



Continuous Glucose Monitoring System

Data Management System (DMS) User Guide

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Eversense DMS does not contain malware or computer viruses that might harm your computer. It is recommended you use an appropriate firewall program and an anti-virus program on your computer to prevent against malware and viruses.

To read the Eversense Privacy Policy, go to www.eversenseddiabetes.com.

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1 I. Introduction

Intended Use

The Eversense Data Management System (DMS) is intended for use as an accessory to compatible Eversense CGM products. It is a web based application that may be used to view, analyze, and store glucose information from your Eversense CGM System.

For information on compatible browsers and browser versions please visit www.eversenseddiabetes.com.

IMPORTANT: EVERSENSE DATA MANAGEMENT SYSTEM DOES NOT PROVIDE MEDICAL ADVICE. DO NOT MAKE TREATMENT DECISIONS WITHOUT CONSULTING WITH YOUR HEALTH CARE TEAM.

End User License Agreement and Privacy Policy

Use of the Eversense DMS is subject to the terms and conditions of the most current Eversense End User License Agreement and Eversense Privacy Policy. These documents are updated from time to time and are posted at www.eversenseddiabetes.com.

Help and Support

If you don't understand something in this DMS User Guide, contact Customer Support toll free in the US at 844-SENSE4U (844-736-7348).

2. Getting Started

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The Eversense DMS is an internet browser-based application (web app) that enables you to automatically upload your Eversense mobile app data from your compatible smart device to the internet for ongoing storage and review.

The desktop software enables your computer to communicate directly with the web app. You can also upload your data directly from the smart transmitter to your Eversense DMS Account via cable connection by downloading and installing the Eversense Client desktop software directly onto your computer.

Create New Account

If you already created and registered an account in the Eversense mobile app, you already have an Eversense DMS account, and do not need to create and register a new account. Go to the next page for the steps to sign in to your account.

Before you can begin using Eversense DMS, you will need to create an account and register as a user.

1. Go to us.eversensedms.com
2. Click “Sign Up”
3. Enter the requested information
4. Click “Submit”

You will receive an email from Eversense DMS. You will need to click on the link in the email to complete your account registration.

If you do not click the link within 72 hours of when it was sent, the link will expire. The system will prompt you to re-enter your email address to send you a new link.

Note: You will be prompted to set a secret question for added security after you log in for the first time. Your registered email and password can now be used as your login for your Eversense DMS account and for all other Eversense products.

Sign In

Each time you access Eversense DMS you will need to sign in.

1. Go to us.eversensedms.com
2. On the Sign In page, enter your Email and Password.
Remember that your username and password will be the same as the ones you used to log in to the Eversense Mobile App.
3. Click “Sign In”

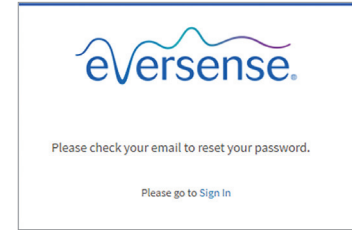
IMPORTANT: If you make more than three unsuccessful attempts to sign in, your Eversense DMS account will be locked for 30 minutes.

Note: If you are inactive on the DMS site for approximately 25 minutes, you will receive a pop-up instructing you to select “Continue” if you want to remain logged in.

Forgot Your Password

If you have forgotten your sign in password, you can easily create a new password.

1. Click “Forgot your password” on the Sign In page
2. Enter your email when prompted
3. Click “Send Mail”

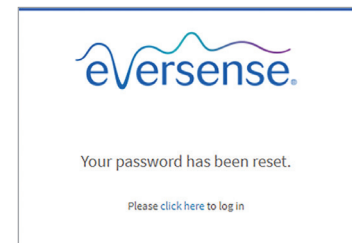


A message will display to let you know an email has been sent to you with instructions for resetting your password.

4. Open the email and click the website link

You will be directed to a web page to create and confirm a new password.

5. Click “Reset Password”



A message will appear, confirming your password has been reset. Select the “click here” link to return to the Sign In page.

Eversense DMS Dashboard

The Eversense DMS Dashboard is the default page that you will see each time you log into DMS. This page contains your Profile, Navigation Menu, Eversense Wear Time, System Information, Date Range Selector, and Ambulatory Glucose Profile (AGP) report.

- On the top right of the page you can access your **Profile** information.
- On the top left side of the page you will see a **Navigation Menu**.

Profile

The Profile feature allows you to change your password, edit your user profile, enable multi-factor authentication, or sign out of the Eversense DMS software.

If you want to change your login password, you can easily re-set a new password.

To change your password:

1. Click your username

A drop-down will appear displaying your profile picture, your most recent log in, and options to view/edit your profile or sign out.

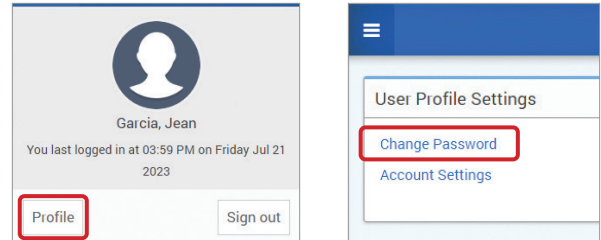
2. Click “Profile” to access User Profile Settings

3. Click “Change Password” to display and change your current password

4. Enter your Current Password

5. Enter and confirm your new password

6. Click “Change Password” to save your changes



Change Password

If you change your password, you will need to log out of your Eversense Mobile app, and log back in to continue syncing your data to Eversense DMS.

Changing your password will disconnect your Eversense account from any third-party services you may have connected your account to. You will need to reconnect your Eversense account with the other service to continue sharing your data.

Changing your password does NOT disconnect you from sharing data with Eversense NOW or to your provider through Eversense DMS Pro.

Current Password *

New password *

- Must contain 6-32 characters
- At least one lower case character
- At least one upper case character
- At least one number
- At least one special character

Confirm new password *

[Back to Profile](#)

IMPORTANT: Once you have changed your password in DMS, you will need to log-out of the Eversense Mobile App and log-back in with the new password.

To edit your profile:

1. Click “Account Settings”

2. Enter the information you will be changing

You can change your profile picture by clicking the “Choose File” button, and choosing a picture from your computer’s files. The profile picture will be changed for all compatible Eversense products.

Account Settings

Profile Details

Profile Picture No file chosen

First Name *

Last Name *

Mobile Number *

Date Of Birth *

Gender *

Diabetes Type

Secret Question *

Answer *

Show Answer

Check to enable multi-factor authentication ⓘ

3. At the bottom of the page, click “Save” to save your changes

The User Profile Settings page will appear again. To return to the Dashboard, click “Dashboard” at the top left on the Navigation Menu.

To enable multi-factor authentication:

Multi-factor authentication helps protect your account by requiring a level of identity verification beyond basic login credentials. The default is for multi-factor authentication to be disabled, but you have the option to enable this feature. If enabled, once every 365 days you must verify your identity prior to logging into your account. You will do this using a verification code sent to the email used to create your account.

1. Navigate to the bottom of the Profile Details section and check the box next to “Check to enable multi-factor authentication”

Account Settings

Profile Details

Profile Picture No file chosen

First Name *

Last Name *

Mobile Number *

Date Of Birth *

Gender *

Diabetes Type

Secret Question *

Answer *

Show Answer

Check to enable multi-factor authentication ⓘ

2. On the pop-up, choose “Enable”

Multi-factor authentication helps protect your account by requiring a level of identity verification beyond basic login credentials.

If enabled, once every 365 days you must verify your identity prior to logging into your account using a verification code sent to your email.

3. At the bottom of the page, click “Save” to save your changes. The next time you log into your account, you will be prompted to complete multi-factor authentication.


The User Profile Settings page will appear again. To return to the Dashboard, click “**Dashboard**” at the top left on the Navigation Menu.


To disable multi-factor authentication:

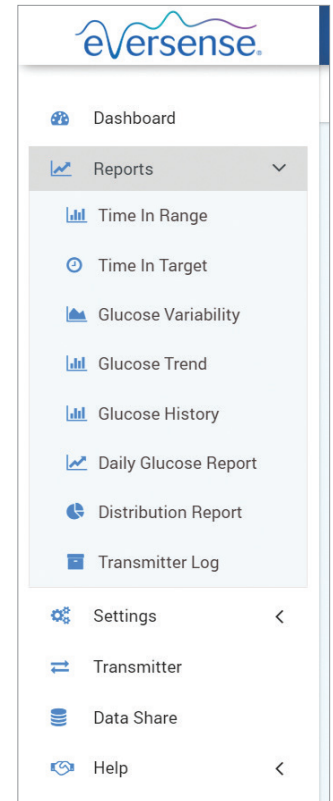
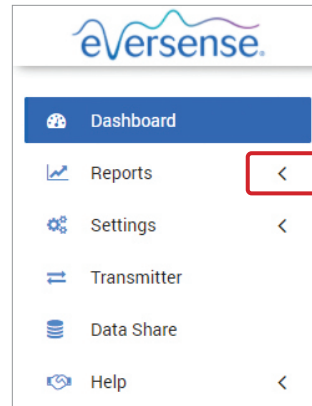
1. Navigate to the bottom of the Profile Details section and uncheck the box next to “Check to enable multi-factor authentication”
2. At the bottom of the page, click “Save” to save your changes

The User Profile Settings page will appear again. To return to the Dashboard, click “**Dashboard**” at the top left on the Navigation Menu.

Navigation Menu

At the top left-hand side of the Dashboard is the Navigation Menu. You can open and close the Navigation Menu by clicking . Click any button on the menu to navigate to that selection.

You can click on the  icon to expand the selection in the Navigation Menu.



