



# **Dexcom CLARITY®**

## **User Guide**

## **For Clinics**

LBL-013732, Rev 5

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## 1 Introduction to Dexcom CLARITY®

### 1.1 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 in the review, analysis, and evaluation of historical CGM data to support effective diabetes management. It is intended for use as an accessory to Dexcom CGM devices with data interface capabilities.

 **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.

### 1.2 Computer and Internet Requirements

A broadband network 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.

CLARITY supports the following minimum configurations:

- Windows 7, 8 or 10
  - 1.3 gigahertz (GHz) processor and 1 gigabyte (GB) free RAM with 100 megabytes (MB) free disk space
  - Microsoft .NET Framework 4.0 or greater, full version
  - Display resolution of 1024 x 768 pixels or greater
  - Chrome 53, Firefox 47, Internet Explorer 9 with Adobe Flash 10, Internet Explorer 10 or 11 run in desktop mode or Microsoft Edge
  - USB 2.0+ port to connect the USB cable to upload from your patient's Dexcom receiver
- Mac OSX 10.10, 10.11 or 10.12
  - 2.3 gigahertz (GHz) processor and 4 gigabytes (GB) free RAM with 100 megabytes (MB) free disk space

- Display resolution of 1280 x 800 pixels or greater
- Safari 8, 9 or 10, Chrome 53 or Firefox 47 for Mac OSX
- USB 2.0+ port to connect the USB cable to upload from your patient's Dexcom receiver

Optional computer requirements:

- Mouse or track pad
- A PDF reader (for example, Adobe Reader) for viewing, saving, and printing the reports
- An Excel spreadsheet viewer (for example, Microsoft Excel or Excel Viewer)
- Printer, for printed copies of reports

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

### **1.3 Terms of Use**

Use by your clinic of CLARITY and Dexcom services is subject to any written agreement between Dexcom and your clinic, or if none, then the Terms of Use located at:

[http://www.dexcom.com/terms\\_of\\_use](http://www.dexcom.com/terms_of_use)

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

### **1.4 Privacy Policy and Privacy Practices**

To read Dexcom's Privacy Policy, go to: <http://www.dexcom.com>. Scroll to the bottom of the page, then click **Privacy Policy**.

To read Dexcom's Notice of Privacy Practices, go to:

[http://www.dexcom.com/notice\\_of\\_privacy\\_practices](http://www.dexcom.com/notice_of_privacy_practices)

### **1.5 Proprietary Rights**

CLARITY and this User Guide are © 2010-2016 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: <http://www.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.

## 1.6 Contact Dexcom

For help with a Dexcom CGM system or questions about CLARITY, contact Dexcom Tech Support: <http://www.dexcom.com/support>.

## 1.7 About CLARITY

CLARITY is an accessory to your patient's Dexcom CGM system. It is a software program that allows the transfer of glucose data from your patient's Dexcom CGM system to Dexcom remote servers for data management to assist in your patient's use of the Dexcom CGM system and to assist in your provision of healthcare services to your patient. CLARITY can transfer and manage data from the Dexcom G4® PLATINUM, Dexcom G4® PLATINUM with Share™ and the Dexcom G5® Mobile CGM System (all of which are referred to as Dexcom CGM systems).

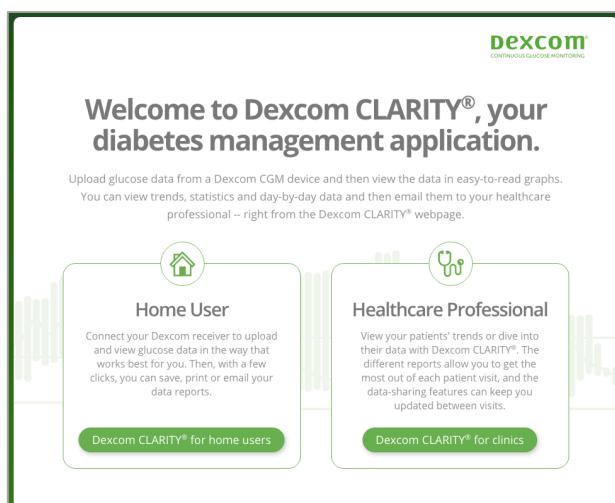
After the glucose data is uploaded to CLARITY, the information is processed by CLARITY and displayed on your computer in graphs to help you analyze patient trends and patterns in glucose. You can review, save or print the software reports in your clinic setting, such as a hospital or medical office.

CLARITY displays glucose data from a Dexcom CGM system 3 hours after the data is captured. This means that the most recent data you view in CLARITY is at least 3 hours old.

## 2 Access CLARITY

To access CLARITY on the web:

1. Go to <http://clarity.dexcom.com>.
2. Click **Dexcom CLARITY® for clinics** at the bottom of the page.



On the Log in page:

1. Enter your CLARITY username and password.
2. Click **Login**.

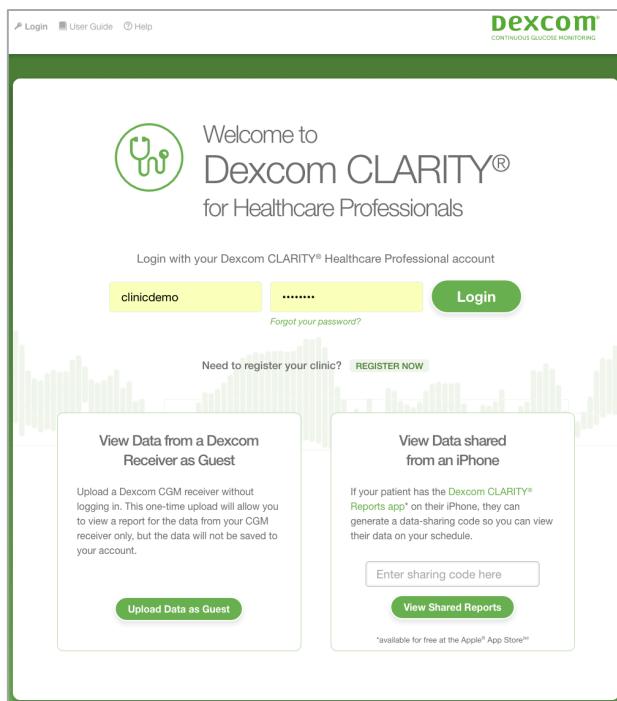
or

Click **Register Now** if you do not have a clinic account, then see Section 2.1.

## 2.1 Registration

Every clinic must be registered by an authorized representative to be accessed by healthcare professionals. By registering the clinic, you become an Administrator for the CLARITY account. See Section 3.1 to learn more about account roles.

Your CLARITY account is specific to your geographical area. Accounts created in the United States won't work outside the United States, and accounts created outside the United States won't work within the United States.



To register your clinic:

1. Have an authorized representative complete the registration form.
2. Click **Submit**.
3. Click **Complete Registration** from the activation email sent to the representative.



