



# **Dexcom CLARITY**

## **User Guide**

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# 1 Introduction to Dexcom CLARITY

## Intended Use/Safety Statement

The web-based Dexcom CLARITY software is intended for use by both home users and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis, and evaluation of CGM data to support effective diabetes management.

**WARNING** Treatment decisions, like treating for a low or dosing for a high, should not be made based on this software. Home users should follow instructions on the CGM system.

**WARNING** The software is not intended to replace self-monitoring practices as advised by a healthcare professional.

**CAUTION** Dexcom CLARITY provides recently available CGM information from the Dexcom CGM app or receiver. Since the smartphone system sends data to the Dexcom server, the information is always older than the real-time data displayed on the user's CGM app or receiver. Use the current information on the CGM app or receiver for treatment decisions, not the information from Dexcom CLARITY as that information is outdated.

**CAUTION** The software does not provide any medical advice and should not be used for that purpose. Home users must consult a healthcare professional before making any medical interpretation and therapy adjustments from the information in the software.

**CAUTION** Healthcare professionals should use information in the software in conjunction with other clinical information available to them.

**CAUTION** Federal (US) law restricts this device to sale by or on the order of a licensed healthcare professional.

## About Dexcom CLARITY

Dexcom CLARITY is a software program that allows the transfer of glucose data from your Dexcom CGM system to Dexcom remote servers for data management to assist in your use of the Dexcom CGM and to assist in healthcare services. Dexcom CLARITY can transfer and manage data from the Dexcom G4 PLATINUM, Dexcom G5 Mobile CGM System, and Dexcom G6 (all of which are referred to as Dexcom CGM systems).

After the glucose data is uploaded to Dexcom CLARITY, the information is processed by Dexcom CLARITY and displayed on computers in graphs to help you and your healthcare professional analyze trends and patterns in glucose. You can review, save, email, and print the software reports.

## Computer and Internet Configurations

An internet connection of 1.5 Mbps or more is required to install the software from the web, upload data, or view the online User Guide.

It is recommended that you use an appropriate firewall program and an anti-virus program on your computer to protect against viruses, malware and unauthorized access to and use of your computer and the information stored, processed and transmitted by it.

Dexcom CLARITY supports the following system configurations:

- Windows 7, 8, or 10
  - 1.3 GHz processor, 1 GB free RAM and 100 MB free disk space
  - Microsoft .NET Framework 4.6.1 or greater, full version
  - Display resolution of 1024 x 768 pixels or greater
  - Chrome, Firefox, or Internet Explorer 11 run in desktop mode or Microsoft Edge
  - USB 2.0+ port or better to connect the USB cable to upload data from the optional Dexcom receiver
  
- Mac OSX 10.14 or 10.15
  - 2.3 GHz processor and 4 GB free RAM with 100 MB free disk space
  - Display resolution of 1280 x 800 pixels or greater
  - Safari 12, Chrome, or Firefox for Mac OSX
  - USB 2.0+ port or better to connect the USB cable to upload data from the optional Dexcom receiver

Optional computer configurations:

- A PDF reader for viewing, saving, and printing reports
- A printer for printing reports
- An Excel spreadsheet viewer for exported data

To run Dexcom CLARITY, your network must allow the following outbound network traffic, which might require changes to proxy and network configuration:

- dexcom.com (and all subdomains) on port 443
- agent.mydiabetesdata.com with DNS loopback support to 127.0.0.1

To run the Dexcom CLARITY Uploader, your network must allow the following outbound network traffic:

- \*.dexcom.com (and all subdomains) on port 443

## Terms of Use

Use by you of Dexcom CLARITY and Dexcom services is subject to the Terms of Use at [dexcom.com/linked/documentservice/TermsOfUse](https://dexcom.com/linked/documentservice/TermsOfUse)

By using this guide, you agree to comply with the applicable terms and conditions in connection with your use of Dexcom CLARITY, services and this User Guide.