Menu Selections	Features
Dashboard	Return to the Dashboard
Reports	Display, print, and share reports <ul style="list-style-type: none"> • Time In Target • Time In Range • Glucose Variability • Glucose Trend • Glucose History • Daily Glucose Report • Distribution Report • Transmitter Log
Settings	Eversense DMS Settings <ul style="list-style-type: none"> • Glucose • Report Summary
Transmitter	Download Client Application
Data Share	Link DMS account to Clinic DMS Pro
Help	<ul style="list-style-type: none"> • About • Contact • Deactivate Account • Release Notes

Setting Date Range

At the top of the Dashboard, you can select a predefined date range or set your own custom date range. This will impact which data is used for analyses and how they are displayed throughout the Dashboard and all of the Reports.

To adjust your date range settings:

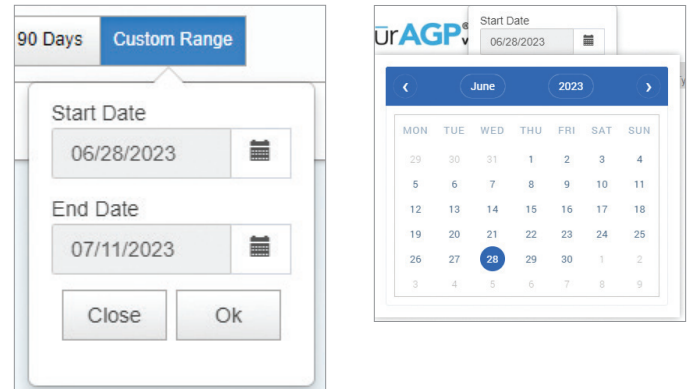
1. If you would like to view a set of data that is not within one of the predefined date ranges, click the button labeled “Custom Range” to display a drop down calendar



This will display a pop-up that allows you to select your Custom Date Range.

Note: Data accessible through DMS goes as far back as one year.

2. Select the desired report *Start Date*
3. Select the desired report *End Date*
4. Click “OK” when complete



Eversense Wear Time and System Information

Eversense Wear Time

Eversense Wear Time is the percentage of time the smart transmitter was worn, over the date range you selected. 100% is 23.5 hours of daily smart transmitter wear time. The percentage does not include times in which the glucose is not displayed. For example: the beginning of Initialization Phase or when an alert is activated that prevents glucose from being displayed.



System Information: Located at the top of the AGP Dashboard is the System Information section.

This section shows your:

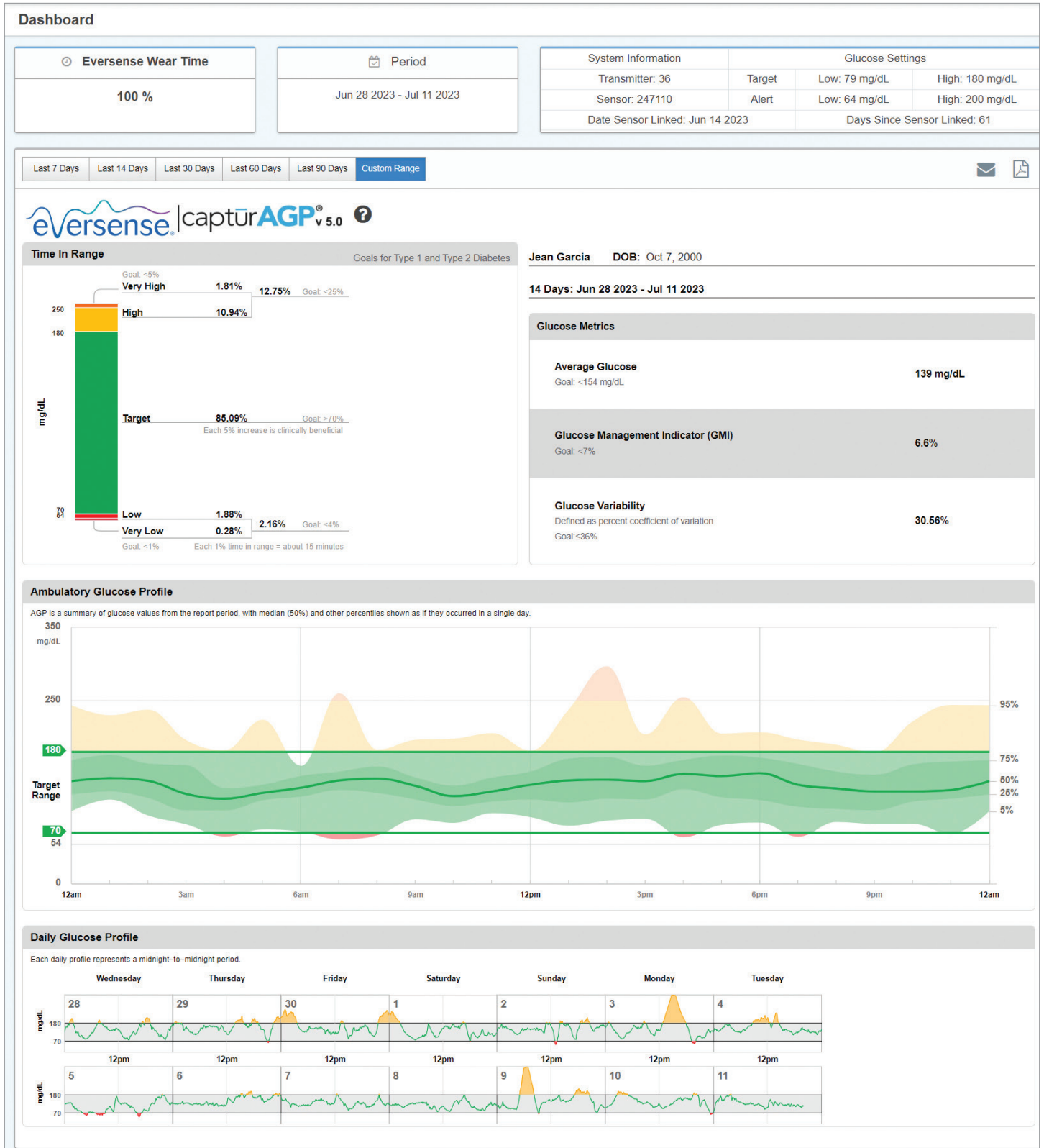
- Transmitter Serial Number
- Sensor Serial Number
- Glucose settings: Glucose settings can be changed in the DMS as well as through your Eversense mobile app (see *Settings* for more information)
- Date Sensor Linked
- Days Since Sensor Linked

System Information		Glucose Settings	
Transmitter: 000036	Target	Low: 80 mg/dL	High: 180 mg/dL
Sensor: 247110	Alert	Low: 65 mg/dL	High: 200 mg/dL
Date Sensor Linked: Nov 14 2022		Days Since Sensor Linked: 218	

AGP in DMS

The Eversense DMS Dashboard's primary report is the AGP (Ambulatory Glucose Profile) report, which displays glucose data in 3 sections.

2



Source: <http://www.agpreport.org/agp/agpreports>

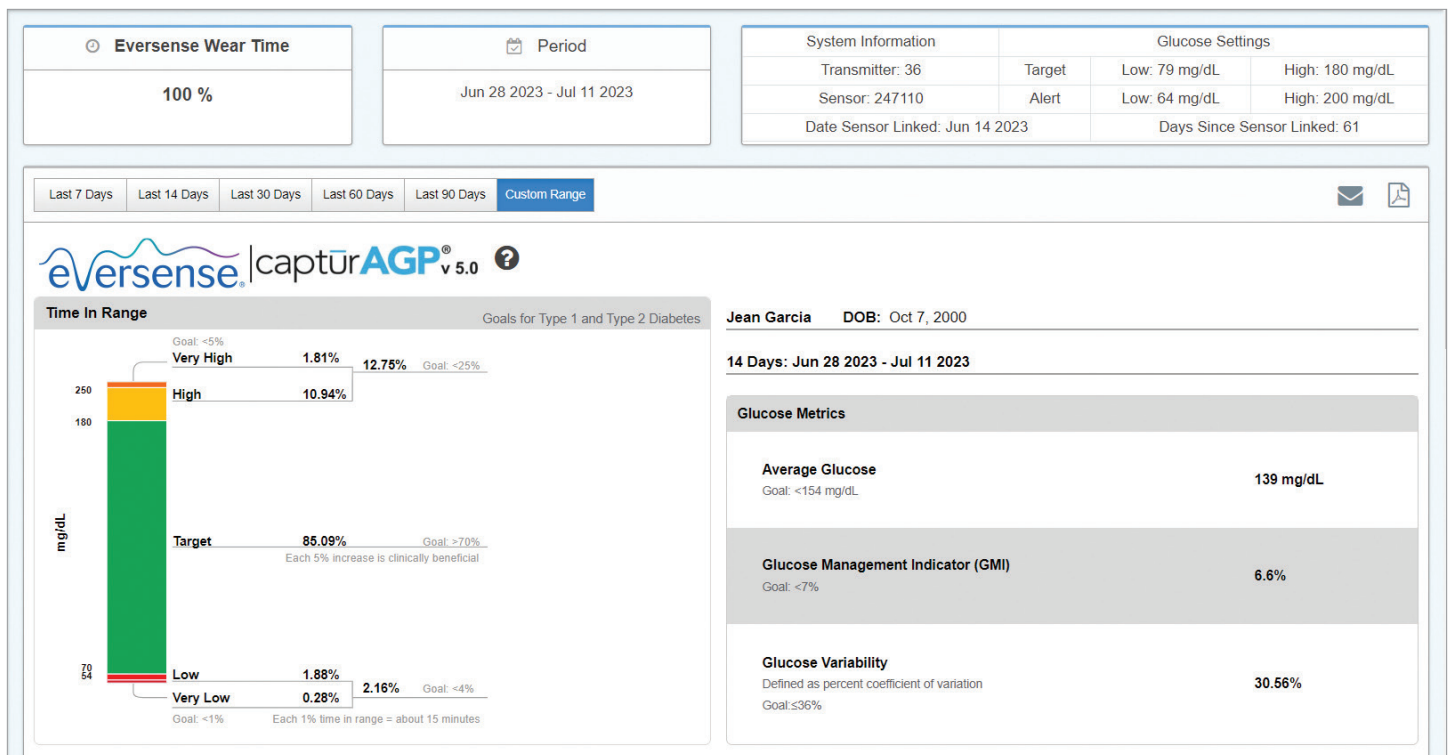
Section 1: Glucose Statistics and Targets

Glucose Ranges and Targets: This table displays your calculated values within each glucose range as a percentage of device readings over a 24-hour day. Percentages can be converted to minutes/hours in that each 1% time in range equals about 15 minutes.

