

# **Dexcom**

CONTINUOUS GLUCOSE MONITORING

## **Dexcom Clarity User Guide for Clinics**

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# Introduction to Dexcom Clarity

## 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 CGM data to support effective diabetes management.

**WARNING** Treatment decisions, like treating for a low or dosing for a high, should not be made based on this software. Home users should follow instructions on the CGM system.

**WARNING** The software is not intended to replace self-monitoring practices as advised by a healthcare professional.

**CAUTION** Dexcom Clarity provides recently available CGM information from the Dexcom CGM app or receiver. Since the smartphone system sends data to the Dexcom server, the information is always older than the real-time data displayed on the user's CGM app or receiver. Use the current information on the CGM app or receiver for treatment decisions, not the information from Dexcom Clarity as that information is outdated.

**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.

## About Dexcom Clarity

Dexcom Clarity (Dexcom Clarity) is a software program that allows the transfer of glucose data from a Dexcom CGM system to Dexcom remote servers for data management to assist in the use of the Dexcom CGM system and to assist in healthcare services.

Dexcom Clarity can transfer and manage data from the Dexcom G5 Mobile CGM System, Dexcom G6 CGM System (Dexcom G6), and Dexcom G7 CGM System (Dexcom G7) (where available), all of which are referred to as Dexcom CGM systems.

After the glucose data is uploaded to Dexcom Clarity, the information is processed by Dexcom Clarity and displayed on computers in graphs to help patients and healthcare professionals analyze trends and patterns in glucose. Data reports can be reviewed, saved, printed, and emailed.

## Computer and internet configurations

An internet 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.

### Windows 10 or 11

- 1.3 GHz processor, 1 GB free RAM, and 100 MB free disk space
- Microsoft .NET Framework 4.6.1 or greater, full version
- Display resolution of 1024 x 768 pixels or greater
- Chrome, Firefox, or Microsoft Edge
- USB 2.0+ port or better to connect the USB cable to upload data from the optional Dexcom receiver

### Mac OSX 11 or 12

- 2.3 GHz processor and 4 GB free RAM with 100 MB free disk space
- Display resolution of 1280 x 800 pixels or greater
- Chrome, Firefox for Mac OSX, or Safari 12, 13, and 14
- USB 2.0+ port or better to connect the USB cable to upload data from the optional Dexcom receiver

### Optional computer configurations

- A PDF reader for viewing, saving, and printing reports
- A printer for printing reports
- An Excel spreadsheet viewer for exported data

To run Dexcom 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
- agent.mydiabetesdata.com with DNS loopback support to 127.0.0.1

To run the Dexcom Uploader, the network must allow the following outbound network traffic:

- \*.dexcom.com (and all subdomains) on port 443

## Terms of use

Your use of Dexcom Clarity and Dexcom services is subject to the terms of use at [dexcom.com/linked/document/service/TermsOfUse](https://dexcom.com/linked/document/service/TermsOfUse).

By using this guide, you agree to comply with the applicable terms and conditions in connection with your use of Dexcom Clarity, services, and this User Guide.

## Privacy Policy and privacy practices

Read the Dexcom Privacy Policy at [dexcom.com/linked/document/service/PrivacyPolicy](https://dexcom.com/linked/document/service/PrivacyPolicy).

## Proprietary rights

Dexcom Clarity and this User Guide are ©2016-2024 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 [clarity.dexcom.com/notices](https://clarity.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.

## Contact Dexcom

For help Dexcom CGM systems, questions about Dexcom Clarity, or to receive a printed version of the User Guide, contact [dexcom.com/contact](https://dexcom.com/contact).

## Access Dexcom Clarity

To access Dexcom Clarity on the web:

1. Go to [clarity.dexcom.com/professional](https://clarity.dexcom.com/professional).
2. Enter your Dexcom account username and password.

If your clinic doesn't have an account, click **Register Now**. If you need a login for your clinic's account, contact an administrator of your clinic's Dexcom Clarity account.

## Clinic 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 Dexcom Clarity account. Be sure to have at least two administrators listed for your clinic. See [Staff Roles](#) to learn more about account levels.

If you need access to your clinic's account, contact an administrator of your clinic's Dexcom Clarity account.

Your Dexcom Clarity account is specific to your geographical area. Accounts created outside the United States will not be accessible within the United States.

