



A guide to...

Dexcom G7 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



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Ratified / Review Date	June 2024 / June 2027
ID Number	40/2246/V1



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 G7 – patient who is wearing the sensor

- Step 1) Download the Dexcom G7 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. Press create account.
- Step 2) Location permission – press next, then press allow.
- Step 3) Sign up to create a new account.
- Step 4) Select country of residence and language, tick the box, and press next.
- Step 5) Verify your account either by choosing your email or phone number and press send code **(please note, depending on which option you choose, this will become your user ID)**.
- Step 6) Depending on which option you have chosen in Step 5; a code will be sent to your email or mobile phone for verification. Please enter the code that has been sent and press confirm. The parent/guardian will need to enter their personal information, including name, surname, sex, DOB, and email.
- Step 7) Create a password and press next.
- Step 8) The next part is optional; you will be asked for diabetes information regarding the dependant.
- Step 9) Review and confirm the information you have just provided. Once happy, press confirm **(please note, your user ID is now the option you chose in Step 5)**. Press add dependant account and log in with your user ID **(please make sure if user ID is a UK mobile number that you select the correct country code +44)**. Press next and enter password.
- Step 10) Press create a new dependant account. Select country of residence and language, tick the box, and press next. Then enter dependant personal information, including name, surname, DOB, sex and press next.

- Step 11) 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 12) The next part is optional; you will be asked for diabetes information regarding the dependant.
- Step 13) Review and confirm the information you have just provided. Once happy, press confirm **(please note, your user ID for the dependant account is the email address you provided in Step 5)**. Dependant account successfully created.
- Step 14) Close and open the Dexcom G7 app, log in using the parent/guardian username and password **(if under 18)** or the patient username and password **(if 18+)**. Once logged in, select the dependant profile and consent to sharing data with Dexcom, tick the relevant 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 15) Overview – please go through the videos and messages accordingly and press done. Enable Bluetooth to allow the app to connect to the sensor. Go through the steps until you get to the sensor application. Please then follow the Dexcom step by step instructions to apply the new sensor. Once securely applied, press next **(you must keep the applicator safe as you will need this to add the sensor code)**.
- Step 16) You will be asked to enter a sensor code that matches with the sensor that has been applied. You can find this four-digit code on the applicator or please ask one of our Diabetes nurses to help locate this for you. Press submit.
- Step 17) The app will pair with the sensor via Bluetooth. Once connected, press ok.
- Step 18) The countdown time will now begin. The warmup time is 30 minutes (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