- **Time in Target:** Ideally, glucose values are in target range
- **Low/Very Low:** Goal – few very low or low values; reducing lows will make you feel better
- **High/Very High:** Goal – few very high or high values; reducing highs will lower your A1c over time

Number of Days in Report and Dates: The AGP defaults to the last 14 days, but a custom date range can be selected (see *Setting Date Range* earlier in this section).

- **Average Glucose (mean):** All glucose values added together, divided by number of readings.
- **GMI (glucose management indicator):** Calculated from average glucose; approximates your future lab A1c.
- **Glucose Variability:** How far apart (wide) the highest and the lowest glucose values are; ideally a low number less than or equal to 36% [percent coefficient of variation].



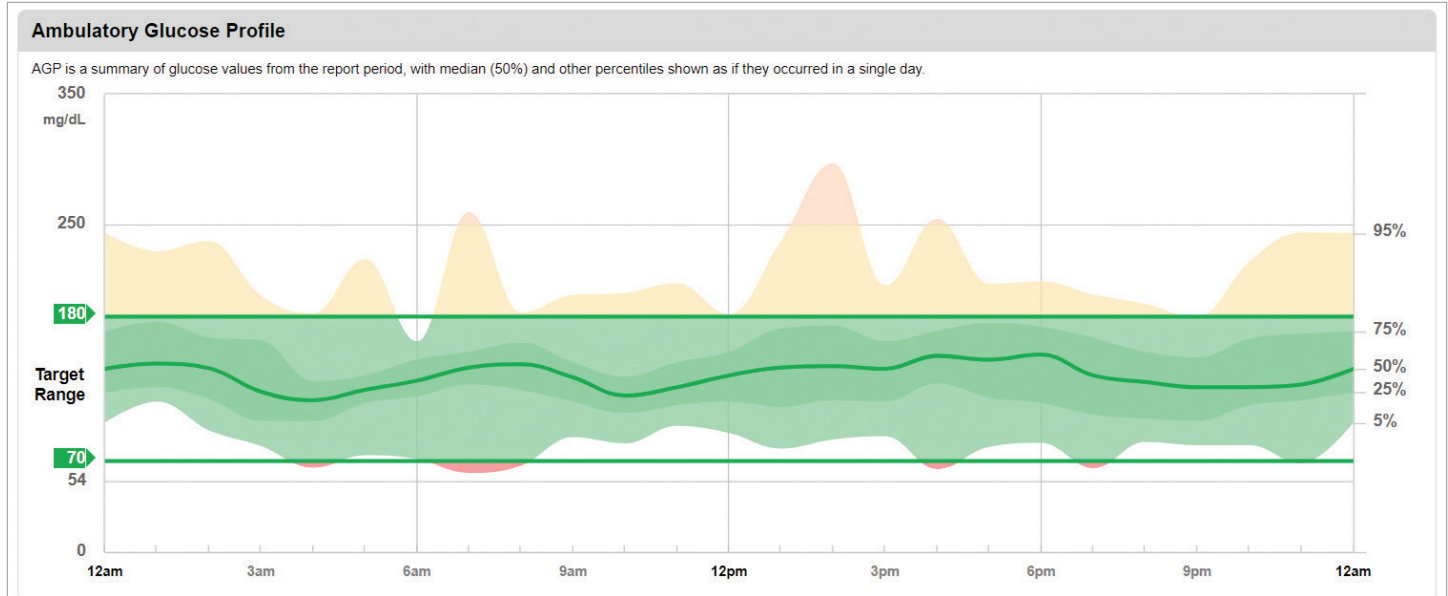
Source: <http://www.agpreport.org/agp/agpreports>

Section 2: Ambulatory Glucose Profile: All glucose profiles from the selected date range are combined to make a one day (24-hour) picture. Ideally, lines stay within the **green outlined area (target range)**.

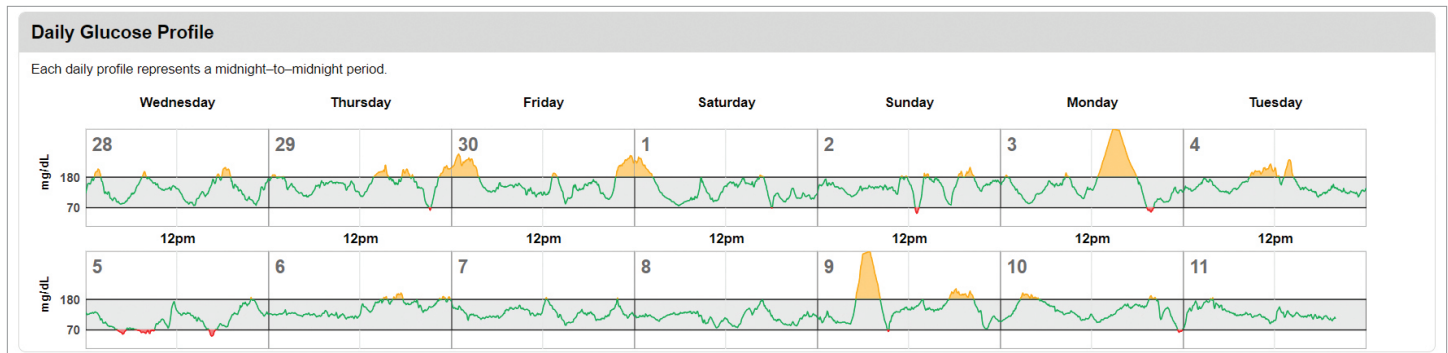
Heavy line: Median (middle) line where half of the glucose values are above and half are below; ideally, the line is mostly flat and inside the green target range area of 70 to 180 mg/dL.

Darker shading: Area shaded darker shows 50% of the glucose values; ideally, space between is narrow

Lighter shading: 5% of values are above (95% top line) and 5% are below (5% bottom line); ideally, the closer the light shaded area is to the darker shaded area, the better



Section 3: Daily Glucose Profiles: Each box is a single day's glucose pattern. They will only display if your date range is set at 14 days or less.



Source: <http://www.agpreport.org/agp/agpreports>

3. Additional Reports

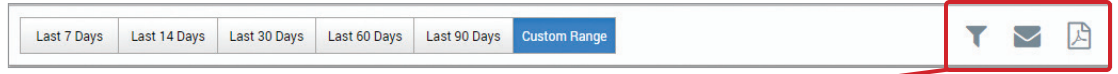
3




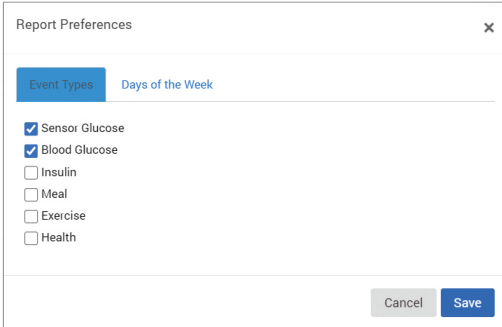
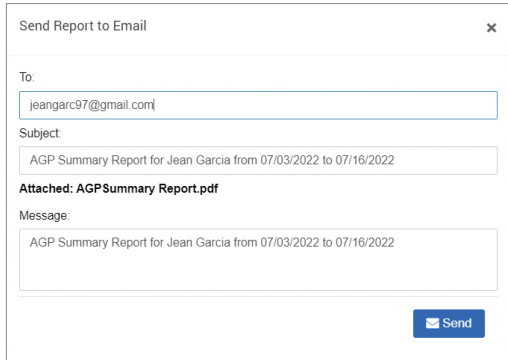
A key feature of the Eversense DMS Application is the ability to generate, print, and share detailed reports about your glucose history. Reports provide various ways to organize and visualize your glucose readings from moment to moment, day to day, or over the course of several weeks or months.

Note: If you select a report and no data is displayed, check that glucose data has been previously uploaded for the selected date range. If data is still not displayed, contact Customer Support.

Filter, Print, or Email what is displayed in the reports

On the top right of report pages are options for changing report preferences, printing the report, and emailing the report.



Click			
To	Change Report Filters	Email Report	Save Report as PDF
How	<p>Make selections for choosing which event types, days of the week, and other options will appear in reports, when applicable. This filter is not available for the AGP, Time in Range by Time of Day, Time in Target reports or Daily Glucose Reports.</p> 	<p>Follow pop-up window prompts for emailing a printer-friendly report to a designated recipient.</p> 	<p>Click the icon to convert your report into a PDF that allows you to print the report at home.</p>

Time in Target

The Time in Target report shows a pie chart that analyzes the percentage of time your glucose is below, within, or above the target range you set in your Glucose Settings.