To register your clinic:

1. Have an authorized representative complete the registration form at [clarity.dexcom.com/professional](https://clarity.dexcom.com/professional).
2. Click **Submit**.
3. Click **Complete Registration** from the activation email sent to you.
4. Enter a username and password for yourself.
5. Click **Complete my registration**, then click **OK**.

## Logging out

At any time, you can log out of Dexcom Clarity. Click your account name at the top right of the page, then click **Logout**. This is useful if multiple account users access the same computer.

## Settings

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

- **Account:** Update your name and email.
- **Password:** Update your password. You must know your current password.
- **Clinic Information:** Administrator access only. Update clinic name, address, and phone.
- **Clinic Code:** Change the clinic code anytime. The previous code will no longer work, but sharing will continue uninterrupted.
- **Security:** Administrator access only. Select duration of forced password resets and account inactivity auto-suspension. Changes made apply to all clinic users.

## Staff accounts

The Staff page displays all clinic user account names, email addresses, user roles, and account status. If you just created your clinic's Dexcom Clarity account, you will only see your own account listed.

## Staff roles

Dexcom Clarity offers two different kinds of user roles: Standard User and Administrator.

- **Standard User** access and manage the Patient List, upload CGM data, and view patient reports.



- **Administrator** access and manage the Patient List and Staff Accounts. They upload CGM data, view patient reports, and invite new clinic users. Be sure to have at least two administrators listed for your clinic.

## Account status

The options for account status are:

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

## Adding staff accounts

As an Administrator, you can invite other healthcare professionals to use Dexcom Clarity.

To invite staff:

1. Click **Staff**.
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.

## Accepting a staff account invitation

After an administrator adds you to the clinic account, you will receive an email invitation from Dexcom Clarity. You will need a new invitation if you do not complete your registration before the expiration date given.

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**, then click **OK**.

## Managing staff accounts

Administrators can edit names, email, account status and roles for staff accounts.

To manage staff accounts:

1. Click **Staff**.
2. Locate the user you want to edit, then hover your cursor next to their account status until the Edit icon appears.
3. Click **Edit**.
4. Make the desired changes, then click **Save**.
5. 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 cannot permanently delete a user account. You can only suspend accounts to remove access.

## Patients list

The Patients page lists patients entered into your Dexcom Clarity clinic account. All Dexcom Clarity clinic users have access to this page.

For each patient, you can upload CGM data from receivers, view interactive reports, save and print reports, edit or delete patient information, or export the data into spreadsheets. To access these options, click a patient name.

Receiver patients must create a Dexcom account if they want to view data that was uploaded at the clinic. See [Data Sharing](#) for more information.

### Adding a Dexcom CGM app patient

For patients using a compatible Dexcom CGM app, once connected, the patient information and data will automatically appear in the Patients list. To connect, from the Patients page:

1. Click **Show code**.
2. Select **Copy** or **Print** to give the clinic code to the patient. Instructions for the patient to enter the code at [connect.dexcom.com](https://connect.dexcom.com) are included. Copy allows you to paste into any system to email the patient and Print sends to the printer.

The patient enters the code at [connect.dexcom.com](https://connect.dexcom.com). They will use their Dexcom account information to sign in and enter the clinic code. Then, the patient and their data are automatically added to the Patients list. See [Clinic Code](#) for more information.

## Adding a receiver patient

For patients using only a receiver, from the Patients page:

1. Click **Add patient**.
2. Enter the patient's name, date of birth and an optional patient ID, then click **Save**.
3. Select another option or click **Close**.

## Editing patient details

To edit patient details, from the Patients page:

1. Click the patient name you want to edit.
2. Click **Edit**.
3. Make the changes.
4. Click **Save**, then **OK**.

## Deleting patients

Deleting a patient deletes all CGM data uploads and sharing and cannot be undone.

To delete a patient, from the Patients page:

1. Click the patient name you want to delete.
2. Click **Delete**.
3. Click the **Yes, I want to delete this patient** box.
4. Click **Delete**, then **Close**.

## Navigating patients

There are two ways to navigate the Patients list to find a specific patient: Search or Sort.

Search uses the search bar at the top of the list to find a specific patient.

To search for a patient:

1. Enter a patient's name or Patient ID.
2. Press the Enter key on your keyboard to start the search.

To sort the patient list:

1. Click **PATIENT NAME**, **DOB**, **PATIENT ID**, or **GMI % (14 DAYS)** 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 list.

