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User manual

Sens 365 Web

This user manual is intended to assist with the proper use of the Sens365 web.
The Sens365 web connects to the sensor users of the CareSens Air Continuous Monitoring System (CareSens Air CGM System).
Read this user manual thoroughly and adhere to all precautions before use.

🔍 **Note**

Thoroughly review this user manual before using the Sens365 web. Sens365 is a secondary viewer for the CareSens Air CGM System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. Sens365 does not guarantee the real-time reception of glucose data of CareSens Air CGM System user.

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Before use

- This product only makes use of personal information which the user has agreed to allow to be collected.
- Contact the manufacturer or visit the website for details of this product.
- Check whether the device used to run the software is turned on and connected to a wired/wireless network.

🔍 Note

- All standards and regulations mentioned are in effect as of the date this manual was issued.
- i-SENS, Inc. has carefully prepared the information in this manual to be as accurate as possible. However, i-SENS is not responsible for any errors or omissions contained in the manual. i-SENS may change the product described in this manual or any related software applications without notice in order to enhance the product reliability, features, or design.
- This document is protected by copyright. It is strictly prohibited to copy or alter this manual without prior consent from i-SENS.

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Document conventions

Definitions of symbols

These symbols not only provide additional information on the product and product use, but also on safety.

Symbol	Description
$C\epsilon$	CE Mark
EU REP	Authorised representative in the European Community/ European Union
MD	Medical device
📖	Consult instructions for use or consult electronic instructions for use
Manufacturer icon	Manufacturer
#	Model number
UDI	Unique device identifier

Safety Information

Indication for use

Sens365 is indicated for continuous monitoring of blood glucose levels via measurement of glucose in the interstitial fluid in persons with diabetes mellitus aged 18 years and older. Sens365 is intended for use by patients, care providers, and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis, and evaluation of historical glucose data from compatible glucose monitoring devices to support effective diabetes management. Sens365 is available as cloud-based web software (Sens365 Web) and as a smart device application (Sens365 App).

Sens365 Web is not intended to provide clinical decisions or to be used as a substitute for professional healthcare advice. Patients should consult a healthcare professional before making any medical interpretation and therapy adjustments based on the information provided by the software. Healthcare professionals should use the information in conjunction with other relevant clinical information available to them.

Sens365 App is a secondary viewer that allows home users and healthcare professionals to remotely view glucose data from users of compatible glucose monitoring devices. The software is intended solely to provide a secondary level of awareness and should not be expected to communicate and display real-time glucose information.

Important User Information

- You must create an i-SENS account to use Sens365.
- Sens365 is a secondary viewer for the CareSens Air CGM System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. Sens365 does not guarantee the real-time reception of glucose data of CareSens Air CGM System user.
- The warnings and cautions must be read and understood before using Sens365, and they must be strictly adhered to. Sens365 must be used according to the instructions in the user manual.

Warnings

- Users of CareSens Air CGM System and their family members and guardians must not make treatment decisions based on the Sens365 glucose data. In addition, Sens365 does not offer any medical advice and must be not used for that purpose. You must consult a medical professional to make a treatment decision.
- Medical institutions and healthcare professionals should use data provided by Sens365 in conjunction with other clinical information available to them for treatment decisions or analysis.

Precautions

- CareSens Air CGM System user must turn on the share feature in order to send glucose data to his or her care providers (family members, guardians, medical institutions, medical personnel). If the care providers want to view the shared content, they must download Sens365 and connect with CareSens Air CGM System user.
- The care providers' smart devices must be connected to the Internet in order to view the information shared by the CareSens Air CGM System user through Sens365.
- If the smart device of the CareSens Air CGM System user or care provider (family members, guardians, medical institutions, medical personnel) is turned off, in airplane mode or not connected to the Internet, the glucose data may not be sent or received.
- Care providers (family members, guardians, medical institutions, medical personnel) can co-manage the CareSens Air CGM System with the user, however, the sensor user must always be the subject of active glucose management.
- If care providers (family member, guardian, medical institution, medical personnel) terminate the connection, the content sent by CareSens Air CGM System user can no longer be viewed.

