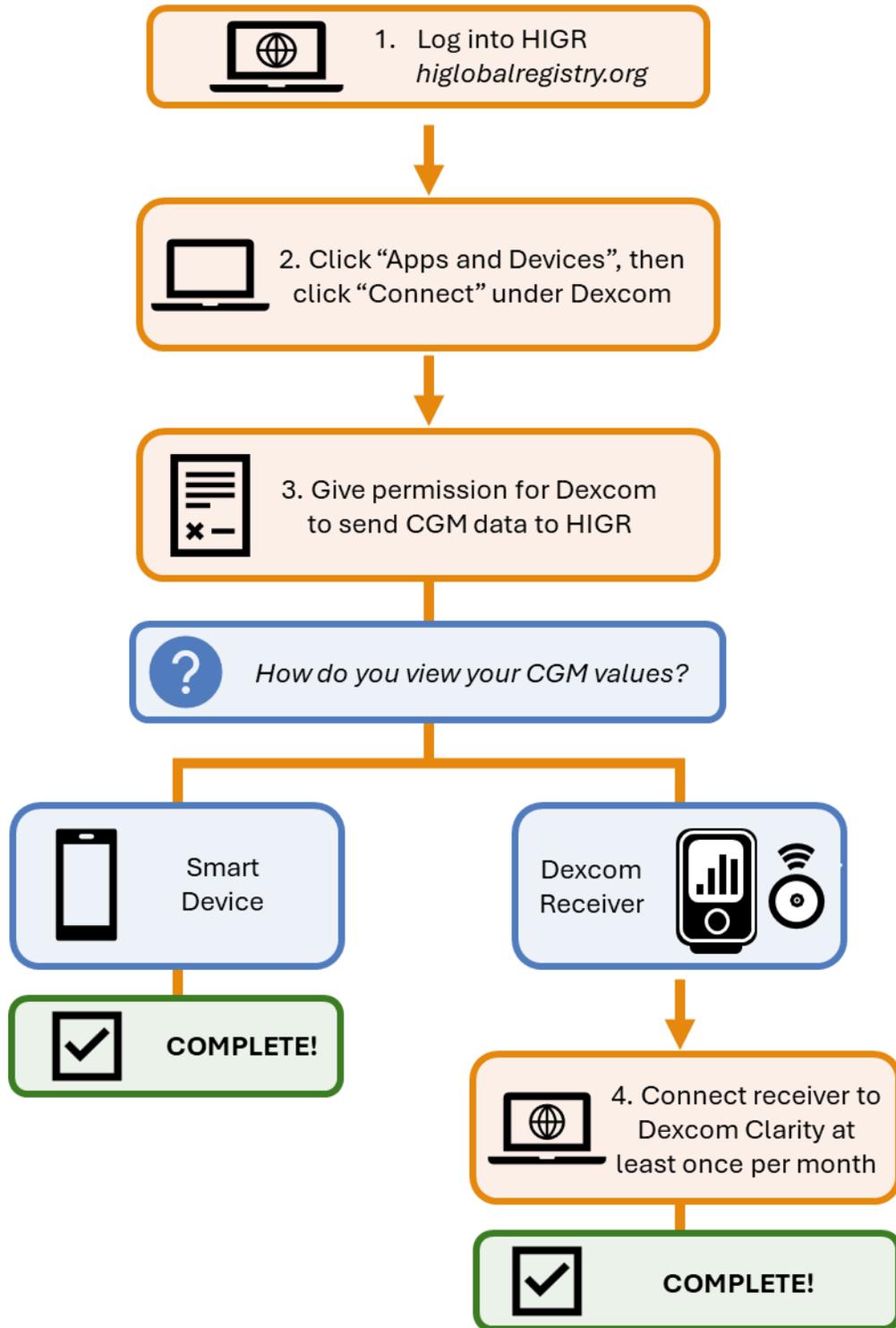


Connecting a Dexcom CGM Device



1. Log into HIGR and navigate to the patient dashboard

The screenshot shows the 'My Patients' dashboard for Harry Indigo, a caregiver. The left sidebar contains navigation options: Dashboard, General Information, Surveys/Studies, Journal, Messages, Documents, Resource Center, Refer a Friend, and Contact Us. The main content area features an 'ADD PATIENT' button and a table of patients. An orange callout box points to the top right corner, stating: 'Click the person icon in the top right corner and click "Change Patient" to select the dashboard for a person with HI, or click "My Dashboard" to go back to the Caregiver's dashboard'. The table lists two patients: Helen Indigo (DOB: Jul 12, 2001) and Hailey Indigo (DOB: Nov 19, 2023), both with Congenital Hyperinsulinism. A second orange callout box points to the book icon next to the patient names, stating: 'Or, click on the book icon next to the name of the person you want to view'. The bottom of the page is powered by Matrix, with links to Privacy Policy and Terms of Use.

First Name	Last Name	DOB	Rare Disease	Last Login
Helen	Indigo	Jul 12, 2001	Congenital Hyperinsulinism	Not Available
Hailey	Indigo	Nov 19, 2023	Congenital Hyperinsulinism	Not Available