## Data sharing with patients

Patients can share their CGM data with the clinic by connecting with a clinic code. Once connected, data uploaded by the patient from a Dexcom receiver or streaming from the Dexcom CGM app is viewable with the clinic's Dexcom Clarity account.

Patients or clinics can stop sharing data at any time.

- Receiver data uploaded into the clinic's Dexcom Clarity account is always accessible at the clinic. This data is not accessible from the patient's Dexcom Clarity account after sharing is stopped unless it was also uploaded into the patient's Dexcom Clarity account. Receiver data that was uploaded only to the patient's Dexcom Clarity account is not available to the clinic after sharing is stopped.
- Dexcom CGM app data is not available to the clinic after sharing is stopped.

Clinics use Dexcom Clarity to connect patient data to the clinic with a clinic code.

### Clinic code

The clinic code is a customizable single sharing code that your clinic gives to patients to share to their data. A default clinic code is assigned to your clinic, but can be changed at any time from the [Settings](#) page.

Patients using Dexcom CGM apps are automatically added to your Patients list once they enter the clinic code at [connect.dexcom.com](https://connect.dexcom.com). This webpage allows patients to enter the code without having a Dexcom Clarity account.

### Connecting to Dexcom CGM app patients

For Dexcom CGM app patients, first give the clinic code to the patient by clicking **Show code** from the Patients page. Then, the patient enters the code at [connect.dexcom.com](https://connect.dexcom.com) using their Dexcom login information. Once connected, the patient and their data will automatically appear in your Patients list. You can also give them the code to connect later.

Patients do not need a Dexcom Clarity account to connect.

### Connecting to receiver patients

For receiver patients, first follow the instructions for [Adding a Receiver Patient](#) to add them to your Patients list. Then, click **Show code** from the Patients page.

Show code allows you to paste the code with instructions into any email system, and Print sends to the printer. Patients enter the code with their Dexcom login by following the instructions provided with the code.

## Stop sharing data

To stop sharing data with a patient:

1. Click **Patients**.
2. Click the patient's name you want to stop sharing with.
3. Click **Stop sharing data**.

The patient's name will still appear on the Patient List for your reference.

## Sharing status

To determine whether a patient is sharing data with your clinic, view the Data Sharing column of the Patients list for that patient.

- **Invited:** Patient was invited to share.
- **On:** Patient is sharing.
- **Private:** Patient is sharing, but has not consented to privacy laws.
- **Off:** Patient is not sharing.

## Upload 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 continuously uploaded and viewable as long as sharing is authorized. See [Data Sharing](#) for information.

It is possible to use both a smartphone and a receiver to provide CGM data. The smartphone system streams data to the Dexcom server, where that data is made available for reports. To receive this data, the smartphone needs to be connected to the internet and have the Dexcom CGM app running.

The Dexcom receiver requires connection to a computer to upload the data periodically. If patients use a smartphone part of the time and a receiver part of the time, then Dexcom Clarity needs data from both to provide accurate statistics.

## 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 **Patients**.
2. Click the desired patient's name.
3. Click **Upload data**.
4. Connect the CGM per the instructions provided on the screen.
5. Click **Install** or **Upload**.
6. Click **Save or print report** or **Go to interactive reports**.

## Report features

In Dexcom Clarity, you view glucose data reports with interactive graphs and relevant statistics.

You can access the reports directly after uploading patient data, or do the following at any time:

1. Click **Patients**.
2. Click the desired patient's name.
3. Click **Go to interactive reports**.

To return to the Patients list while viewing interactive reports, click **RETURN TO PATIENT LIST** from any reports page.

## Date range selection

By default, Dexcom Clarity reports display the most recent 14 days of data.

To change the date range, from any report:

1. Click on the date range.
2. Choose from the recent numbers of days or select a custom date range, then click **OK**.

## Events

Events recorded in the Dexcom CGM system appear in some reports. Each event is displayed as an icon. Hover on the icon to view more information.

## Patient glucose ranges

At the bottom of the Reports list, click **Patient Glucose Ranges** to change only your view of the glucose target ranges. These setting changes only apply to your account view and do not change any other clinic account view, patient's personal settings, or any CGM settings.

**Glucose Time/Target Range:** To customize the upper and lower limits for the glucose target range, click and hold a gray circle icon and drag it up or down to set the desired glucose levels for the target range; or select the time and limits of the glucose level for both Day and Night, from the drop-down lists. Throughout Dexcom 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.

