



# A guide to...

## Dexcom Clarity 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](mailto: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](mailto:westherts.pals@nhs.net)



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

### App for Dexcom Clarity – healthcare professional and patient

- Step 1) The parent/guardian needs to go to the Dexcom Clarity app on their phone (if the patient is under 18) and log in using the parent/guardian email address that was used to create the Dexcom G6/G7 account.
- Step 2) They will be asked to choose a profile, select the dependant (patient) name.
- Step 3) Read the information message that appears and press finish.
- Step 4) Press profile on the bottom right-hand corner and press manage data sharing.
- Step 5) Enter the clinic code provided by your clinic (**mxqufyx3**) and press continue.
- Step 6) Confirm clinic – press confirm.
- Step 7) Your clinic will now be added.

**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**