 **Note that "Apps and Devices" are not available via the Caregiver dashboard. You must select a patient dashboard to connect a device.**

2. Click on "Apps and Devices" in the navigation bar on the right. Then, click "Connect" on the Dexcom tile.

The screenshot shows the 'Apps and Devices' page for Harry Indigo, viewing Helen Indigo's dashboard. The left sidebar is expanded to show 'Apps and Devices' selected. An orange callout box points to this menu item. The main content area displays a Dexcom device card with a blue 'Connect' button. Another orange callout box points to this button, stating: 'In the Apps and Devices page, click on the blue CONNECT button to connect your Dexcom CGM device.' The page includes a brief instruction: 'To start or stop sharing personal device data, click the corresponding connect/disconnect button on the device cards below. You will be redirected to the device manufacturer's website temporarily, where you will be asked to enter user specific information. The manufacturer's site will redirect you back to Matrix once the connect/disconnect process is complete.' The page is powered by Matrix, with links to Privacy Policy and Terms of Use.

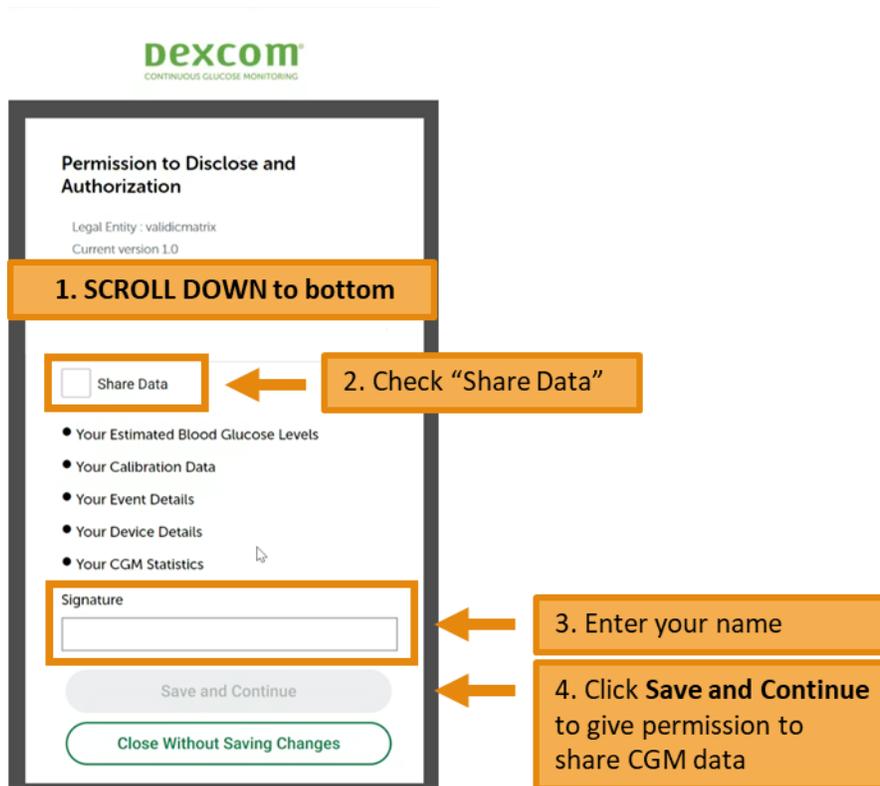
3. Select your country and time zone.