1   Understanding the Sens365 web

Working Mechanism

This product is a secondary display software that collects and saves processed glucose data with i-SENS' CareSens Air CGM System. The system is capable of sending data and displaying information on Android and iOS smart devices. The glucose data collected and processed by the i-SENS' CareSens Air CGM System can be securely transmitted to care providers (including family members, guardians, medical institutions, and medical personnel) using the Secure Sockets Layer (SSL) encryption protocol.

2 Recommended specifications for the Sens365 web

The following operating systems have been verified as compatible by their manufacturers.

2.1 Recommended Operating System

🔍 **Note**

Make sure to use an operating system that meets the recommended specifications. Proper functioning of the Sens365 web is not guaranteed for operating systems which have not been verified as being compatible.

Recommended Browser	Resolution
Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari	1280 x 800 px or higher

OS (Operating System)	Version
Windows	10 or later
Mac OS	11 or later

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3   Using the Sens365 web (1)

You can run the Sens365 web and monitor the glucose readings measured by the connected continuous glucose monitoring system. In order to log in to the Sens365 web, you must create an account.

Using various features offered by the Sens365 web enhances the efficiency of diabetes management.

This section will help you to:
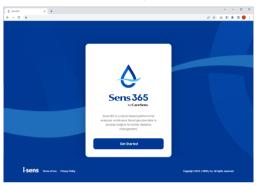
1. Register for and log in to the Sens365 web.
2. View the sensor user list.
3. Manage groups, sensor users, and care providers.
4. View the Reports screen and glucose reports.
5. Edit basic information and manage i-SENS accounts by changing settings.

3.1 Logging in

Running the Sens365 web

1 Open your browser and enter the Sens365 web url.
URL: https://sens365.com

2 The Sens365 web start screen is displayed.

Creating an account

If you do not have a Sens365 account, go to 'Create an account' screen of the login screen to sign up.

1　Click **Get Started** on the Sens365 web start screen.

2　Click **Create an account** when the account login screen is displayed.

- Even if you choose Social Login, you can sign up with an i-SENS account.
- To sign up with Social Login, enter your country of residence, and user information, and agree to the required terms and conditions.

🔍 Note

Change the language on the top right as needed.

3　Verify your email address.

4 After accepting the required terms and conditions, click **Ok**.

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Sign up for i-SENS

Please review and agree to i-SENS' Terms of Use.

☑ **Agree to all**

Consent to i-SENS Provision

☑ i-SENS Integrated Membership Terms of Use

☑ Consent to the Collection and Use of Personal Information

Consent to CareSens Air

☑ i-SENS Continuous Glucose Monitoring System Service Terms of Use

☑ Consent to the Collection and Use of Personal Information

☑ Consent to the Processing of Sensitive Information

Ok

5 Enter your password and fill out all your information, then click **Ok**.
Your account registration will be completed successfully.

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Sign up for i-SENS

Email
CareSens@i-sens.com

Password
••••••••

Confirm Password
••••••••

Name
CareSens

Date of Birth
1984-02-11

Gender
Prefer not to answer   ▼

Ok

Resetting the password

If you forget your password or need to change your password for security reasons, you can reset it.

1 Click **Get Started** on the Sens365 web start screen.

2 Click **Forgot your password?** when account login screen is displayed.

3 Verify your email address.

4 Set your new password.

5 Log in to your account with the new password.

Logging in

If you have a Sens365 account, log in to Sens365 on the login screen.

1 Click **Get Started** on the Sens365 webstie start screen.

2 Enter your registered email and password when the account login screen is displayed.

- If you have signed up with Social Login, Keep using the same account that was selected in Social Login.

Logging out

1 Click **Log Out** after selecting the profile on the top right of the screen to log out.

2 You will be redirected to the Sens365 start screen if you logged out properly.

Selecting the user mode

The user mode selection screen will be displayed when you log in to Sens365 for the first time.

- CareSens Air users should select the Sensor User mode.
- Care providers of CareSens Air should select the Care Provider mode.

1 The user mode selection screen will be displayed when you log in to Sens365 web for the first time.

2 Select **Sensor User** or **Care Provider** according to the use purpose.

3 For a sensor user, 'Report' appears on the start screen.

For a care provider, the sensor user list is displayed on the start screen.