## Privacy Policy and Privacy Practices

Read the Dexcom Privacy Policy at [dexcom.com/linked/documentservice/PrivacyPolicy](https://dexcom.com/linked/documentservice/PrivacyPolicy)

## Proprietary Rights

Dexcom CLARITY and this User Guide are ©2016-2021 by Dexcom, Inc. and its licensors. All Rights Reserved. Dexcom CLARITY downloaded onto your computer or other devices might include certain third-party software licensed by Dexcom and the notices for which are set forth at: [dexcom.com/notices](https://dexcom.com/notices)

Third party products mentioned in this guide are subject to the rights of their manufacturers and distributors in the products and their trademarks.

## Contact Dexcom

For help with a Dexcom CGM system, questions about Dexcom CLARITY, or to receive a printed version of the User Guide, contact [dexcom.com/contact](https://dexcom.com/contact)

## 2 Access Dexcom CLARITY

To access Dexcom CLARITY on the web:

1. Go to [clarity.dexcom.com](https://clarity.dexcom.com) and select **Home Users**.
2. Enter your Dexcom account username and password to log in.

Do not create a duplicate Dexcom account or your data will not be found. If you are unsure if you have an account, try to recover the login. You already have a Dexcom account if you:

- Use the Dexcom CGM app
- Upload your Dexcom receiver to Dexcom CLARITY at home
- Order supplies directly from Dexcom

If you do not have a Dexcom account, you can create one on the login page.

Your Dexcom CLARITY account is specific to your geographical area. Accounts created outside the United States will not be accessible within the United States.

## 3 Report Features

In Dexcom CLARITY, you view glucose data reports with interactive graphs and relevant statistics. Use the Settings page to customize data display and sharing.

## Date Range Selection

By default, Dexcom CLARITY reports display the most recent 14 days of data.

To change the date range, from any report:

1. Click on the date range.
2. Choose the recent number of days or select a custom date range, then click **OK**.

## CGM Data, Calibrations, and Alerts Filters

You can filter CGM data, Calibrations, and Alerts from graphs. By default, these events are viewable by a green slider. To turn off, click the slider to white.

## Health Events

Health events you enter into your Dexcom CGM system, appear on the graphs. Events show up on all graphs that include the date of the event. Each event is marked with an icon displayed below the x-axis and viewed by hovering your cursor over the icon.

If you enter multiple events within the same one-hour window, the icons are displayed stacked and show multiple event information when you hover over the icon.

## Print Reports

To print a report, from any report page:

1. Click the **print** icon at the top of the page.
2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Select at least one report to print.
5. Click **Print Report**.

## Download Reports

To download a report as a PDF, from any report page:

1. Click the **download** icon at the top of the page.
2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Select at least one report to download.
5. Click **Save Report**.

## Email Reports

You can only email the report to one email address at a time. To email to multiple addresses, repeat the process after the first email has sent.

To send an email, from any report page:

1. Click the **email** icon at the top of the page.

2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Select at least one report to email.
5. Click **Continue**.
6. Enter the email address and an optional message.
7. Click the **Send a copy to myself** box if you would like a copy.
8. Click **Continue**.
9. Click **I Agree to the Terms** after you have read them.

## Export Reports

You can export raw glucose data values, calibration values and events to an Excel spreadsheet, saved to your computer. This generates a .csv file.

To export a report, from any report page:

1. Click the **export** icon at the top of the page.
2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Click **Export**, then **Close**.

## 4 Overview Report

The Overview report shows a glucose summary dashboard of statistics, a pattern summary and your best glucose day for the date range selected. It also provides information about the Dexcom CGM system used provide the data shown.