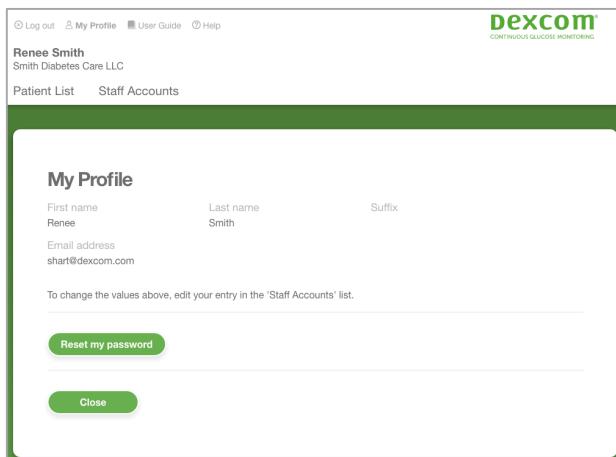
4. Enter a username and password for yourself.
5. Click **Complete my registration**.
6. Click **OK**.

## 2.2 Logging Out

At any time, you can log out of CLARITY. Click **Log out** at the top of the page. This is useful if multiple account users access the same computer.

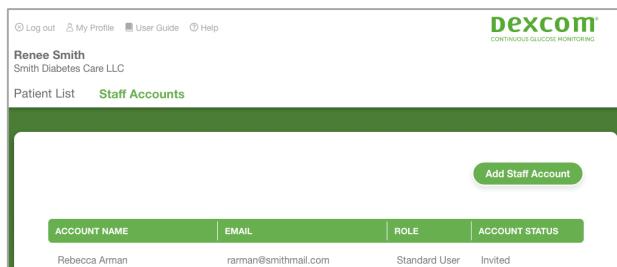
## 2.3 My Profile

You can reset your password at any time by clicking **My Profile** at the top of the page.



## 3 Staff Accounts

The Staff Accounts page displays all clinic user account names, email addresses, user roles, and account status. If you've just created your clinic's CLARITY account, you will see only your own account listed.



| ACCOUNT NAME  | EMAIL                | ROLE          | ACCOUNT STATUS |
|---------------|----------------------|---------------|----------------|
| Rebecca Arman | rarman@smithmail.com | Standard User | Invited        |

### 3.1 Roles

CLARITY offers two different kinds of user roles: Standard Users and Administrators.

- Standard Users access and manage the Patient List, upload CGM data and view patient reports.
- Administrators access and manage the Patient List and Staff Accounts. They upload CGM data, view patient reports and invite new clinic users.

### 3.2 Account Status

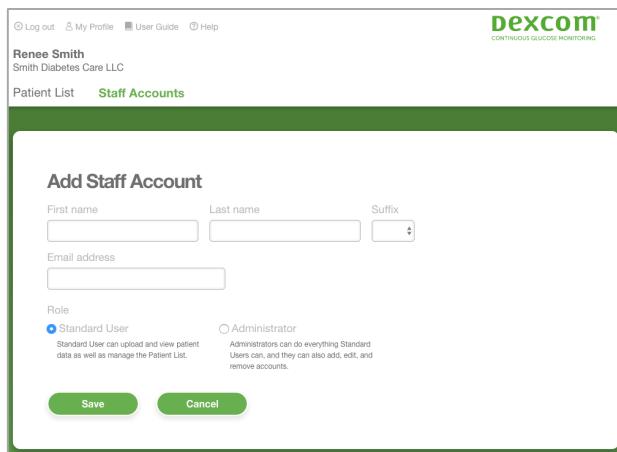
The four options for account status are:

- Invited: Account owner has been sent an email invitation to use CLARITY.
- Active: Account is available for use.
- Invitation Suspended: Invitation to use CLARITY not accepted within allowed time.
- Suspended: Account is disabled.

### 3.3 Adding Staff Accounts

As an Administrator, you can invite other healthcare professionals to use CLARITY. To invite staff:

1. Click **Staff Accounts**.
2. Click **Add Staff Account**.
3. Enter the healthcare professional's name and email address.
4. Select **Standard User** or **Administrator** to assign the user role and privileges.
5. Click **Save** to send an activation email to the invited user.
6. Click **Add another Staff Account** or **Close**.



The screenshot shows the 'Add Staff Account' page. At the top, there are links for Log out, My Profile, User Guide, and Help. The user is identified as Renee Smith, Smith Diabetes Care LLC. The main title is 'Add Staff Account'. The form fields include 'First name' (with a placeholder box), 'Last name' (with a placeholder box), 'Suffix' (with a dropdown arrow), 'Email address' (with a placeholder box), and 'Role' (with two radio button options: 'Standard User' (selected) and 'Administrator'). Below the role options, there is a brief description of the differences between Standard User and Administrator roles. At the bottom are 'Save' and 'Cancel' buttons.

New users must accept the invitation and create a username and password to activate their account. The user will appear in the Staff Accounts list as Invited until activation.

### 3.4 Accepting a Staff Account Invitation

After an administrator adds you to the clinic account, you'll receive an email invitation from CLARITY. You'll need a new invitation if you don't complete your registration before the expiration date noted.

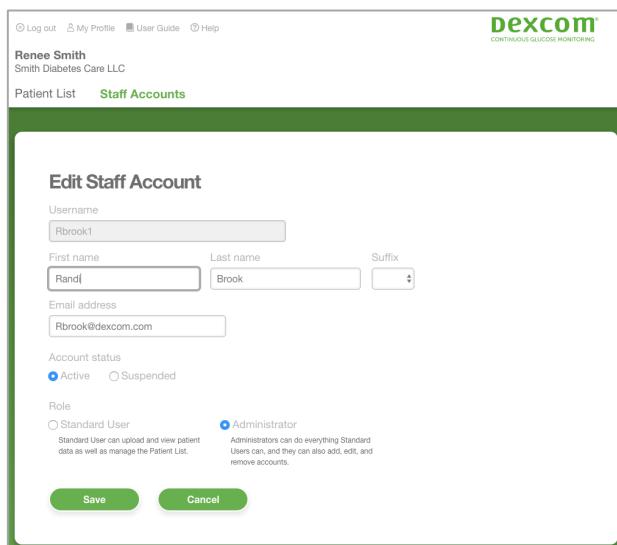
To complete your registration:

1. Click **Complete Registration** from the activation email sent to you.
2. Enter a username and password for yourself.
3. Click **Complete my registration**.
4. Click **OK**.

### 3.5 Managing Staff Accounts

Administrators can edit names, email, account status and roles for staff accounts. To make edits:

1. Click **Staff Accounts**.
2. Locate the user you want to edit, then hover your cursor next to their account status until an Edit icon appears.
3. Click **Edit**.
4. Make the desired changes.
5. Click **Save**.
6. Click **OK** on the success page.



The screenshot shows the 'Edit Staff Account' page. At the top, there are links for Log out, My Profile, User Guide, and Help. The user is identified as 'Renee Smith' from 'Smith Diabetes Care LLC'. The navigation bar includes 'Patient List' and 'Staff Accounts'. The main form is titled 'Edit Staff Account'. It contains fields for Username (Rbrook1), First name (Rand), Last name (Brook), Suffix (dropdown), Email address (Rbrook@dexcom.com), Account status (Active selected), Role (Standard User selected), and Administrator role description. At the bottom are 'Save' and 'Cancel' buttons.

