

EN

User manual

# Sens 365 Web



This user manual is intended to assist with the proper use of the Sens365 web. The Sens365 app connects to the sensor users of the CareSens Air Continuous Monitoring System.

Read this user manual thoroughly and adhere to all precautions before use.

### **Note**

Thoroughly review this user manual before using the Sens365 web. Not following the instructions, cautions, and warnings of the Sens365 web may result in missing the detection of severe hypoglycemia or hyperglycemia, or making incorrect treatment decisions.

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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.

# Document conventions

## Definitions of symbols

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

Symbol	Description
	CE Mark
	Authorised representative in the European Community/ European Union
	Medical device
	Consult instructions for use or consult electronic instructions for use
	Manufacturer
	Model number
	Unique device identifier

# Safety Information

## Intended purpose

Sens365 is intended for use by home users and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis and evaluation of historical glucose data to support effective diabetes management.

## Important User Information

- You must create an i-SENS account to use Sens365.
- Sens365 is a secondary viewer for the CareSens Air Continuous Glucose Monitoring 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 Continuous Glucose Monitoring 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 Continuous Glucose Monitoring 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 medical professionals must not use only the glucose data provided by Sens365 for treatment decisions or analysis.

## Precautions

- CareSens Air Continuous Glucose Monitoring 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), and if the care providers want to view the shared content, they must download Sens365 and connect with CareSens Air Continuous Glucose Monitoring System user.
- The care providers must be connected to CareSens Air Continuous Glucose Monitoring System user and the care providers' smart devices must be connected to the Internet in order to view the information of CareSens Air Continuous Glucose Monitoring System user through Sens365.
- If the smart device of CareSens Air Continuous Glucose Monitoring 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) must not manage the glucose of CareSens Air Continuous Glucose Monitoring System users. The CareSens Air Continuous Glucose Monitoring System user must be the subject of glucose management, and must not depend on care providers (family members, guardians, medical institutions, medical personnel) to take necessary actions.
- If care providers (family member, guardian, medical institution, medical personnel) terminate the connection, the content sent by CareSens Air Continuous Glucose Monitoring System user cannot 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 Continuous Glucose Monitoring 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 Continuous Glucose Monitoring 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.

Operating System	Resolution
Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari	1280 x 800 or higher

# 3 Using the Sens365 web

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.

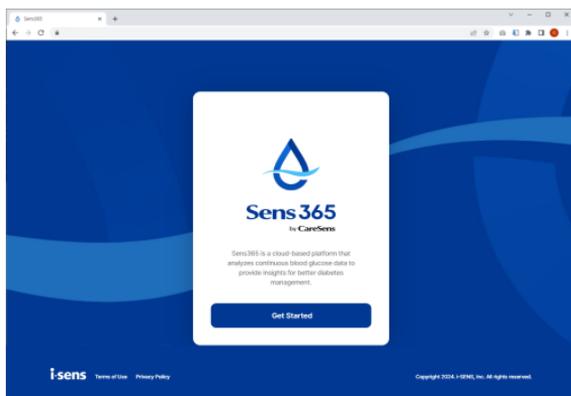
This section will help you to:

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

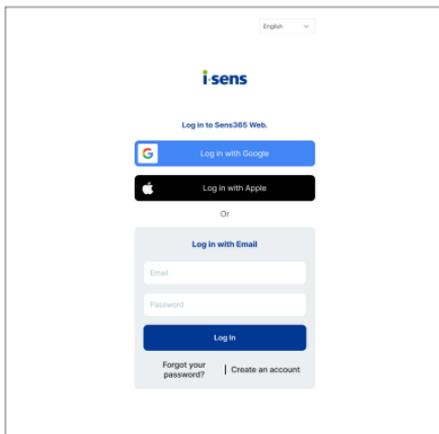
- 1 Open your browser and enter the Sens365 web url.  
URL: <https://sens365.com>
- 2 The Sens365 web start screen is displayed.