### Dashboard

The Overview report includes a summarized dashboard of key measurements from the selected date range including:

- **Glucose Management Indicator (GMI):** Approximates the laboratory A1C level expected based on average glucose measured using CGM values. Average glucose is derived from at least 12 days of CGM data. The GMI may be similar to, higher than, or lower than the laboratory A1C. Differences between GMI and laboratory A1C may reflect differences among an individual's red blood cell lifespan, how glucose binds to hemoglobin, or due to a recent fluctuation in glucose control.
- **Average glucose (CGM):** The average of all the CGM glucose readings from the selected date range.
- **Standard deviation (CGM):** Shows how much CGM glucose readings rise and fall. This is also known as glycemic variability.



- **Time in range:** The percentage of time that glucose levels are in low, target, and high ranges. The following are recommended ranges from an international consensus. Dexcom CLARITY ranges may be different than Dexcom CGM alerts. Changes made here apply only to Dexcom CLARITY.
  - Target Range: 70-180 mg/dL
  - Very High: Above 250 mg/dL
  - Very Low: Below 54 mg/dL
- **Sensor usage:** Provides a high-level view of Dexcom CGM device usage.
  - **Days with CGM data** shows the number of days during the reporting period with at least 50% CGM readings.
  - **Avg. calibrations per day** displays the average number of calibrations per day, entered by the patient, during the reporting period. Only days with at least 50% CGM readings are included. The Dexcom G6 system is approved for use without calibrations or optionally with calibrations, making it possible to have zero average daily calibrations.
- **Insulin:** This feature is only available for Dexcom compatible connected insulin devices. Connected insulin devices have Bluetooth capability and require pairing with their app. To see insulin data in Dexcom CLARITY, use the connected insulin device app to connect to Dexcom.

Dexcom CLARITY provides the following insulin statistics as manually entered into Dexcom apps, or as collected by a connected insulin device.

- **Fast-acting to long-acting insulin ratio:** Compares fast-acting to long-acting doses as percentages within the date range selected. Long-acting doses may need to be configured in the connected device to display in Dexcom CLARITY.
- **Average total daily dose:** Average number of long- and fast-acting units per day within the selected date range.
- **Average daily fast-acting doses:** Average number of fact-acting doses taken per day within the selected date range.

### Pattern Summaries and Best Day

The Overview report shows up to four patterns identified in the data. To view a summarized pattern on the Patterns report, click the box of the pattern for detailed graphs and statistics.

Limits for low and high glucose levels are changed on the Settings page. Changes made in Dexcom CLARITY apply throughout Dexcom CLARITY, but don't affect any settings on the CGM device.

Your best glucose day is the day you were most within your target range for the selected date range. Click the best glucose day box for a detailed view.

## Devices

Details about the Dexcom CGM system in use, include the Serial Number, last upload, and current alert settings. Connected devices information are also included here.

## 5 Patterns Report

The Patterns report provides graphical patterns, statistics and considerations for highs, lows and your best day within the selected date range. These are the same patterns summarized on the Overview report. There will always be a Best Day tab to review. Click each tab to see details.

### Pattern Graphs

Each pattern is represented by a series of graphs, dated by each time the pattern was found in the selected date range, or a pattern occurrence.

Each graph includes:

- A 24-hour timeline on the bottom x-axis.
- Scale for glucose readings on the left y-axis.
- Target range limits on the right y-axis.
- CGM lines that connect the individual CGM glucose readings.
- Values associated with each CGM reading viewed by moving your mouse along the CGM lines.
- Target glucose ranges shown by the colored lines that run parallel to the x-axis, as determined in Settings. The yellow line is the upper limit and the red line is the lower limit.
- Significant daily data that is used to indicate the pattern, highlighted in the white background columns.
- Health events as recorded on the Dexcom CGM system shown with an icon below the x-axis and viewed by hovering your cursor over each icon.
- Calibration events entered into the Dexcom CGM system shown by the gray circle C icon, when the calibration toggle is active.

### Pattern Occurrences

A pattern occurrence is a period of glucose data that matches a larger pattern of similar periods of glucose data. For example, if that data shows a pattern of nighttime lows, one of those nighttime lows would be an occurrence. Days may have multiple occurrences of a pattern.