The screenshot shows a web page titled "Across Healthcare" with a "Marketplace" label in the top right corner. The main content area is titled "Please enter your timezone". It contains two dropdown menus: "Your location:" with "United States" selected, and "Your Timezone:" with "America/New_York" selected. Below these is a green "Save" button. An orange callout box with white text says: "Select your Country and Time zone. Then click the green **SAVE** button."

4. Enter your login details for Dexcom Clarity.

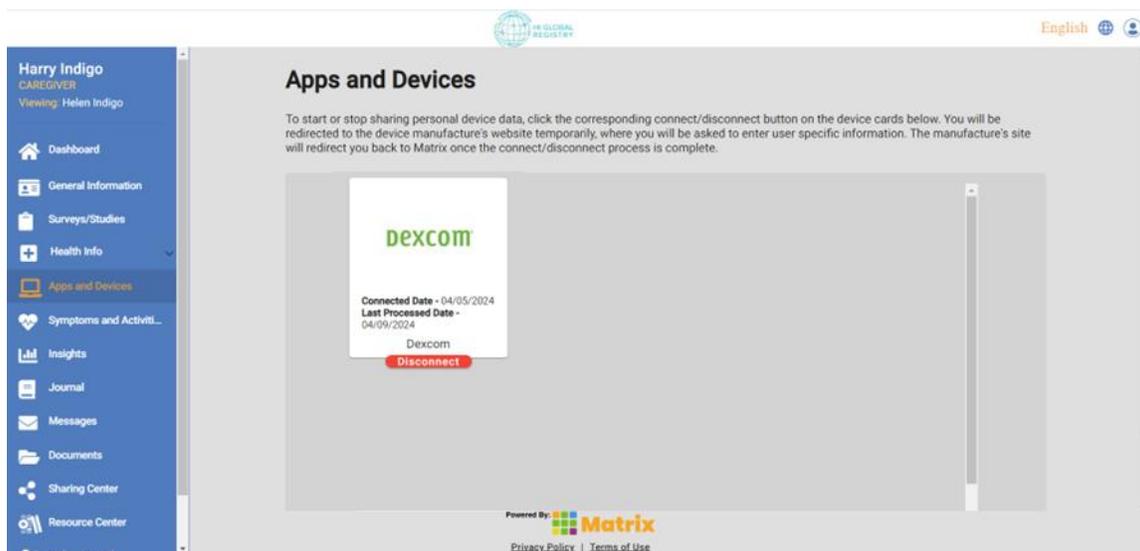
The screenshot shows the Dexcom Clarity login page. At the top left is the Dexcom logo with the tagline "CONTINUOUS GLUCOSE MONITORING". To the right is an orange callout box with white text: "Enter your Dexcom login information." Below the logo are two buttons: "Log In" (highlighted in green) and "Sign Up". Underneath is the "User ID" section, which includes the instruction "Enter your email or username" and a text input field containing "Username/E-mail address". Below that is a checkbox labeled "Signed up with mobile phone?". There is another text input field for "Password". At the bottom of the form is a grey "Log In" button and a link that says "I forgot my username or password".

5. Scroll to the bottom of the Disclosure and Authorization page and complete the form to give permission to share your CGM data.