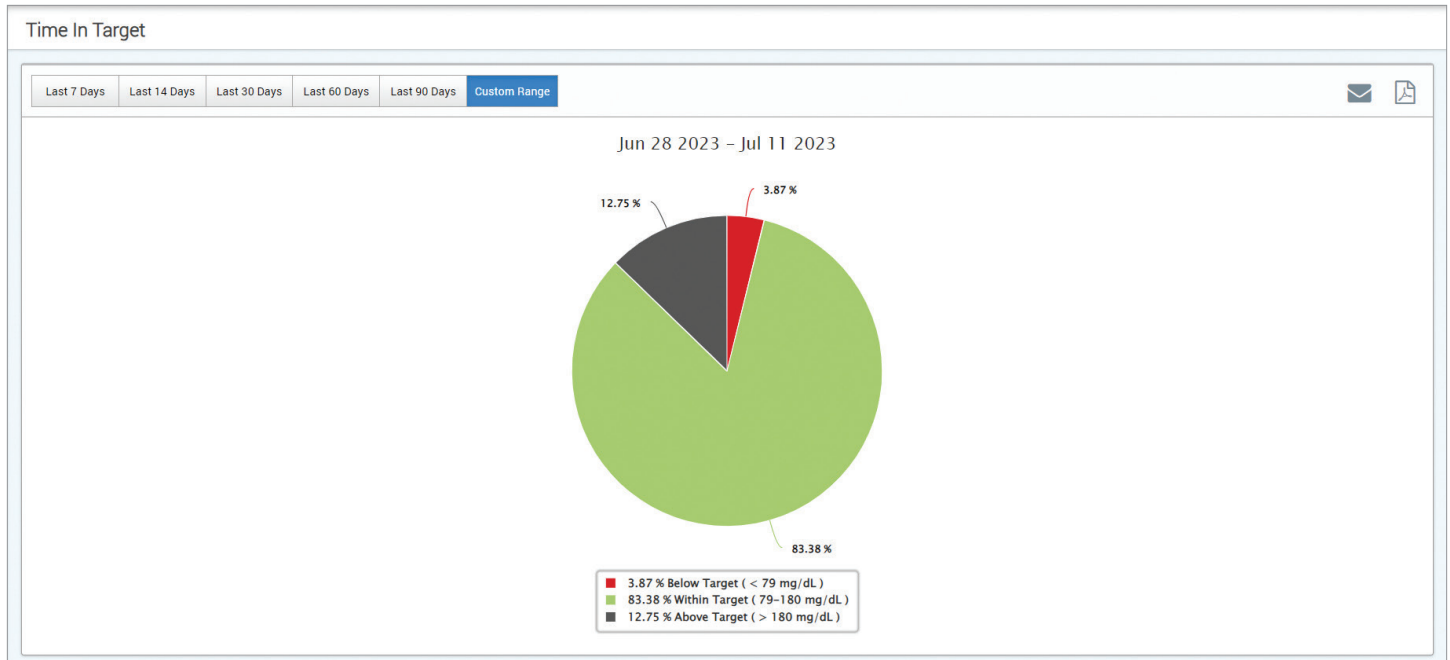
3

Viewing the report:

The green wedge represents the percentage of time you spent within your target range.

The gray wedge represents the percentage of time you spent above your target range.

The red wedge represents the percentage of time you spent below your target range.



Time in Range

Time in Range by Time of Day

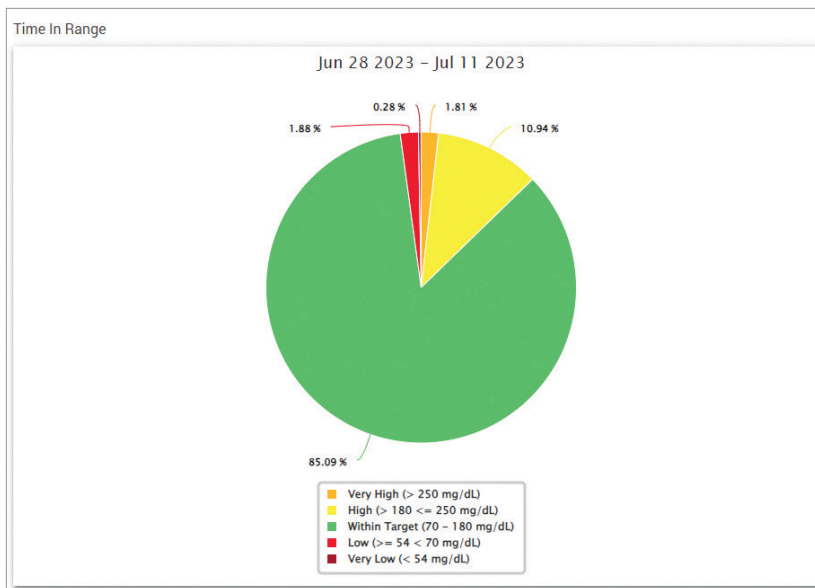
The Time in Range by Time of Day report shows a set of charts that analyze the percentage of time your glucose is within preset glucose ranges.

- Very Low: < 54 mg/dL
- Low: 54 - 70 mg/dL
- Within Range: 70 - 180 mg/dL
- High: 180 - 250 mg/dL
- Very High: > 250 mg/dL

There are two sections of this report:

Time in Range

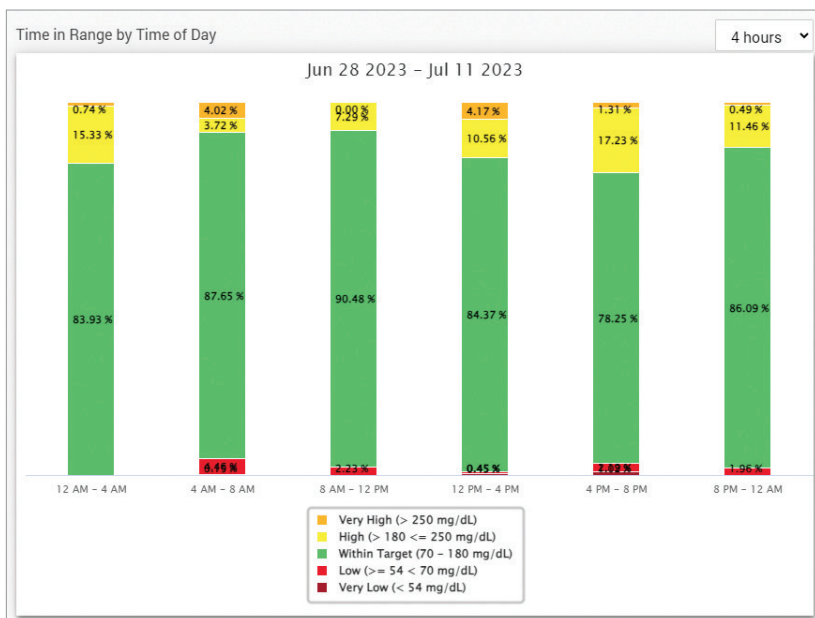
This displays your overall percentage of time spent in the preset glucose ranges, based on the date range you have selected.



Time in Range by Time of Day

This section of the report breaks out the overall Time in Range chart into various segmented times of day. You can view your data in segments of 4 hours, 6 hours, or 8 hours. This is adjusted by selecting an option in the top right of the report.

Each segment shows a percentage of time your glucose was within those same segments of Very Low, Low, Within Range, High, and Very High.



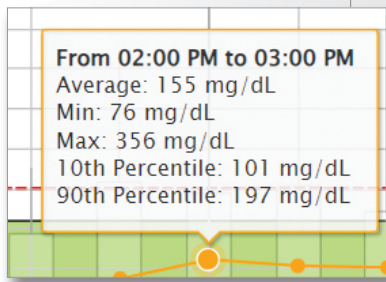
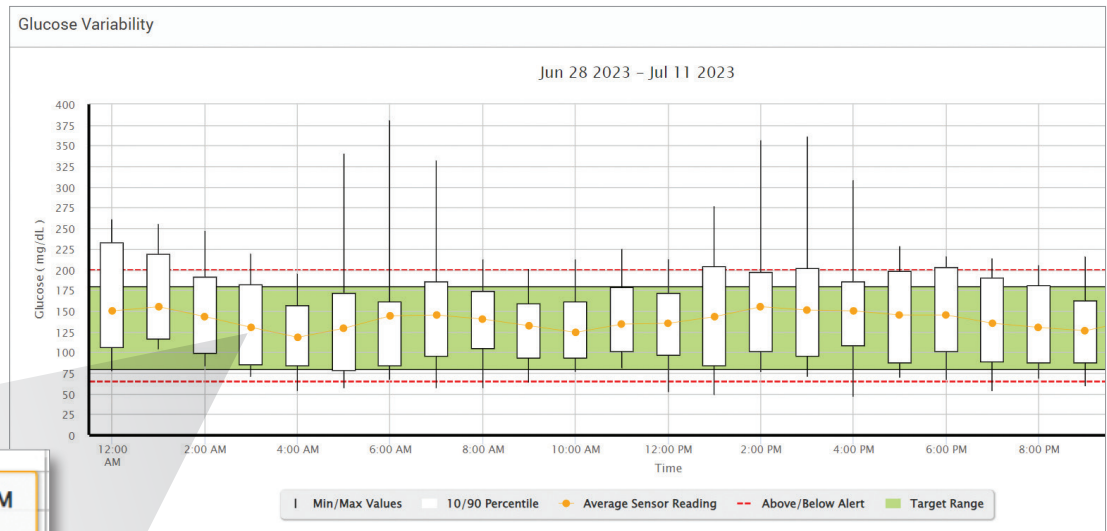
Glucose Variability Report

The Glucose Variability Report displays information in two ways:

The Trend Graph:

- Displays summary glucose readings over a 24-hour period.
- Includes multiple days of data overlaid on the same graph.
- Shows the maximum, minimum, and average glucose reading for every hour.
- Provides a visual snapshot of variations in your daily glucose levels.

