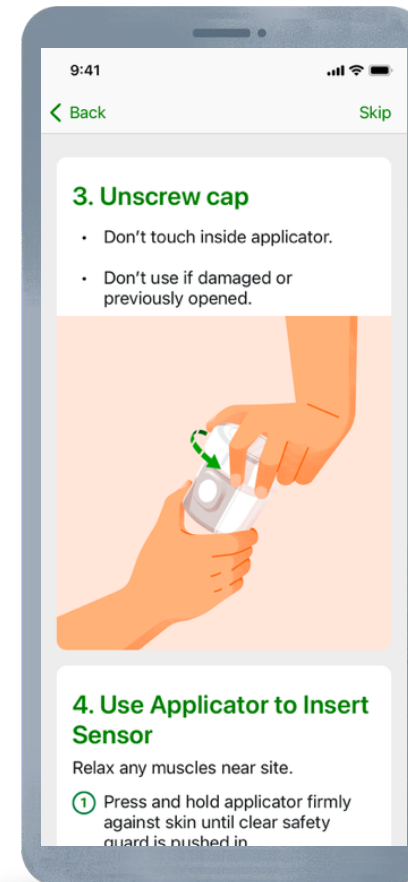
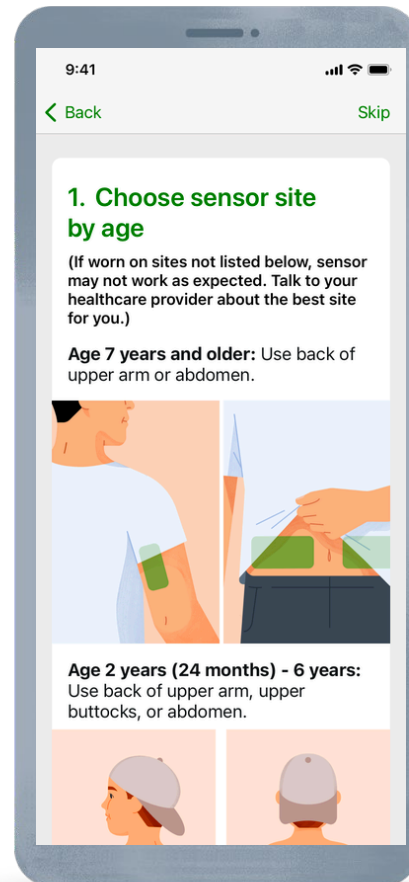
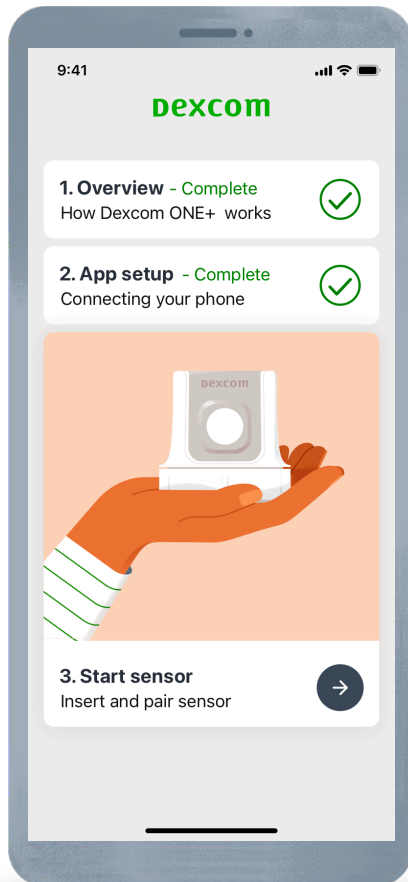
- Enabling Bluetooth (must be on for the system to work)
- Setting other required phone settings (Android and iOS are different)





# Start Sensor

3 steps: Choose sensor insertion site, inserting the sensor and pairing.  
This is discussed more on the next slides.



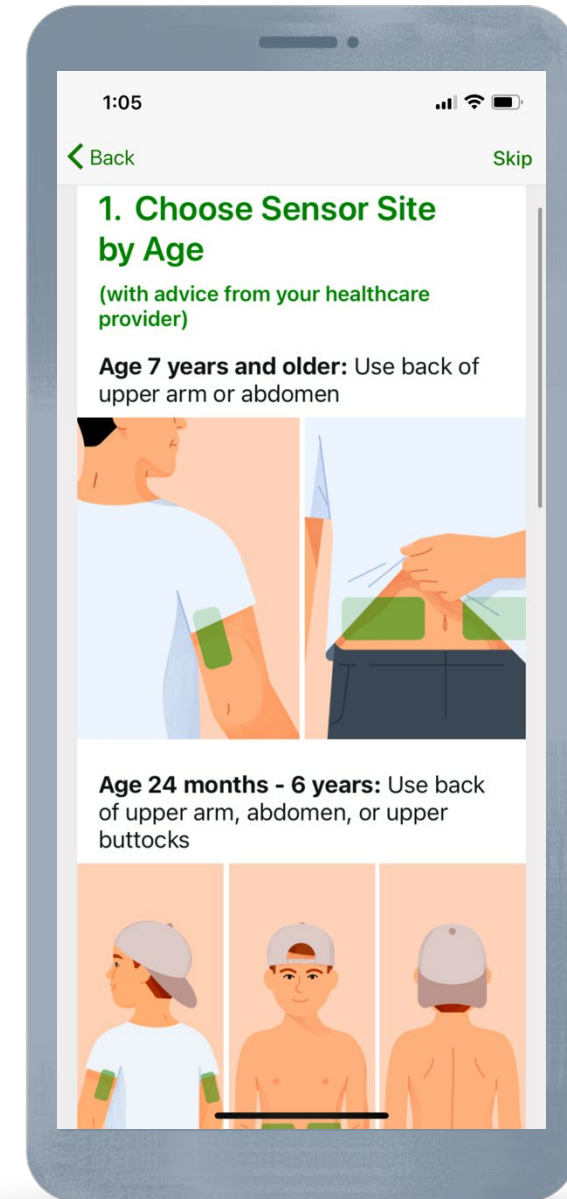


# Insert sensor

Insert your sensor when prompted in the instructions.  
The app will guide you through these instructions.

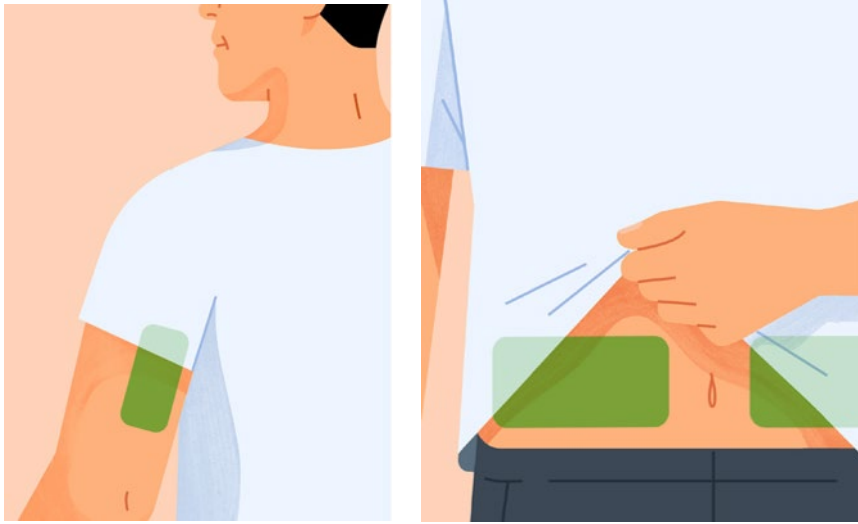
Please wait before inserting. We will look at the insertion instructions first.

Note: Once inserted, the sensor is water-resistant for up to 2.4 meters and up to 24 hours. You can wear the sensor while bathing, showering or swimming.

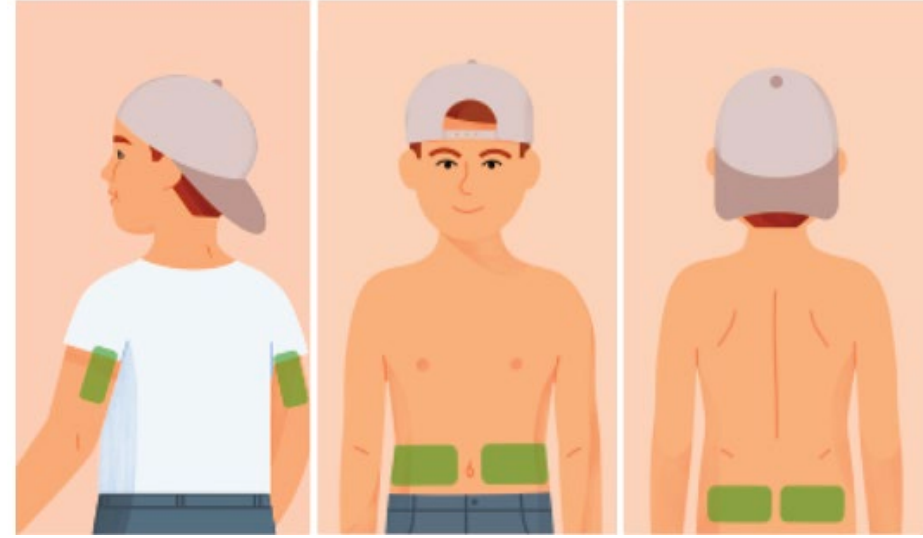




# Choose sensor insertion site



**Age 7 years and older:** Use back of upper arm or abdomen



**Age 2-6 years:** Use back of upper arm, abdomen, or upper buttocks

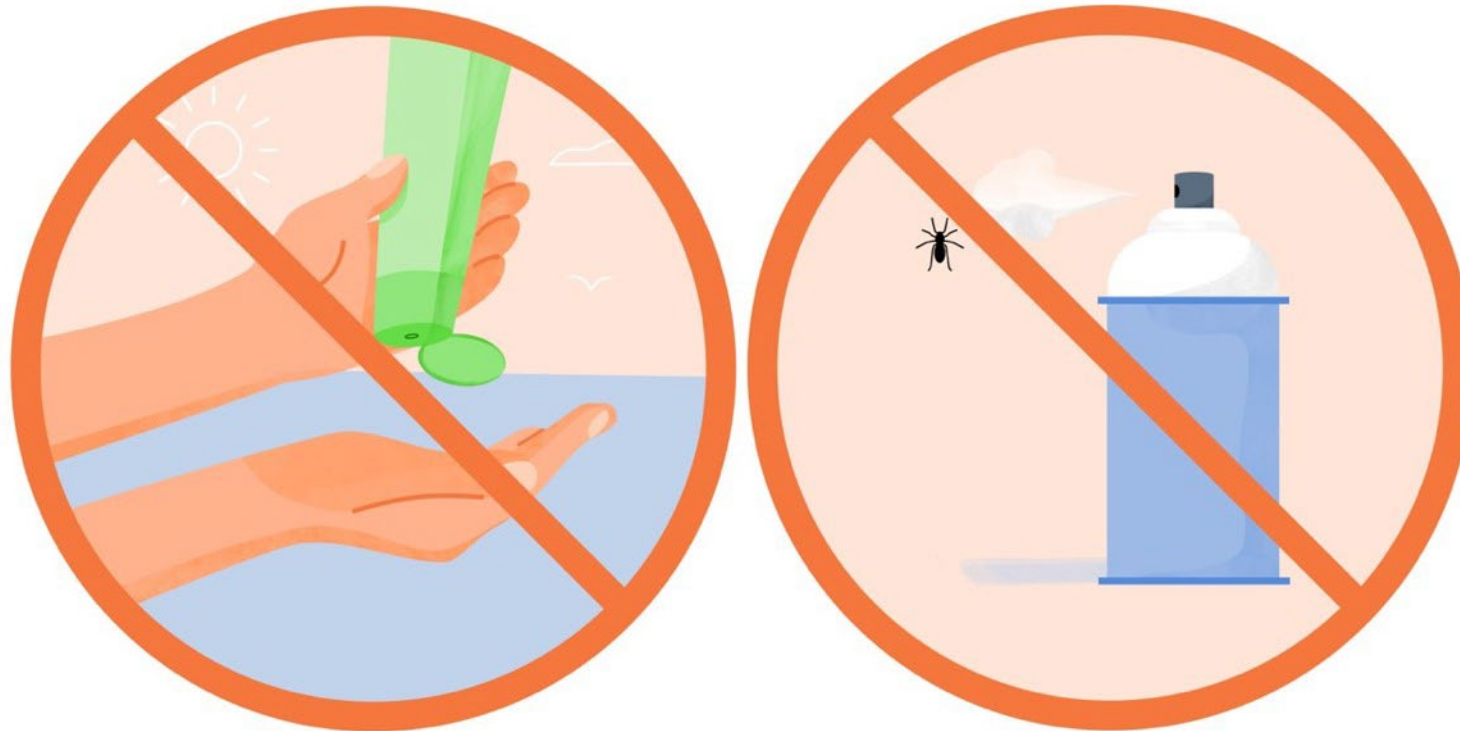
## Avoid areas:

- With loose skin or without enough fat to avoid muscles and bones
- That get bumped, pushed, or you lie on while sleeping
- Within 8 centimeters from infusion or insulin injection sites
- Near to waistbands or with irritations, scarring, tattoos, or lots of hair



# Sunscreen and Insect Repellent

Before insertion and during your sensor session, don't apply insect repellent, sunscreen, perfume, or lotion on your insertion site or sensor. This may cause the sensor to not stick well or could damage your Dexcom ONE+.