## Creating an account

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

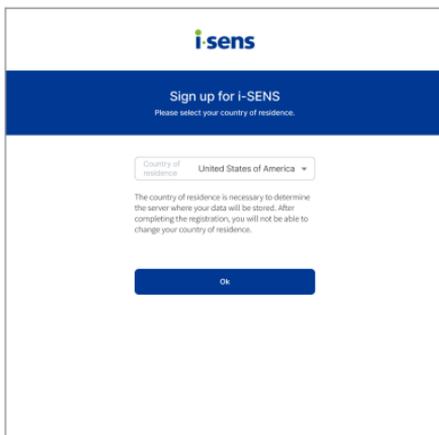
- 1 Click **Get Started** on the Sens365 web start screen.
- 2 Click **Create an account** when the account login screen is displayed.
  - Even if you choose Social Login, you can sign up with an i-SENS account.
  - To sign up with Social Login, enter your country of residence, and user information, and agree to the required terms and conditions.



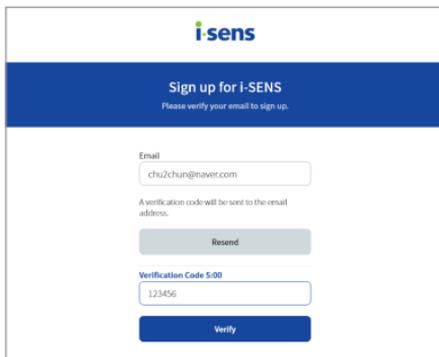
### Note

Change the language on the top right as needed.

- 3 Select your country of residence, then click **Ok**.

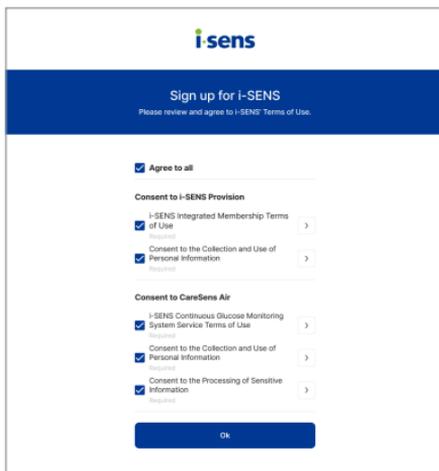


#### 4 Verify your email address.



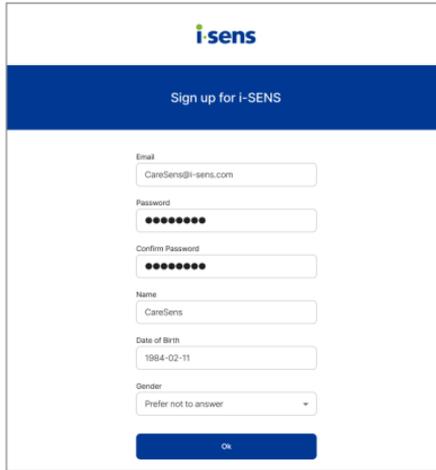
The screenshot shows a web page titled "Sign up for i-SENS" with the subtext "Please verify your email to sign up." The page features the i-sens logo at the top. Below the header, there is an "Email" field containing the text "chu2chun@naver.com". A note states "A verification code will be sent to the email address." Below this is a "Resend" button. Further down is a "Verification Code 5:00" field containing the code "123456". At the bottom is a blue "Verify" button.

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



The screenshot shows a web page titled "Sign up for i-SENS" with the subtext "Please review and agree to i-SENS' Terms of Use." The page features the i-sens logo at the top. Below the header, there is a section titled "Agree to all" with a checked checkbox. Underneath, there are two main sections: "Consent to i-SENS Provision" and "Consent to CareSens Air". Each section contains several items with checked checkboxes and right-pointing arrows. The items are: "i-SENS Integrated Membership Terms of Use" (Required), "Consent to the Collection and Use of Personal Information" (Required), "i-SENS Continuous Glucose Monitoring System Service Terms of Use" (Required), "Consent to the Collection and Use of Personal Information" (Required), and "Consent to the Processing of Sensitive Information" (Required). At the bottom is a blue "Ok" button.

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



The image shows a registration form for i-SENS. At the top is the i.sens logo. Below it is a dark blue header with the text "Sign up for i-SENS". The form contains several input fields: "Email" with the value "CareSens@i-sens.com", "Password" and "Confirm Password" both masked with black dots, "Name" with the value "CareSens", "Date of Birth" with the value "1984-02-11", and "Gender" with a dropdown menu set to "Prefer not to answer". A blue "Ok" button is at the bottom.