Note: Place your cursor above a particular average sensor reading to view details about readings during the hour.



The Table:

- Organizes glucose data by 4 hour time period.
- Provides a detailed statistical analysis for each period.
- Includes the percentage of readings that are within, above, and below the glucose target range.
- Provides a breakdown of insulin usage and carbs entered for those same time periods.

Note: If you are having trouble displaying the report, try limiting your date range. Unusually large amounts of data may not allow the report to function.

Glucose			
GLUCOSE	00:00-04:00	04:00-08:00	08:00-12:00
% Below Low Alert	-	3 %	1 %
% Above High Alert	10 %	5 %	3 %
Number of Values Below Low Alert	-	18	5
Number of Values Above High Alert	66	34	18
% Within Target	83 %	85 %	89 %
% Below Target	1 %	8 %	3 %
% Above Target	16 %	8 %	7 %
Average Glucose	145 mg/dL	134 mg/dL	132 mg/dL
Lowest Glucose	70 mg/dL	53 mg/dL	56 mg/dL
Highest Glucose	261 mg/dL	380 mg/dL	225 mg/dL
Standard Deviation	39.3 mg/dL	49.7 mg/dL	30.1 mg/dL
Number of Values in the 10-90 Percentile	542	543	539
Total Number of Glucose Values	672	672	672
Number of Days with at least One Value	14	14	14
Average Number of values per Day	48	48	48

Running the report

1. Select Reports > Glucose Variability

The displayed date range will be the last week of data entered or uploaded.

2. Select the date range

Note: To change the date range for the report, follow the previous *Setting Date Range instructions* in the *Dashboard* section of this user guide.

Glucose Trend Report

The Glucose Trend Report:

- Displays individual glucose readings over a 24-hour period.
- Displays multiple days of data overlaid on the same graph.
- Provides an easy way to identify variability among the days of the week.

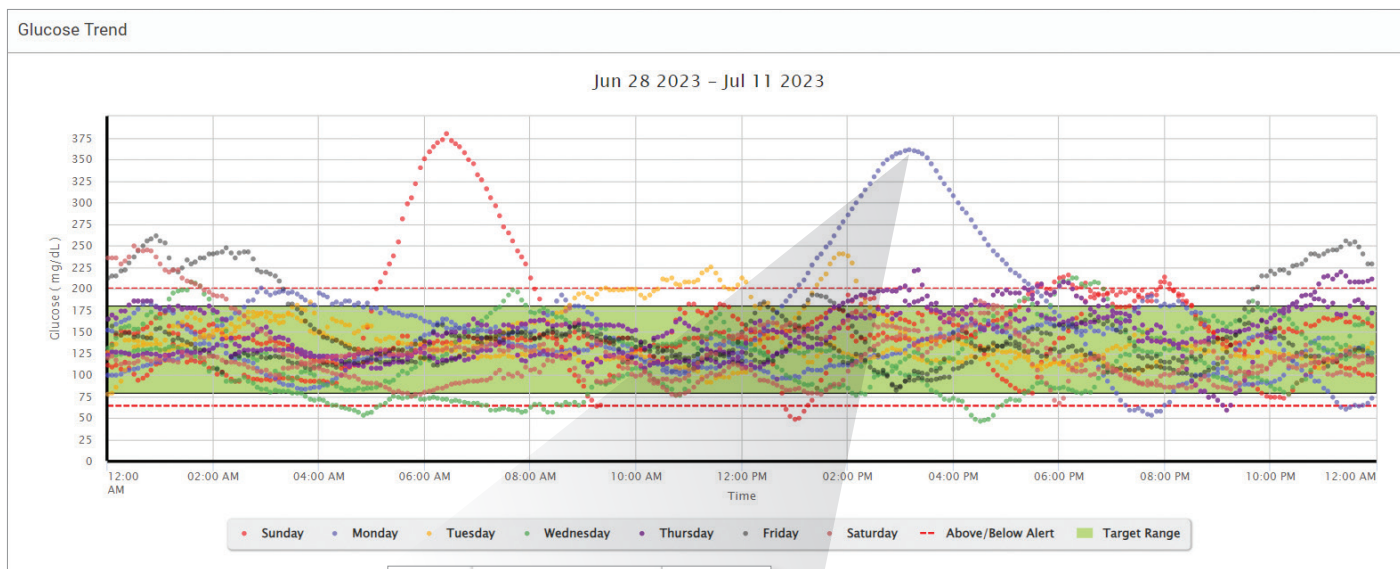
Running the report

1. Select Reports > Glucose Trend

2. Select the date range

Viewing the report

Data points in the report are color-coded with each day of the week displayed in a different color. You can use the report filter to choose the day/s you want to display on the graph.



Note: Place your cursor above a particular sensor glucose reading to view details about that reading.

Glucose History Report

The Glucose History Report displays historical CGM and manually entered data in the form of a trend graph. The Glucose History Report provides an efficient way to track sensor glucose readings and calibrations.

3

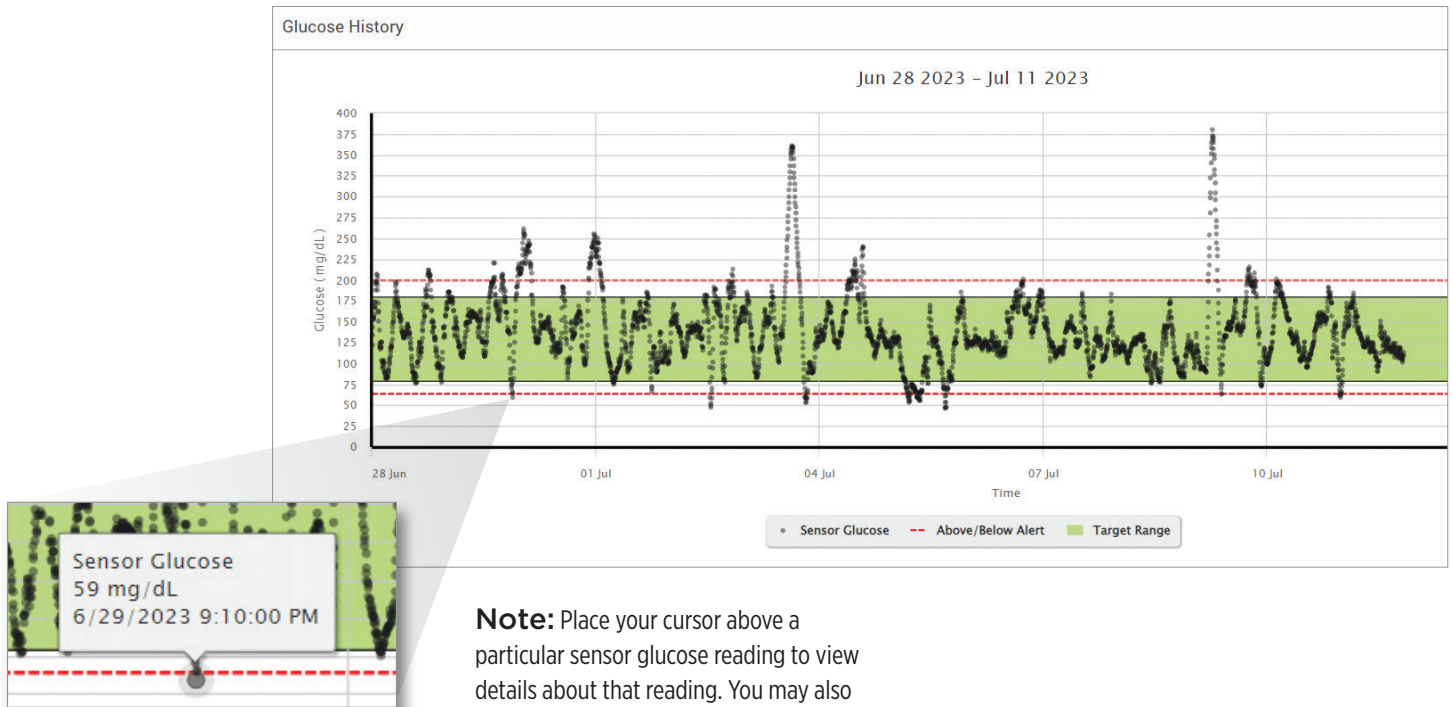
Running the report

1. Select Reports > Glucose History Report

2. Select the date range

Viewing the report

Each data point is a sensor glucose reading. The events that were logged in the mobile app are displayed in the report at the time they were logged. If you select a date range of more than 30 days, events such as meals, insulin, etc. are not displayed.



Note: Place your cursor above a particular sensor glucose reading to view details about that reading. You may also place your cursor above an event icon to view details about that event.

Daily Glucose Report

The daily glucose report displays glucose readings over a 24-hour period for multiple days in a sequence.

The Daily Glucose Report:

- Has a fixed glucose target range of 70-180 mg/dL.
- Shows high and low glucose alert levels (red lines) that you have set in your CGM system.
- Shows key statistics for each day based upon glucose target and alert settings.
- Includes an option to display event icons on the trend graph, and to expand a table of events for each day.

Running the report

1. Select Reports > Daily Glucose Reports

2. Select the date range

Viewing the report

The Daily Glucose Report displays multiple days in sequence for the date range selected, and provides a way to identify glucose patterns across multiple days. Statistics for each day appear to the right of the trend graph and are based on the standard glucose target range of 70-180 mg/dL and the high and glucose alerts levels set by you. To review additional CGM information for each day (alerts, calibrations, events you entered into the CGM app), you can turn on the display of event icons on the trend graph and expand the event table beneath the trend graph to display more information. When expanded, the event table lists information in 4 hour increments aligned with the 4 hour segments in the trend graph.



Note: When multiple events are recorded in a single cell in the events table, hovering over the cell will display more information.