# Insert Sensor



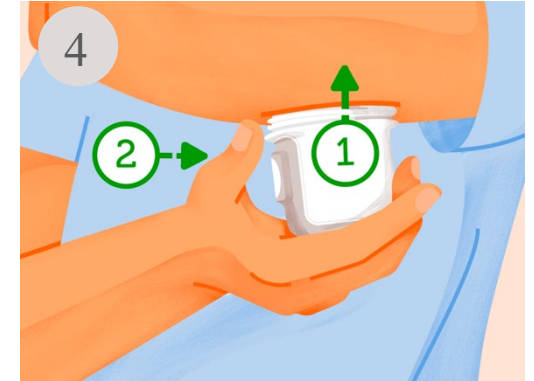
**Wash hands with soap and water. Dry.**



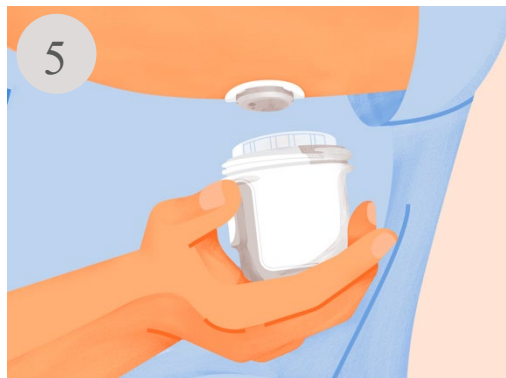
**Rub site with an alcohol wipe. Wait until dry.**



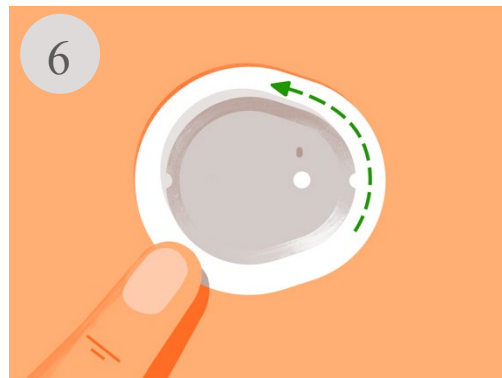
**Unscrew cap. Don't touch inside applicator.**



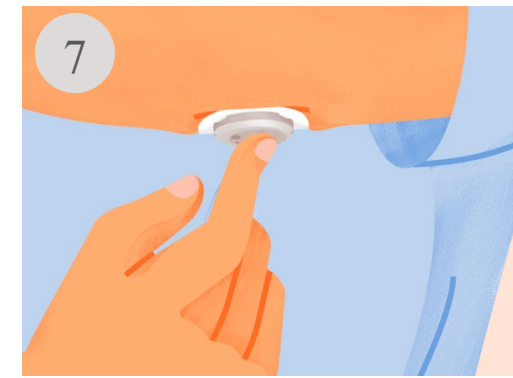
**Press and hold applicator firmly against skin and then push button.**



**Remove applicator.**



**Rub firmly around patch 3 times.**

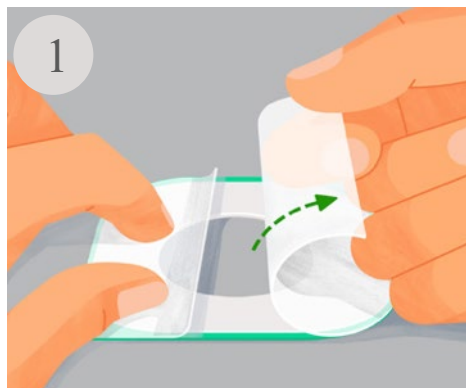


**Gently press on top of sensor for 10 seconds.**

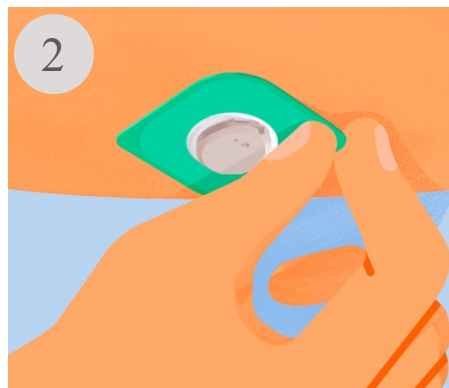


# Overpatch

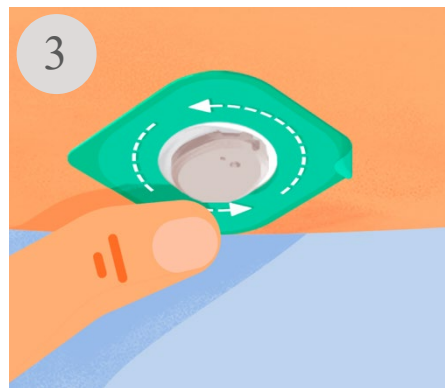
The overpatch helps keep the sensor on.  
Find the overpatch bundled with the instructions in the sensor box.



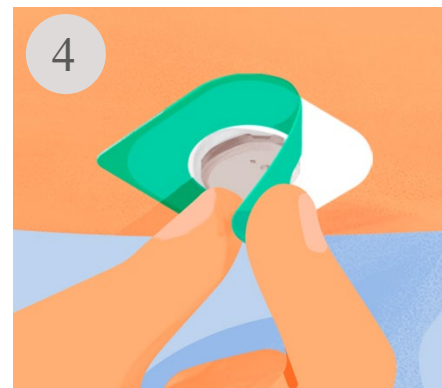
Carefully pull off both clear liners, one at a time. Don't touch white adhesive area.



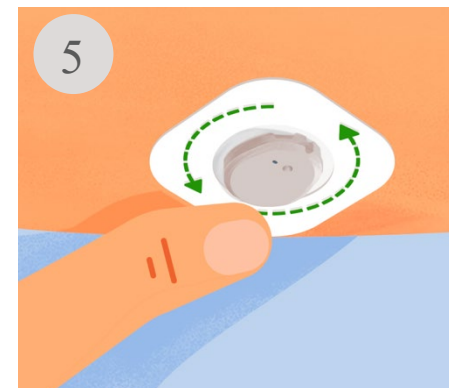
Use colored tab to place overpatch around sensor.



Rub around overpatch.



Use tab to peel off colored liner.

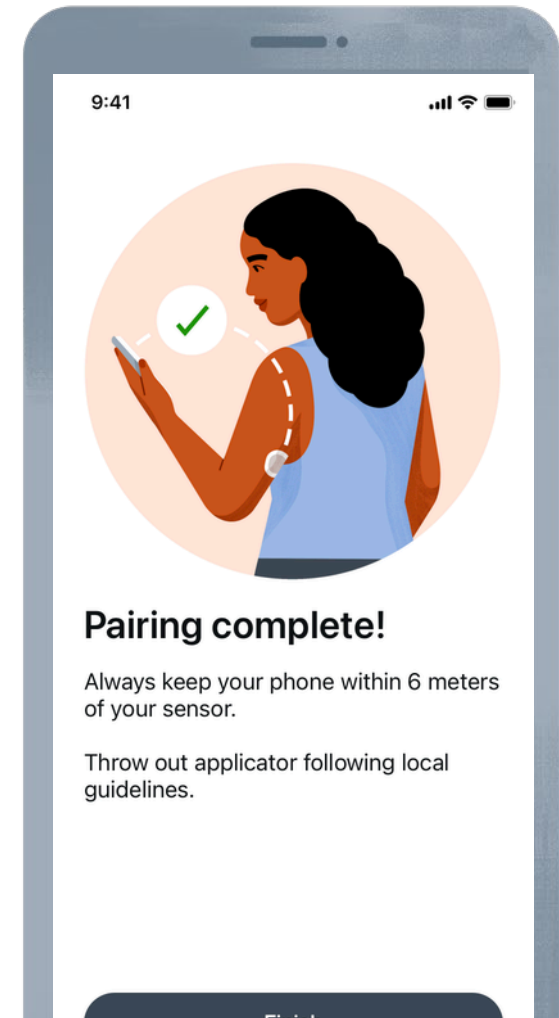
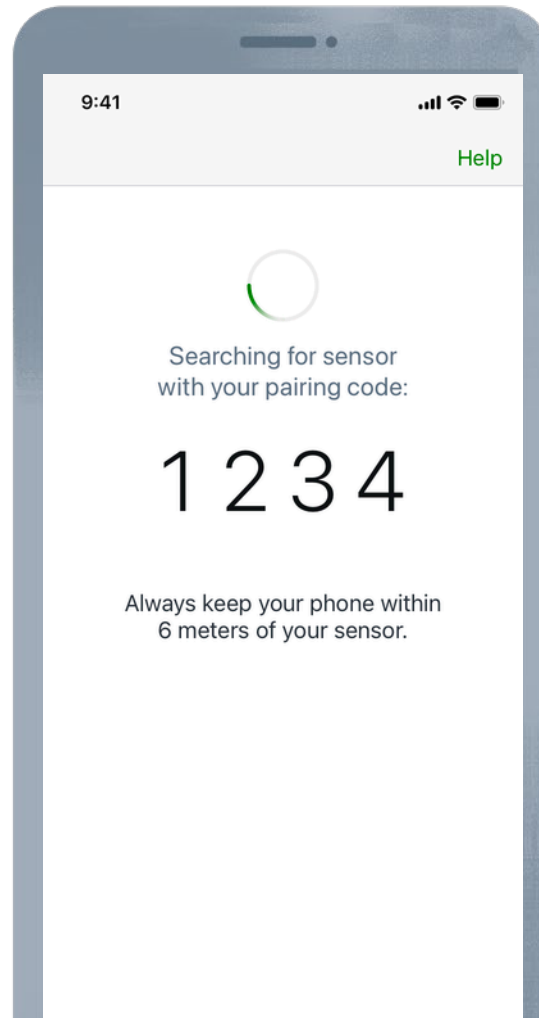
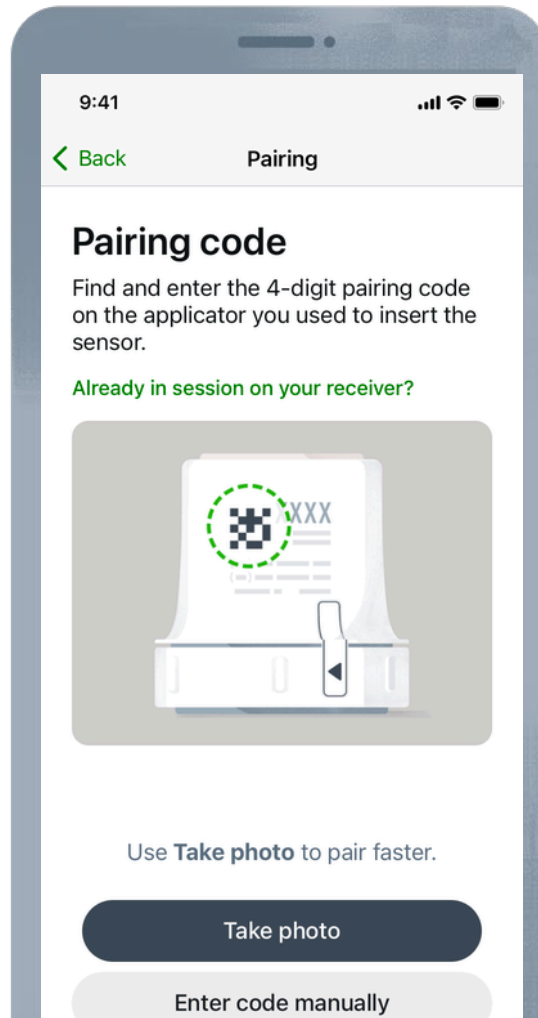


Rub around overpatch.