**i.sens**

Sign up for i-SENS

Email  
CareSens@i-sens.com

Password  
●●●●●●●●

Confirm Password  
●●●●●●●●

Name  
CareSens

Date of Birth  
1984-02-11

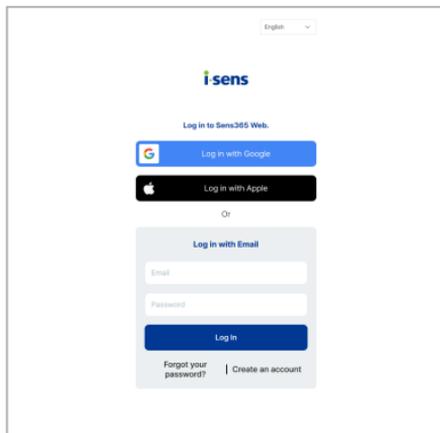
Gender  
Prefer not to answer

Ok

## Resetting the password

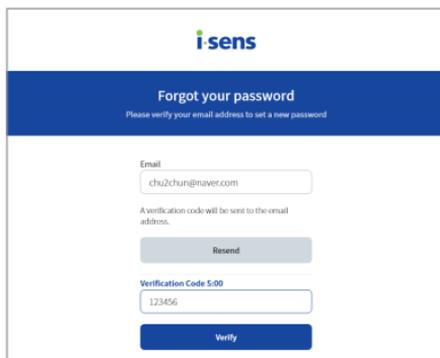
If you forget your password or need to change your password for security reasons, you can reset it.

- 1 Click **Get Started** on the Sens365 web start screen.
- 2 Click **Forgot your password?** when account login screen is displayed.



The screenshot shows the Sens365 web login interface. At the top right, there is a language dropdown menu set to "English". The Sens365 logo is centered at the top. Below the logo, the text "Log in to Sens365 Web." is displayed. There are three login options: "Log in with Google" (with a Google logo), "Log in with Apple" (with an Apple logo), and "Log in with Email". The "Log in with Email" option is selected and highlighted. Below this, there are input fields for "Email" and "Password", and a "Log in" button. At the bottom, there are links for "Forgot your password?" and "Create an account".

- 3 Verify your email address.



The screenshot shows the "Forgot your password" screen. The Sens365 logo is at the top. Below it, the text "Forgot your password" is displayed in a blue header, followed by the instruction "Please verify your email address to set a new password". There is an "Email" input field containing "chu2chung@naver.com". Below the input field, there is a note: "A verification code will be sent to the email address." and a "Resend" button. Below that, there is a "Verification Code 5:00" input field containing "123456" and a "Verify" button.

4 Set your new password.

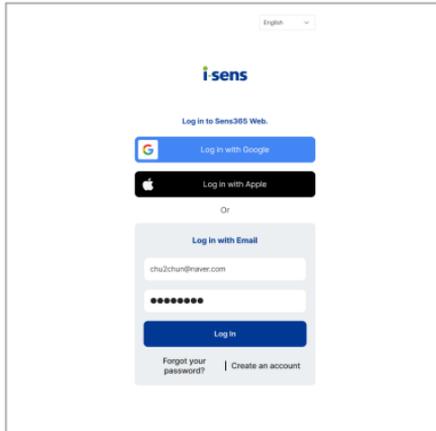
The screenshot shows a web form for resetting a password. At the top, the i.sens logo is displayed. Below it, a blue header bar contains the text "Forgot your password" and "Please enter a new password". The form includes three input fields: "Email" with the value "chu2chung@naver.com", "Password" with masked characters, and "Confirm Password" also with masked characters. A blue "Ok" button is located at the bottom of the form.

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 website 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.



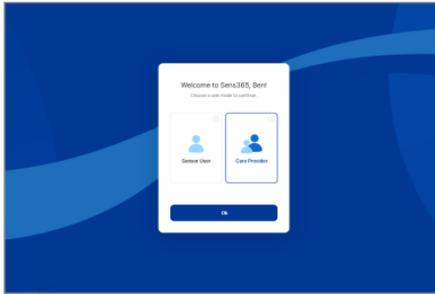
- 2 You will be redirected to the Sens365 start screen if you logged out properly.