You can re-send invitations to create an account from the Edit Staff Account page by checking the box for it.

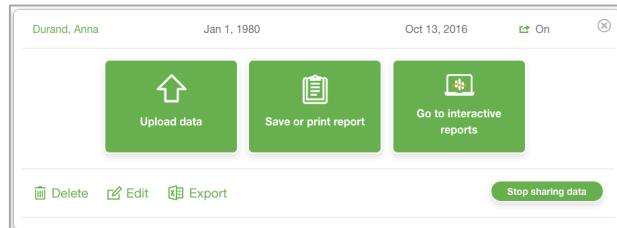
Administrator users cannot change their own user role from Administrator to Standard User. Another Administrator must change the role for them.

You can't permanently delete a user account. You can only suspend accounts to remove access.

## 4 Patient Accounts

The Patient List displays patients associated with your CLARITY clinic account. All CLARITY clinic users have access to this page.

For each patient, you can upload or export CGM data during visits, save or print reports, view interactive reports, edit or delete their information and invite them to share their CGM data. To access these options, click the patient name.

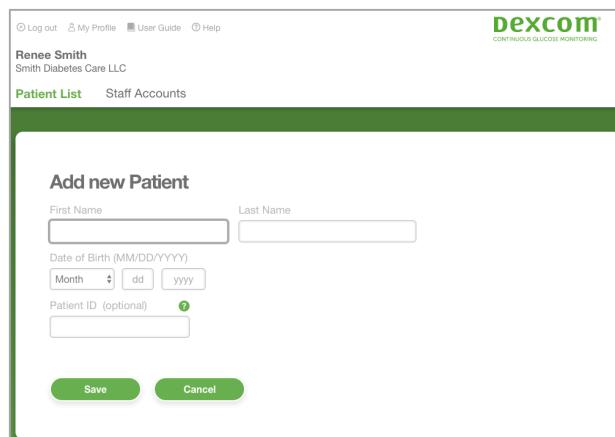


Adding a patient to your clinic's CLARITY Patient List does not create a CLARITY account for that patient. Patients must create their own account through the Patient portal if they want to view or share CGM data uploaded at the clinic. See Section 6 for more information about sharing.

## 4.1 Adding a Patient

To add a patient:

1. Click **Patient List**.
2. Click **Add new patient**.
3. Enter the patient's name, date of birth and optional patient ID.
4. Click **Save**.
5. Click **Upload data**, then see Section 6.  
or  
Click **Share data**, then see Section 5.  
or  
Click **Add another patient**.  
or  
Click **Close**.



The Patient ID is optional and can be composed of alpha or numeric characters to identify patients within your clinic.

## 4.2 Editing a Patient

To edit a patient:

1. Click **Patient List**.
2. Click the patient's name you want to edit.
3. Click **Edit** at the bottom of the window.
4. Make the desired changes.
5. Click **Save**.
6. Click **OK** on the success page.

## 4.3 Deleting a Patient

Deleting a patient deletes all CGM data uploads and sharing, and cannot be undone.

To delete a patient:

1. Click **Patient List**.
2. Click the patient's name you want to edit.
3. Click **Delete** at the bottom of the window.
4. Click the **Yes I want to delete this patient** box.
5. Click **Delete**.
6. Click **Close** on the success page.

## 4.4 Navigating the Patient List

There are two ways to navigate the Patient List to find a specific patient: Search or Sort.

Search uses the search bar at the top of the Patient List to find a specific patient.

To search for a patient:

1. Enter a patient's last name or Patient ID.
2. Press the Enter key on your keyboard to start the search.

Sort indexes by patient last name, date of birth (DOB) or Patient ID in ascending or descending orders. By default, patients are sorted alphabetically by last name.

To sort the patient list:

1. Click **PATIENT NAME, DOB, or PATIENT ID** on the green bar.
2. Click your selection again to sort in the reverse order.

If you have more than 10 patients, you access them using the page numbers at the bottom of the patient list.

## 5 Patient Data Sharing

Patients must give permission to share their uploaded data by accepting a sharing invitation from your clinic. Data is not shared until the patient creates or logs into their CLARITY account to accept the invitation to share. See Section 5.1 for more information.

After the patient accepts their sharing invitation, any data that is uploaded by the patient with their Dexcom receiver or Dexcom mobile app from that moment on will be available for viewing at the clinic. Data uploaded at your clinic from that moment on is available to the patient on their account.

Patients or clinics can stop sharing data at any time.

- All data uploaded by Dexcom receiver at the clinic to the clinic's CLARITY account or by Dexcom mobile app on their compatible smart device to the patient's CLARITY account while sharing will be removed from the clinic's CLARITY account.
- All data uploaded by Dexcom receiver at the clinic to the clinic's CLARITY account while sharing will be removed from the patient's CLARITY account. Patients can upload the stored data from the Dexcom receiver to their CLARITY account to view the data again. Patients using a Dexcom mobile app on their compatible smart device have continuous access to the data in their CLARITY accounts.

### 5.1 Inviting a Patient to Share Data

Use CLARITY to invite patients to share data with your clinic. Provide an invitation to patients in print or by email. Invitations provide a Temporary Authorization Key that a patient enters in their personal CLARITY account. Once they enter the key, the accounts will automatically share data between them.

- Printed invitations can be used to start sharing at the clinic if you allow the patient to use your web browser to go to <https://clarity.dexcom.com/share>. Then, have the patient follow the printed instructions on the invitation. If they don't have any Dexcom account, they will be asked to create one. When the patient has completed the authorization process, ask the patient to log out of their account.
- Emailed invitations will be addressed from Dexcom CLARITY and can be completed by the patient at any time.

To print an invitation:

1. Click **Patient List**.
2. Click the patient's name you want to invite.
3. Click **Share data** at the bottom.
4. Click **Invite** to print the invitation.

To email an invitation:

1. Click **Email an Invitation**.
2. Enter the patient's email address.
3. Click **Invite**.
4. Click **Close** on the success page.

### 5.1.1 Stop Sharing Data

To stop sharing data with a patient:

1. Click **Patient List**.
2. Click the patient's name you want to stop sharing with.
3. Click **Stop sharing data** at the bottom.

The patient's name will still appear on the Patient List for your reference.

## 5.2 Sharing Status

To determine whether a patient is sharing data with your clinic, view the Data Sharing column of the Patient List for that patient. If they aren't sharing, the entry displays **Off**. If they are sharing, the entry displays **On**. If you have invited them to share but they haven't yet accepted, the entry displays **Invited**.

## 6 Uploading Data

You can upload a patient's CGM data from their Dexcom receiver each time they are at your clinic. If a patient is using a Dexcom mobile app on their smart device, data is continuously uploaded and viewable when sharing is permitted. See section 5 for information about Sharing.