Glucose Distribution Report

The Glucose Distribution Report:

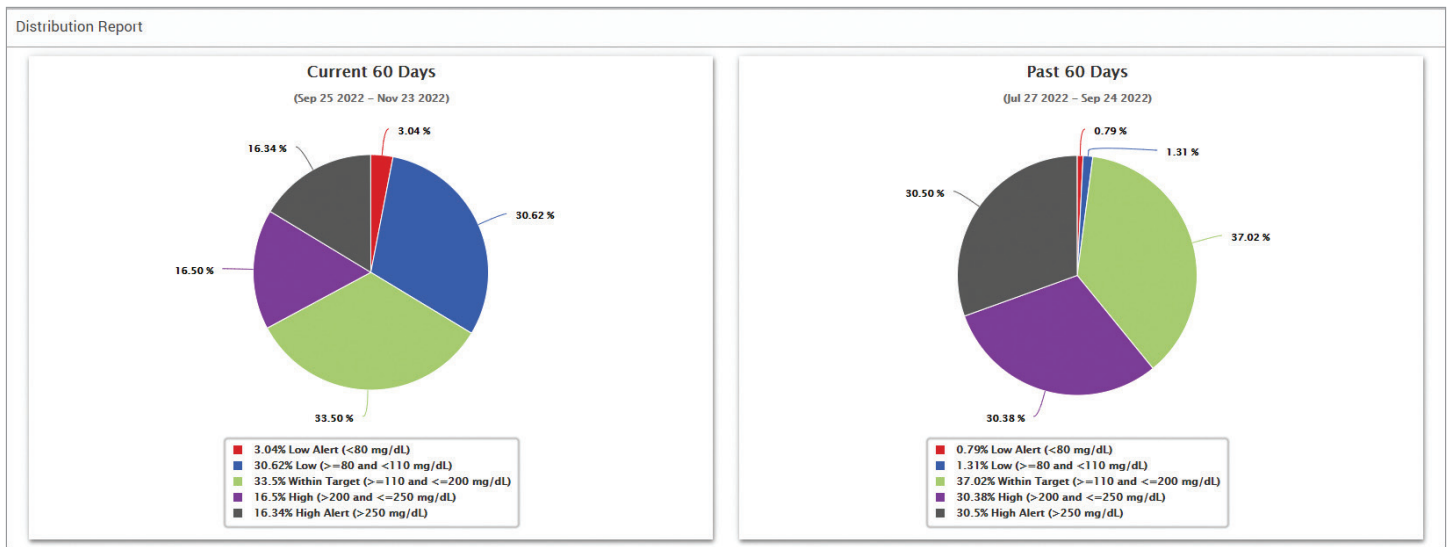
- Organizes your glucose data according to your glucose targets and alert ranges and displays the data in pie chart format.
- Displays separate pie charts for the current and previous periods.
- Target ranges are set under Glucose Settings.
- Provides a visual check for the number of readings within target during the predefined range selected and a change over time.

Running the report

1. Select Reports > Glucose Distribution Report
2. Select the date range

Viewing the report

The Glucose Distribution Report will display two pie charts based on the predefined date range you select. It will show the current and previous set of data for the date range selected. This data allows you to see a comparison of current to past changes in your management.



Transmitter Log Report

The Transmitter Log Report provides a comprehensive data review over the selected date range.

The Transmitter Log Report displays three separate tables:

- **Blood Glucose:** This displays a list view of all manually entered blood glucose and related events in chronological order.
- **Event Entries:** This displays patient events entered through the Eversense Mobile App.
- **Sensor Glucose:** This displays glucose values picked up by the sensor.

Running the report

1. Select Reports > Transmitter Log

2. Select the date range

Viewing the report

Events are displayed with information regarding Date, Time, and:

- **Blood Glucose:** Glucose Value, Unit, Calibration
- **Event Entries:** Event Type, Event Sub Type, Value
- **Sensor Glucose:** Glucose Value, Unit, Sensor ID

Events can be sorted in ascending or descending order by clicking the column header. The number of records is indicated at the bottom each log.

Date	Time	Blood Glucose	Unit	Calibration
10-February-2023	11:12 AM	162	mg/dL	🔴
10-February-2023	11:07 AM	162	mg/dL	🔴
10-February-2023	1:02 AM	190	mg/dL	🔴
09-February-2023	1:00 PM	93	mg/dL	🔴
09-February-2023	12:58 AM	199	mg/dL	🔴
08-February-2023	12:56 PM	95	mg/dL	🔴
08-February-2023	11:43 AM	150	mg/dL	🔴
08-February-2023	11:41 AM	150	mg/dL	🔵

A symbol under the CALIBRATION column of the Blood Glucose table will indicate whether a glucose value was

🔴 Used for calibration, ⚫ Not Used, or 🔵 Manual.

- **🔴 Used:** A blood glucose value that you entered as a calibration and is accepted by the system.
- **⚫ Not used:** A calibration that you enter that is over 400 mg/dL or below 40 mg/dL.
- **🔵 Manual:** A blood glucose event not entered as a calibration.

Selecting “**Device History**” will show when the sensor was inserted, as well as the calibration start date.

Exporting Data

From the Transmitter Log Report page, you can also export data in a .xlsx format.

1. Select Reports > Transmitter Log

2. Select “**Export all**” at the top of the page to export all of the Transmitter Log data as an .xlsx (Excel Spreadsheet)

The screenshot shows the 'Transmitter Log' interface. At the top, there are filter buttons for 'Last 7 Days', 'Last 14 Days', 'Last 30 Days', 'Last 60 Days' (which is selected), 'Last 90 Days', and 'Custom Range'. Below the filters, there are two buttons: 'Device History' and 'Export all', both of which are highlighted with red boxes.

4. Settings

Glucose

Glucose settings allow you to customize your glucose target and alert levels. This setting impacts how glucose and other event data are organized and displayed in reports. When you wirelessly sync your data via the mobile app, the glucose settings you have saved on the app will also be synced to your DMS account.

Note:

- Glucose settings DO NOT get synced when data is uploaded from the smart transmitter via the USB Cable with the Eversense Client Application.
- Changing the settings in the DMS will NOT change the settings you have entered on the Eversense mobile app. You can only change the settings for your Eversense CGM System directly on the Eversense CGM mobile app.

The screenshot shows a 'Glucose Settings' dialog box. At the top, it says 'Glucose Settings'. Below that, there's a section for 'Unit Of Measure' with two radio buttons: 'mg/dL' (selected) and 'mmol/L'. Underneath, there are two columns of settings. The left column is for 'Target Range (must be between Alert Settings)' and contains 'High Target*' with a value of 180 and 'Low Target*' with a value of 80. The right column is for 'Alert Range (must be between 60 and 350 mg/dL)' and contains 'High Alert*' with a value of 200 and 'Low Alert*' with a value of 65. Each value is in a box with '-' and '+' buttons on either side. At the bottom of the dialog, there are 'Cancel' and 'Save' buttons.

To change the settings in your Eversense DMS account, follow the steps below:

1. Select **Settings > Glucose**
2. Click the “**mg/dL**” or “**mmol/L**” button to the right of the Units Of Measure to select the desired unit of measure for displaying glucose data
If you change the unit of measure, the glucose range and alert range values will change accordingly.
3. Click the “**-/+**” buttons to the right of the “**High Target**” and “**Low Target**” to display and adjust the high and low limits of your glucose Target Range
4. Repeat for the glucose Alert Range
5. When you are done making changes, click “**Save**” to save your changes

Note: Eversense DMS settings do not affect the Eversense CGM System settings and only impact how the data is organized and displayed on the Eversense DMS display.

Report Summary

Report Summary settings allow you to set up a regularly scheduled automated report to be emailed to you. You can select how often you will receive the reports, and which reports you want to receive.

Note:

- You will receive the reports as PDFs attached to the email.
- The email will be sent to the email address used to create your Eversense account.

Summary Report Settings

Schedule Details

Yes, I would like to receive reports

Report Occurrence Once a Week Every Other Week Once a Month

Preferred Language * English

Select report to print: *

- AGP Report
- Time In Range
- Time In Target
- Distribution Report
- Glucose Trend
- Glucose Variability
- Glucose History

Time in Range by Time of Day 4 hours 6 hours 8 hours

Reset Save

To change the settings for your Report Summary, follow the steps below:

1. Select **Settings > Report Summary**

2. Click the box next to “Yes, I would like to receive reports” so that a check mark is displayed

3. Choose how often you want to receive the report to your email

- **Once a week:** You will receive the report every Sunday. The reports will display the data that your Eversense CGM System calculated during the week prior.
- **Every Other Week:** You will receive the report every other Sunday. The reports will display the data that your Eversense CGM System calculated during the 2 weeks prior.
- **Once a Month:** You will receive the report every first day of the month. The reports will display the data that your Eversense CGM System calculated during the month prior.

4. Select which reports you would like to receive

Note:

- If you select the Time in Range report, you will also need to select the Time of Day setting as well. For more information on the Time in Range by Time of Day report, see *Reports*.
- The Daily Glucose Report is not an available selection for the Report Summary.

5. Click “Save”

Once this setting is saved, you will receive your first email on the first day of the next cycle. If you select Once a Week or Every Other Week, you will receive your first report on the next upcoming Sunday. If you select Once a Month, you will receive your first report on the first day of the following month.

To stop receiving the Report Summary emails:

1. Select **Settings > Report Summary**

2. Click the box next to “Yes, I would like to receive reports” so that there is no check mark displayed in the box

3. Click “Save” at the bottom of the page

Note: If you did not sync any data to your Eversense account from your Eversense CGM system for one whole report period, you will receive an email notification letting you know that you will not receive anymore emails until data is synced to your account again.