Pattern occurrence are the white columns. Gray areas of the graph are not part of the pattern. Glucose values and events are viewed by moving your mouse over any part of the graph and hovering.

The Best Day pattern graph does not include gray shading.

A letter marks each pattern occurrence. This letter is displayed at the top of the graph, above the white column, and displayed at the left of the graph with the times of the occurrence.

Column and left side pattern occurrences will be highlighted when you hover your cursor over occurrences.

### Rebounds

A rebound is when a pattern occurrence is followed immediately by the opposite – a high after a low, or a low after a high. The number of rebounds in the glucose data set is noted in the summary before the graphs.

### Pattern Statistics

Statistics for the selected date range of patterns include average glucose measurement, standard deviation and the time in range.

### Considerations

Based on the patterns of the selected date range, some possible considerations are provided at the bottom of the Patterns report. Consult a healthcare professional before making any medical interpretations and therapy adjustments from this information.

## 6 Trends Report

The Trends report allows you to see glucose trends at different times of day over the selected date range. For example, you might see that your glucose levels are stable during mornings but are less stable during afternoons.

To filter the Trends data, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

Click the **CGM** and **Calibrations** sliders to toggle them on or off.

### Trends Graph

The Trends graph includes:

- A 24-hour timeline along the bottom x-axis.
- Scale for glucose readings on the right y-axis.
- CGM lines that trace CGM glucose data readings.
- Values associated with each CGM readings viewed by moving your mouse along the CGM lines.

- Target glucose ranges shown by the colored lines that run parallel to the x-axis and values as set in Settings, on the left y-axis. The yellow line is the upper limit and the red line is the lower limit.
- Calibration events entered into the Dexcom CGM system shown by the gray circle C icon, when the calibration toggle is active.

The yellow and red shaded bars show patterns of clinically significant hyper- or hypoglycemia, respectively. Three factors determine clinical significance:

- Time spent in hyper- or hypoglycemia
- Scale of hyper- or hypoglycemia
- Frequency of hyper- or hypoglycemia

The darkest shaded bars are the most significant areas of hyper- and hypoglycemia. Lighter shaded bars show other patterns of hyper- and hypoglycemia, including data not clinically significant.

## 7 Overlay Report

The Overlay report displays one week of data in each graph with colored lines to represent a single day's data over time. For example, if you chose a date range of 10 days and do not apply any filters, you would see two graphs, one with seven lines and one with three.

To filter the Overlay data, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

Click the **CGM** and **Calibrations** sliders to toggle them on or off.

### Overlay Graph

The Overlay graph has several components:

- A 24-hour timeline along the bottom x-axis.
- Scale for glucose readings on the left y-axis.
- CGM lines: Each line on the Overlay graph represents a different day's data. A key above the graph shows which line corresponds with which day. Use these CGM lines to spot trends and compare data from different days in the selected date range.
- Hover: Put the cursor anywhere on a CGM line and rest it there for a moment to get detailed glucose information from that point in time.
- Target glucose ranges shown by the colored lines that run parallel to the x-axis and values as set in Settings, on the right y-axis. The yellow line is the upper limit and the red line is the lower limit.

- Calibration events entered into the Dexcom CGM system shown by the gray circle C icon, when the calibration toggle is active.

## 8 Daily Report

Daily displays glucose data in graphs by the day over the selected time range. Daily graphs are displayed with the most recent day first. Use the numbers along the bottom of the last graph to load previous days.

To filter the Daily data, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

Click the **CGM** and **Calibrations** sliders to toggle them on or off.

### Daily Graph

The Daily graphs include:

- A 24-hour timeline along the bottom x-axis.
- Scale for glucose readings on the left y-axis.
- CGM lines that trace CGM glucose data readings.
- Values associated with each CGM readings viewed by moving your mouse along the CGM lines.
- Target glucose ranges shown by the colored lines that run parallel to the x-axis, as determined in Settings. The yellow line is the upper limit and the red line is the lower limit.
- Health events as recorded on your Dexcom CGM system, shown with an icon below the x-axis and viewed by hovering your cursor over each icon.
- Calibration events for each blood glucose meter result recorded by your Dexcom CGM system, shown using the gray circle C icon when the calibration toggle is active.