## 6.1 Upload Patient Data

When you upload from a patient's Dexcom receiver at the clinic, the data is immediately viewable from their entry in the Patient List. To upload data for each patient:

1. Click **Patient List**.
2. Click the desired patient's name.
3. Click **Upload data**.
4. Connect the CGM per the instructions provided on the screen.
5. Click **Upload**.
6. Click **Save or print report**.

or

Click **Go to interactive reports**.

or

Review the upload history at the bottom of the page.

## 6.2 Upload History

The bottom of the Upload Data page shows the most recent 10 uploads. The table includes upload location, date and time and the device type and serial number.

## 7 Accessing Interactive Patient Reports

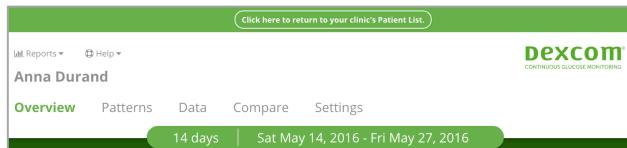
In CLARITY, you view patient data reports in organized graphs with several views and filters. You can access the reports directly after uploading patient data, or do the following at any time:

1. Click **Patient List**.
2. Click the desired patient's name.
3. Click **Go to interactive reports**.



## 7.1 Returning to the Patient List

To return to the Patient List while viewing interactive reports, click **Click here to return to your clinic's Patient List** at the top of any reports page.



## 7.2 Settings

Use the Settings page to customize glucose time periods for target ranges. Changes you make to patient settings only apply at the clinic and do not change any CGM settings.

### 7.2.1 Glucose Time/Target Range

Customize the upper and lower limits for the glucose target range by doing one of the following:

- Click a gray circle icon and drag it up or down to set the desired glucose levels for patient target range.  
or
- Select the time and thresholds of the glucose level for both Day and Night, from the drop-down lists below the chart.

Throughout 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.

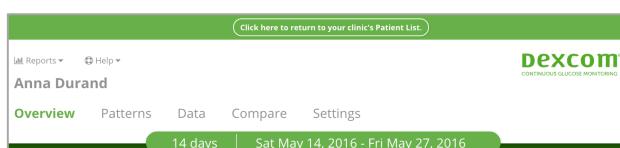
### 7.2.2 Setting daytime and nighttime

Changes you make to a patient's settings only apply at the clinic. Customize the day and night by doing one of the following:

- Click 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 below the chart.

## 7.3 Viewing Data

To view data, click **Overview**, **Patterns**, **Data** and **Compare**.



## 7.4 Date Range Selection

CLARITY presents data in a default date range of the most recent 14 days of data.

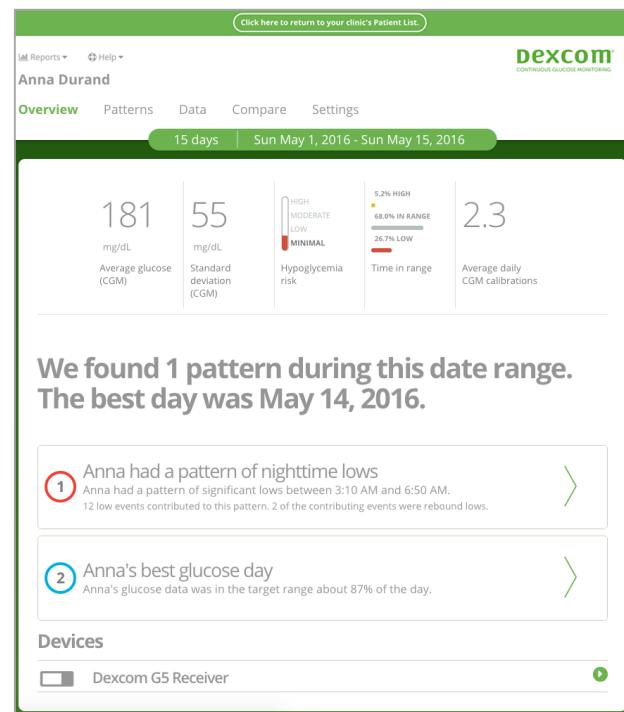


The green date bar displays the current date range. To change the date range:

1. Click anywhere on the green bar to open the selector window.
2. Click **7, 14, 30 or 90** for Number of days (most recent).  
or  
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.

## 8 Overview

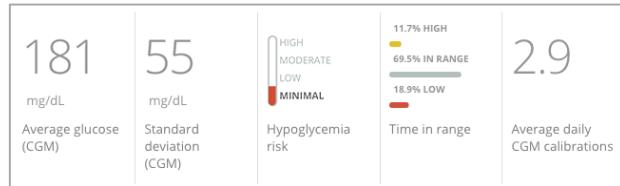
The Overview page shows glucose statistics, pattern summaries and the patient's best glucose day for the date range selected. It also provides information about the Dexcom CGM system used to upload the data shown.



See Section 8.1 for information on Statistics and Section 8.2 for information on Patterns.

## 8.1 Statistics

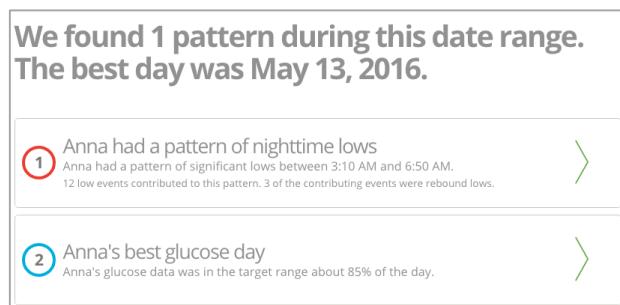
The Overview page shows key measurements from the selected date range, including the following:



- **Average glucose (CGM):** The average of all the glucose readings in the selected date range.
- **Standard Deviation (CGM):** Describes the variation in the data. A larger standard deviation means data spreads out further from the average.
- **Hypoglycemia risk:** A measure of the risk of having hypoglycemia in the future, based on past glucose control, calculated using the average glucose derived from a minimum number of days with a minimum duration of CGM wear time.
  - For reports with fewer than 20 days of CGM data, at least 12 of those days must have 66% or greater CGM wear time.
  - For reports with more than 20 days of CGM data, at least 60% of the days with CGM data must have 66% or greater CGM wear time.
- **Time in range:** The percentage of glucose data that falls into the designated high, normal and low ranges.
- **Average daily CGM calibrations:** The average number of times a day the CGM was calibrated. CLARITY requires the latest data from a Dexcom receiver and a Dexcom mobile app to calculate Average Daily CGM Calibrations.

## 8.2 Patterns Summaries and Best Day

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



Limits for low and high glucose levels are modified on the Settings page. See Section 7.2 for more information.

A patient's best glucose day is the day the patient was most within the target range of the selected date range. Click the best glucose day box for a detailed view.