# Pairing

After inserting the sensor, enter the pairing code and wait for your sensor to pair.



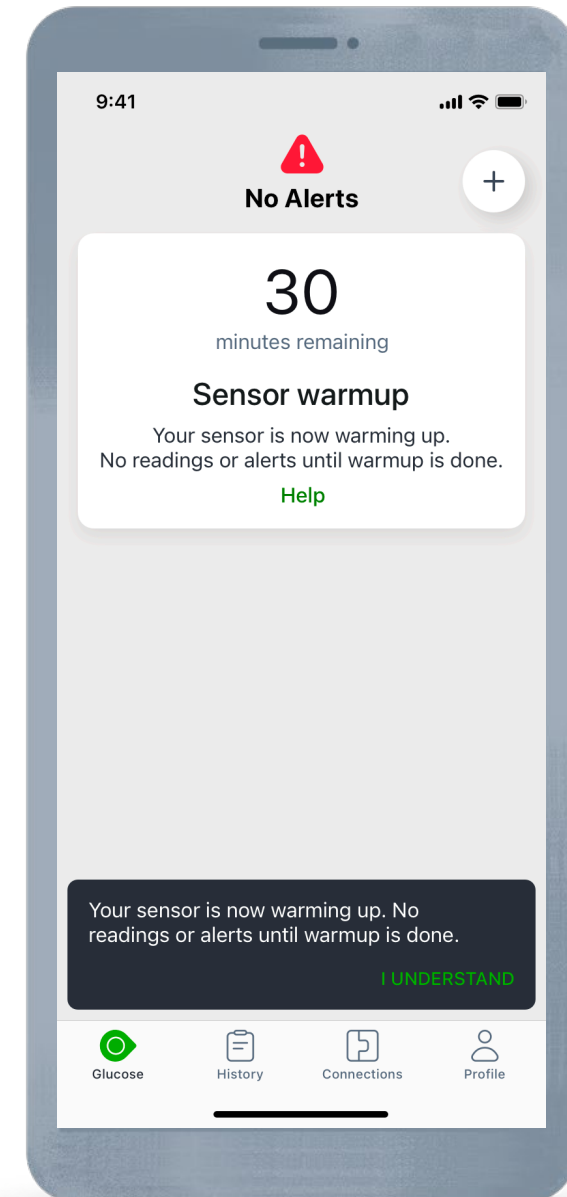


# Warm up period

Once pairing is confirmed, the warm up starts.

The sensor warm up timer tells you when readings and alerts will start. The warm up starts at sensor insertion, so you may see less than 30 minutes.

Keep your smartphone within 10 meters during this time.



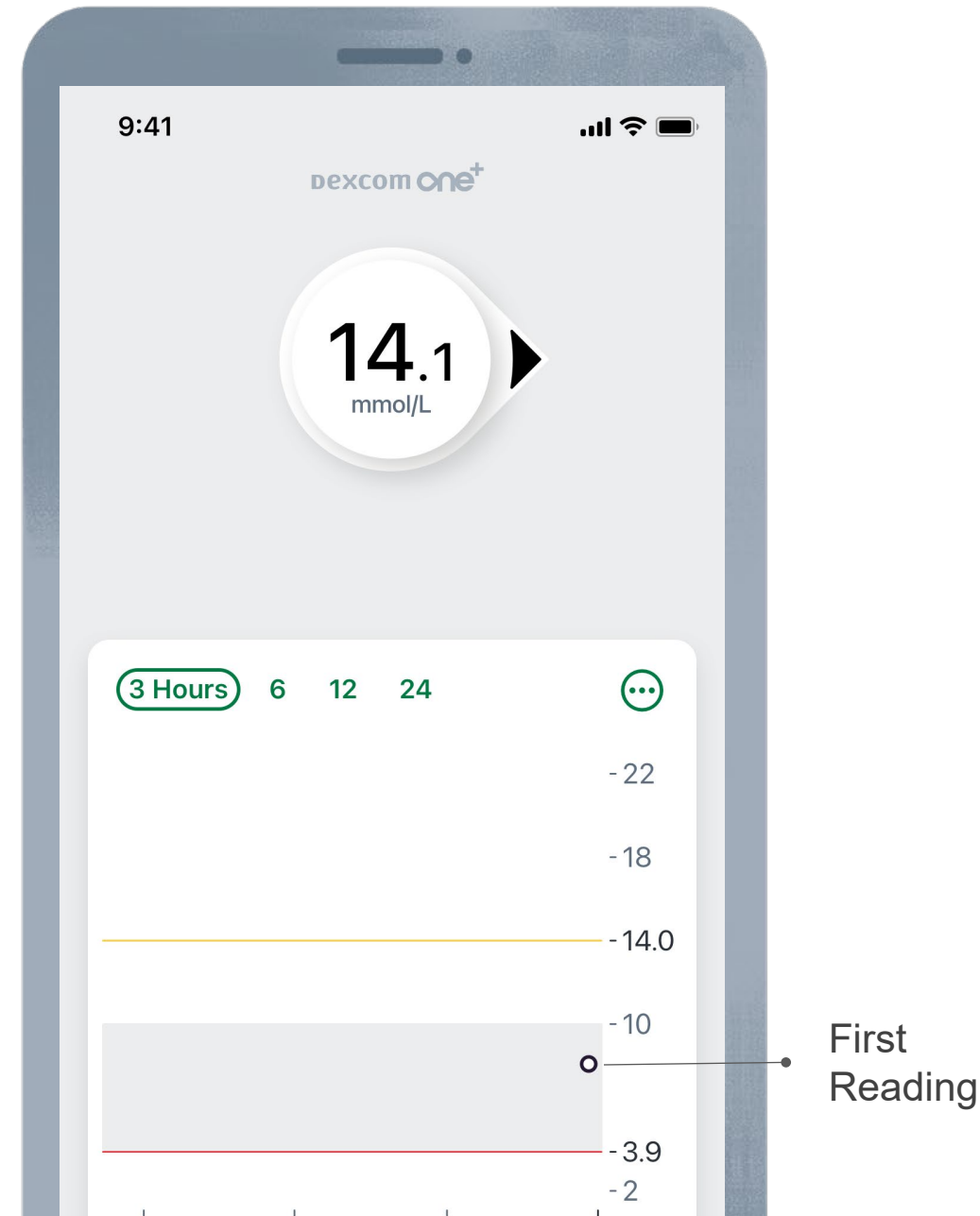


# Beginning of Trend Graph

After the warm up, the beginning of the trend graph will appear.

The smart device must be within 10 meters to receive glucose information.

If you do walk away from your device, when you reconnect, the app will back fill up to 24 hours of data.





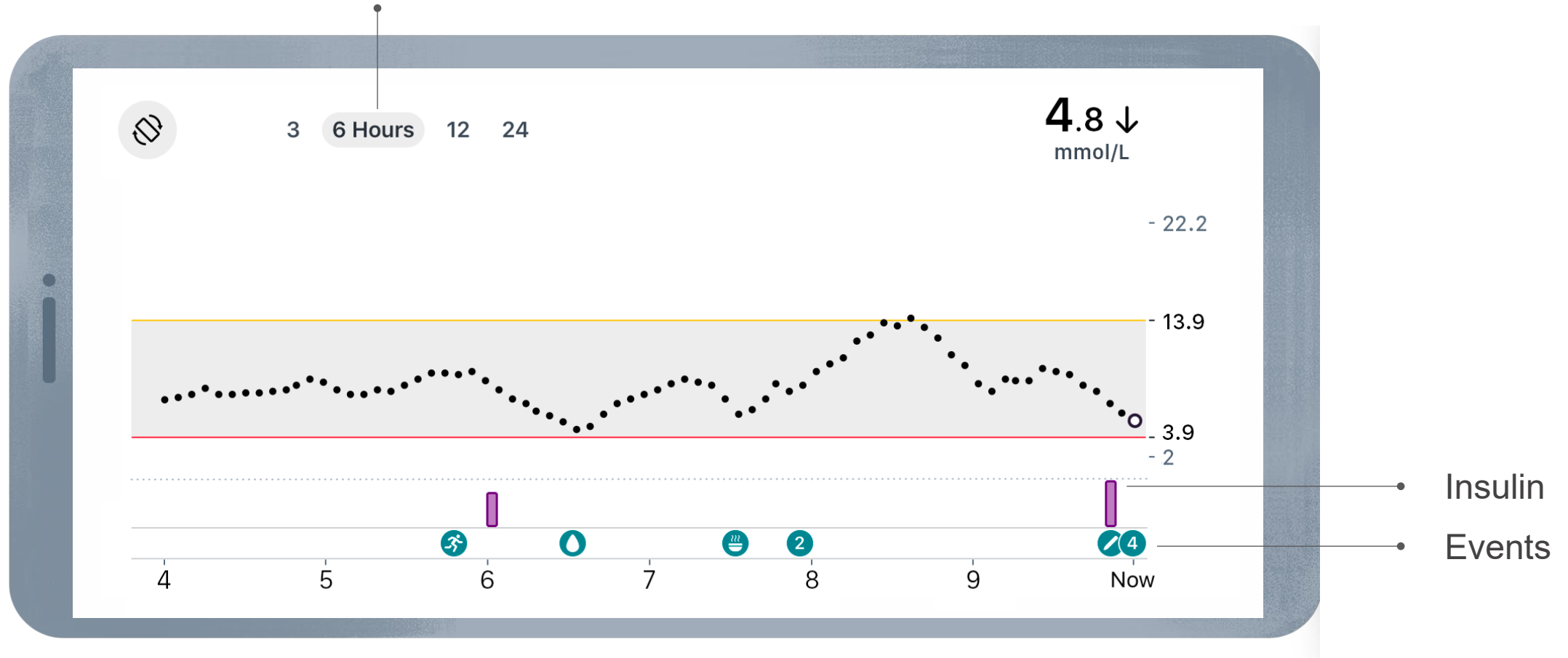
# Trend display ONE+ app





# Landscape

Click to view 3, 6, 12 or 24 hour trend graph





# Trend arrows

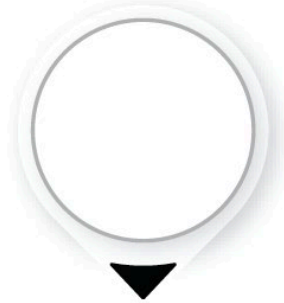
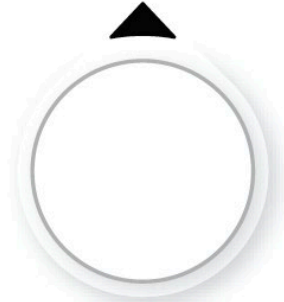
Trend arrows show if and how fast your glucose is rising or falling.



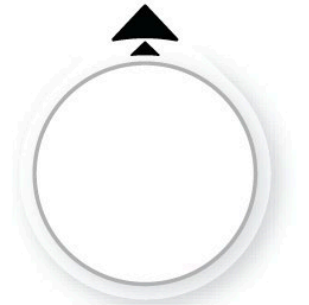
**Constant**  
Less than 0.8  
mmol/L in 15 minutes



**Slowly rising or falling**  
0.8-1.7 mmol/L in  
15 minutes



**Rising or falling**  
1.7-2.5 mmol/L in  
15 minutes



**Snel stijgend of dalend**  
More than 2.5 mmol/L in  
15 minutes



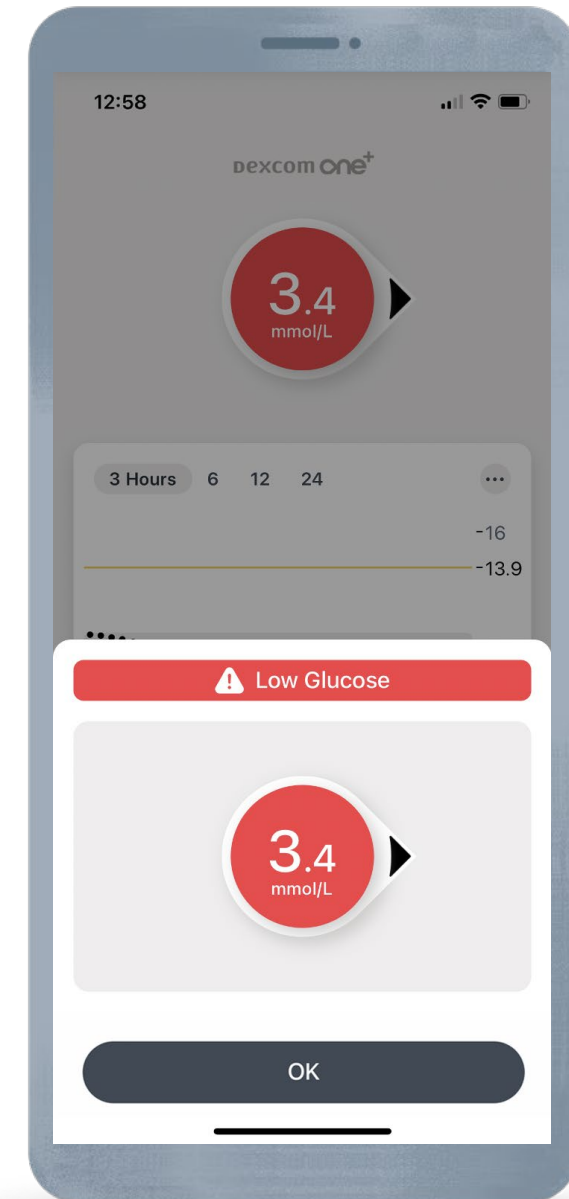
# Low Alert

Alerts when sensor reading is at or below the set level.