If the black trace line in the graph has interruptions or stops, then your Dexcom CGM system did not record glucose data during that time.

## 9 Compare Report

The Compare report is divided into two columns containing graphs, statistics, patterns and devices to compare within selected date ranges.

### Selecting Date Ranges

Each column has its own date range selector. You can compare up to 90 days of data. Use the numbers located below the last graph to view more graphs in your selected date range.

The date bars display the current date ranges for comparison. To change the ranges for each column, choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.

Compare graphs through the Trends, Overlay, or Daily views and apply filters. To change the data views and filters:

1. Click **Trends**, **Overlay**, or **Daily** to select the view.
2. Click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.
3. Click the **CGM** and **Calibrations** sliders to toggle them on or off.

### Compare Trends

In the Trends view, see side-by-side glucose trends throughout the day over the selected date ranges. These graphs include the same features as the Trends graph.

### Compare Overlay

In the Overlay view, compare day by day, a week of data over the selected date ranges. These graphs include the same features as the Overlay graph.

### Compare Daily

In the Daily view, see side-by-side Daily 24-hour graphs for the selected date range. These graphs include the same features as the Daily graph.

### Compare Statistics

All Compare views include key measurements, or statistics, which are shown below the graphs. These statistics are similar to those shown on the Overview report.

Statistics in the right column are marked with arrows to indicate changes from the left column values. An arrow pointed up means the statistic on the right is higher than the same statistic on the left. An arrow pointed down means it is lower.

### Compare Patterns

Click the name of the pattern to view the time range, number of events and rebounds of the pattern.

Patterns that were resolved from the left column are marked on the right column with strikethrough green text and a checkmark icon.

New patterns in the right column are highlighted with a NEW icon. Best Days are always included for both selected date ranges.

### Compare Devices

Click the device name at the bottom of the page to compare the Dexcom CGM model, serial number, and the upload date of the selected date ranges.

## 10 Statistics Report

Statistics for CGM data are shown either Daily or Hourly with standard and advanced views for the date range selected.

Daily statistics are calculated values for the individual day of the week over the date range selected. For example, if the date range is 14 days, all the CGM values collected on the two Mondays would be used in the Monday calculations.

Hourly statistics are calculated values for the individual hour of the day over the date range selected. For example, if the date range is 7 days, all CGM values collected for each individual hour for each of the seven days would be used in the calculations.

Click **Daily** or **Hourly** for standard views, then click the **Advanced** checkbox if you want to view all the statistics.

Daily and Hourly both have the same statistics and include:

- **Time in Range:** The percentage of time that glucose levels are in low, target, and high ranges. The following are recommended ranges from an international consensus. Dexcom CLARITY ranges may be different than Dexcom CGM alerts. Changes made here apply only to Dexcom CLARITY.
  - Target Range: 70-180 mg/dL
  - Very High: Above 250 mg/dL
  - Very Low: Below 54 mg/dL
- **# Readings:** Total number of CGM readings.
- **Min:** Minimum is the lowest CGM reading.
- **Mean:** The average of CGM readings.
- **Max:** Maximum is the highest CGM reading.
- **Quartile 25:** The CGM reading where 25% of all readings fell at or below this value, after ranking all values from lowest to highest.
- **Median:** The midpoint of all CGM readings where half the readings fall above.
- **Quartile 75:** The CGM reading where 75% of all readings fell at or below this value, after ranking all values from lowest to highest.
- **IQR:** Inter Quartile Range (IQR) is the difference between the Quartile 75 and Quartile 25 readings.
- **Std. Dev.:** Shows how much CGM glucose readings rise and fall. This is also known as glycemic variability.
- **IQ Std. Dev.:** Inter Quartile Standard Deviation (IQSD) removes the top 25% and bottom 25% of CGM before calculating the SD.
- **SD Mean:** Standard Deviation of the Mean (SD Mean) estimates variability by dividing the SD by the square root of the number of values.