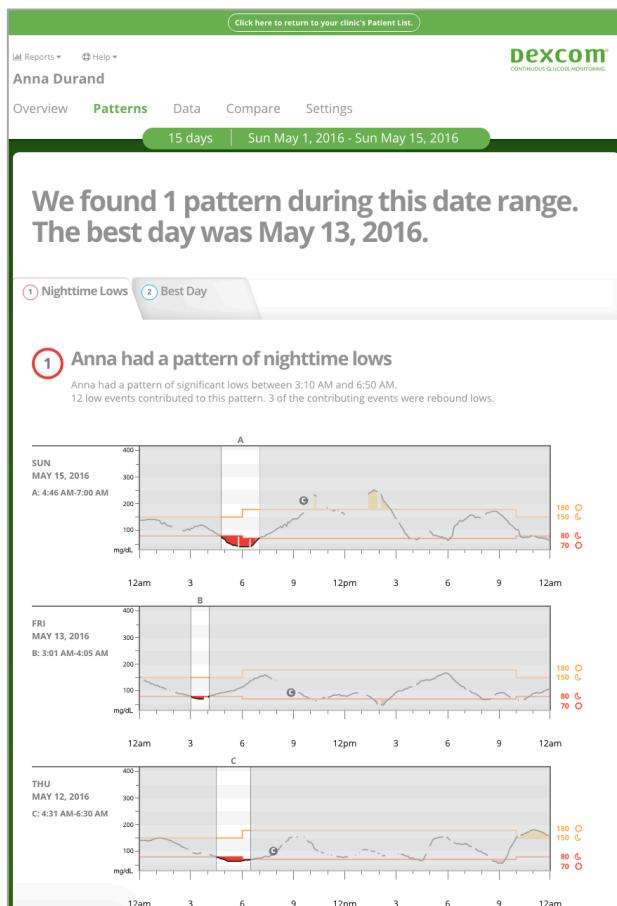


## 8.3 Devices

Details about a patient's Dexcom CGM system including Serial Number, last upload and current alert settings are located under Devices of the Overview page.

## 9 Patterns

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



## 9.1 Pattern Graphs

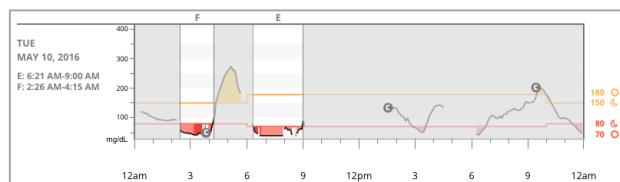
Each pattern is represented by a series of graphs, dated by each instance of the pattern.

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, Section 4. 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 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 (BG meter) result recorded by your Dexcom CGM system, shown using the gray circle C icon.

### 9.1.1 Instances

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



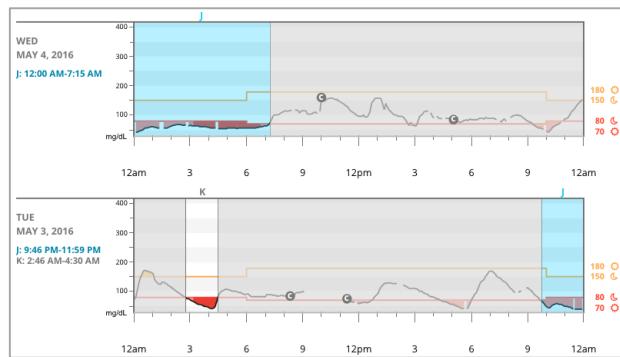
Pattern instances are the white background columns. Grayed out parts of the graph are not part of the pattern. Glucose values and events are viewed by moving your mouse over any part of the graph and hovering.

The Best Day pattern graph does not include gray shading.

A letter marks each pattern instance. This letter appears at the top of the graph, above the white background column instance, and it appears to the left of the graph with the times of the instance.

Column and left side pattern instances will highlight in a blue background color if you hover your cursor over either selection.

If patients use both a Dexcom receiver and a compatible smart device to calibrate, both devices must be recently uploaded to CLARITY to show accurate calibration data.



### 9.1.2 Rebounds

A rebound is when a pattern instance 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.

### 9.1.3 Changing the View

You can view or hide both CGM data and Calibration events from the graphs. By default, both events are on as indicated by a green slider. Off is indicated by a white slider.

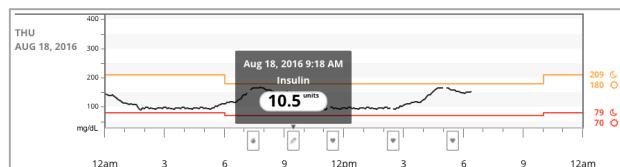


To turn these events off so they do not appear on the graphs:

1. Click the **CGM** slider.
2. Click the **Calibrations** slider.

### 9.1.4 Health Events

Health events your patient enters into their Dexcom CGM system appear on the graphs. Each event is marked with an icon displayed below the x-axis and viewed by hovering your cursor over the icon.



If they enter multiple events within the same one-hour window, the icons display stacked on top of each other. Hover over one of the icons to view all the hourly information.

## 9.2 Statistics

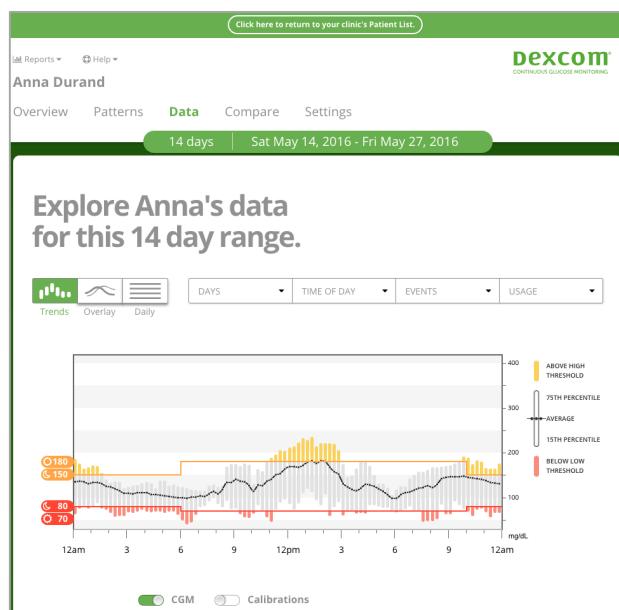
Statistics for the selected date range of patterns include average glucose measurement, standard deviation and the time in range.

## 9.3 Considerations

Based on the patterns of the selected date range, **Some possible considerations** are provided at the bottom of the Patterns page.

# 10 Data

The Data page allows you to see glucose data for the selected date range in a trends, overlay and daily view. The top section of the page displays view options, filters and graphs.



The bottom section displays the content from the Overview page.

## 10.1 Trends Data

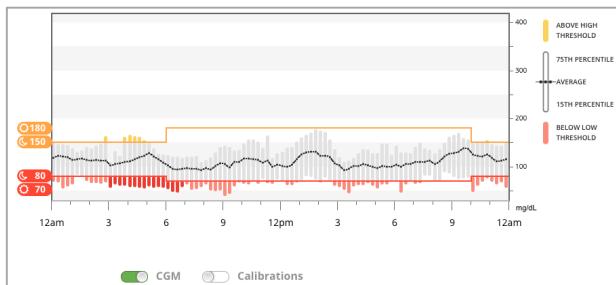
Trends allows you to see glucose trends at different times of day over the selected date range. For example, you might see that glucose levels are stable during mornings but are less stable during afternoons. Trends is the default view of Data.