5. Transmitter

Upload of Device Data

There are two ways that device data can be uploaded to your Eversense DMS account.

1. Data is uploaded automatically to your DMS account via a wireless internet connection from the Eversense CGM Mobile App.

Your CGM data will be automatically uploaded every 5 minutes.

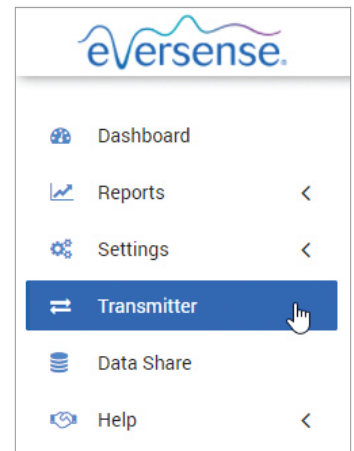
Note: You may manually upload data by going to “Share My Data” in the Eversense mobile app and tapping “Start Sync” to wirelessly upload your CGM data to your DMS account.

2. You can also upload smart transmitter data via the USB cable provided with the Eversense CGM System. In order to upload the smart transmitter data using the USB cable, you must first download and install the Eversense Client Application.

Note: During the upload process, your smart transmitter will not be collecting data from the sensor.

To download and install the Eversense Client Application:

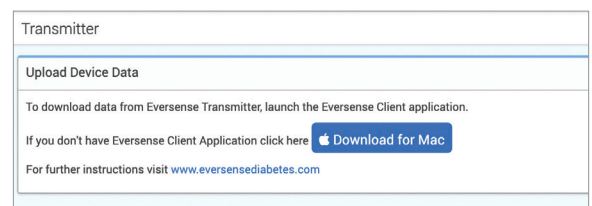
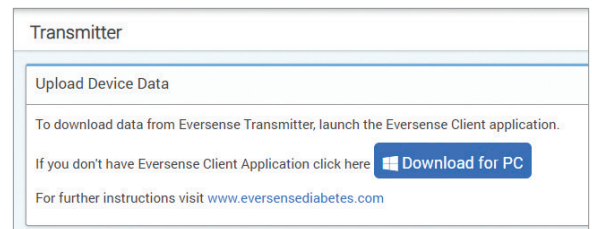
1. Select Transmitter from the Navigation Menu



2. Click “Download for PC” or “Download for Mac”

The appropriate button will display depending on the computer system you are using.

Note: Upon successful download, you may see a warning from your browser that says the installation software is not commonly downloaded and could be dangerous. Eversense DMS **does not** contain malware or computer viruses that might harm your computer.

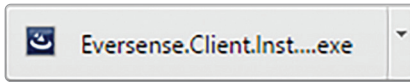


To download the Eversense Client Application for PC Users:

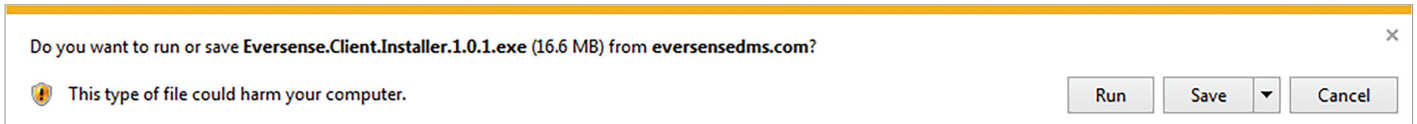
1. Run the installation software

You may also click **“Save”** to save the software on your desktop and install it at a later time. When you run the software, follow the prompts from the InstallShield Wizard.

For Chrome users:

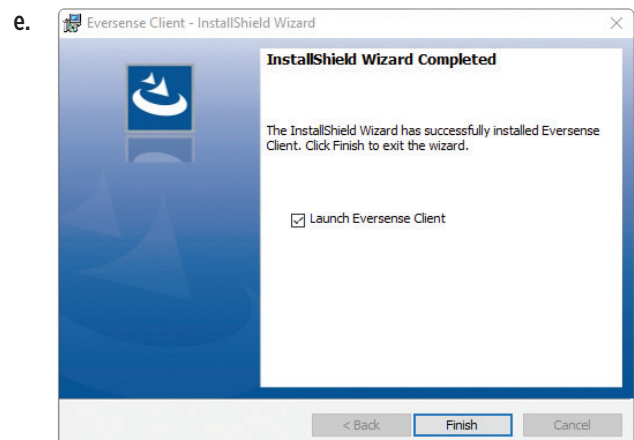
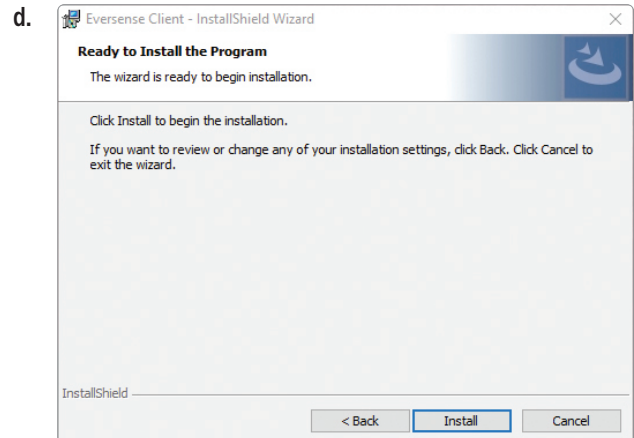
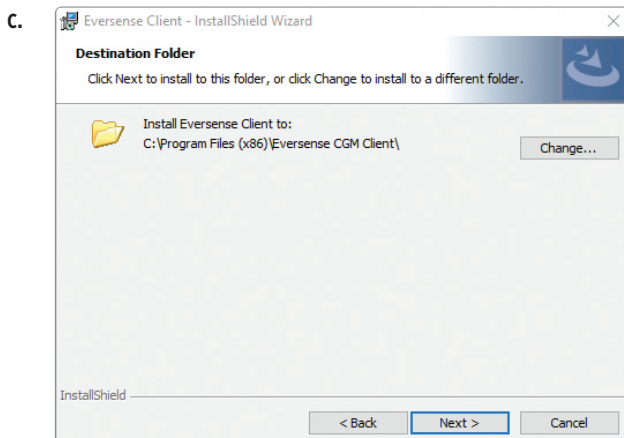
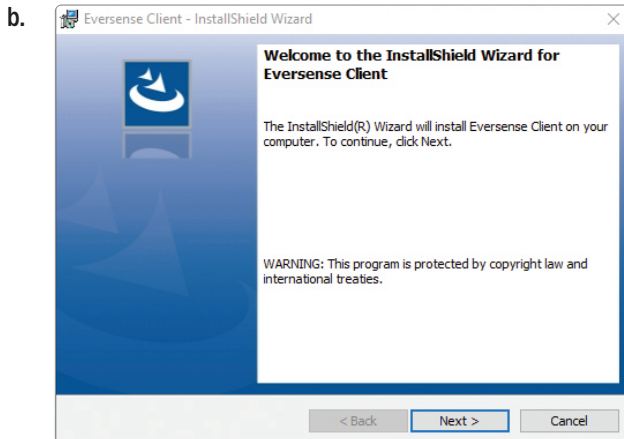
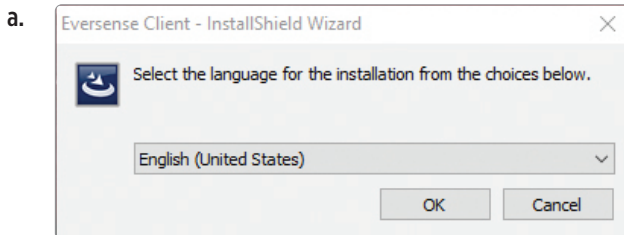


For other browser users:



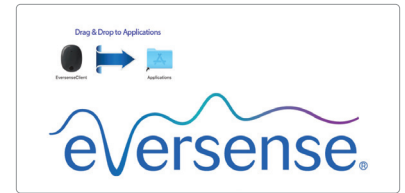
Note: The Eversense Client Application is downloaded directly from Eversense DMS. A pop-up may be displayed that asks if you want to install this application because it is not downloaded from the Microsoft store. Please click **“Run Anyway”** to continue the installation.

2. Click through the default options to install the software



To download the Eversense Client Application for Mac Users:

1. Run the installation software
2. Drag and drop the Eversense Client icon into the application folder on the screen



3. Open The Eversense Client Application in your Mac's Applications folder



IMPORTANT: THE EVERSENSE CLIENT APPLICATION IS DOWNLOADED DIRECTLY FROM EVERSENSE DMS. WHEN YOU OPEN THE APPLICATION, YOU MAY GET A POP-UP THAT APPLE CANNOT OPEN THIS APPLICATION. THE EVERSENSE CLIENT APPLICATION DOES NOT CONTAIN ANY MALWARE.