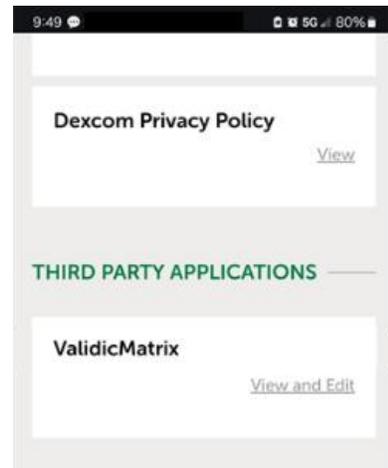


6. You successfully connected your device if:

- You no longer see the blue **CONNECT** button
- You can see the **Connected Date** and a red **DISCONNECT** button
- *Note: Do not click the red **DISCONNECT** button unless you no longer give permission to share Dexcom data with HIGR. If you have any questions about sharing Dexcom data with HIGR, please contact info@higlobalregistry.org.*



7. Your Dexcom Clarity account will display “ValidicMatrix” under Third Party Applications to show that you are sharing your data with HIGR via our vendor, Validic



People who use a handheld receiver:

Connect the receiver to Dexcom Clarity at least once per month to send data to HIGR. See next page for instructions to upload receiver data to Clarity.

Connecting your Dexcom Receiver to Clarity

How do you view glucose values from the CGM?

- **Smart Device:** If you use a compatible device (such as a smartphone, smart watch, tablet, or iPod) as your Dexcom receiver, your CGM data will automatically integrate into your Clarity account. You do not need to take any additional steps to share CGM data with HIGR.
- **Handheld Receiver:** If you are using a Dexcom receiver and *not* using another device as a receiver, you will need to manually upload your data to Clarity. Follow the steps below to upload CGM data to Clarity and share it with HIGR.

1. Visit clarity.dexcom.com and select “**Dexcom Clarity for Home Users**”

The screenshot shows the Dexcom Clarity website interface. At the top, the URL is <https://clarity.dexcom.com>. The page features the Dexcom Clarity logo and a navigation menu with options like 'Home', 'About', 'Contact Us', and 'Help'. The main heading reads 'Welcome to Dexcom Clarity, your diabetes management application.' Below this, there is a brief description of the service and a disclaimer: 'Do not use Dexcom Clarity for treatment decisions, such as insulin dosing. The user should follow instructions on the continuous glucose monitoring system.' Two main options are presented: 'Home User' and 'Healthcare Professional'. The 'Home User' option is circled in red and includes a button labeled 'Dexcom Clarity for Home Users'. The 'Healthcare Professional' option includes a button labeled 'Dexcom Clarity for Clinics'.

2. Log into your Dexcom account

DEXCOM English (United States) ▾

Log in

Email or username

If you created and verified your account with a mobile number, [use it to log in](#).

Password

[Need help logging in?](#)