To filter the Trends data:

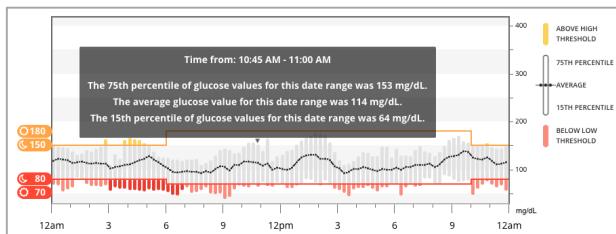
1. Click **Trends**.
2. Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
3. Click **Apply**. You must click Apply every time you change a filter to update the graph.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 9.1.3.

### 10.1.1 Trends Graph

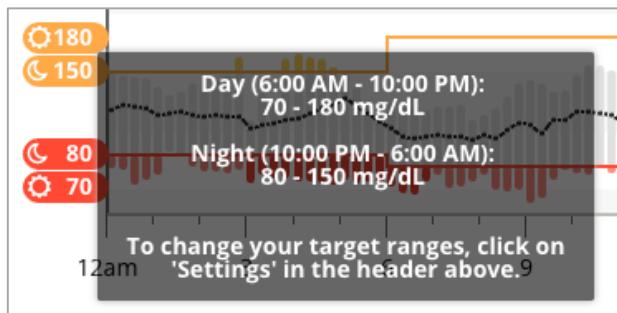


The Trends graph includes:

- 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, Section 4, on the left y-axis. The yellow line is the upper limit and the red line is the lower limit.



- Calibration events for each BG meter result recorded by your patient's Dexcom CGM system, shown using the gray circle C icon.

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

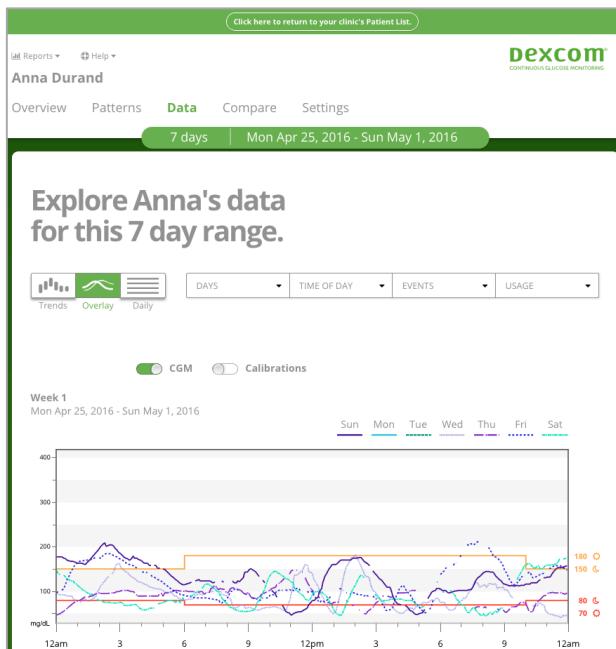
The darkest shaded bars are the most significant areas of hyper- and hypoglycemia. Lighter shaded bars show other patterns of hyper- and hypoglycemia, including data that aren't clinically significant.

## 10.2 Overlay Data

Overlay 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:

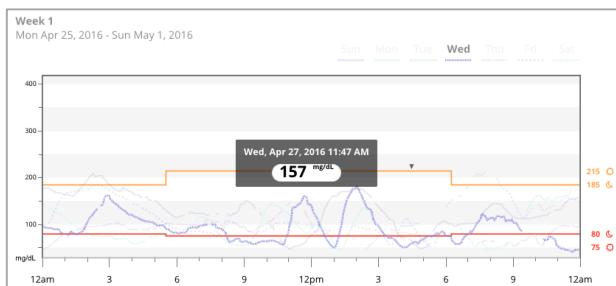
- Click **Overlay**.
- Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
- Click **Apply**. You must click Apply every time you modify a filter.
- Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 9.1.3.



### 10.2.1 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, Section 4, on the right y-axis. The yellow line is the upper limit and the red line is the lower limit.

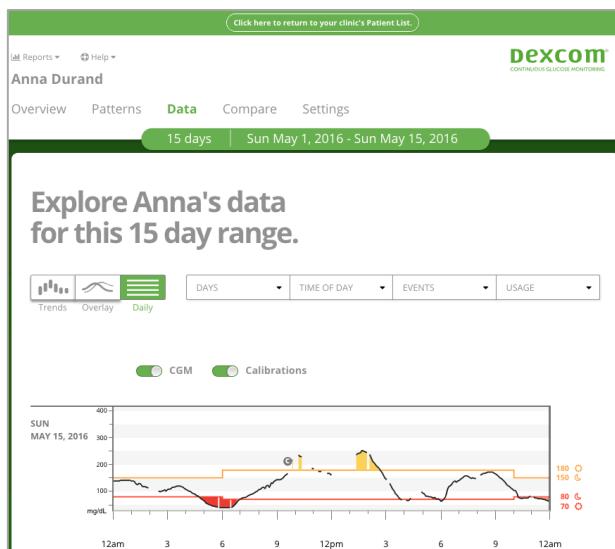
- Calibration events for each BG meter result recorded by a Dexcom CGM system or Dexcom mobile app, shown using the gray circle C icon.

## 10.3 Daily Data

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 **Daily**.
- Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
- Click **Apply**. You must click Apply every time you access each filter to update the graph.
- Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 9.1.3.



### 10.3.1 Daily Graph

The Daily graphs include:

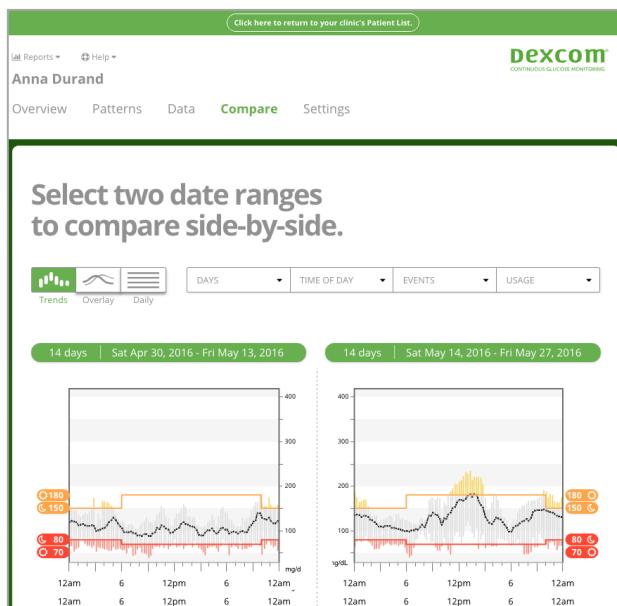
- A 24-hour timeline along the bottom x-axis
- Scale for glucose readings on the left y-axis
- CGM lines that trace CGM glucose data readings
- Values associated with each CGM readings viewed by moving your mouse along the CGM lines
- Target glucose ranges shown by the colored lines that run parallel to the x-axis, as determined in Settings, Section 4. The yellow line is the upper limit and the red line is the lower limit.

