



A guide to...

Dexcom G6 App *Patient Information*

How to contact us

Children and Young People's Diabetes (CYPD) Team

West Hertfordshire Teaching Hospitals NHS Trust

Monday – Friday, 8am–5pm Tel: 01442 287442

Out-of-hours Tel: 01438 285000

Email: westherts.paediatricdiabetes@nhs.net

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 198** or email westherts.pals@nhs.net



Author	Francesca Brown/Vicky Dollemore
Department	Paediatric Diabetes
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Step by Step Guide

Before the app set up...

Please check your phone is compatible with the Dexcom app before the set up. You can find out here <https://www.dexcom.com/en-GB/compatibility>

Please note, a reader will not allow you to follow your child's data.

App for Dexcom G6 – patient who is wearing the sensor

- Step 1) Download the Dexcom G6 app to the patient or parent/guardian mobile phone, unless using a reader. Please note, if the patient is under 18, their Dexcom profile will need to be set up by the parent/guardian first and the parent/guardian will add their child as a dependant at a later stage.
- Step 2) Sign up to create a new account, add country of residence and language.
- Step 3) If the patient is under 18, the parent/guardian must add their own email address at this stage. The parent/guardian will add their email and press next. An email verification will be sent to the parent/guardian email address entered. Please go to your inbox and check an email has been received from Dexcom (check junk folder if not in your inbox). Press confirm email address. You will be redirected to the Dexcom website where you will need to enter personal information about yourself (the parent/guardian) including name, surname, and DOB.
- Step 4) **(Please note, user ID is your parent/guardian email address)** create a password and press confirm.
- Step 5) The next part is optional; you will be asked for diabetes information regarding your child.
- Step 6) You will be asked to review and confirm the information you have just provided. Once happy, press confirm. Once confirmed, you will see an account created message. You can now add a dependant account, please press this option on the screen.
- Step 7) You will be taken back to the log in page. Please sign in using the user ID and password you created in Step 4. Once signed in, you will have the option to create a new dependant account, select this option and press next.
- Step 8) Select dependant's country of residence and language and press next, then add dependant's personal information including name, surname and DOB and press next.
- Step 9) Create dependant's username, **(please note, this cannot be changed)**, press next and create dependant's password. **(TIP – make a note of the username and password).**

- Step 10) The next part is optional; you will be asked for diabetes information regarding the dependant.
- Step 11) Review and confirm the information you have just provided. Once happy, press confirm. Dependant profile has now been added.
- Step 12) The patient will need to go to their Dexcom G6 app and log in using their dependant account details (username and password). Once logged in, you will be asked to consent to sharing data with Dexcom, tick the boxes and press save and continue. There will then be a legal section, tick to agree to both T&Cs, privacy policy and press submit.
- Step 13) Overview – please go through the videos and messages accordingly. Here you can set alerts, sounds and notifications. You will be asked to enter a sensor code that matches with the sensor that has been applied to the patient. You can find this four-digit code on the box or please ask one of our Diabetes nurses to help locate this for you. Please follow the Dexcom step by step instructions on the phone to link the Dexcom G6 sensor.
- Step 14) Once the four-digit code has been added, please go through the next steps on your screen.
- Step 15) You will be asked for the transmitter serial code; this can be found on the top left-hand side of the Dexcom G6 box. Either take a photo or manually type in the transmitter serial code.
- Step 16) There will be step by step instructions to apply the new sensor. Please follow these steps carefully and once securely applied, press next.
- Step 17) the app will search for the transmitter via Bluetooth and will connect. Once connected, press ok (**please note, the phone needs to be within six metres of the transmitter to connect**).
- Step 18) The countdown timer will now begin. The warmup time is two hours (the sensor does not need to be near the phone for the duration of the warmup time).

The set up is now complete.

However, if you are having any difficulties or issues with this step-by-step process, please do get in touch with our Technology Support Team on 01442 287425 or please contact:

Dexcom Technology Support: 0800 031 5763

Monday – Friday, 7am–6pm

Saturday–Sunday, 8am–4.30pm