Log in

3. Click “Upload” on the option tabs at the top of the page

Reports **Upload** Settings Support ▾

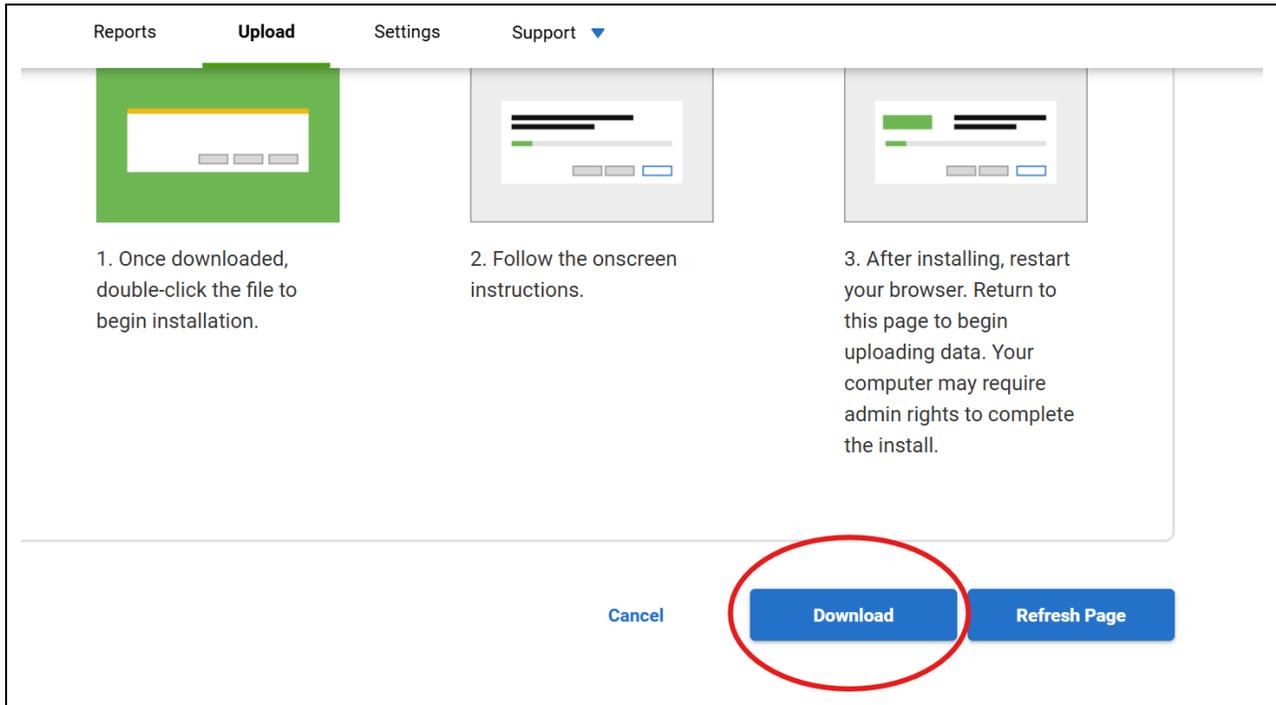
1 2 3 4

Verify Connect Device Collect Data Success

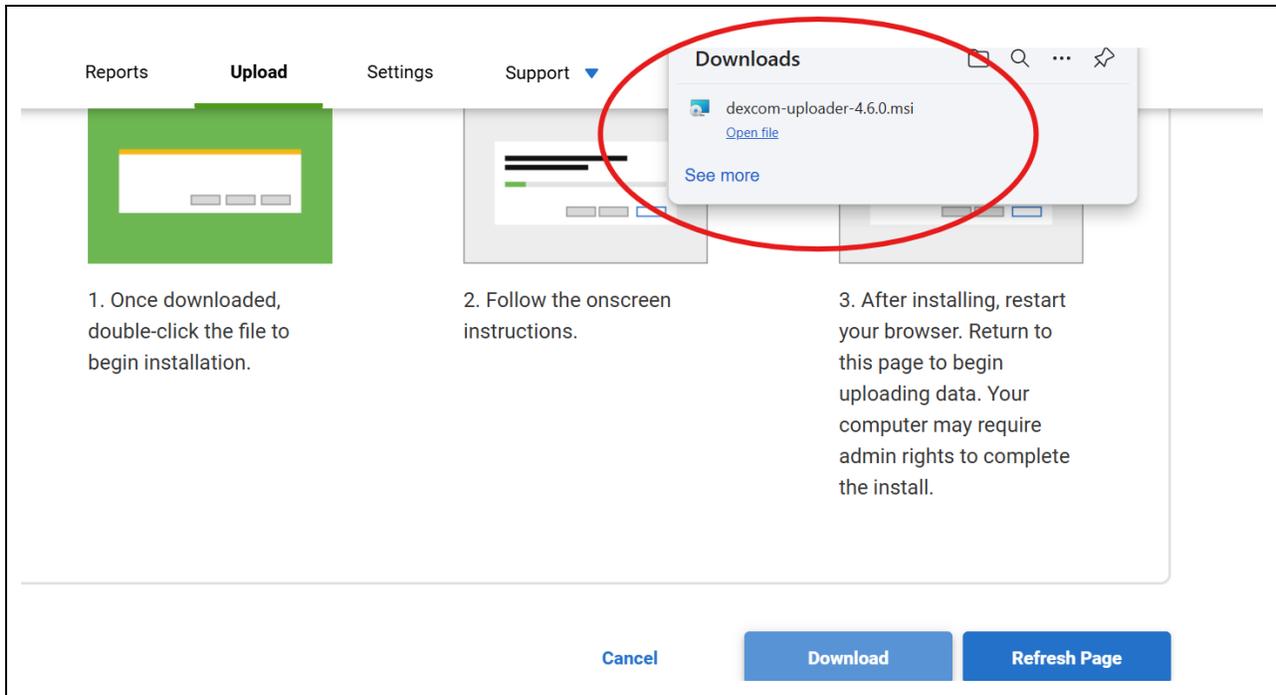
Installing Dexcom Uploader software is required to upload glucose data.