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3.2 Viewing the sensor user list (Care Provider Mode)

Viewing the sensor user report from the list

1 If you select a group on the left, the sensor user list of the selected group will be displayed.

2 If you select a sensor user in the sensor user list, you can view the report on the selected sensor user.

Adding favorites

You can add frequently searched sensor users of the sensor user list to the favorites list.

1 Click ☆ to the left of the desired sensor user from the sensor user list. The ☆ changes to yellow when added to favorites.

2 Check the added sensor user in the favorites list.

3 Once a sensor user has been added to the favorites list, clicking on ⭐ again removes them from favorites.

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Adding a dashboard

Sens365 offers a dashboard feature to be able to quickly view the reports of multiple sensor users.

1 The dashboard can be viewed by clicking on **Dashboard** on the top right of the screen.

2 Click **Add to Dashboard** of the desired user from the sensor user list to add the sensor user to the dashboard.

3 Open 'Dashboard' and check whether the selected sensor user has been added.

4 Click 🗑 of the sensor user to delete the sensor user from 'Dashboard'.

5 To clear 'Dashboard', click ⋮ of the group and **Empty Dashboard**.

🔍 **Note**

Click 📌 to pin sensor users in 'Dashborad'. Sensor users pinned in 'Dashborad' are not deleted from the list.

3.3 Managing groups (Care Provider Mode)

Adding groups

1 Click **⋮** in the 'My Group' on the left and click **Add Group**.

2 Enter the name of the group to add.

3 A group is created with the entered name.

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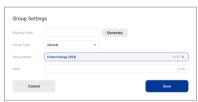
Editing group names

1   To edit the group name, click on ⋮ of the group you would like to edit and click **Group Settings**.

2   Enter a new group name and click **Save**.

3   Check the edited group name.

Adding sensor users

1 To add a new sensor user to the group list, click **Add** on the top right of the list.

2 Enter the share code of the sensor user to add and click **Ok**.
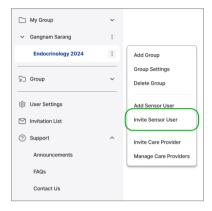
> 🔍 **Note**
>
> The share code can be created in the CareSens Air app used by the sensor user. For more details, check the CareSens Air user manual.

3 If the entered share code is valid, the sensor user is added to the list.

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Inviting sensor users

1 To invite a sensor user to the group, click ⋮ of the group and click **Invite Sensor User**.

2 Enter the group name to display to the invited sensor user and click **Next**.
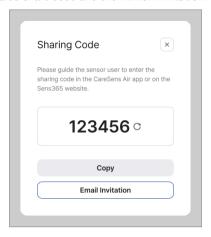
🔍 **Note**
The entered group name will be visible to the invited sensor user.

3 Check the created share code and click **Email Invitation**.

4 Enter the email address of the sensor user to invite and click **Send**.
You can send a maximum of 10 emails at once.
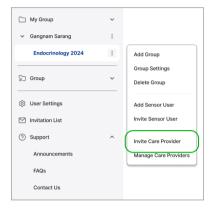
5 An invite email is sent to the provided email address.
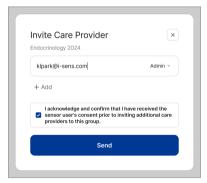
Inviting care providers

1 To invite care providers to the group, click **⋮** of the group and click **Invite Care Provider**.
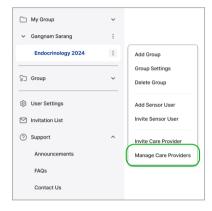
2 Enter the email address of the care provider to invite and click **Send**.

Managing care providers

1   To manage the care providers of the group, click ⋮ of the group and click **Manage Care Providers**.

2   Select the group to manage from the groups displayed in the group care provider management list.

3   The care providers that belong to the selected group are listed.

4 To change the permissions of the care providers of the group, click ▼ of the care provider permissions and select the permission to change.

🔍 **Note**

There are 'Admin' and 'Coordinator' permissions.

5 To delete a care provider from the group, click ••• on the right of the care provider to delete and click **Remove**.

Deleting groups
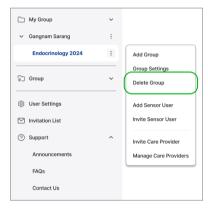
🔎 Note
Groups can be deleted if there are no registered sensor users in the group.