- **%CV:** The Coefficient of Variation (%CV) is calculated by dividing the glucose Standard Deviation by the mean glucose. %CV is a standardized measure that assesses the magnitude of glucose variability. The larger the %CV, the larger the variability in CGM readings.

## 11 AGP Report

The Ambulatory Glucose Profile (AGP) is a licensed, standardized glucose report created by the International Diabetes Center (IDC). AGP provides a standard set of information and graphs relating to your diabetes management and is only one part of understanding your glucose patterns.

The report is divided into these sections:

- **Glucose Statistics** summarize the glucose values from the selected date range.
  - **Glucose Exposure:** The average of all the glucose readings in the selected date range.
  - **Glucose Ranges:** Percentage of time spent in each of the glucose ranges.
  - **Glucose Variability:** How far readings are from the average.
  - **Data Sufficiency:** Percentage of time CGM readings were provided.
- **Ambulatory Glucose Profile** readings are combined to make a one day, 24-hour picture.
  - **50% Median:** Half of glucose values are above this line and half are below.
  - **25/75%-IQR:** Half of the glucose values are between these lines and half are outside these lines.
  - **10/90%:** 80% of glucose values are between these lines.
- **Daily Glucose Profiles** contain single day views of glucose values from the selected date range.

## 12 Uploads

After signing in the first time, if you are using a Dexcom CGM receiver, you will see instructions to install the Dexcom CLARITY Uploader on your computer. You must have the Dexcom CLARITY Uploader to upload data from your CGM receiver to Dexcom CLARITY. You only need to install this once.

If you use the Dexcom Mobile CGM app then you do not need the Dexcom CLARITY Uploader, as your data is already sending to Dexcom CLARITY when the smartphone is connected to the internet and the Dexcom Mobile CGM app is running.

## Data Collection



It is possible to use both a smartphone and a receiver to provide CGM data.

The smartphone system sends data to the Dexcom server, where that data is made available for reports. To receive this data, the smartphone needs to be connected to the internet and have the Dexcom Mobile CGM app running.

The Dexcom receiver requires connection to a computer to upload the data periodically. If patients use a smartphone part of the time and a receiver part of the time, then Dexcom CLARITY needs data from both to provide accurate statistics.

## Uploading Receivers

Dexcom receivers store about 30 days of CGM readings with 120 Calibrations. It is important to upload Dexcom receiver data to Dexcom CLARITY at least every 30 days to ensure data is not lost.

## Install the Dexcom CLARITY Uploader

From the top of the page, click **Upload** and follow the instructions. When prompted, enter the username and password you use for Dexcom CLARITY.

By default, the **Keep me logged in** box is checked so that each time you connect your Dexcom receiver to your computer, the Dexcom CLARITY Uploader will automatically open a browser window to show your CGM data page. Uncheck the **Keep me logged in** box if you want to disable auto-login.

## Use the Dexcom CLARITY Uploader

To upload data from your Dexcom receiver:

1. Connect your Dexcom receiver to your computer using the USB cable supplied with your CGM.
2. Click the Dexcom CLARITY logo in your system tray to get upload instructions, set preferences, and to view reports.
3. Select **Instructions** if you are using a Mac, or select **Options**, then **Instructions** if you are using a PC, for directions to upload your CGM data.
4. Select **Options** or **Preferences** tab to access the following:
  - **Auto-Display Reports:** Keep this box checked to allow Dexcom CLARITY Uploader to automatically open Dexcom CLARITY after uploading data.
  - **Remembered Logins:** Click **Forget my login information** to reset the Dexcom CLARITY Uploader username autofill on the login screen. You can only access this feature if your Dexcom receiver is connected to the computer.
5. Select **View Report** to open Dexcom CLARITY in a browser window. You may be asked to log in.