1. Once downloaded, double-click the file to begin installation.
2. Follow the onscreen instructions.
3. After installing, restart your browser. Return to this page to begin uploading data. Your computer may require admin rights to complete the install.

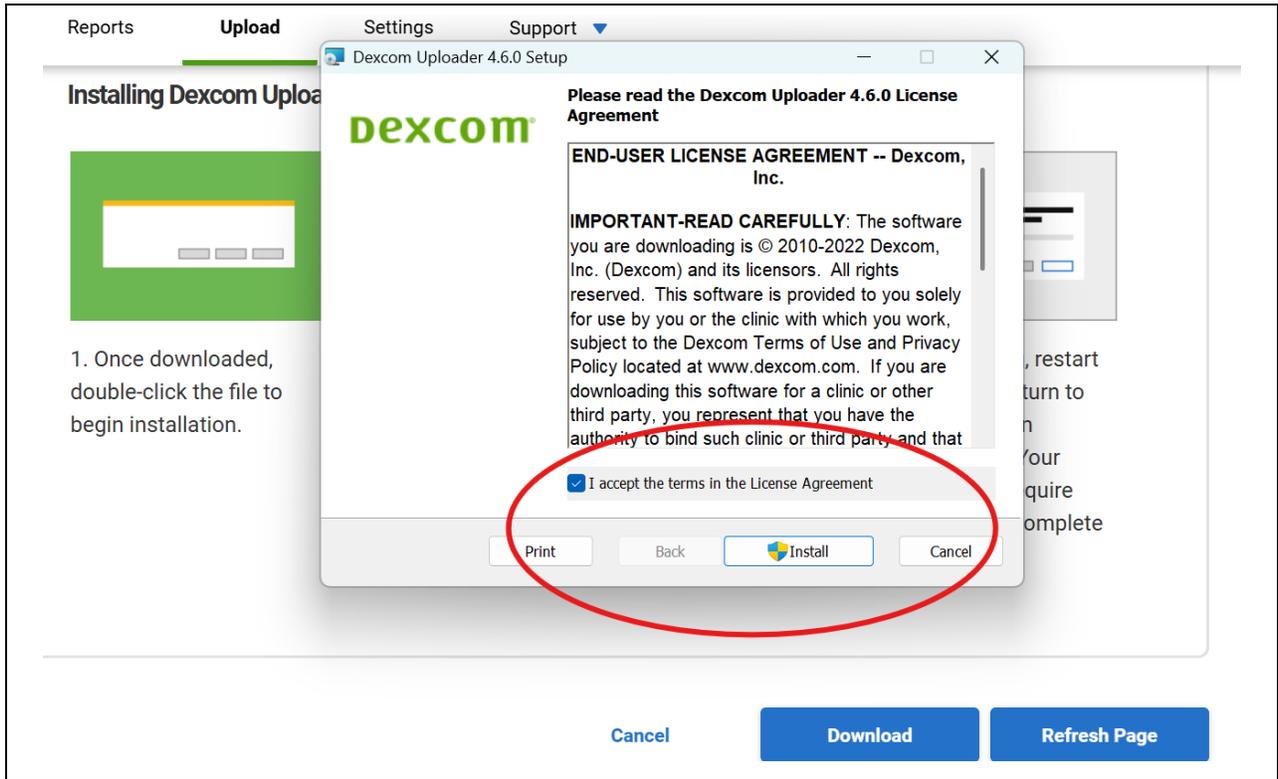
4. Click “Download” to download the Dexcom Uploader software from the website



