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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 and their healthcare professionals 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 4.6.1 or greater, full version
  - Display resolution of 1024 x 768 pixels or greater
  - Chrome 53, Firefox 47, Internet Explorer 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, 10.12 or 10.13
- 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 9.1, 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

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.

1.5 Proprietary Rights
CLARITY and this User Guide are © 2016-2018 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](http://www.dexcom.com/support)

1.7 **About CLARITY**
CLARITY 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™, 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 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, go to [https://clarity.dexcom.com/professional](https://clarity.dexcom.com/professional)

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 Settings

Settings allows for update your profile preferences and password. Clinic administrators can have update clinic and security settings. The options in Settings are:

- **Profile** – Update your name, email, and language.
- **Password** – Update your password. You must know your current password.
- **Clinic** – Administrator access only. Update clinic name, address, and phone.
- **Security** – Administrator access only, applies to all clinic users. Select duration of forced password reset, auto suspension inactivity, and auto logout inactivity.

### 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.

#### 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 options for account status are:

- Active: Account is available for use.
- Invited: Account owner has been sent an email invitation to use CLARITY.
- Invitation Suspended: Invitation to use CLARITY has expired.
• Expired: No logins for 90 days.
• Locked: Exceeded allowed login attempts.
• 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**.

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.
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, data uploaded by the patient from a Dexcom receiver or Dexcom Mobile app 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 receiver to the clinic’s CLARITY account will still be accessible at the clinic. This data will not be accessible from the patient’s CLARITY account after sharing is stopped.
- All data streamed from the Dexcom Mobile app or uploaded from the receiver to the patient’s personal CLARITY account will not be accessible to the clinic after sharing is stopped.
- Patients continue to see their own data within their personal CLARITY account via receiver upload or streaming from their Dexcom Mobile app.

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 sharing code that a patient enters in their personal CLARITY account. Once they enter the code, the accounts will automatically share data between them.

To create 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 Print an Invitation to print the invitation.
   or
   Click Email an Invitation, then enter the patient’s email address.
5. Click Invite.
6. 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 the Dexcom Mobile app, data is uploaded and viewable when sharing is permitted. See section 5 for information about Sharing.

It is possible to use both a smartphone and a receiver to provide CGM data. The smartphone system streams data to the CLARITY server, where that data is made available for reports after three hours. The Dexcom receiver requires connection to a computer to upload the data periodically. If the patient uses a smartphone part of the time and a receiver part of the time, then CLARITY needs data from both to provide accurate statistics.

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, device type and device serial number.
7 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 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.
7.2.3 Urgent Low Threshold
Choose 50 or 55mg/dL as the threshold for Urgent Low displays within CLARITY reports. Changing this setting does not change the Dexcom CGM Urgent Low threshold which is set at 55mg/dL.

7.3 Viewing Data
To view data, click Overview, Patterns, Data, Compare, Statistics, and AGP.

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 a glucose summary dashboard of 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.

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

- **Average glucose (CGM)**: The average of all the glucose readings in the selected date range.
- **Standard deviation (CGM)**: Standard Deviation (SD) reflects the amount of variability in CGM readings. The larger the SD, the larger the variability in CGM readings.
• **Hypoglycemia risk**: This calculation estimates risk for severe hypoglycemia. It is based on a combination of the number of times glucose was low, the magnitude of the low glucose and for how long there was low glucose. Experiencing frequent lower measured glucose values for short durations has more impact than minimal hypoglycemia for longer periods but with less frequency. Having more frequent lows for longer durations and at lower glucose levels carries a high risk for severe hypoglycemia. The hypoglycemia risk complements the patient’s A1C measurements. Patients can have low or high A1C and still be at low, medium or high hypoglycemia risk. The impact of hypoglycemic risk on patients and diabetes management should be reviewed by a healthcare professional.

The hypoglycemia risk estimation is calculated from a minimum number of days with a minimum duration of CGM wear time as follows:

- For reports with fewer than 20 days in the selected date range, hypoglycemia risk is calculated from a minimum of 12 days that maintain CGM wear time of 66% or more.
- For reports spanning more than 20 days in the selected date range, hypoglycemia risk is calculated from at least 60% of all the days in the selected date range that maintain CGM wear time of 66% or more.

• **Time in range**: The percentage of time that glucose levels are in low, target and high ranges. CLARITY displays time in range from both daytime and nighttime ranges. Each Dexcom CGM reading is compared against the custom glucose target range and assigned a category of High, In Range, Low, or Urgent Low. Readings are tallied, then percentages for each category are calculated.

• **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.

**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 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, 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 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.

9.1.1 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 the 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.

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 in a blue color when you hover your cursor over occurrences.

9.1.2 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.

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 to white.
2. Click the Calibrations slider to white.

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 Pattern Statistics
Statistics for patterns found from the selected date range include Average glucose (CGM), Standard deviation (CGM) and 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 trends, overlay and daily views. 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 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.

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:

1. Click Overlay.
2. Click Days, Time of Day, Events and Usage filters as needed.
3. Click Apply. You must click Apply every time you modify a filter.
4. 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 entered into the Dexcom CGM system shown by the gray circle C icon, when the calibration toggle is active.

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:
1. Click **Daily**.
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.

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

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 a range of 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 the Trends Graph. See Section 10.1.1 for more information.

**11.3 Compare Overlay**

In the Overlay view, compare glucose data by the day over the selected time range. These graphs include the same features as the Overlay Graph. See Section 10.2.1 for more information.

**11.4 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. 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 Statistics
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 in that 14-day range are 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 7 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. CLARITY displays time in range from both daytime and nighttime ranges. Each Dexcom CGM reading is compared against the custom glucose target range and assigned a category of High, In Range, Low, or Urgent Low. Readings are tallied, then percentages for each category are calculated.

• **# 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.**: Standard Deviation (SD) reflects the amount of variability in CGM readings. The larger the SD, the larger the variability in CGM readings.

• **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.

13 AGP

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.
  
  o **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.

### 14 Download, Print and Export Reports
You can download, print and export reports for each patient.

#### 14.1 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.

#### 14.2 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**.

### 14.3 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.

### 14.4 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.

### 15 Help, Troubleshooting and Technical Support

#### 15.1 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.
15.2 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.
- 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://*.sweetspotdiabetes.com
  - https://agent.mydiabetesdata.com

15.2.1 Network Troubleshooting
See Section 16 for important information about required network configurations.

15.3 Technical Support
For help with a Dexcom CGM system or questions about CLARITY, contact Dexcom Support at **1-844-607-8398** or [www.dexcom.com/support](http://www.dexcom.com/support)
16 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.

16.1 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

16.2 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
16.3 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.