

getting started with Dexcom Follow

The **Dexcom Follow app** shows you glucose information from Dexcom Continuous Glucose Monitoring (CGM) users. You can use the Dexcom Follow app to support them. When a Dexcom CGM user shares with you, you can get their sensor readings, know where their glucose is heading, and receive notifications when their glucose levels go high or low.*

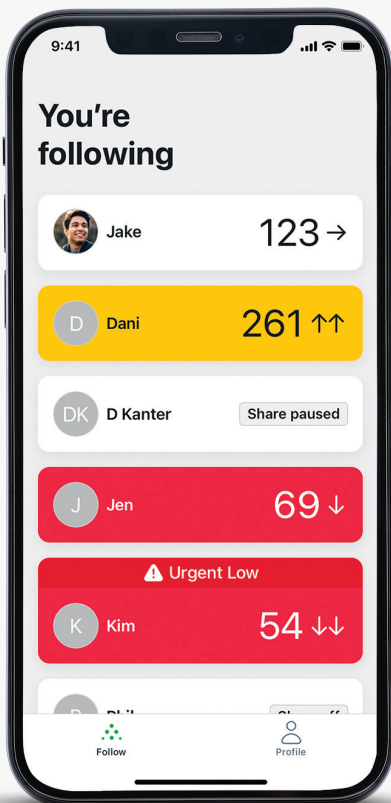
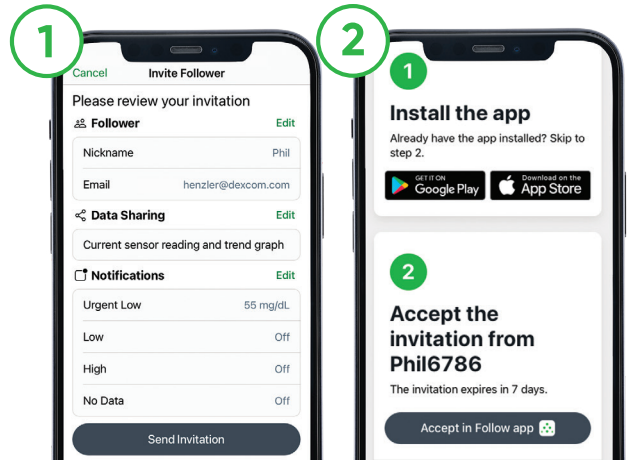
*Internet connectivity required for data sharing. Following requires the use of the Follow app. Followers should always confirm readings on the Dexcom CGM app or receiver before making treatment decisions.

1 sharer sends invitation

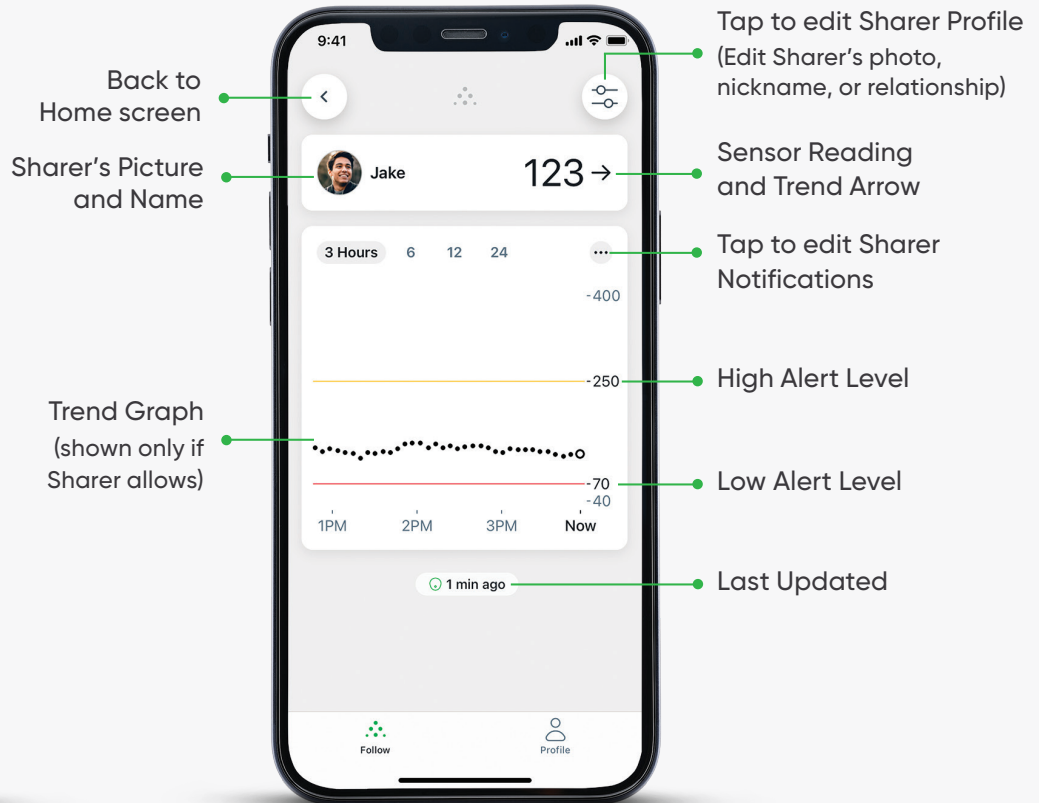
Sharer must send you an email invitation from their Dexcom CGM app.