- **Default:** 3.9 mmol/L (if turned on during setup)
- **Range:** 3.3 - 8.3 mmol/L

Can be turned off or customised  
(level, tone, snooze)

***Profile > Alerts > Low Alert.***





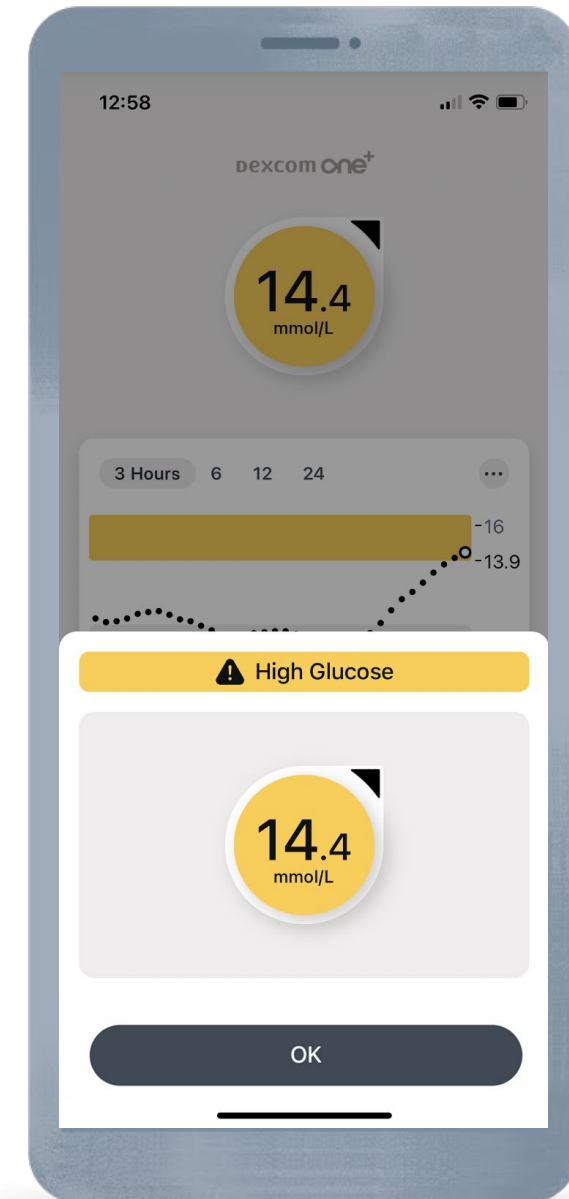
# High Alert

Alerts when sensor reading is at or above the set level.

- **Default:** 14.0 mmol/L (if turned on during setup)
- **Range:** 5.5 - 22.2 mmol/L

Can be turned on, off, *delayed* or customised (level, tone, delay 1<sup>st</sup> alert, snooze)

***Profile > Alerts > High Alert.***



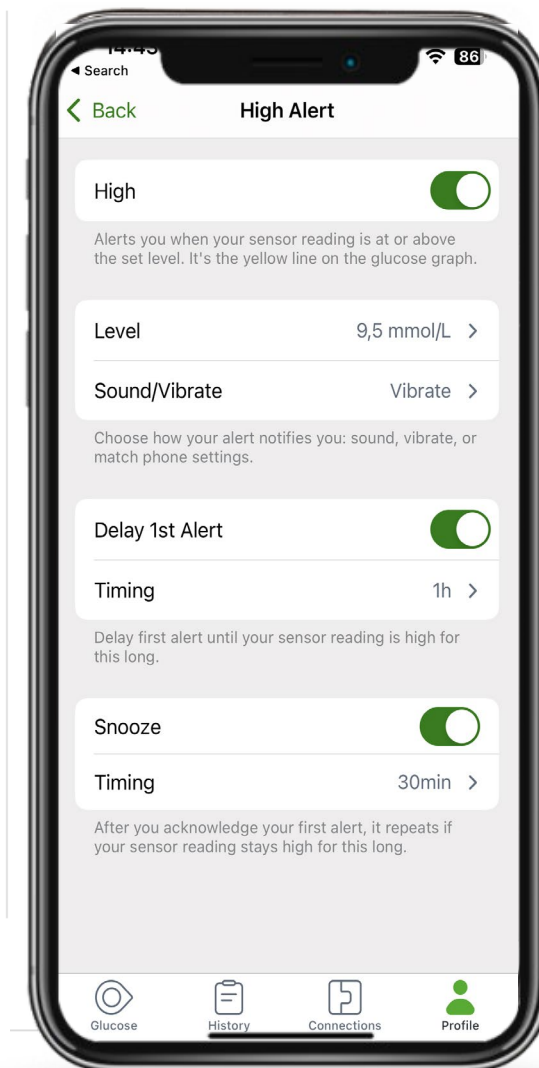
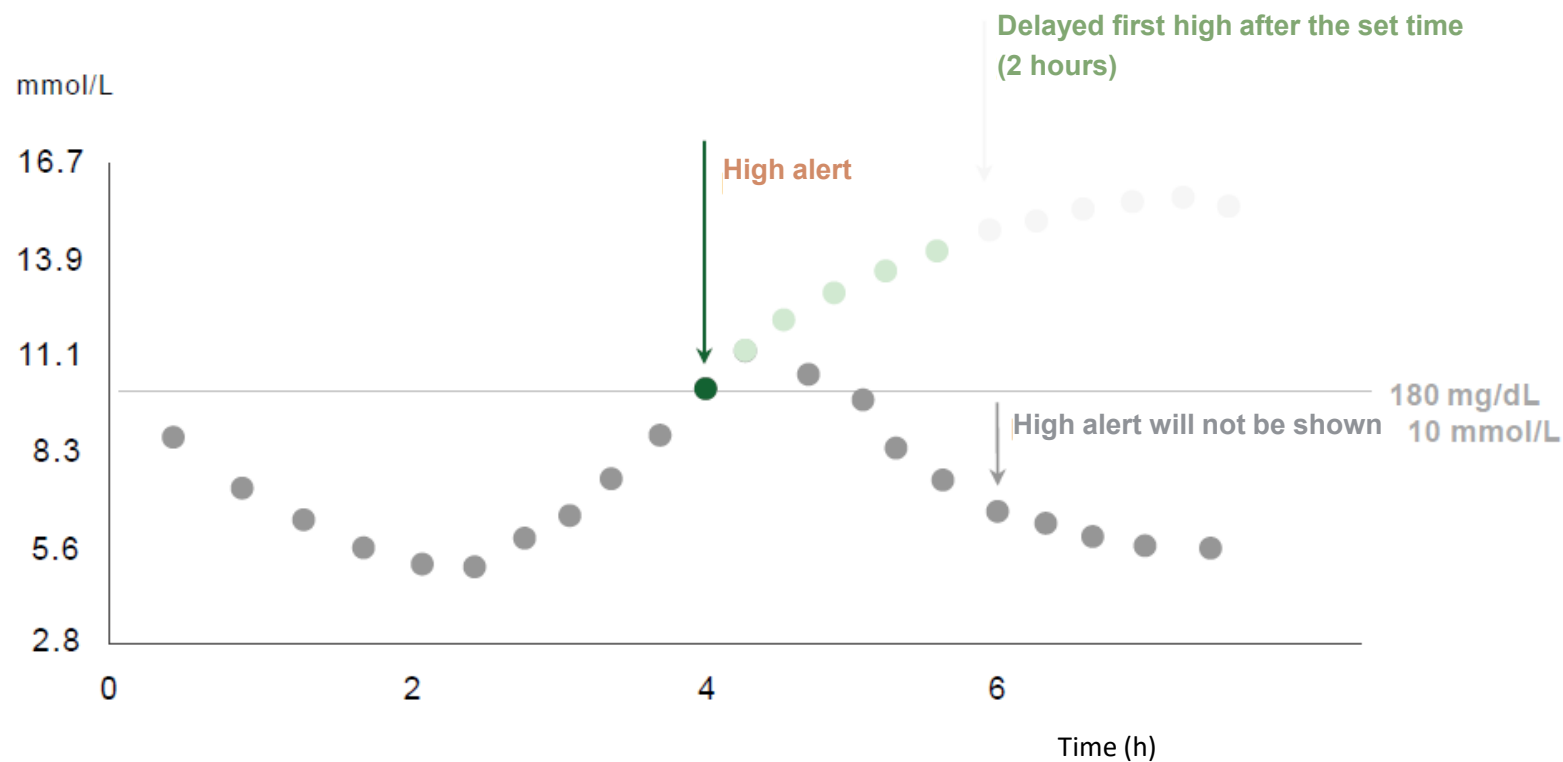


# Delay first high alert

Set personalized alarms to make alerts more relevant.



**Delay 1st high alert**, allows you to delay the first high alert until your glucose has been above your hyperglycemia threshold for a set time (15 min to 4 hours)





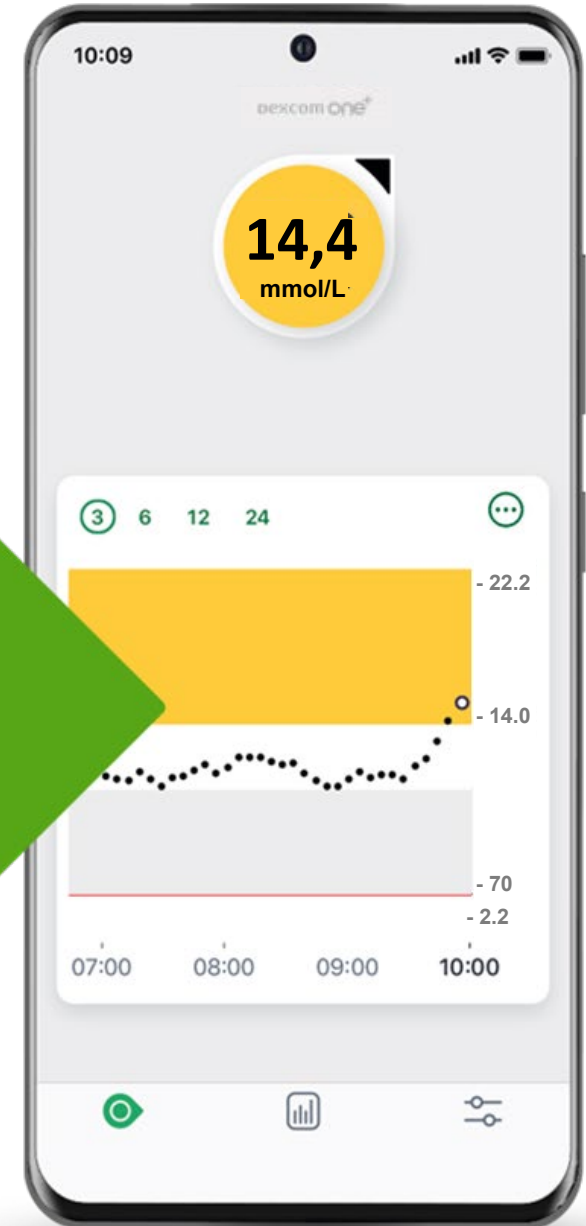
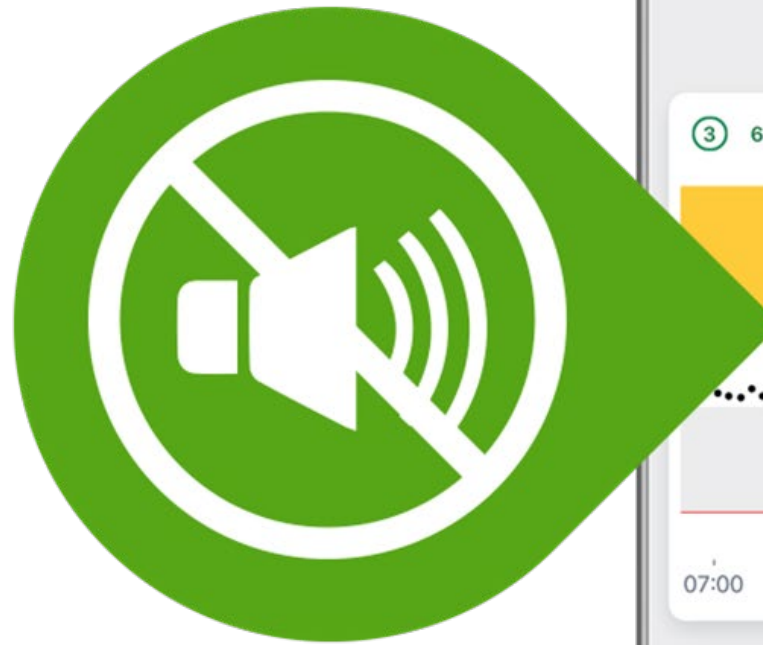
# Warning:

## smartphone volume/sound

### DEXCOM ONE+ ALERTS DO NOT BYPASS THE USER'S PHONE SETTINGS

The user must ensure that his/her smartphone's **volume** is on, not muted, and that the speaker is working.

If the user's smartphone is muted or set to **"Total Silence"** or **"Do Not Disturb"**, he/she will not receive alerts related to Dexcom ONE+.



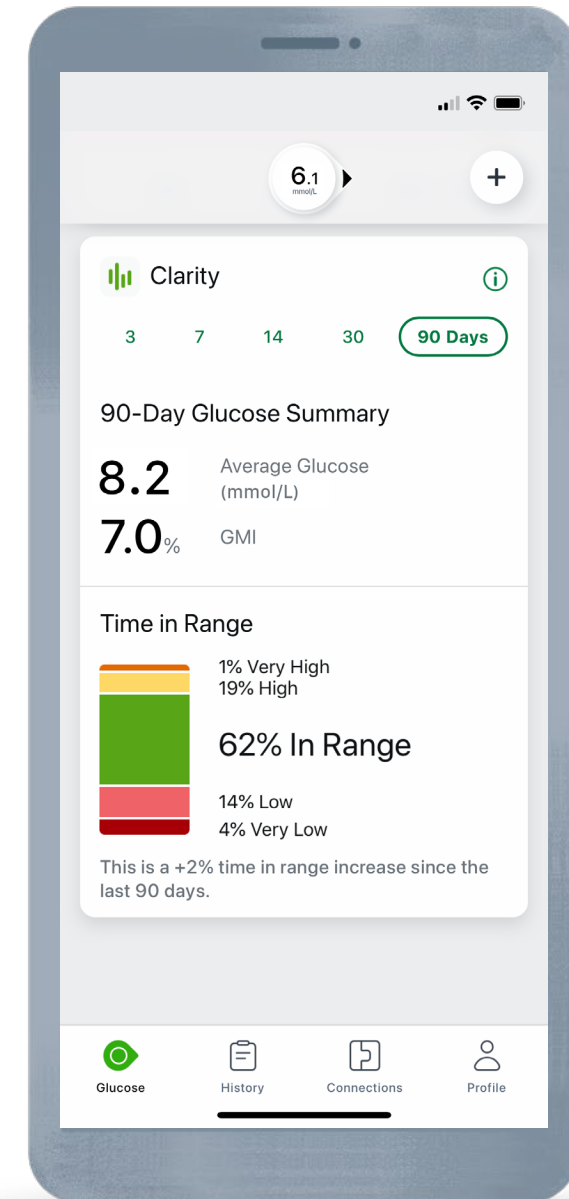


# Clarity Card

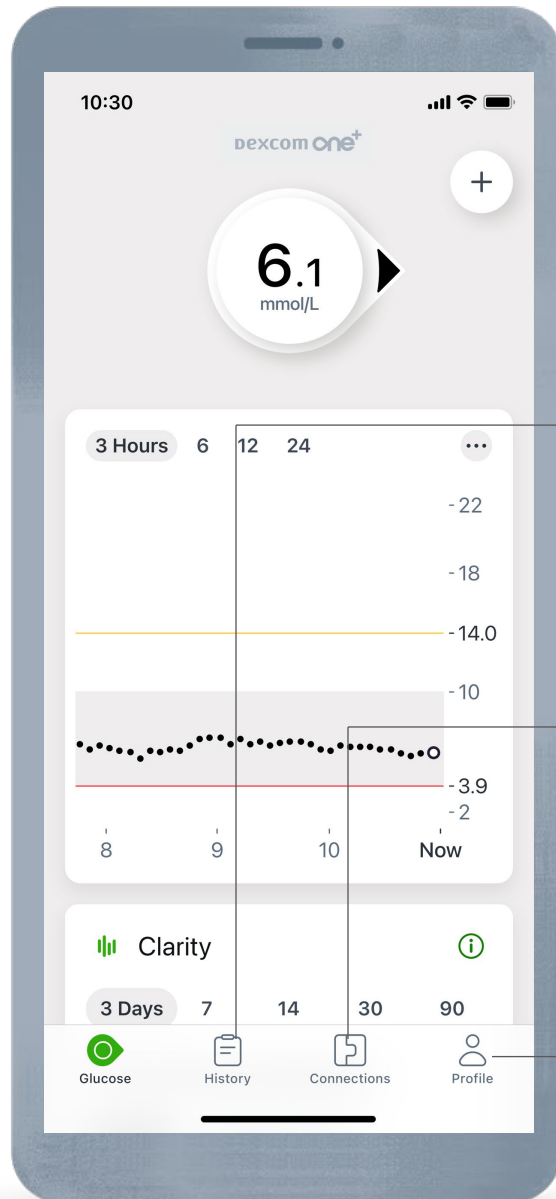
Tap the Reports tab to see Clarity glucose summary reports.

The 3, 7, 14, 30, and 90-day reports show glucose changes over time using the information recorded in the app.

The Clarity Card will not be populated until there is at least 3 days of data. The GMI portion requires 7 days of readings to appear.







## History tab

- Enter events (insulin, BG meter readings, meals, activities or notes) to keep track of this information.

## Connections tab

- Find sensor session information
- Share glucose information with another person
- Send glucose information to Apple Health (if available - iOS only)

## Profile tab

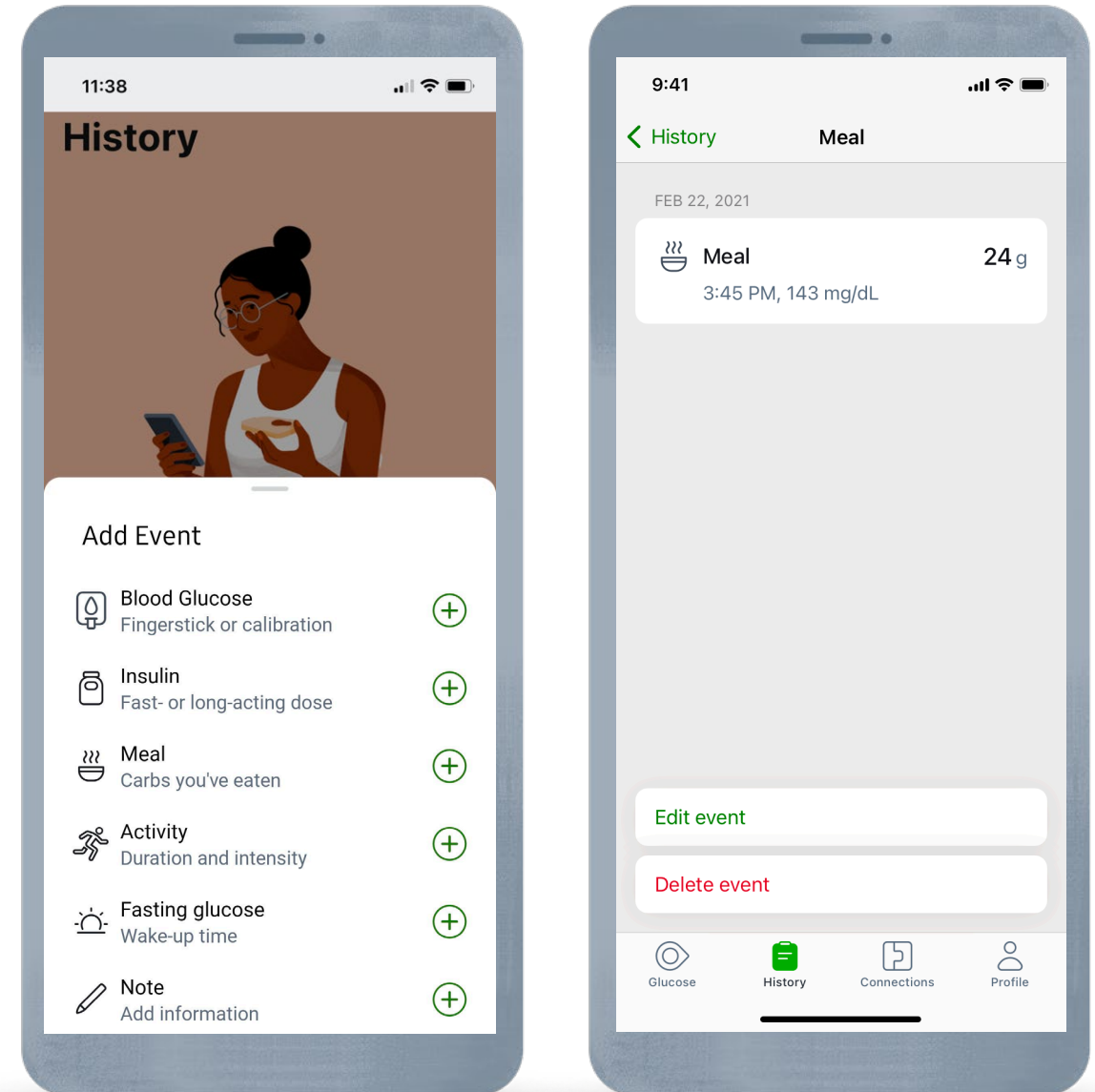
- App settings
- Phone settings
- Support



# History

In **History** the user can enter:

- A fingerstick or calibration
- Insulin (fast- or long-acting dose)
- Meals
- Activity
- Fasting glucose
- Notes
- Edit previously entered events

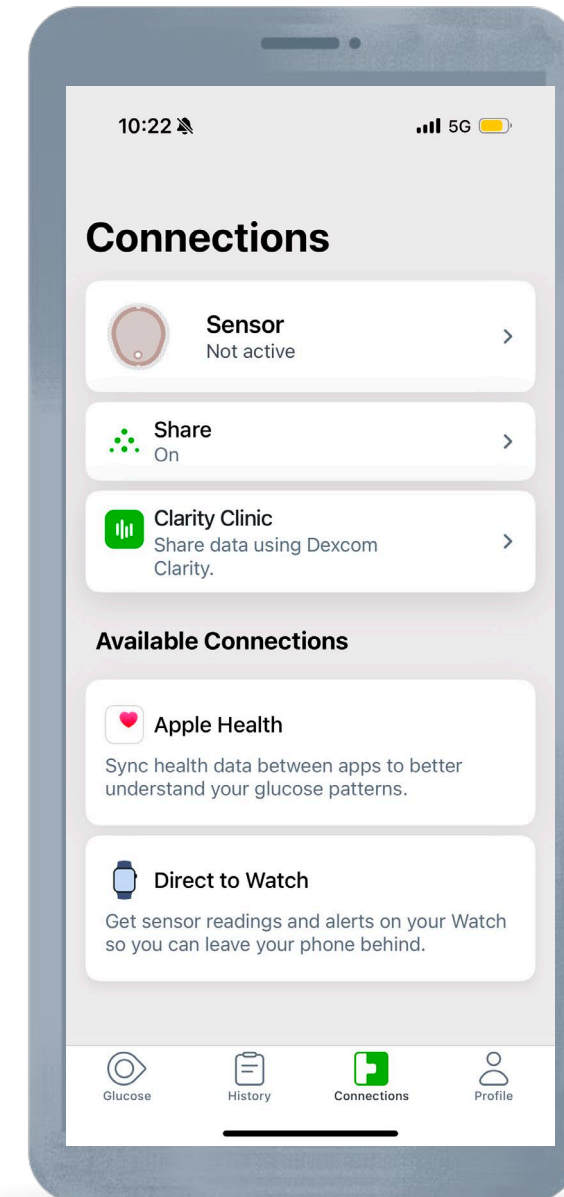




# Connections

In **Connections** the user can:

- Find sensor information
  - Replace sensor
  - Stop sensor session
  - See pairing code
- Share data with your HCP\*
- Setup Dexcom Share to share glucose information with friends and family
- Send glucose data to Apple Health (if available – iOS only)



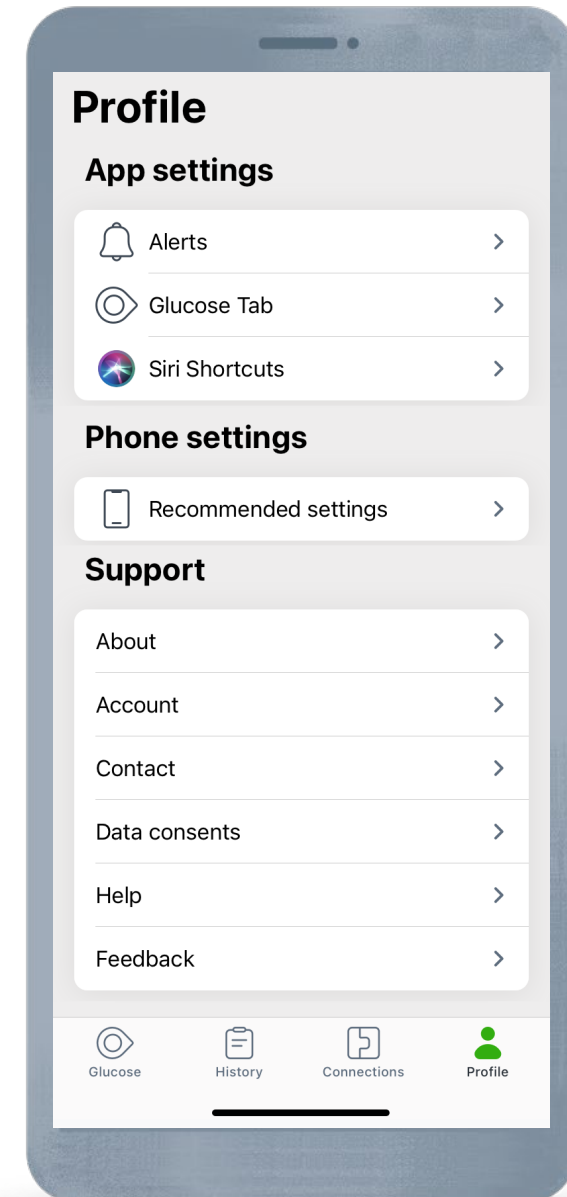
\*User must first sync their Dexcom ONE+ data with the Dexcom Clarity app and consent to share their data with their healthcare provider. An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](https://dexcom.com/compatibility).



# Profile

In **Profile** the user will find:

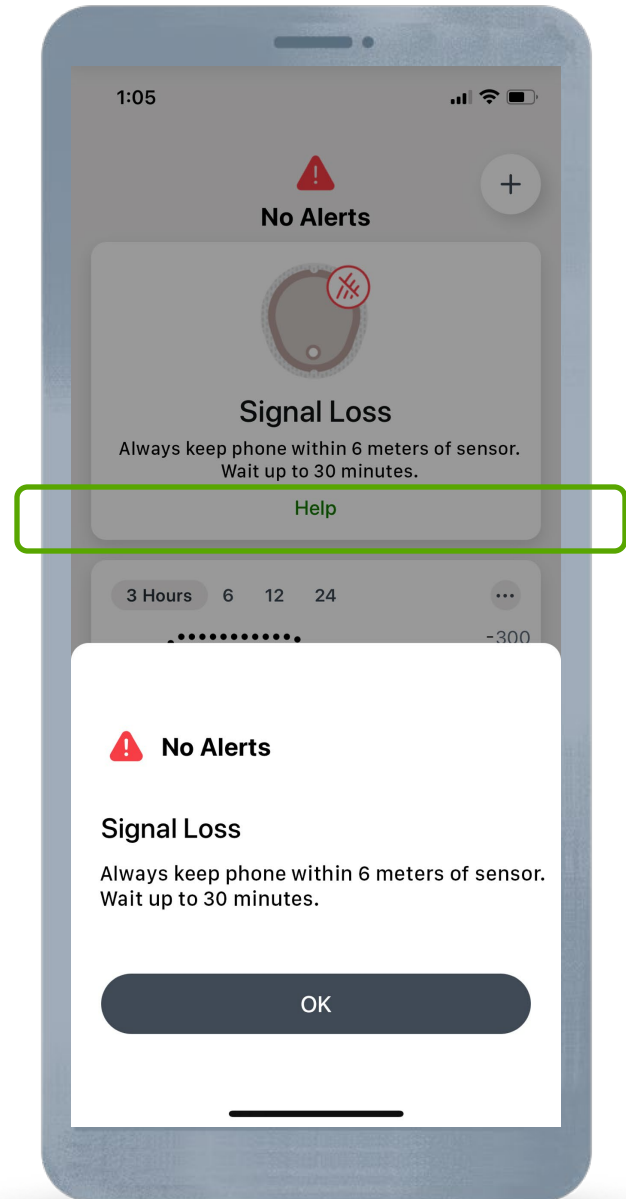
- App settings
- Phone settings
- Support





# Troubleshooting

For troubleshooting tips, tap **Help** on the issue or error.



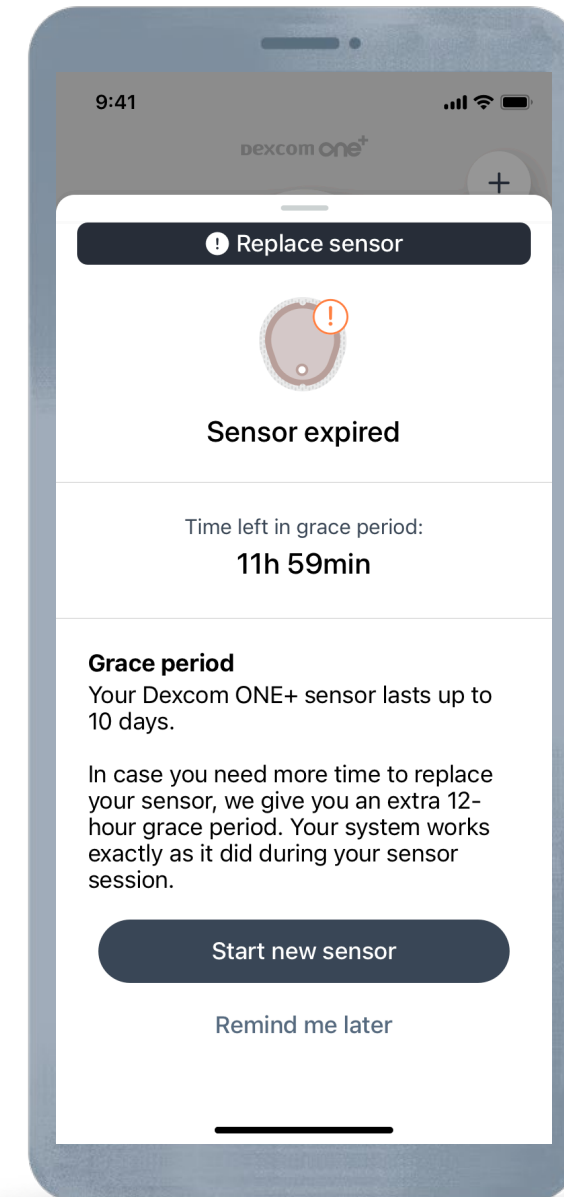


# Grace period

Each sensor session has a **12-hour grace period** at the end. The grace period gives you additional time to replace the sensor at your convenience. The remaining time is displayed on the screen.

During the grace period, the sensor continues to operate as it did during the sensor session. You will be notified when the sensor session ends and when the grace period ends.

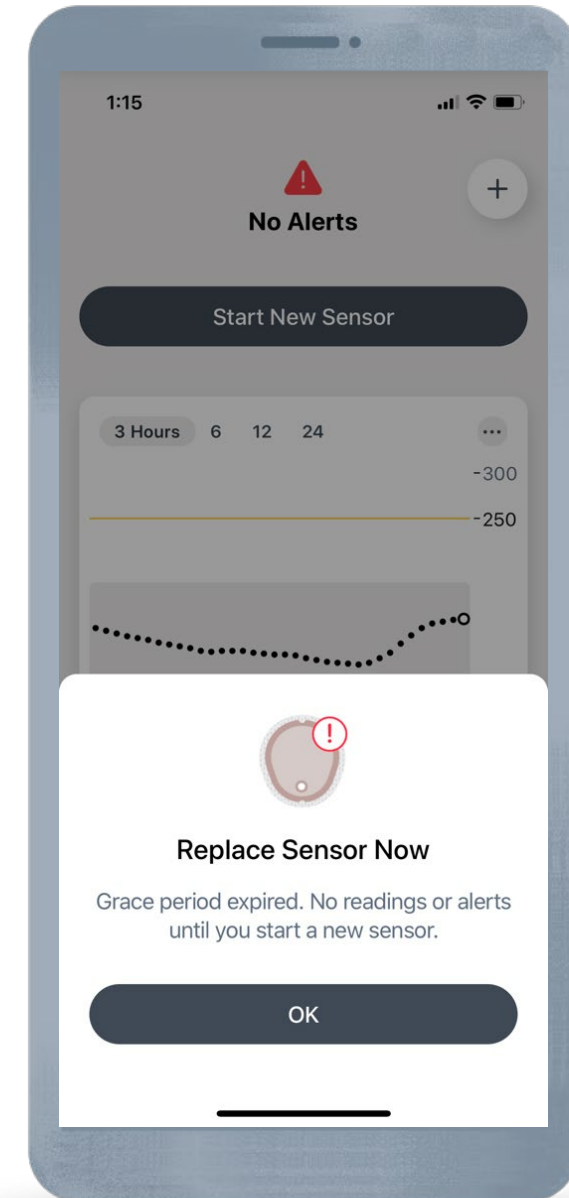
All notifications are silent until the coasting period ends in 30 minutes. In this way, you can sleep through the night.





# Automatically End Session

The sensor automatically stops when the grace period ends. You can then place a new sensor from your home screen.