## Dexcom CLARITY Uploader Update

To update the Dexcom CLARITY Uploader:

1. Go to [clarity.dexcom.com](https://clarity.dexcom.com) and select **Home Users**.
2. Enter your Dexcom account username and password to log in.
3. Click **Upload** at the top of the page.
4. Click **Download** from the instructions provided.
5. Run the installer when the download is complete.

## 13 Settings

Use the Settings page to customize data display and sharing. Changes only apply to Dexcom CLARITY and do not change any settings on your Dexcom CGM system. Your healthcare professional may use different settings to view your data.

### Patient's Full Name

Change how your name is displayed while viewing and for reports to your clinic. Use the name listed on your medical records.

### Manage Profile

Update your Dexcom account information.

### Glucose Time/Target Range

To customize the upper and lower limits for the glucose target range click and hold a gray circle icon and drag it up or down to set the desired glucose levels for your target range. Or select the time and limits of your glucose level for both Day and Night, from the drop-down lists.

Throughout Dexcom CLARITY, the upper limit line is always yellow, and the lower limit line is always red. The colors may appear different based on your monitor settings.

## Day and Night

To customize the day and night, click and hold a gray circle icon and drag it left or right to set when the day begins and ends. Or, select a start and end time for both Day and Night, from the drop-down lists.

## Very High

Select 250 mg/dL or above as the limit for Very High displays within Dexcom CLARITY reports. Changing this setting does not change the Dexcom CGM settings.

## Very Low

Choose 50 mg/dL or 54 mg/dL as the limit for Very Low displays within Dexcom CLARITY reports. Changing this setting does not change the Dexcom CGM alerts.

## AGP Target Range

Select the Low and High limits you want to view on the AGP report. Changes made for this setting only apply to the AGP report.

## Data Sharing with Clinics

You must give permission to share your Dexcom CLARITY data with your clinic's Dexcom CLARITY account, and for you to see data uploaded at a clinic on your Dexcom CLARITY account.

You can share with more than one clinic. Clinics are displayed once you have accepted a sharing invitation from that clinic.

After you approve to share data with a clinic, any following data uploaded to Dexcom CLARITY can be accessed by the healthcare professionals at that clinic.

Users or clinics can stop sharing data at any time.

- All data uploaded by receiver to the clinic's Dexcom CLARITY account will still be accessible at the clinic. This data will not be accessible from your Dexcom CLARITY account after sharing is stopped.
- All data sent from the Dexcom Mobile app or uploaded from the receiver to your Dexcom CLARITY account will not be accessible to the clinic after sharing is stopped.
- You will continue to see your own data within your Dexcom CLARITY account via receiver upload or streaming from your Dexcom Mobile app.

## Accept an Invitation to Share Data

A healthcare professional uses their Dexcom CLARITY account to invite you to share data with their clinic. They will provide the invitation in print or by email.

The invitation includes a sharing code that you enter on your Dexcom CLARITY Settings page to accept the invitation before the expiration date shown. Once you have

completed the acceptance, your account and the clinic's account will automatically share data between them.

You can accept the invitation from an internet browser or from a smart device with the Dexcom CLARITY app.

To accept the invitation from an internet browser, log into your Dexcom CLARITY account:

1. Click **Settings**.
2. Click **Share Data with a New Clinic**.
3. Enter the sharing code and your date of birth.
4. Click **Continue**.
5. Click the **I consent to share my data with my clinic** box.
6. Click **Yes, Share My Data** on the verification page to confirm sharing.
7. Click **Close** on the confirmation page.

Clinics you share with are listed under Data Sharing with Clinics. You may share with more than one clinic.

## Stop Sharing Data

To stop sharing data with a clinic, from the Settings page:

1. Click **Stop Sharing with this Clinic** for every clinic you want to stop sharing data.
2. Click **Stop Sharing with this Clinic** again on the verify page.
3. Click **Close** on the success page.