1   To delete a group, click **⋮** of the group to delete on the left menu, and click **Delete Group**.

2   Click **Ok** when the delete confirmation pop-up appears. The selected group will be deleted.

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3.4 Report

Viewing reports

1 Follow these steps to check the report.

- Sensor User mode: Click ⊞ **Report** on the top left menu.
- Care Provider mode: Click the row of the desired user from the sensor user list.

2 The 'Report' screen is displayed.

> 🔍 **Note**
> - In Sensor User mode, the 'Overview' screen is displayed first.
> - In Care Provider mode, the 'AGP' screen is displayed first.

3 Each report is composed of the following content.

Report	Content
Overview	The following information for the selected period is provided. • Time in Ranges • Average Glucose • Glucose Management Indicator (GMI) • Glucose Variability • Standard Deviation • Daily Average Glucose • Insulin • Daily Time in Ranges • Time CGM Active • Device Information • Sensor • Min/Max Glucose by Events (fingerstick) • Ketones • GKI • Average Meal per Day • Exercise
AGP	The standard AGP for the selected period is provided.
Comparison	A table and chart is provided to compare glucose levels per period. • Glucose within Target Comparison • Comparison (Glucose Variability, Standard Deviation, Glucose Management Indicator (GMI), Average Glucose) • Patterns Comparison
Patterns	The daily charts and event information on areas where low glucose, time in ranges, and high glucose have occurred during the selected period are displayed.
Trends	The daily charts and weekly charts for the selected period are provided.

Report	Content
Statistics	The following information for the selected period is provided. • Time in Ranges • Average Glucose • Average Glucose Variability • Average Time CGM Active • Hourly Time in Ranges • Hourly Average Glucose Value • Hourly Average Glucose Variability • Hourly Average Time CGM Active
Events	User events entered during the selected period are provided in a table.

4 To save the report, click ⤓ on the top right.
You can select the report and save it as a PDF file.

5 To print the report, click 🖶 on the top right.
You can select the report and print it.

6 To send the report by email, click ✉ on the top right.
You can send the report PDF file to a specific email.

3.5   Settings

Changing profile information

1   To change basic information, click the profile at the top right or **User Settings** on the left.

2   The basic information that can be edited is as follows:

- Name
- Date of Birth
- Gender
- Phone
- Diabetes Type

3   When information is changed, the changed information is saved automatically.
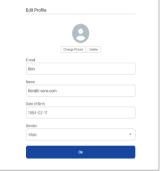
Managing i-SENS accounts

1 To manage your account, click **Go to i-SENS Account Settings** on the personal information screen.

2 Click **Edit Profile** and check the information entered upon creating the account.

Resetting the password

1 To change your account password, click **Change Password** on the account settings screen.

CareSens
CareSens@x-sens.com

Edit Profile	>
Change password	>
Manage Connection Services	>
Service Agreement	>
Delete Account	>
Log Out	>

2 Enter the current password then enter the new password.

Change Password

Please enter your current password and new password.

Current password

••••••••

New Password

••••••••••

Confirm Password

••••••••••

Ok

Managing connected services

1 To manage connected services, click **Manage Connection Services** on the account settings screen.

2 You can check the list of services in use with your current account.

Deleting accounts

1 To delete your account, click **Delete Account** on the account settings screen.

2 When deleting your account, check the notice and click **I agree** and **Ok** to complete the process.

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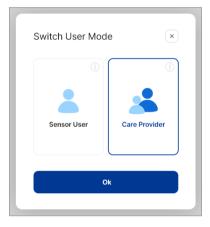
Changing the user mode

1 To change the use mode, click **Switch User Mode** on the personal information screen.

2 When the Switch User Mode pop-up is displayed, select the user mode to change to and click **Ok**.

3 The screen layout will be changed according to the selected user mode.

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Sharing my data

🔍 Note
You can enter the share code for glucose data sharing in 'Sensor User' mode.

1 To share your glucose data with a new care provider, click **Connections**. A list of care providers who receive your shared data is displayed.