2 start following

Install the Dexcom Follow app and accept the invitation. To setup Dexcom Follow, you will create a Dexcom account and go through app onboarding.



Home screen with Sharers
(Follow up to 25 Sharers)

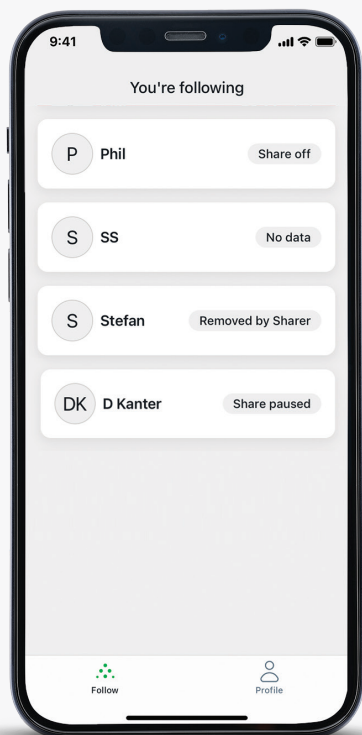
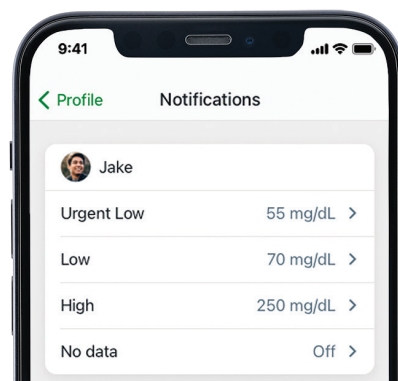


Tap Sharer's tab to
see their data

how to customize settings

You can choose which notifications you receive from each sharer. Customize your settings in the Dexcom Follow app under **Profile > Notifications**.

The sharer decides if you can view their trend graph.



troubleshooting

Why am I not getting glucose notifications?

Check your Sharer's status: If you see **Share off**, **No Data**, **Removed by Sharer**, or **Share paused** you won't receive notifications. Talk to your Sharer if you have questions.

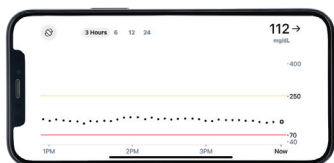
Check your device settings: Go to your device's settings, then notifications, and allow notifications for the Dexcom Follow app.

Check the Dexcom server status: Visit status.dexcom.com to see if there are any server issues.

Check your Sharer's notifications: Make sure the notifications you want are turned on under **Profile > Notifications**. Check notification delay settings. If a delay is set, you're only notified if the condition lasts longer than the delay.

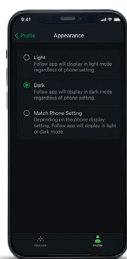
Check internet connections: Make sure you and your Sharer have an active internet connection.

Check your Sharer's phone: Confirm that their Dexcom CGM app is open and running on their phone.



Landscape Mode

Access up to the last 24 hours of sensor readings by turning smartdevice to landscape mode.



Dark Mode

Switch between light and dark mode going to **Profile > Appearance**.



Watch Compatibility

Receive glucose data and notifications on your Apple Watch.

BRIEF SAFETY STATEMENT: Failure to use the Dexcom Continuous Glucose Monitoring System and its components according to the instructions for use provided with your device and available at <https://www.dexcom.com/safety-information> and to properly consider all indications, contraindications, warnings, precautions, and cautions in those instructions for use may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from the Dexcom CGM do not match symptoms, use a blood glucose meter to make diabetes treatment decisions. Seek medical advice and attention when appropriate, including for any medical emergency.

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