- 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 for each BG meter result recorded by the Dexcom CGM system, shown using the gray circle C icon.

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

## 11 Compare

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



### 11.1 Selecting Date Range

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 green date bars display the current date ranges for comparison. To change the ranges for each column:

1. Click anywhere on the green bar to open the selector window.
2. Click **7, 14, 30** or **90** for Number of days (most recent).

or

Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.

You can compare the 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** filters as needed.
3. Click **Apply**. You must click Apply every time you access each filter to update the graph.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 9.1.3 for information about the sliders. The slider options are located below the graphs.

## 11.2 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 Trends Data. See Section 10.1 for more information.

## 11.3 Compare Overlay

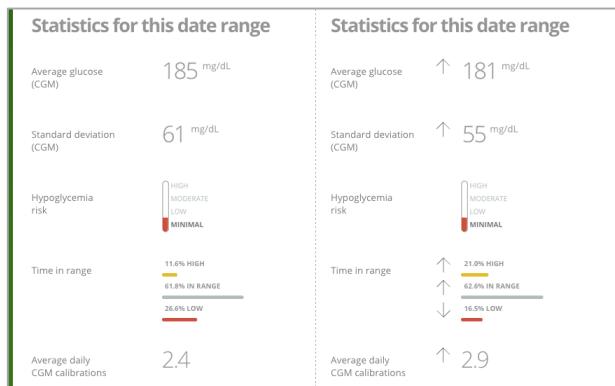
In the Daily view, compare glucose data by the day over the selected time range. These graphs include the same features as Daily Data. See Section 8.3 for more information.

## 11.4 Compare Daily

This view allows you to see side-by-side Daily 24-hour graphs for the selected date range. These graphs include the same features as a Daily Data graph. See Section 10.3.1 for more information.

## 11.5 Compare Statistics

All Compare views include statistics, which are shown below the graphs. These statistics are similar to those shown on the Overview page. See Section 8 for more information.

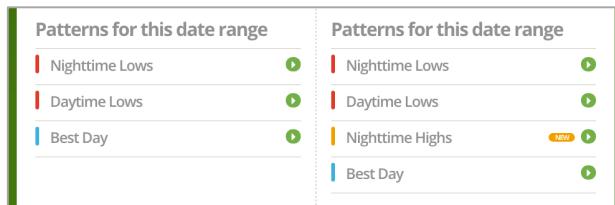


Statistics in the right column are marked with arrows to indicate changes from the left column values. An arrow pointed up means the statistic on the right is higher than the same statistic on the left. An arrow pointed down means it is lower.

## 11.6 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.

## 12 Download, Print and Export Reports

You can download, print and export reports for each patient.

## 12.1 Download Reports

To download a report as a PDF:

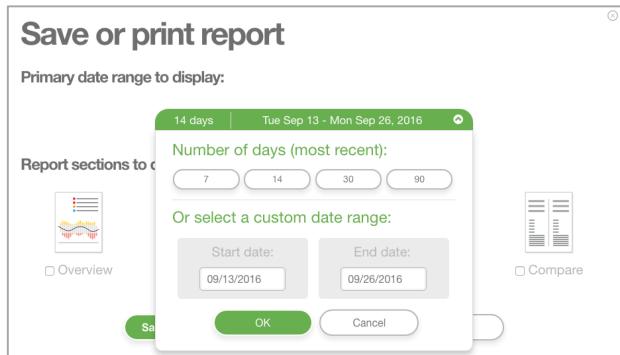
1. Click **Patient List**.
2. Click the desired patient's name.
3. Click **Save or print report**.
4. Click anywhere on the green bar to select a date range.
5. Click **7, 14, 30 or 90** for Number of days (most recent).  
or  
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
6. Click at least one report to download.
7. Click **Save as PDF**.
8. Click **Close** on the completed page.



## 12.2 Print Reports

To print a report:

1. Click **Patient List**.
2. Click the desired patient's name.
3. Click **Save or print report**.
4. Click anywhere on the green bar to select a date range.
5. Click **7, 14, 30 or 90** for Number of days (most recent).  
or  
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
6. Click at least one report to download.
7. Click **Print Report**.



## 12.3 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:

1. Click **Patient List**.
2. Click the desired patient's name.
3. Click **Export**.
4. Click anywhere on the green bar to select a date range.
5. Click **7, 14, 30** or **90** for Number of days (most recent).  
or  
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
6. Click **Export**.
7. Click **Close** on the confirmation page.

## 12.4 Export All Patient Data

You can export all patients' raw glucose data values, calibration values and events in one Excel spreadsheet, saved to your computer. This generates a .csv file. To export all data report:

1. Click **Patient List**.
2. Click **Export all data** at the top of the patient list.
3. Click **Export**.
4. Click **Close** on the confirmation page.



## 13 Help, Troubleshooting and Technical Support

### 13.1 Help

To get help with CLARITY, click **Help** at the top of the page and click one of the following:

- Click **User Guide** to view, print or save this guide in PDF format.
- Click **Contact Us** to view FAQs or to email Dexcom.
- Click **Uninstall** to remove CLARITY from your computer.

### 13.2 Troubleshooting

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

- If you forget your password, go to the login screen and click **Forgot your password?** to have it emailed to you.
- If you forget your username, go to the login screen and click **Forgot your username?** to have it emailed to you.
- Contact your local IT support, as needed for your clinic account setup. Your local IT support can ensure that your firewall settings allow you to access CLARITY and privileges to install software.
- 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. Make sure the following URLs are included in any trusted website browser lists:
  - <https://clarity.dexcom.com>
  - [https://\\*.sweetspotdiabetes.com](https://*.sweetspotdiabetes.com)
  - <https://agent.mydiabetesdata.com>
- 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 reports and downloads easier.

- Make sure that no other glucose data software or Dexcom software is open. If any such programs are open, they could cause stalls or failures during uploads from CGM devices.
- Make sure the following URLs are included in any trusted website browser lists:
  - [https://\\*.dexcom.com](https://*.dexcom.com)
  - [https://\\*.sweetspotdiabetes.com](https://*.sweetspotdiabetes.com)
  - <https://agent.mydiabetesdata.com>

### **13.2.1 Network Troubleshooting**

See Section 14 for important information about required network configurations.

## **13.3 Technical Support**

For help with a Dexcom CGM system or questions about CLARITY, contact Dexcom Support at **1-888-738-3646**, [techsupport@dexcom.com](mailto:techsupport@dexcom.com) or [www.dexcom.com/support](http://www.dexcom.com/support).