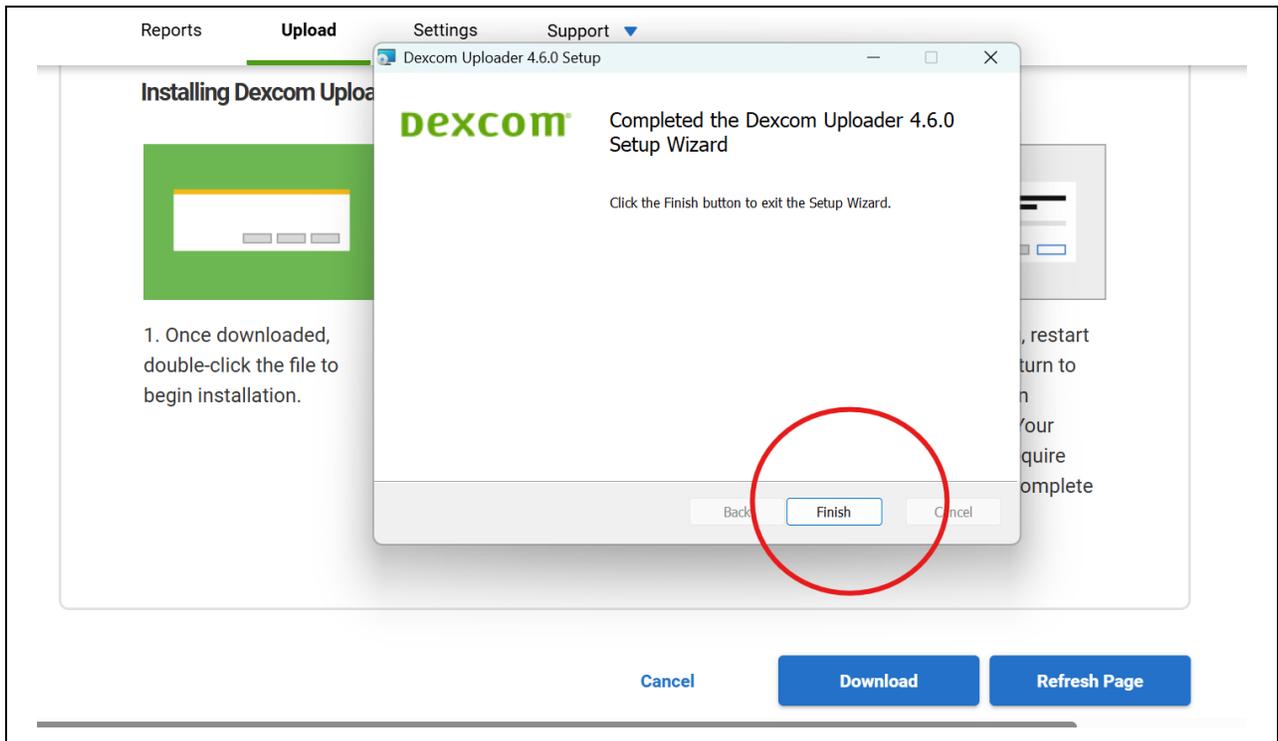
5. Click “Open File” when prompted



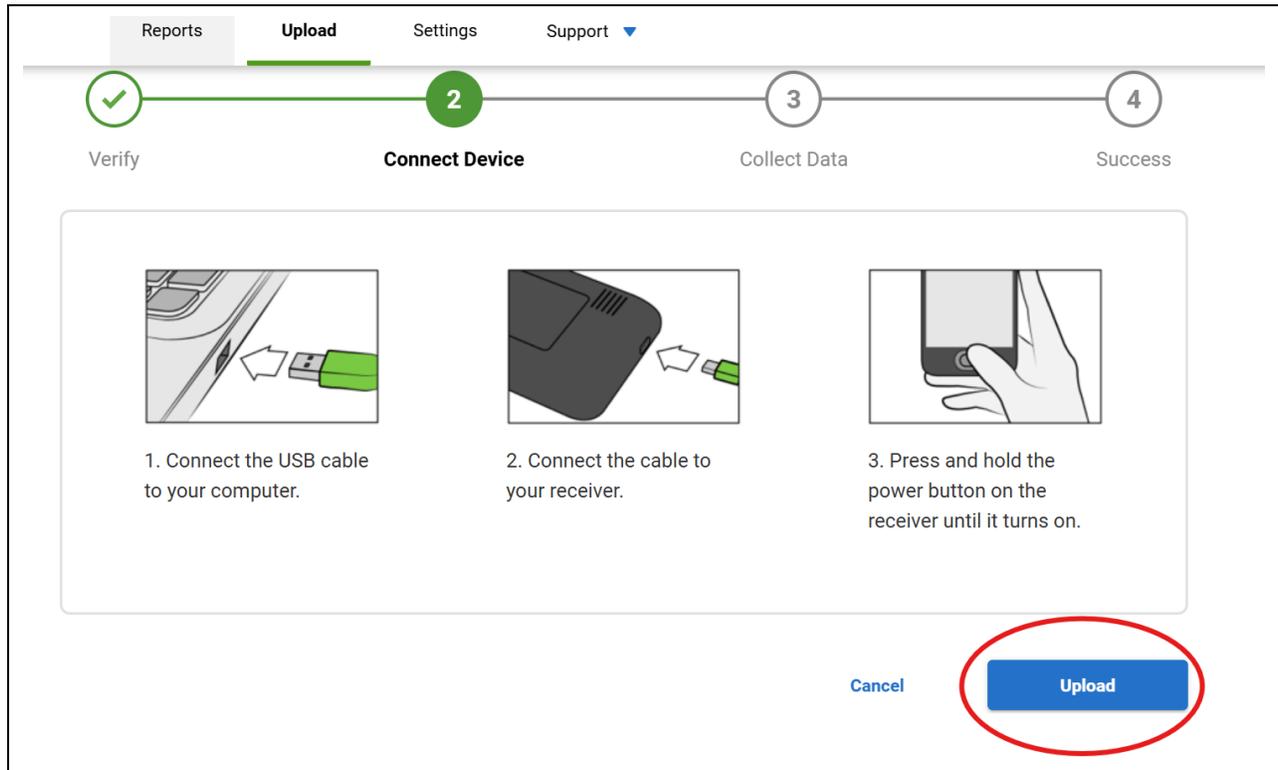
6. Accept the terms of the License Agreement and click “Install”



7. When prompted, click “Finish” and then reload the page



8. Connect your Dexcom Receiver to your computer using the cord, as pictured; turn Receiver on; click “Upload”



9. Repeat this process each time you want to upload your CGM data to Clarity. The Dexcom Receiver does not automatically upload to your Clarity account, so you will need to repeat this manual process each time you want to upload your data.

HIGR recommends uploading CGM data to Clarity once per month.

10. THANK YOU FOR PARTICIPATING! Any questions? Contact info@higlobalregistry.org for 1:1 support.