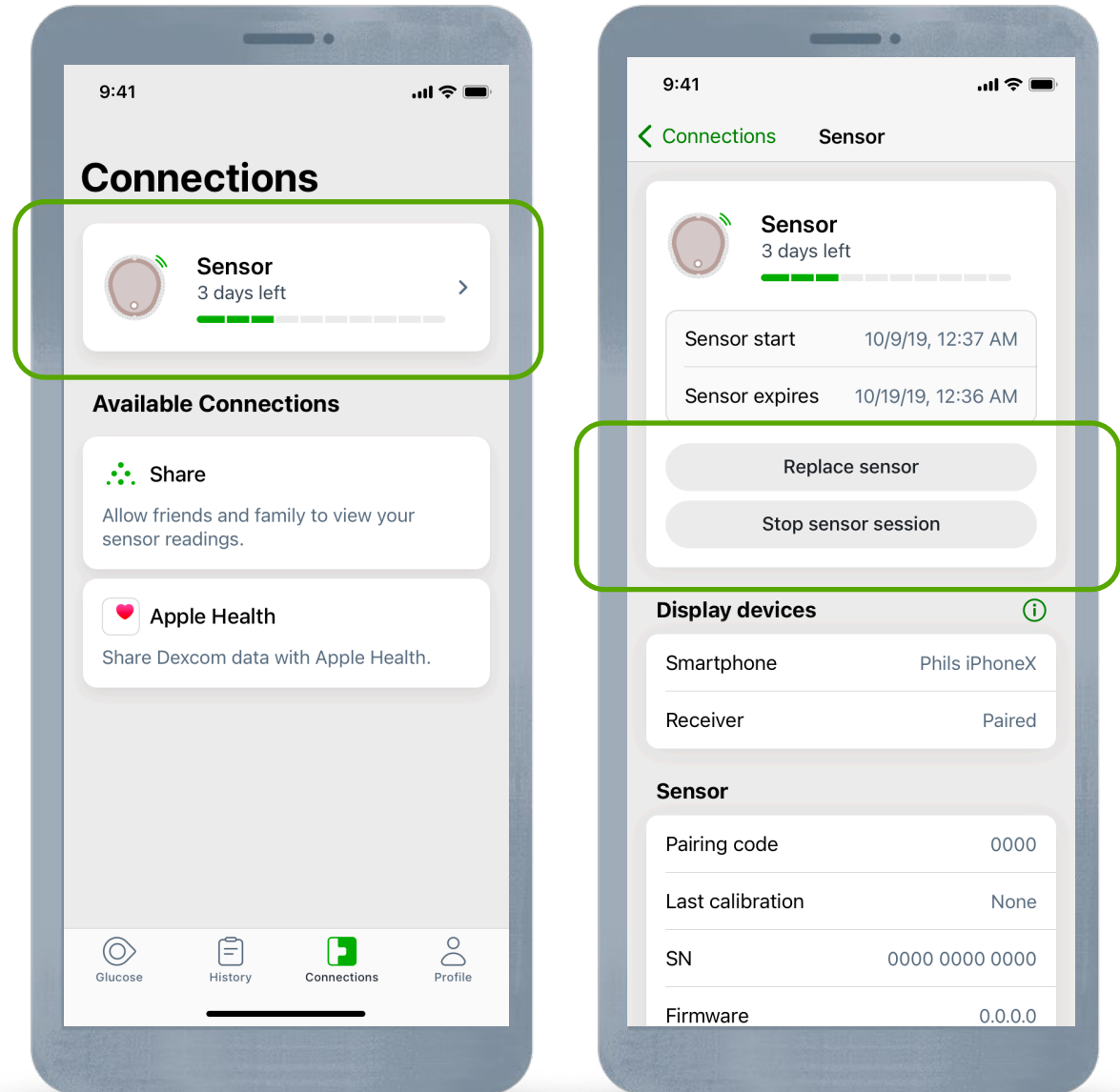


# Manually End Session

You can choose to manually end the sensor session early. To manually end the sensor before the grace period ends or at anytime during the sensor session, go to **Connections > Sensor**.

Tap either:

- **Replace sensor:** To start a new sensor immediately
- or
- **Stop sensor session:** To stop this sensor without starting a new one





# Removing Sensor

After the sensor session ends, peel off the patch like a bandage.

To make it easier and avoid irritating skin:

- Loosen edge and soak patch in body oil, like baby oil or an adhesive remover for skin
- Use adhesive removal wipes to rub the skin that gets exposed as you peel back the patch





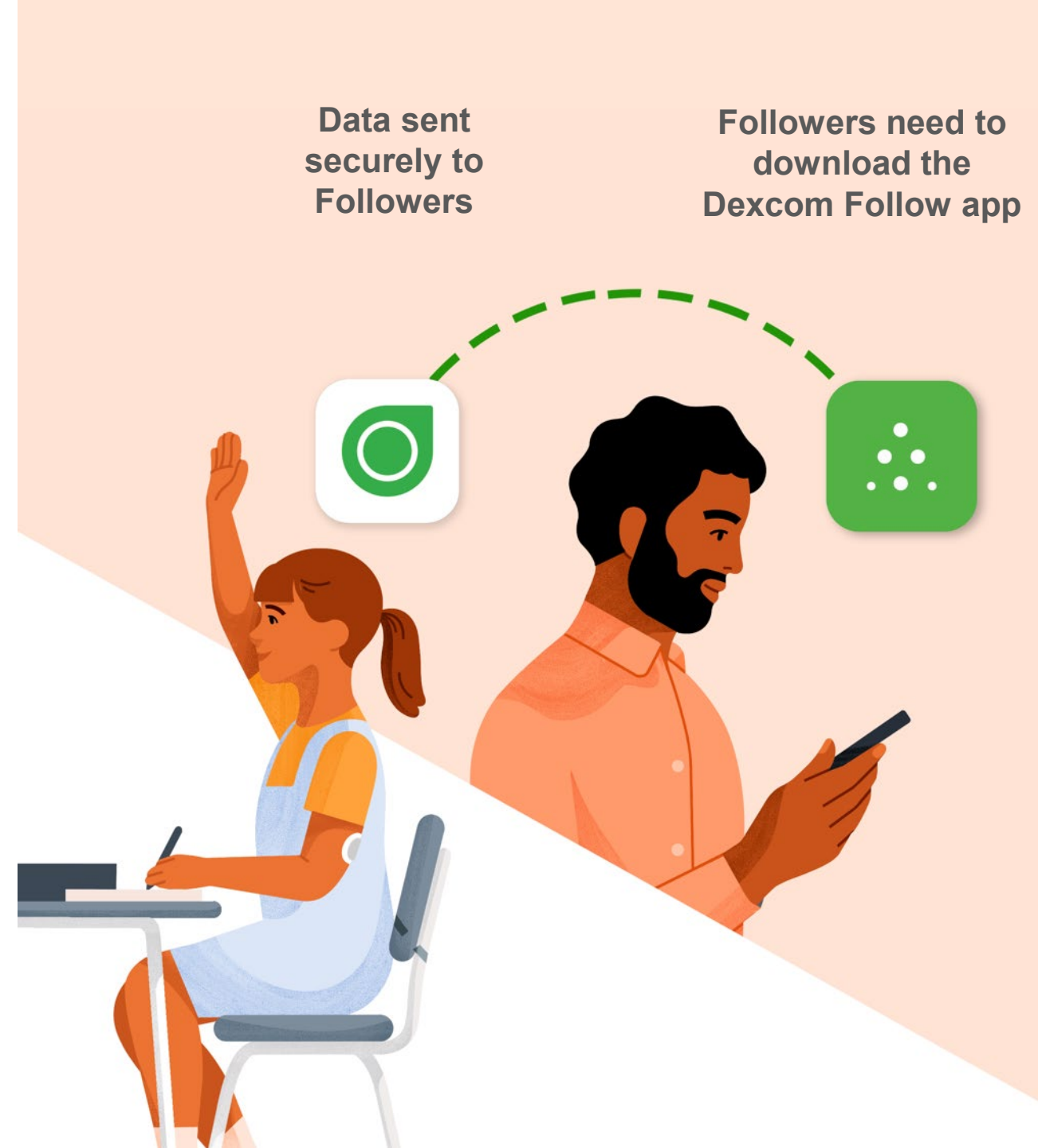
# Dexcom Share

Dexcom Share is a feature within the Dexcom ONE+ app that allows one person, (the Sharer) to remotely transfer their glucose information to others (Followers).

The Dexcom Follow app\* is a separate app and is part of Dexcom Share.

Add up to 10 followers.

\*Internet connectivity required for data sharing. Following requires the use of the Follow app. Followers should always confirm readings on the Dexcom ONE+ app or receiver before making treatment decisions.





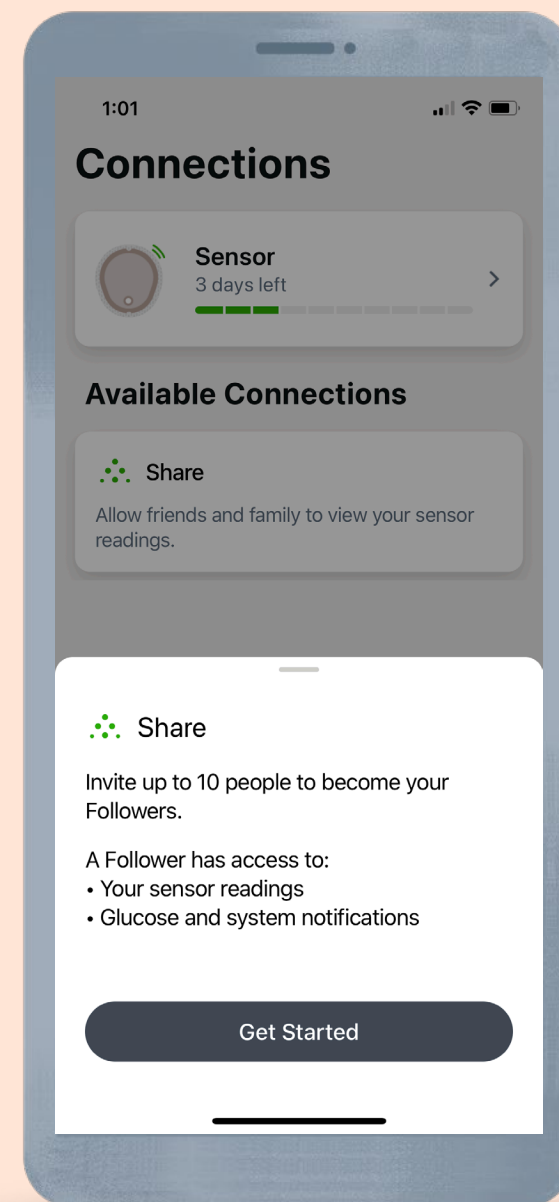
# Dexcom Share Setup

Tap **Connections > Share** to set up, the app walks you through inviting a Follower.

An email will be sent to the Follower. The Follower will download the Dexcom Follow app\* and accept the invitation.

The Follower can edit their own notifications, they cannot edit notifications on the Sharer's app.

\*Internet connectivity required for data sharing. Following requires the use of the Follow app. Followers should always confirm readings on the Dexcom ONE+ app or receiver before making treatment decisions.





# Dexcom Clarity app

Download the Dexcom Clarity app to track your progress, receive weekly notifications of statistics, and share data with your clinic.\*

When you use the Dexcom ONE+ app, your glucose data is automatically sent to your Dexcom Clarity account.

\*User must first sync their Dexcom ONE+ data with the Dexcom Clarity app and consent to share their data with their healthcare provider. An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](https://dexcom.com/compatibility).





# Connect to clinic

Share data using the **Dexcom ONE+ app**

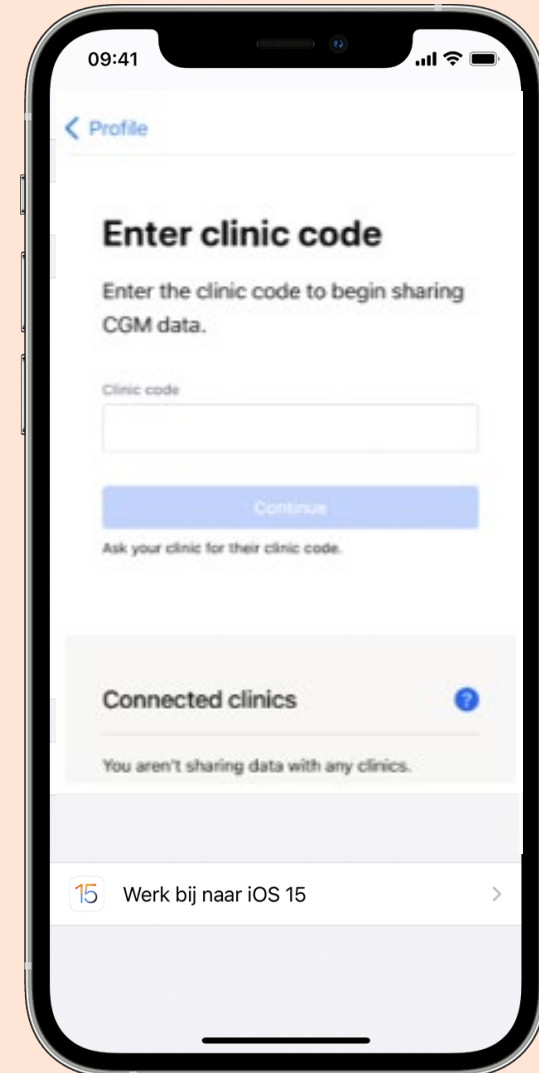
- Go to Connections > Clarity Clinic
- Enter the sharing code you received from your healthcare provider

Share data using the **Dexcom Clarity app**

- Go to Profile > Authorize Sharing
- Enter the sharing code you received from your healthcare provider

Share data using the **Dexcom Clarity website**

- Login at Dexcom CLARITY at [clarity.dexcom.eu/share](https://clarity.dexcom.eu/share)
- Go to Settings > Data sharing with clinics
- Enter the sharing code you received from your healthcare provider



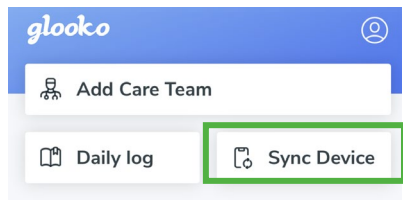


# Integration to *glooko*



1. Open your **Glooko app** on your smartphone and log in with your **Glooko account** or register a new account
2. Click **Sync device** on your home screen, then click **Add new device**
3. Tap to place a checkmark (✓) in the box next to **Continue glucose monitors**, then click **Continue**
4. Then tap to place a checkmark (✓) in the box next to **Dexcom**
5. To complete the synchronisation, log in with your **Dexcom account** or register with a new Dexcom account

2



3



4

Blood Glucose Meters	<input type="checkbox"/>
Fitness and Health Devices	<input type="checkbox"/>
Insulin Pumps	<input type="checkbox"/>
Smart Pens	<input type="checkbox"/>
Continuous Glucose Monitors	<input checked="" type="checkbox"/>
I Don't Use Any Devices	<input type="checkbox"/>

5

Dexcom	
Dexcom	<input checked="" type="checkbox"/>
G4	<input type="checkbox"/>
G4 with Share	<input type="checkbox"/>
G5	<input type="checkbox"/>
Touchscreen Receiver	<input type="checkbox"/>

6

[Log In](#) [Sign Up](#)

**User ID**

Enter your email or username

Signed up with mobile phone?