2 To enter the share code, click **Connect with Care Provider** on the top right.

3 Click **Ok** after entering the share code of the care provider to receive the shared data.

4 If the entered share code is valid, the group is added to the care providers list.
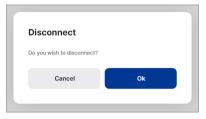
5 To stop sharing with an existing care provider, click **Disconnect** on the right of the care provider to disconnect.

Manage the list of care providers.

Care Provider	Start	
Endocrinology	2023-09-04 4:42:41 PM	Disconnect

6 Click **Ok** when the stop sharing confirmation pop-up appears. Sharing will be stopped with the selected care provider.

Disconnect

Do you wish to disconnect?

Cancel   Ok

Accepting invites

1 If you are invited to a group as a health manager, the invitation information is displayed in 'Invitation List'.

Invitation List

Group	Authority	Date		
Endocrinology 2024	Coordinator	2023-09-04 4:43:41 PM	Accept	Reject

2 To accept an invite, click **Accept**.

3 Click **Ok** when the accept confirmation pop-up appears.

Settings

Do you accept the invitation?

Cancel   Ok

4 The invited group is displayed on the left.

- My Group
  - Gangnam Sarang
- Group
  - Endocrinology 2024
- User Settings
- Invitation List
- Support
  - Announcements
  - FAQs
  - Contact Us
  - Compliance

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5 To reject an invite, click **Reject**.

6 Click **Ok** when the refuse confirmation pop-up appears. The invited group is not added to the menu.

Settings

Do you reject the invitation?

Cancel   Ok

Changing languages

1 To change the language, click ⊕ at the bottom right of the screen.

2 Select the desired language on the language selection screen.

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Setting the threshold per diabetes type

1 To set the threshold for setting the target diabetes glucose range, click **Target Range Settings** at the top of 'Report' screen.

2 Set the target glucose per area on the 'Target Range Settings' screen.

🔍 **Note**

- Clicking on 'Reset' resets to the diabetes type threshold.
- Changing the target glucose range settings applies to the Time in Ranges of the sensor user. (AGP, Comparison excluded)

3 If a day/night application time change is needed, the Day Start Time and Night Start Time can be set up in the Day & Night Time section.

Setting up AGP report criteria

1 To set the custom range of the AGP report, click **AGP** on the 'Report' screen.

2 If you set the report criteria at the top of the screen to user settings, you can change the low or high criteria.

3 When you click **Apply**, the AGP report on the screen will be displayed based on the set value.

4 Using the Sens365 web (2) - CareSens Air Receiver

4.1 Connecting the CareSens Air Receiver to the PC

CareSens Air Receiver users: follow the steps below to connect the receiver to the PC.

1 To connect Sens365 to the CareSens Air Receiver, go to the CareSens Air Receiver menu.

- If you are not logged in, click **Uploader Software** at the bottom of the Sens365 web start page.

- If you are logged in, after signing in, click **Uploader Software** at the bottom of the website.
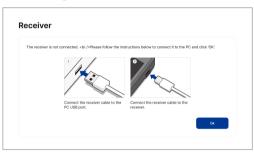
2 If **Uploader Software** is not installed on your PC, follow the on-screen instructions to install the version for your OS. When installation is complete, click **Refresh** on the right.

Install uploader software.

Uploader software installation is required.
Download and install the uploader software.
Then click the refresh button after installation.

(For Windows) (For Mac) Refresh

3 Connect the CareSens Air Receiver to the PC. Follow the on-screen instructions to complete the connection. When the connection is complete, click **Ok** at the lower right.

Receiver

The receiver is not connected.
Please follow the instructions below to connect it to the PC and click 'OK'.

Connect the receiver cable to the PC USB port.

Connect the receiver cable to the receiver.

Ok

4.2 Understanding the Receiver item screen

Basic Information

The table below describes the basic information shown when the CareSens Air Receiver is connected to the PC and is communicating properly with the Sens365 web service.

No.	Name	Description
❶	Connected receiver information	Displays basic information such as product name, serial number, model name, and software version.
❷	Send CS data	Sends log data from the connected receiver.
❸	Sync Time	Synchronizes the CareSens Air Receiver time with the PC time.
❹	Reset Receiver	Resets the connected CareSens Air Receiver.
❺	Software Update	• Updates the CareSens Air Receiver software to the latest version. • Active only when the receiver software is not up to date.
❻	Personal Information	Displays the designated user information.
❼	Select User	Designates the user who uses the CareSens Air Receiver.

