



A guide to...

Dexcom G7 Follow 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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Step by Step Guide

App for Dexcom Follow – family/friend/guardian to follow

Please note, a reader will not allow you to follow your child's data.

- Step 1) Once the patient has successfully set up their G7 app, please download the Dexcom Follow app and select your country or region.
- Step 2) Agree to T&Cs and privacy policy, then press submit.
- Step 3) Please read and look at the following information pages and press next.
- Step 4) The patient will need to open the Dexcom G7 app on their phone and log in using their dependant account details (**dependant username and password**). Once logged in, at the bottom of the app, press the connection tab.
- under available connections, press share, press get started and press next. Read the information pages and press next. Press invite followers.
 - give your follower a nickname, for example mum can be nicknamed 'mum'. Press next.
 - enter the email address of the follower and go through the information pages, here you will be able to set alerts and notifications, press next.
 - review the information and once happy press send invitation.
- Step 5) The person you would like to add as a follower will need to go to their email where they will have received an email from Dexcom. They will need to click on that email and press 'accept invitation'.
- Step 6) They will be redirected to the Dexcom Follow app where they will see a message appear that says, 'you're invited', they will have an option to 'accept' or 'not now', press accept.
- Step 7) The follower will be able to change notifications once accepted. They will need to press 'start following' and will then be added as a follower.

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 on 0800 031 5763

Monday – Friday, 7am–6pm

Saturday – Sunday, 8am–4.30pm