# Selecting the user mode

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

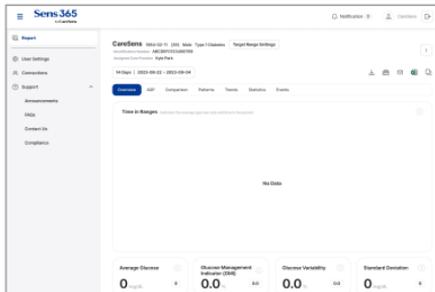
- CareSens Air users should select the Sensor User mode.
- Care providers of CareSens Air should select the Care Provider mode.

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

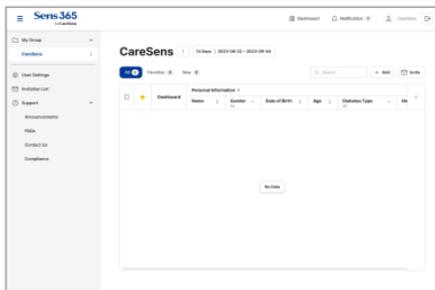


**2** Select **Sensor User** or **Care Provider** according to the use purpose.

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



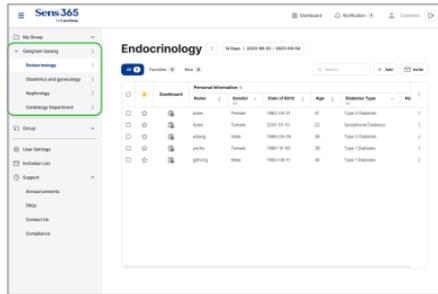
For a care provider, the sensor user list is displayed on the start screen.



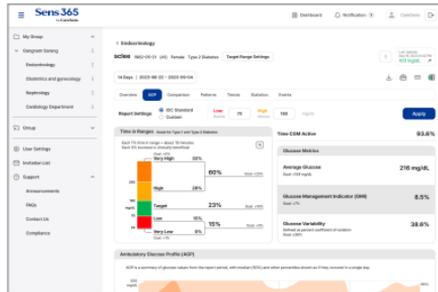
## 3.2 Viewing the sensor user list (Care Provider Mode)

### 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.



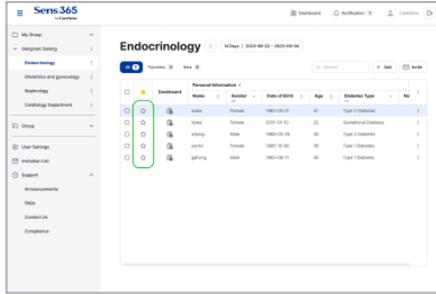
- 2 If you select a sensor user in the sensor user list, you can view the report on the selected sensor user.



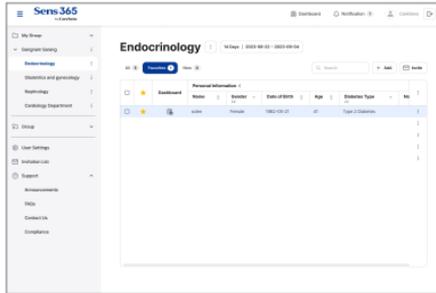
# Adding favorites

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.

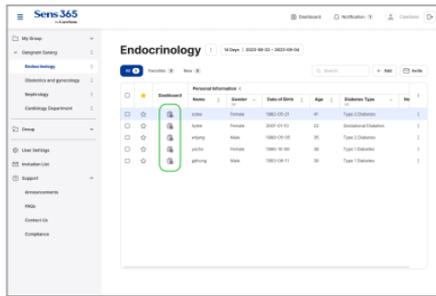
# Adding a dashboard

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

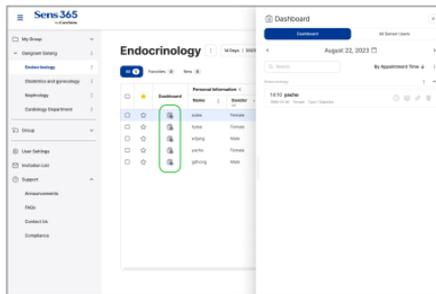
- 1 The dashboard can be viewed by clicking on **Dashboard** on the top right of the screen.



- 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

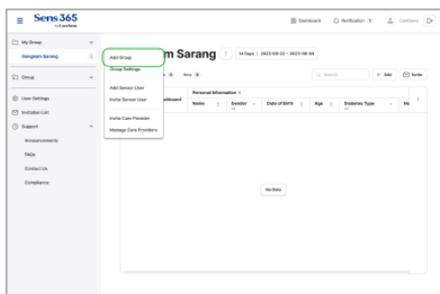
Click  to pin sensor users in 'Dashbord'.