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No.	Name	Description
❽	Manage Data	Uploads data stored on the CareSens Air Receiver to the Sens365 web service.
❾	Settings	Allows to view and edit basic settings (language, date format, time format, etc.) and notification settings.

🔎 Note

The '❸ Sync Time', '❹ Reset Receiver' and '❺ Software Update' functions are disabled and cannot be selected while the sensor is connected. These functions are enabled only when the sensor is not connected.

4.3   Exploring Receiver item functions

Uploading receiver data

1 To upload the latest data from the CareSens Air Receiver, select the **Receiver** on the left.

2 Click **Select User** in **Personal Information**.

3 Check the **Personal information** and click the **Manage Data** tab.

- In the **Manage Data** tab, the number of data records stored on the CareSens Air Receiver is displayed.

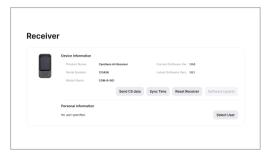**4** Click **Upload** at the bottom of the screen to upload the receiver data to the Sens365 web service.

Note

The **Manage Data** tab is visible only to logged-in users.

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Send CS data

1 To upload CS data from the CareSens Air Receiver, select the **Receiver** on the left.

2 Click **Select User** in **Personal Information**. (If a user was previously assigned, it will already be assigned.)

3 Check the **Personal Information** and click **Send CS data**.
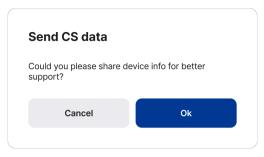
4 In the **Contact Us** pop-up, write your inquiry and click **Send CS data** at the bottom. (To send only CS data without an inquiry, leave the field blank and click **Send CS data**.)
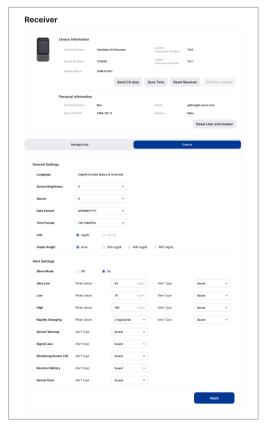
5   Click **Ok** to send the CS data.

Send CS data

Could you please share device info for better support?

Cancel   Ok

Changing receiver settings

1 To change settings of the connected receiver, select the **Receiver** on the left.

2 Select the basic and notification setting items you want to change, then click **Apply**.

3 When information is changed, it is saved automatically.

Customizing and resetting the receiver

You can assign a specific user to the receiver for management.

Once a user is assigned, log data and uploads are performed under that account.
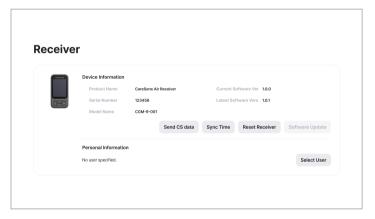
> 🔍 **Note**
>
> If the user assigned to the receiver does not match the Sens365 logged-in user or lacks permission for the assigned user, certain functions are restricted.

Selecting a user

Depending on the 'User Mode' selected in Sens365, the method for uploading receiver data will differ for the sensor user.

For user-mode settings, see 'Selecting the user mode' or 'Changing the user mode'.

1 To assign a receiver user, click the **Receiver** on the left.

2 In **Personal Information**, click **Select User**.

Receiver

Device Information

Product Name	CareSens Air Receiver	Current Software Ver 1.0.0
Serial Number	123456	Latest Software Vers 1.0.1
Model Name	CGM-R-001	

[Send CS data] [Sync Time] [Reset Receiver] [Software Update]

Personal Information
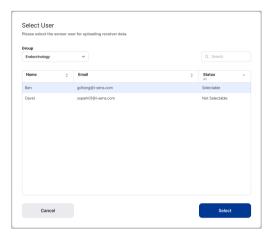
No user specified. [Select User]

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3   For sensor users, designate the currently signed-in Sens365 account as the receiver user and click **Select**.

For healthcare professionals, designate one of the data-sharing users as the receiver user and click **Select**.

- In the 'General' group, only users with 'Selectable' status can be selected.

