



CONTINUOUS GLUCOSE MONITORING

Dexcom Clarity User Guide

Table of Contents

Table of Contents	2
Introduction to Dexcom Clarity	5
Intended Use/Safety Statement	5
About Dexcom Clarity	5
Computer and Internet Configurations	6
Windows 10 or 11	6
Mac OSX 11 or 12	6
Optional computer configurations	6
Terms of Use	7
Privacy Policy and Privacy Practices	7
Proprietary Rights	7
Contact Dexcom	7
Access Dexcom Clarity	7
Report Features	8
Date Range Selection	8
Events	8
Report Outputs	8
Print Reports	8
Download Reports	8
Email Reports	9
Export Reports	9
Overview Report	10
Dashboard	10
Pattern Summaries and Best Day	11
Devices	11
Patterns Report	11
Pattern Graphs	11

Pattern Occurrences	12
Rebounds	12
Pattern Statistics	12
Considerations	13
Trends Report	13
Trends Graph	13
Overlay Report	13
Overlay Graph	14
Daily Report	14
Daily Graph	14
Compare Report	15
Selecting Date Ranges	15
Compare Trends	15
Compare Overlay	15
Compare Daily	15
Compare Statistics	15
Compare Patterns	16
Compare Devices	16
Statistics Report	16
AGP Report	17
Uploads	17
Data Collection	17
Uploading Receivers	18
Install the Dexcom Uploader	18
Settings	18
Patient's Full Name	18
Manage Profile	18
Glucose Time/Target Range	18

Day and Night	18
Very High	19
Very Low	19
AGP Target Range	19
Data Sharing with Clinics	19
Accept an Invitation to Share Data	19
Stop Sharing Data	20
Support	20
Troubleshooting	20
Technical Support	21
Appendix A: Dexcom Clarity app	22
Summary	22
Reports	22
Goals	22
Profile	22

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 a Dexcom CGM system to Dexcom remote servers for data management to assist in the use of the Dexcom CGM system and to assist in healthcare services. Dexcom Clarity can transfer and manage data from the Dexcom G5 Mobile CGM System, Dexcom G6 CGM System (Dexcom G6), and Dexcom G7 CGM System (Dexcom G7) (where available), 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 patients and healthcare professionals analyze trends and patterns in glucose. Data reports can be reviewed, saved, printed, and emailed.

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 10 or 11

- 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 Microsoft Edge
- USB 2.0+ port or better to connect the USB cable to upload data from the optional Dexcom receiver

Mac OSX 11 or 12

- 2.3 GHz processor and 4 GB free RAM with 100 MB free disk space
- Display resolution of 1280 x 800 pixels or greater
- Chrome, Firefox for Mac OSX, or Safari 12, 13, and 14
- 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 Uploader, the network must allow the following outbound network traffic:

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

Terms of Use

Your use of Dexcom Clarity and Dexcom services is subject to the Terms of Use at 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

Proprietary Rights

Dexcom Clarity and this User Guide are ©2016-2023 by Dexcom, Inc. and its licensors. All Rights Reserved. Dexcom Clarity software 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 clarity.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 Dexcom CGM systems, questions about Dexcom Clarity, or to receive a printed version of the User Guide, contact dexcom.com/contact

Access Dexcom Clarity

To access Dexcom Clarity on the web:

1. Go to clarity.dexcom.com and click **Dexcom Clarity for 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
- If you ever ordered 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.

To log out of Dexcom Clarity, click **Logout** located under your account name at the top right of the page.

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 from the recent numbers of days or select a custom date range, then click **OK**.

Events

Events recorded in the Dexcom CGM system appear in some reports. Each event is displayed as an icon. Hover on the icon to view more information.

Report Outputs

You can print, download, email and export reports with the links located at the top of Dexcom Clarity.

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 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**.

Overview Report

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

Dashboard

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

- **Average Glucose:** The average of all the CGM glucose readings from the selected date range.
- **Standard Deviation:** Shows how much CGM glucose readings rise and fall. This is also known as glycemic variability.
- **GMI (Glucose Management Indicator):** Calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.
- **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 in [Settings](#). 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.

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.
- [Events](#) recorded by the Dexcom CGM system are shown with an icon at the bottom. Hover your cursor over each icon for more details or scroll down to view the table.

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.

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.

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.

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.

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.

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 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.

Daily Report

The Daily report 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. Use the Key to understand Event icons.

Daily Graph

The Daily graph has several components:

- A 24-hour timeline along the bottom x-axis and the units for glucose readings on the left y-axis.
- 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.
- [Events](#) recorded by the Dexcom CGM system are shown with an icon at the bottom. Hover your cursor over each icon for more details or scroll down to view the table.

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

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 the 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.

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 time 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 strike-through green text and a check mark 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.

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.

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. Learn more about the report at agpreport.org

Uploads

If you use the Dexcom Mobile CGM app, then you do not need upload any data because your data is already automatically sending to Dexcom Clarity, while your 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 streams 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 Uploader

From the top of the page, click **Upload** and follow the instructions.

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 your desired glucose levels for the 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

Choose 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 settings.

AGP Target Range

Choose the Low and High limits you want to view on the AGP report. Changes you make 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.

Support

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

- **Uploader Uninstall:** Removes the Dexcom Uploader software 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](#).
- 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 Uploader.
- Make sure the following URLs are included in any trusted website browser lists:
 - *.dexcom.com (and all subdomains) on port 443
 - https://agent.mydiabetesdata.com

Technical Support

For help with Dexcom CGM systems, questions about Dexcom Clarity, or to receive a printed version of the User Guide, contact dexcom.com/contact.

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

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 > Target Range > Goal: Time in Range**.

Profile

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

- **Authorize Sharing:** Accept invitations to share data with your clinic or generate a sharing code to give to your clinic for limited access.
- **Target Range:** 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.

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

Dexcom, Inc.
6340 Sequence Drive
San Diego, CA 92121 USA
+ 1.858.200.0200
Tech Support: 1.888.738.3646
dexcom.com

Symbols

These symbols tell you about the proper and safe use of Dexcom Clarity.

Manufacturer	
Indicates the item is a Medical Device	

©2016-2023 Dexcom, Inc.
LBL012828 Rev 037, 2023/05

Dexcom and Dexcom Clarity are registered trademarks of Dexcom, Inc. in the United States and may be in other countries.