[Log In](#)

Success



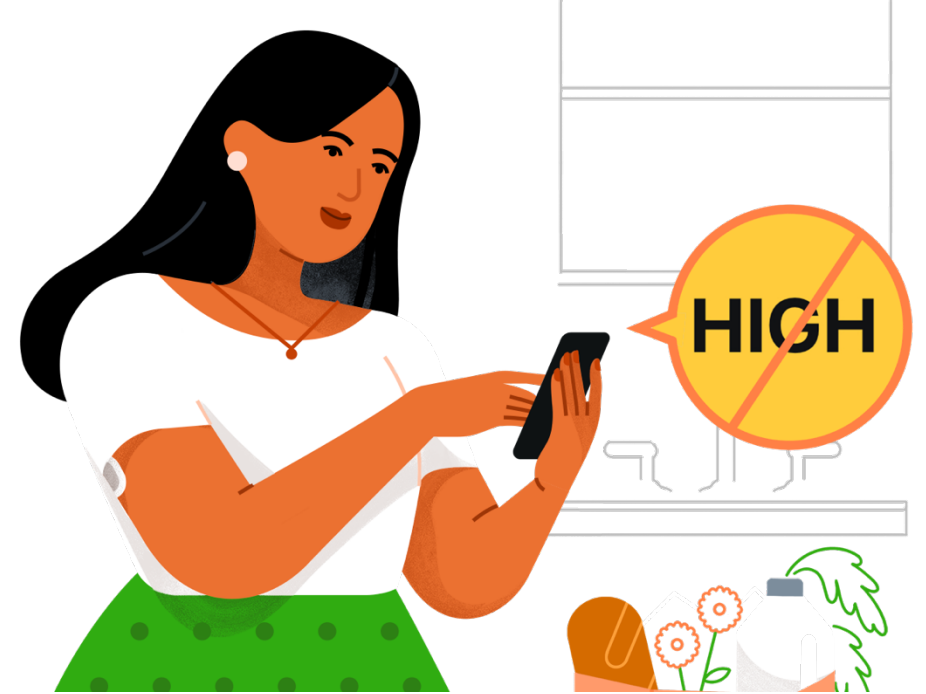
You are connected to Dexcom. Now you have your health data automatically synchronised with Glooko at all times.



# Diabetes Treatment Decisions

No number or arrow? Always use your meter.

Symptoms don't match readings?  
Use your meter.

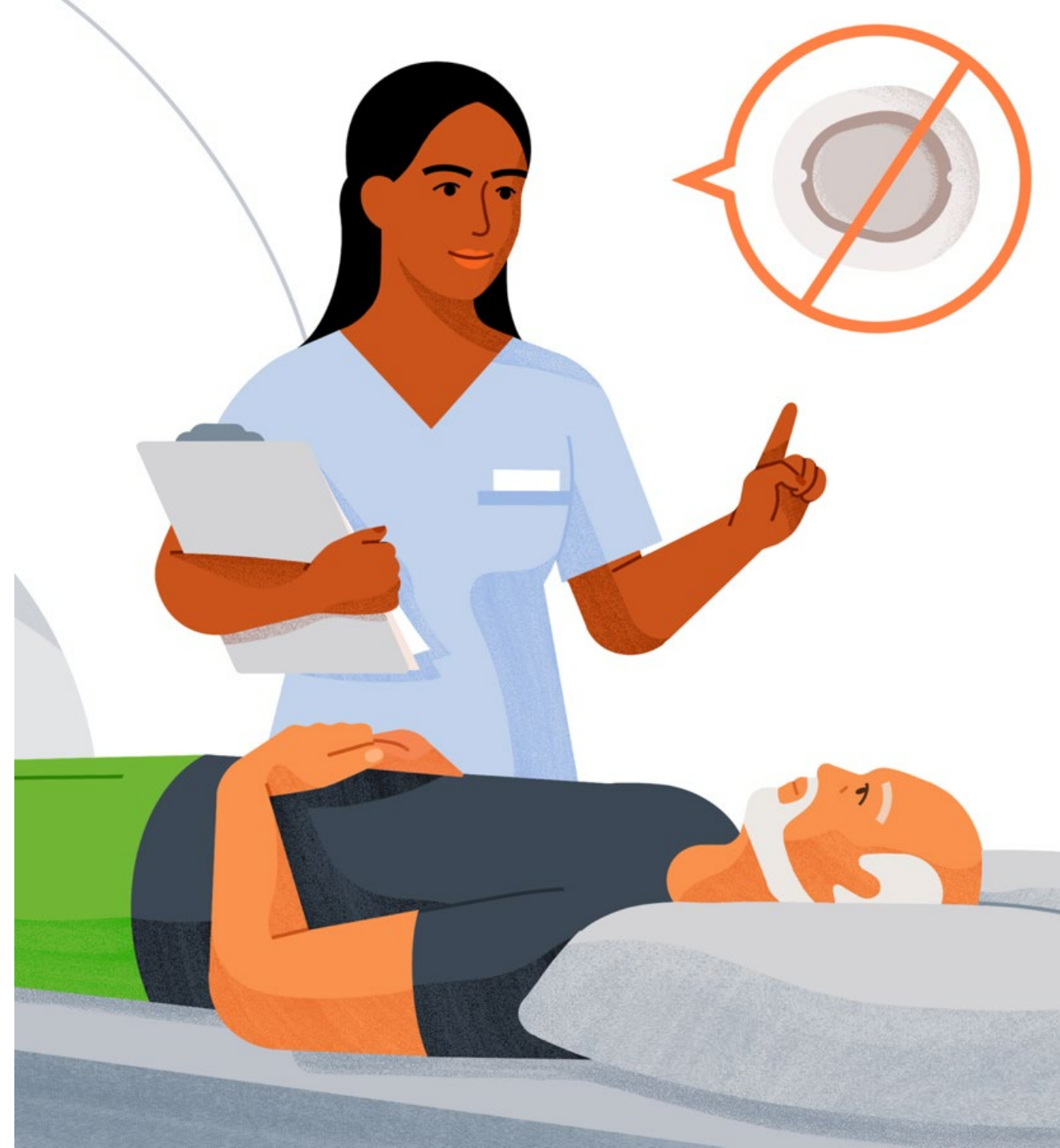




# MRI /CT/ Diathermy

Don't wear any Dexcom ONE+ components during magnetic resonance imaging (MRI) or high-frequency electrical heat (diathermy) treatment.

However, it's safe to have a CT scan if you keep the sensor out of the scanned area and cover the sensor with a lead apron during the scan.





# Security and Travel

You can wear the sensor for the walk-through metal detector and Advanced Imaging Technology (AIT) body scanner.

You can also ask for hand-wanding or full-body pat-down and visual inspection instead of going through any walk through body scanners or putting any part of the Dexcom ONE+ in the baggage scanning machine.

You can ask your health care provider for a customs declaration.

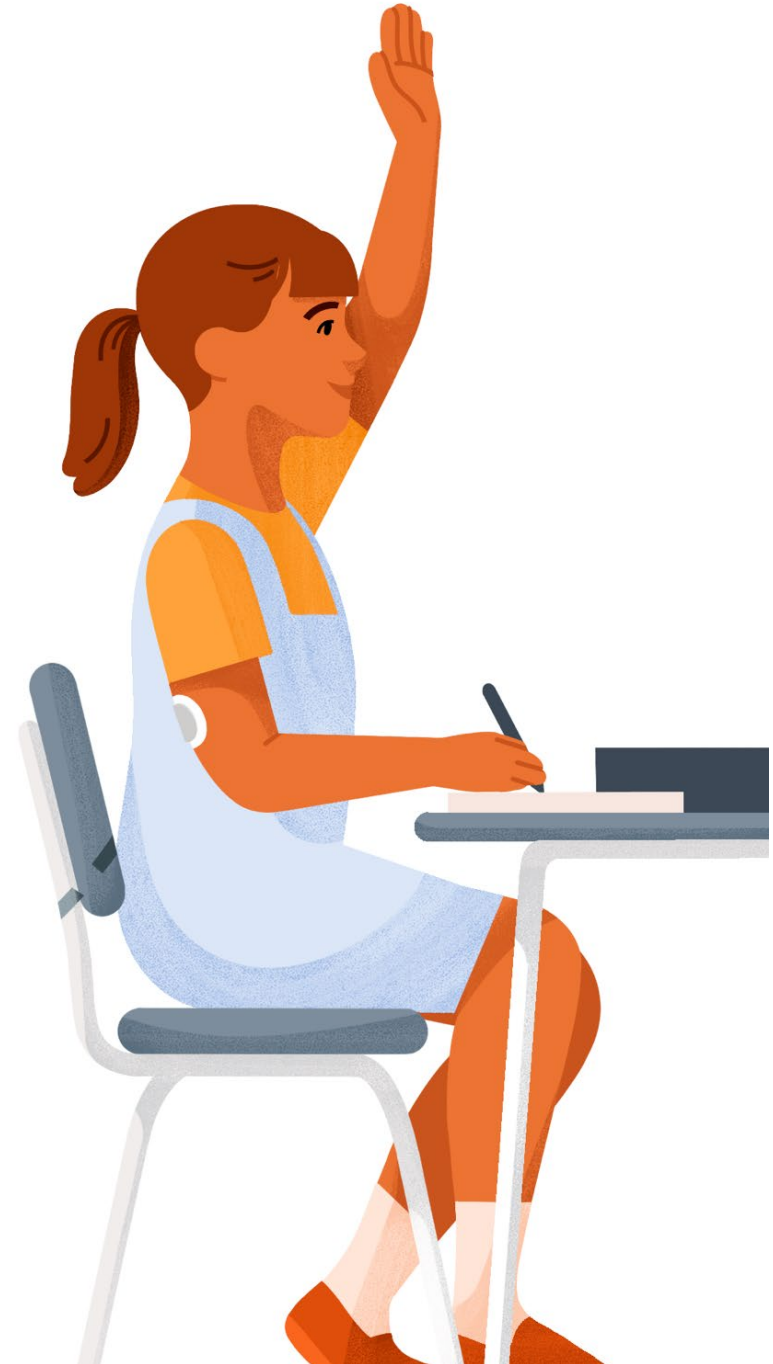




# Any Questions?

For additional support:

- Visit [dexcom.com](https://dexcom.com) to take advantage of training tutorials and resources where you can learn at your own pace and enhance your learning experience or watch the training late at [www.dexcomtraining.com](https://www.dexcomtraining.com)
- Technical Support:
- Tel: **0800 020 1986**
- [www.dexcom.com/TS-NL](https://www.dexcom.com/TS-NL)





# Share your thoughts!

Fill in this short survey to share your thoughts about this training with us. We greatly appreciate your time and feedback!



[Give feedback](#)



This guide is for concept illustration only. Always read the indications, warnings, precautions, and instructions provided with your Dexcom ONE+ CGM System. If you don't you may have inaccurate sensor readings, missed alerts, and might miss a severe low or high glucose event.

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