To open the application, you will need to:

1. Go to **System Preferences > Security and Privacy**
2. Click on **“Open Anyway”** next to **“Eversense Client was blocked from use because it is not from an identified developer”**
3. Click **“Open”** on the next pop-up

To upload smart transmitter data to your DMS account:

1. Launch the Eversense Client Application by opening the “Start menu” on your computer and looking for “Recently Added” programs, or by searching for “Eversense”.
2. Click to open the “Eversense CGM Client” folder

5

3. Click on “Upload My Transmitter Data” then enter the email you used to create your account and password

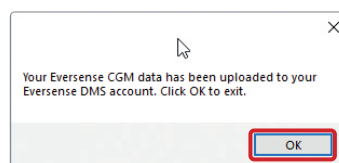
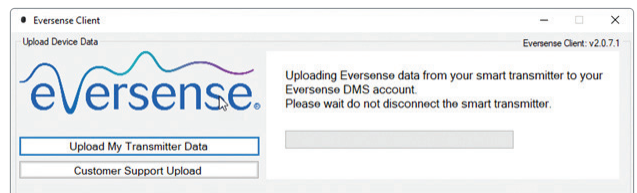
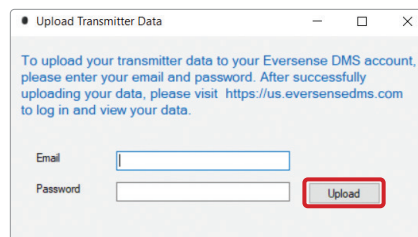
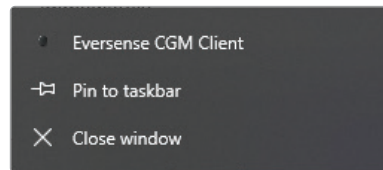
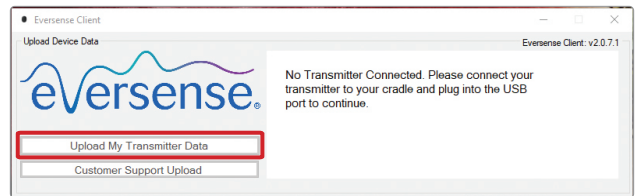
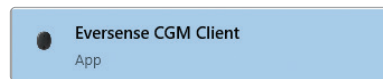
Connect your smart transmitter to your computer using the USB cable.

Tip: For PC users to quickly launch the program using Windows operating systems, right click on the “Eversense CGM Client” icon and pin it to the “Taskbar” or “Start menu”.

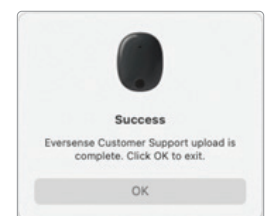
4. When prompted, click “Upload” to start uploading your smart transmitter data to your account.

5. Click “OK” to continue

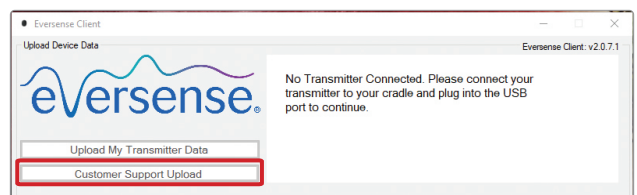
Note: When contacting Customer Support for technical assistance, you may be asked to upload the diagnostic log. This will be used to send a diagnostic log file from your smart transmitter to Customer Support. This function will only be used for advanced troubleshooting with the assistance of Customer Support.



(PC)



(Mac)



6. Data Share

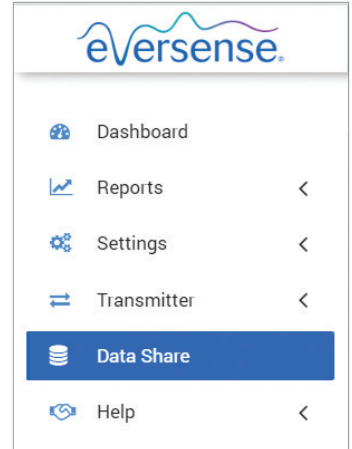
You can connect your Eversense DMS account to your health care provider's Eversense DMS Pro clinic account. This will allow the clinic to view your glucose data and reports.

You will need your clinic's DMS Pro Clinic ID number. Contact your clinic if you do not have it.

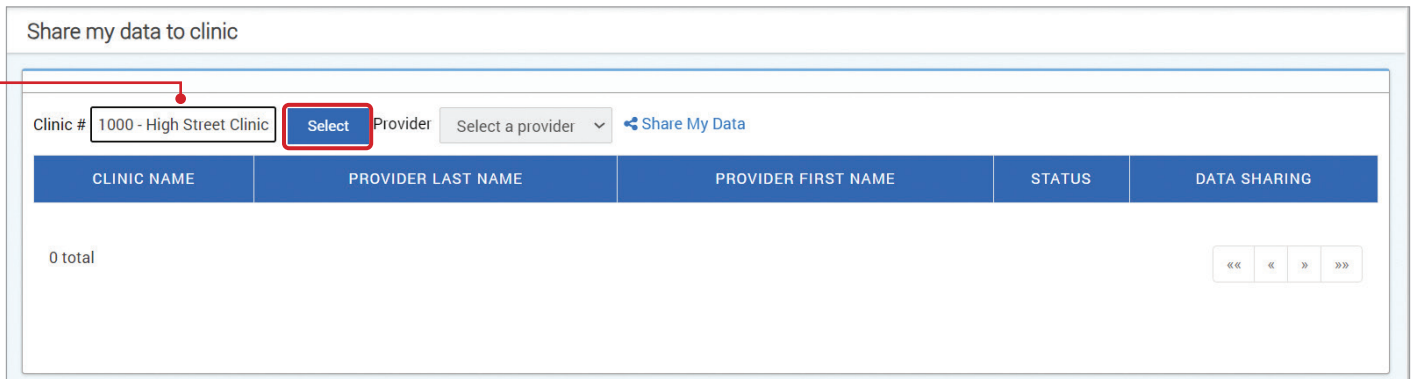
Data Sharing with Your Clinic

To link your Eversense DMS account to your clinic's Eversense DMS Pro account:

1. From the Navigation Menu, choose **Data Share**.



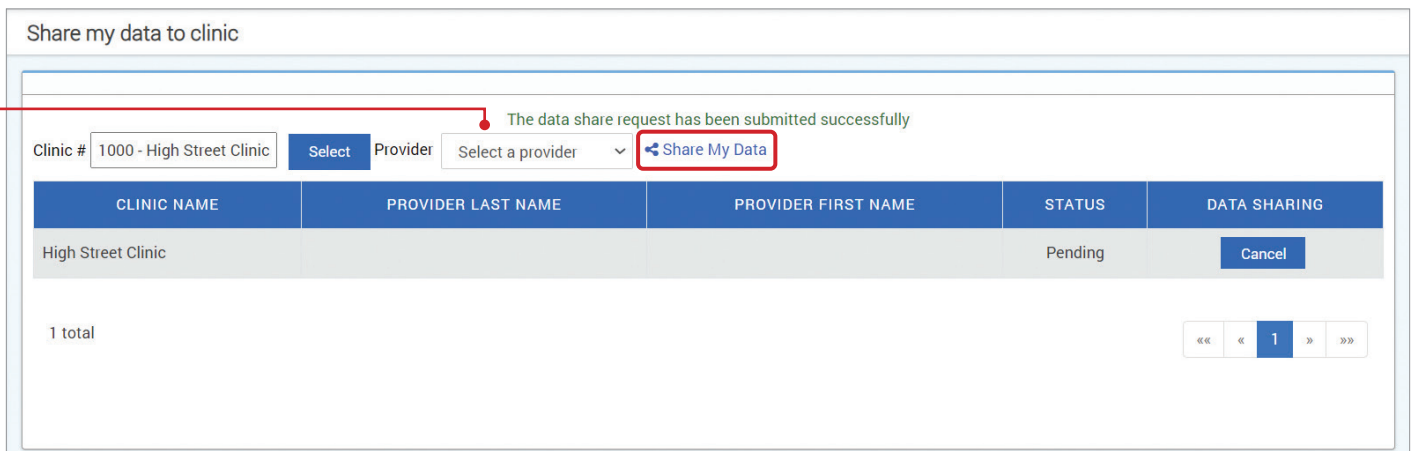
2. In the box next to "Clinic #" type in your clinic's Eversense DMS Pro clinic ID number, and choose the clinic from the drop-down list. Click "Select".



3. Select your provider from the drop down list

4. Click the "Share My Data" link. Your clinic and provider will now be displayed in your data share list

The clinic status will display as **Pending**. Once the clinic accepts your invitation, the status will change to **Accepted**.



Note: You can also share data with your clinic using the latest version of the Eversense CGM Mobile App and going to **Main Menu > Share My Data > Clinic Share > Clinic Requests**. For more information, please review the *Eversense CGM User Guide*.

Accepting a Data Sharing Invitation from Your Clinic

If your health care provider invites you to share your data using their Eversense DMS Pro clinic account, there are two ways to accept or decline the invitation.

1. From your Eversense DMS Account: Choose **Data Share** in the left Navigation Menu, look for the clinic name, and accept or decline the invitation.

OR

2. From the Eversense CGM Mobile App: Using the latest version of the Eversense CGM Mobile App.

Go to **Main Menu > Share My Data > Clinic Share > Clinic Requests** and accept or decline the invitation.

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Removing Your Clinic

There are two ways to stop sharing data with your clinic.

1. From Your DMS Account: Choose **Data Share** in the left Navigation Menu, and choose “**Stop**” or “**Cancel**” across from the clinic name.
2. From the Eversense CGM Mobile App: Using the latest version of the Eversense CGM Mobile App, go to **Main Menu > Share My Data > Clinic Share > My Clinics**. For more information, please review the *Eversense CGM User Guide*.

7. Help

About

This page shows the most up-to-date versions of the Eversense DMS and Eversense Client Application.

Contact Us

Customer Support contact information.

Contact Us

For Customer Support, please contact 844.SENSE4U. (844.736.7348) or support@eversenseddiabetes.com
<https://www.eversenseddiabetes.com>

IMPORTANT: For questions about your Eversense CGM System, contact Customer Support at 844-SENSE4U (844-736-7348) or support@eversenseddiabetes.com.

Deactivate My Account

IMPORTANT: Deactivating your Eversense DMS account will deactivate your account for ALL Eversense products.

Deactivate My Account

* Mandatory field

Please submit the form below to deactivate your account.

Reason *

Password *

Secret Question

Answer *


Cancel

Submit

Release Notes

Provides an overview of recent updates to the Eversense DMS software.



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