4   The receiver user is assigned.

Resetting Personal Information

1 To assign a receiver user, click the receiver on the left.

2 After checking **Personal Information**, click **Reset User Information**. The **Personal Information** will be reset.

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Appendix A Frequently Asked Questions

This chapter presents situations that may occur while using Sens365 and how to deal with them. If any situation which is not presented in this chapter occurs, or if you experience an issue that you are unable to resolve on your own, contact the authorized distributor.

This section will help you to:

- Identify the causes of problems that occur while using the Sens365 web.
- Resolve problems that occur while using the Sens365 web.

Dashboard

Care Provider

How do I search for sensor users?
You can search for sensor users by names, notes, and tags included in the list.

How can I manage or monitor a specific sensor user?
By clicking ⭐ of a user in the sensor user list, you can set them as a favorite. Then, you can manage them separately in the favorites tab.

How can I filter the list of sensor users?
The sensor user list can be viewed by applying the filtering or sorting options provided in the table header of the sensor user list.

What is the list of sensor users?
It is a list of sensor users connected for management in the respective group. You can check the real-time glucose information of sensor users in the group.

General

Sensor User

How do I upload my glucose data?
Glucose readings in the CareSens Air app will be automatically uploaded. You can also manually upload data in the CareSens Air app > **Settings** > **Upload Now**.

However, you can only upload data when you have an internet connection.

What is the dormant account policy for Sens365?

If a user doesn't use Sens365 for a year, their account will be classified as dormant and their personal information will be securely stored separately. This stored information will be retained for a year and may be discarded if there's no legal requirement to keep it. i-SENS will notify dormant users 30 days before their account becomes dormant and provide information about the stored data. If you don't want your account to become dormant, simply log in before the dormancy period. Even if your account becomes dormant, as long as your personal data hasn't been discarded, you can log in, obtain user consent, restore the dormant account, and continue using the service.

How can I ensure that the data stored in Sens365 is securely protected?

Personal and sensitive information stored in Sens365 is encrypted. During data transmission, the SSL (Secure Sockets Layer) encryption protocol ensures the confidentiality and integrity of the data, protecting it from eavesdropping and alterations.

Care Provider

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Is the data of the added sensor user in the group secure?

The data is securely transmitted during the transmission through the SSL (Secure Sockets Layer) encryption protocol, and personal and sensitive information is stored in an encrypted state. Only care providers belonging to the group can access the data of the added sensor users in the group.

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Group

Care Provider

How can I join someone else's group?

The care provider of the group you wish to get invited to can click next to that group and click **Invite Care Provider** to send an invitation via email. By clicking ⋮ the invitation email link, you can accept the invitation and join the group. Additionally, you can accept the invitation from the invitation lists in **Settings** > **Profile**. However, the inviting email must match the care provider's Sens365 login account.

How many sensor users or care providers can be in one group?

There is no limit to the number of sensor users and care providers that can be added to a group.

Who can I invite to the group?

You can invite sensor users to the group to manage their glucose levels, and you can also invite other care providers to co-manage the sensor users of the group.

What is the group sharing code and how can I check it?

The group sharing code is a unique code generated for each group to invite and manage sensor users. You can check the sharing code of the group by clicking ⋮ in the group menu and selecting **Invite Sensor User**. Please note that each group has a unique sharing code, and once assigned, the sharing code does not change. If you want to change it, click ↻ next to the sharing code.

What features are available in the group?

Care providers create groups for organizational and management purposes to effectively manage sensor users. When you first join Sens365, a default group is automatically created under your name. You can change the group name as you wish, create subgroups, and manage sensor users. Additionally, you can invite or add sensor users within the group to check their reports, and you can also invite care providers to the group to co-manage sensor users.

Mode

Sensor User

How do I set up Sens365 in sensor user or care provider mode?

After signing up for Sens365, a mode selection screen will appear during your first login. Select either the sensor user or care provider mode, and Sens365 will operate in that mode. You can later change the user mode in Profile section under the Settings menu.

Care Provider

How can I set up as a sensor user or care provider?

After signing up for Sens365, a mode selection screen will appear during your first log in. From this screen, you can choose the sensor user or care provider mode, and Sens365 will run in the selected mode. Later, you can change the user mode under the Settings menu in the Profile section.