**Day and Night:** To customize the day and night, click and hold 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.

**Very High:** Choose 250 mg/dL or above as the limit for Very High displays within Dexcom Clarity reports. Changing this setting does not change the Dexcom CGM settings.

**Very Low:** Choose 50 mg/dL or 54 mg/dL as the limit for Very Low displays within Dexcom Clarity reports. Changing this setting does not change the Dexcom CGM settings.

**AGP Target Range:** Choose the Low and High limits you want to view on the AGP report. Changes made for this setting only apply to the AGP report.

## Report outputs

You can print, download, email and export reports with the links located at the top of Dexcom Clarity.

### Print reports

To print a report, from any report page:

1. Click the **print** icon at the top of the page.
2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Select at least one report to print.
5. Click **Print Report**.

### Download reports

To download a report as a PDF, from any report page:

1. Click the **download** icon at the top of the page.
2. Select a date range.

3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Select at least one report to download.
5. Click **Save Report**.

## 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, from any report page:

1. Click the **export** icon at the top of the page.
2. Select a date range.
3. Choose a most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.
4. Click **Export**, then **Close**.

## Copy as text

Available only on Overview report, you can copy the dashboard data to your computer's clipboard. You can then paste it wherever you like. The content will be displayed in a text only format.

To copy as text, from only the Overview report:

1. Click the **copy as text** icon at the top of the Overview report page.
2. Paste the content to any document or file available on your computer.

## Overview report

The Overview report shows a glucose summary dashboard of statistics, a pattern summary, and the best glucose day for the date range selected. It also provides information about the Dexcom CGM system used to provide the data shown.

### Dashboard

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

- **Average Glucose**  
The average of all the CGM glucose readings from the selected date range.
- **Standard Deviation**  
Shows how much CGM glucose readings rise and fall. This is also known as



glycemic variability.

- **GMI (Glucose Management Indicator)**

Calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.

- **Time in Range**

The percentage of time that glucose levels are in low, target, and high ranges. The following are recommended ranges from an international consensus. Dexcom Clarity ranges may be different than Dexcom CGM alerts. Changes made here apply only to Dexcom Clarity.

- Target Range: 70-180 mg/dL
- Very High: Above 250 mg/dL
- Very Low: Below 54 mg/dL

- **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.

- **Insulin**

Dexcom Clarity displays insulin when you log insulin events on compatible Dexcom CGM apps and receivers, or with Dexcom compatible connected insulin devices. Only known insulin doses will display.

Dexcom Clarity insulin features may not be immediately available and may not be available in all countries.

- **Insulin:** Displays fast-acting and long-acting doses. Long-acting data may need to be configured in the connected device to display in Dexcom Clarity.
- **Fast-Acting:** Average number of fast-acting units taken per day.
- **Long-Acting:** Average number of long-acting units taken per day.
- **Average Total:** Average number of fast-acting and long-acting units per day.

- **Average Fast-Acting:** The average number of fact-acting insulin doses per day in the selected date range.
- **Delivery:** If available, the types of insulin delivered during the selected date range.

## Pattern summaries and best day

The Overview report shows up to four patterns identified in the data. To view a summarized pattern on the [Patterns report](#), click the box of the pattern for detailed graphs and statistics.

Limits for low and high glucose levels are changed in [Patient Glucose Ranges](#). Changes made in Dexcom Clarity apply throughout Dexcom Clarity, but don't affect any settings on the CGM device.

A patient's best glucose day is the day the patient was most within the target range for the selected date range. Click the best glucose day box for a detailed view.

## Devices

Details about the Dexcom CGM system in use, include the Serial Number, last upload, and current alert settings. Connected devices information are also included here.

## Patterns report

The Patterns report 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 report](#). There will always be a Best Day tab to review. Click each tab to see details.

## 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 [Patient Glucose Ranges](#). 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.
- [Events](#) recorded by the Dexcom CGM system are shown with an icon at the bottom. Hover your cursor over each icon for more details or scroll down to view the table.

### 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 that 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.

The Best Day pattern graph does not include gray shading.

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 when you hover your cursor over occurrences.

### 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.

### Pattern statistics

Statistics for the selected date range of patterns include average glucose measurement, standard deviation, and the time in range.

### Considerations

Based on the patterns of the selected date range, some possible considerations are provided at the bottom of the Patterns report.

## Trends report

The Trends report allows you to see glucose trends at different times of day over the selected date range. For example, you might see that your glucose levels are stable during mornings but are less stable during afternoons.