The clinic's information will still appear on your Settings page for your reference.

## 14 Support

For help using Dexcom CLARITY, click **Support** and choose an option:

- **Uploader Uninstall:** Removes the Dexcom CLARITY Uploader from your computer.
- **Help Center:** Access the interactive and searchable version of this user guide. Browse through related videos and handouts.
- **User Guide:** View, print, and save this guide in PDF format.
- **Safety Statement:** Review the Dexcom CLARITY Intended Use/Safety Statement.
- **Glossary:** See definitions of terms and explanations of data calculations.
- **Contact Us:** Get sales, technical, and Dexcom CARE contact information.

## Troubleshooting

If you are having trouble accessing Dexcom CLARITY, try these troubleshooting steps:

- If you forgot your password, go to the login screen and click **Forgot your password?** to have it emailed to you.
- If you forgot your username, go to the login screen and click **Forgot your username?** to have it emailed to you.
- Make sure your computer is connected to the Internet throughout the session. If the computer loses that connection, it might not display the screens properly.
- Check that the computer's operating system and browser are supported. See section 1 for more information.
- Know where downloaded files are stored. This will make finding downloads easier.
- Make sure that no other glucose data software is open, or they could cause stalls or failures during uploads from a CGM.
- Make sure you have appropriate permissions on your computer to download reports or install Dexcom CLARITY Uploader.
- Make sure the following URLs are included in any trusted website browser lists:
  - \*.dexcom.com (and all subdomains) on port 443
  - agent.mydiabetesdata.com

### Technical Support

For help with Dexcom CGM system, questions about Dexcom CLARITY, or to receive a printed version of the User Guide, contact [dexcom.com/contact](https://dexcom.com/contact)

## 15 Appendix A: Dexcom CLARITY app

The Dexcom CLARITY mobile app allows you to view glucose statistics, save and email reports, and enter the sharing code from your clinic to allow data sharing.

Download the Dexcom CLARITY app from the app store of your smartphone. The localization and languages selected on your smartphone and how you have your Dexcom account set up, controls how you view the Dexcom CLARITY app. To view Dexcom CLARITY compatible smartphones, visit: [dexcom.com/compatibility](https://dexcom.com/compatibility)

Dexcom CLARITY app features may not be immediately available and may not be available in all countries.

### Summary

View glucose data from the most recent number of days listed at the top.

### Reports

Select a range and the reports you want to view, save, print, and email.

To view reports:

1. Tap **Reports**.
2. Tap **2, 7, 14, 30** or **90** days.
3. Tap the reports you want to view.
4. Tap **View Reports**.

Use the icons at the top to save, print, or email reports.

### Goals

View your Goals: Time in Range data and your Best Day data. To change your goals, tap **Profile > Glucose Ranges > Goal: Time in Range**.

### Profile

Customize your app preferences from the options found on this page.

- **Manage Profile:** Update your Dexcom account information.
- **Authorize Sharing:** Accept invitations to share data with your clinic or generate a sharing code to give to your clinic for limited access.
- **Glucose Ranges:** Customize the glucose ranges for viewing in Dexcom CLARITY. Changes to these ranges do not affect the ranges, alarm, or alerts for Dexcom CGM devices.
- **Notifications:** Modify push notifications, goal settings, and the email summary. Notifications are pushed to your smartphone when data is available and connected to the internet. Email Summary is sent weekly to the email address you have on file with Dexcom.
- **Walgreens:** In the Dexcom CLARITY app, you can refill Walgreens prescriptions, locate stores, and earn Balance® Rewards points. To earn points, you must be

signed into your Walgreens.com account, enrolled in the Balance Rewards for healthy choices<sup>®</sup> and regularly complete the lifestyle challenge of checking your blood glucose.

- **Support:** Learn about features or contact technical support.
- **About:** Get information about this app.
- **Logout:** Tap **Logout** to log out of the app.



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