Reports

Sensor User

How can I share reports?

Reports can be shared through a connection with a care provider in two ways:

- Enter the sharing code provided by your care provider at **Settings** > **Connections** > **Connect New Sensor User**.
- Share the sharing code generated in the CareSens Air app (CareSens Air app > **Settings** > **Care Providers** > **Connect** > **Generate Sharing Code**) with the care provider.

How do I check the reports?

Click on the Report menu in the top left corner. If you want to print the report, click on ⬇, 🖨, or ✉ in the top right corner of the report screen to view the report in PDF format.

Care Provider

How do I download the raw glucose data of the sensor user?

You can download the raw glucose data in CSV format by clicking 📊 in the top right corner of the sensor user's report screen.

How do I compare the glucose data of the sensor user?

Glucose data can be compared by setting two periods in the Comparison tab of the sensor user's report screen.

How can I check the report?

When you click a sensor user within a group, you can view their glucose report. If you want to print the report, click on ⬇, 🖨, or ✉ in the top right corner of the report screen to view the report in PDF format.

Data Sharing

Sensor User

What should I do if I can't connect with a care provider?

Please verify if the sharing code received from the care provider is accurate.

How do I stop sharing my data?

To stop sharing your data with a care provider, go to Settings > Connections and choose to disconnect.

Care Provider

How can a care provider view the glucose data uploaded by the sensor user?

The care provider must be connected with the sensor user through their affiliated group to view the glucose data uploaded by the sensor user. There are two methods for this:

- The first method is to click in the group menu where you manage the sensor users. Then sclick **Invite Sensor User**. Next, directly provide or email the sharing code of that group to the sensor user. The sensor user then enters the group's sharing code (CareSens Air app > **Settings** > **Care Providers** > **Connect** > **Enter Sharing Code**). Please note that each group has a unique sharing code, and once assigned, the sharing code does not change. If you want to change it, click next to the sharing code.
- The second method is to click of the group managing the sensor users, click Add Sensor User. and then enter the sharing code created in the CareSens Air app (CareSens Air app > **Settings** > **Care Providers** > **Connect** > **Generate Sharing Code**) to add the sensor user.

Appendix B Technical Information

B.1 Performance

Web Browser: HS-FE-01

Product name	Sens365
Compatible medical devices	CareSens Air Continuous Glucose Monitoring System
Communication environment	Communication protocol: HTTPS
Operating environment	• Recommended browser: Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari • OS(Operating System) Version : Windows 10 or later, Mac OS 11 or later • Resolution: 1280 x 800 px or higher
Transmitted and reveiced data	• Continuous glucose values of a compatible medical device user, user input data (meals, insulin, exercise, etc.) • User data statistics and reports including the glucose of a compatible medical device user
Key performance	• Care providers (family members, guardians, medical institutions) who use the app can receive shared data by connecting with the user web of a compatible medical device user. • Displays statistics for a compatible medical device user's data and saves reports. • Displays the continuous glucose values of a compatible medical device user and user input data.
Software version	Version: 1.1.x

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B.2 Cybersecurity

Cautions regarding cyber threats

- Install a virus protection or antivirus program on your smart device, whether a Windows, Mac OS or tablet device, to prevent malicious programs from accessing the device's information.
- If you are unable to receive the glucose data from the sensor users despite entering the share code, make sure the six-digit share code was entered correctly. If the same issue persists despite entering the correct share code, contact Customer Service via the product website, caresensair.com.
- If you are logged out due to another device logging in, change your password if it was not you who attempted to log in.
- If you enter the wrong password more than five times, reset your password.
- If you have not used your account for over 1 year, the account becomes inactive. If your account has become inactive, you must reactivate it.
- If a cybersecurity incident occurs related to Sens365, contact the nearest authorised distributor and the competent authority.

Safety regarding cyber threats

- A token is issued to the user once his or her credentials have been verified as valid.
- For each request, the validity of the token is verified, and then the authentication is processed.
- The SSL communication method is used to send data.
- AES encoding is used to encrypt personal information data and the data is saved to a DB.
- If you enter the wrong password more than five times, you must reset your password.
- If you have not used your account for over 1 year, the account becomes inactive. If your account has become inactive, you must reactivate it.

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