## 14 Appendix A: Network Configuration Troubleshooting

This information is intended for users who are behind corporate firewalls or use Proxy Servers for internet connectivity. Please work with your local IT support to ensure proper network configuration.

### 14.1 Network Requirements

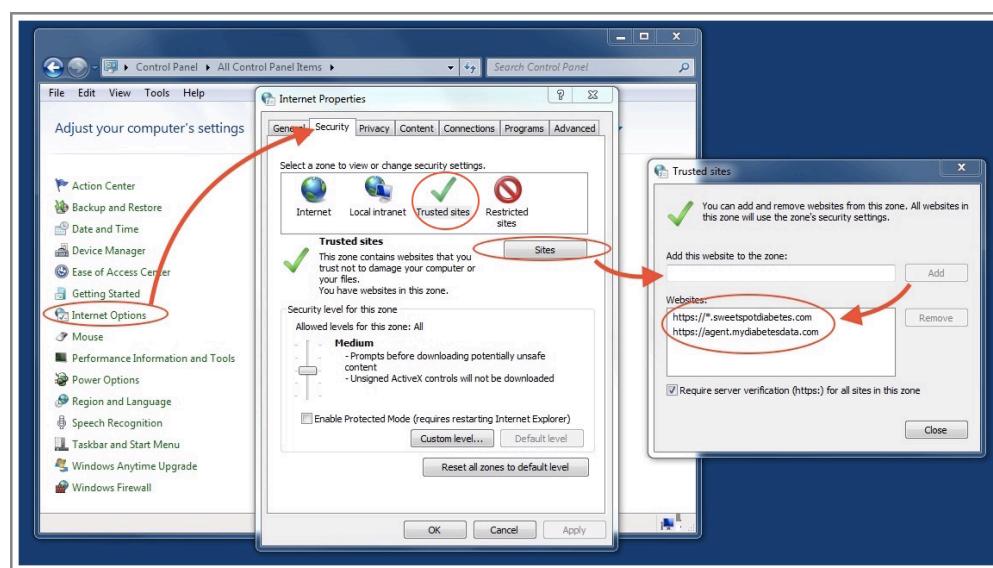
Running Dexcom Web Uploader software for clinics requires internet connectivity for outbound and inbound HTTPS/SSL traffic as listed below:

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

### 14.2 Trusted Websites

For networks using Trusted sites configurations, include the following entries in **Internet Options > Security > Trusted sites > Sites** or within managed Group Policy Configuration:

- https://\*.dexcom.com
- https://\*.sweetspotdiabetes.com
- https://agent.mydiabetesdata.com

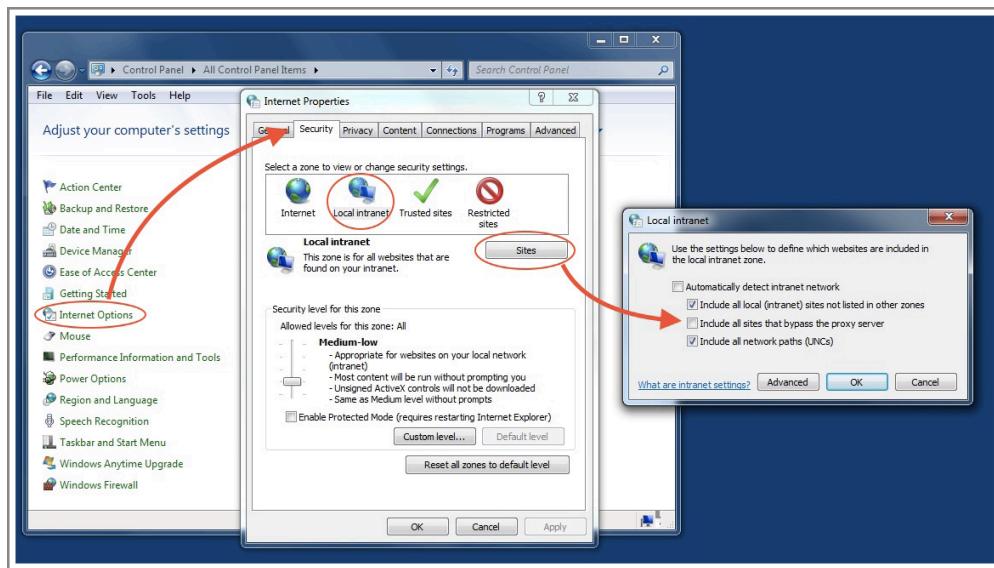


### 14.3 Loopback Support

The site **agent.mydiabetesdata.com** must be treated as a local intranet site, bypassing Proxy Servers. This may require DNS loopback support to localhost 127.0.0.1, along with an exception within the corporate network configuration setup to allow **agent.mydiabetesdata.com** to bypass Proxy Server and be treated as a local intranet site. For clients where Group Policy enforcement is not in use or clients that allow for local Internet Options changes, the following steps can be used as a guide for proper configuration.

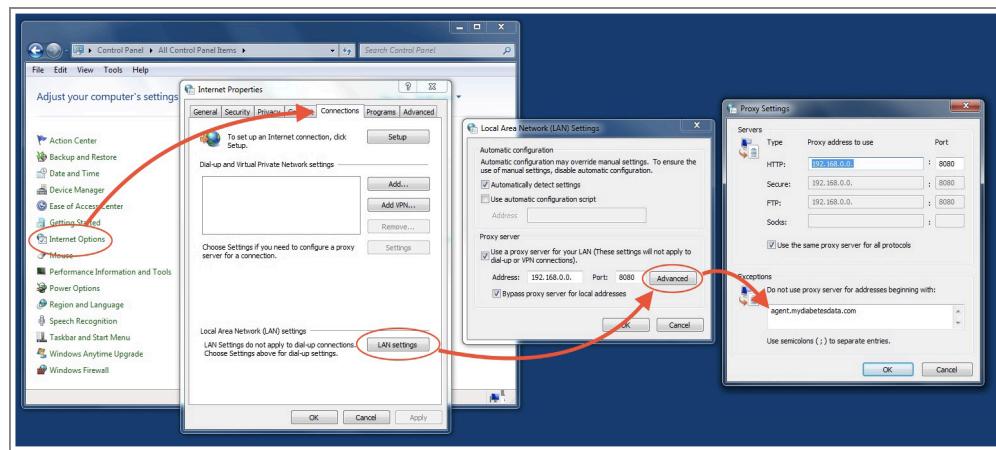
For Local Intranet:

1. Navigate to **Internet Options > Security > Local intranet > Sites**.
2. Uncheck **Include all sites that bypass the proxy server**.



For Proxy Settings Exceptions:

1. Navigate to **Internet Options > Connections > LAN Settings**.
2. Check the **Use Proxy server for your LAN** box.
3. Click **Advanced**.
4. Enter **agent.mydiabetesdata.com** in the Exceptions box.
5. Click **OK**.





**Dexcom, Inc.**  
**6340 Sequence Drive**  
**San Diego, CA 92121**  
**+ 1.858.200.0200**  
**www.dexcom.com**

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