To filter the Trends data, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

### 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 [Patient Glucose Ranges](#), on the left y-axis. The yellow line is the upper limit and the red line is the lower limit.

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.

## Overlay report

The Overlay report 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, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

## 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 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 [Patient Glucose Ranges](#), on the right y-axis. The yellow line is the upper limit and the red line is the lower limit.

## Daily report

The Daily report 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, click **Days**, **Time of Day**, **Events**, and **Usage**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph. Use the Key to understand Event icons.

## Daily graph

The Daily graph has several components:

- A 24-hour timeline along the bottom x-axis and the units for glucose readings on the left y-axis.
- Target glucose ranges shown by the colored lines that run parallel to the x-axis and values as set in [Patient Ranges](#), on the right y-axis. The yellow line is the upper limit and the red line is the lower limit.
- [Events](#) recorded by the Dexcom CGM system and partner apps are shown with an icon at the bottom. Hover your cursor over each icon for more details or scroll down to view the table. You can hide or show Event details below the graph.

If the black trace line in the graph has interruptions or stops, then the Dexcom CGM system did not record glucose data during that time.

## Compare report

The Compare report is divided into two columns containing graphs, statistics, patterns and devices to compare within selected date ranges.

### Selecting date ranges

Each column has its own date range selector. You can compare up to 90 days of data. Use the numbers located below the last graph to view more graphs in your selected date range.

The date bars display the current date ranges for comparison. To change the ranges for each column, choose the most recent number of days or click the date boxes to choose dates for a custom view, then click **OK**.

Compare 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**, then click **Apply**. You must click **Apply** every time you change a filter to update the graph.

### 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](#).

### Compare Overlay

In the Overlay view, compare day by day, a week of data over the selected time ranges. These graphs include the same features as the [Overlay graph](#).

### 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](#).

### Compare Statistics

All Compare views include key measurements, or statistics, which are shown below the graphs. These statistics are similar to those shown on the [Overview report](#).

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.

### 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 strike-through green text and a check mark icon.

New patterns in the right column are highlighted with a NEW icon. Best Days are always included for both selected date ranges.

## Compare devices

Click the device name at the bottom of the page to compare the Dexcom CGM model, serial number, and the upload date of the selected date ranges.

## Statistics report

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 would be 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 seven 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:

- **# 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.:** Shows how much CGM glucose readings rise and fall. This is also known as glycemic variability.
- **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.

## AGP Report

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. Learn more about the report at [agpreport.org](http://agpreport.org).

## Support

For help using Dexcom Clarity, click **Support** and choose an option:

- **Uploader Uninstall:** Removes the Dexcom Uploader software from your computer.
- **User Guide:** View, print, and save this guide in PDF format.
- **Safety Statement:** Review the [Dexcom Clarity Intended Use/Safety Statement](#).
- **Glossary:** See definitions of terms and explanations of data calculations.
- **Contact Us:** Get sales, technical, and Dexcom CARE contact information.

## Troubleshooting

If you are having trouble accessing Dexcom Clarity, try these troubleshooting steps:

- If you forgot your password, go to the login screen and click **Forgot your password?** to have it emailed to you.
- If you forgot your username, go to the login screen and click **Forgot your username?** to have it emailed to you.
- If you're on a network or behind a firewall, contact your local IT support to ensure that your firewall settings allow you to access Dexcom 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](#).
- Know where downloaded files are stored. This will make finding downloads easier.
- Make sure that no other glucose data software is open, or they could cause stalls or failures during uploads from a CGM.
- Make sure you have appropriate permissions on your computer to download reports or install Dexcom Uploader.
- Make sure the following URLs are included in any trusted website browser lists:
  - \*.dexcom.com (and all subdomains) on port 443
  - https://agent.mydiabetesdata.com

## Technical support

For help with Dexcom CGM systems, questions about Dexcom Clarity, or to receive a printed version of the User Guide, contact [dexcom.com/contact](https://dexcom.com/contact).

## 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.

### Network requirements

Running Dexcom Uploader for clinics requires internet connectivity for outbound and inbound HTTPS/SSL traffic as listed below:

- dexcom.com (and all subdomains) on port 443
- agent.mydiabetesdata.com with DNS loopback/localhost support to 127.0.0.1

### 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://agent.mydiabetesdata.com

## 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**.



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### Symbols

These symbols tell you about the proper and safe use of Dexcom Clarity.

Manufacturer	
Indicates the item is a Medical Device	

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