Sensor users pinned in 'Dashbord' are not deleted from the list.

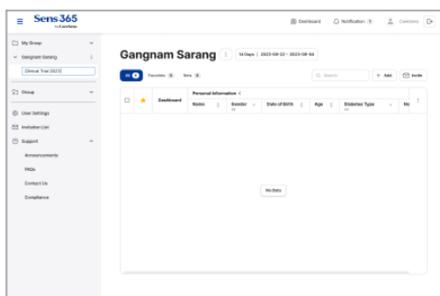
## 3.3 Managing groups (Care Provider Mode)

### Adding groups

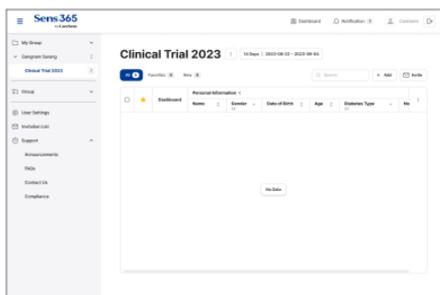
- 1 Click  in the 'My Group' on the left and click **Add Group**.



- 2 Enter the name of the group to add.

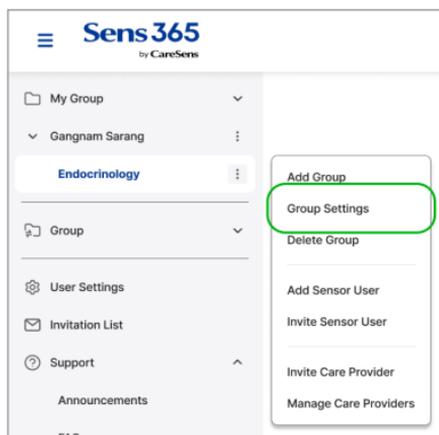


- 3 A group is created with the entered name.

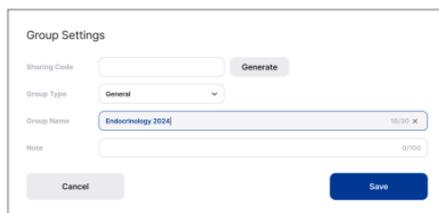


## Editing group names

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

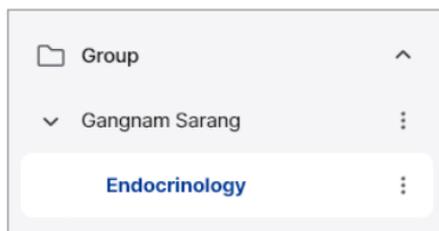


- 2 Enter a new group name and click **Save**.



The screenshot shows the 'Group Settings' form. It includes fields for Sharing Code, Group Type (set to General), Group Name (set to Endocrinology 2024), and Note. There are 'Generate', 'Cancel', and 'Save' buttons.

- 3 Check the edited group name.

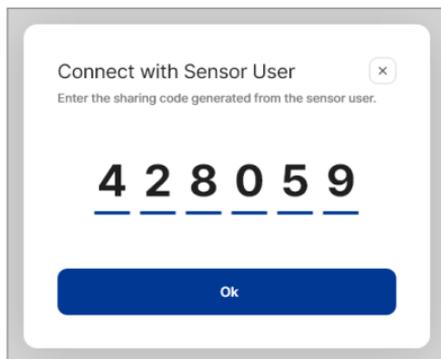


## Adding sensor users

- 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**.



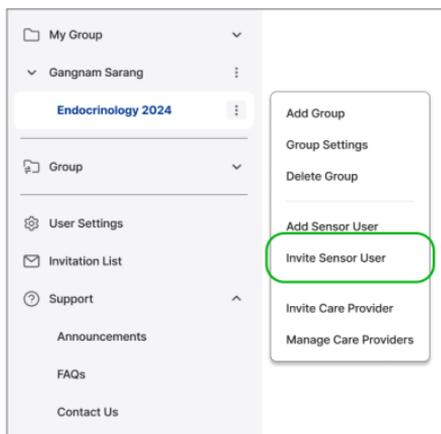
### Note

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.

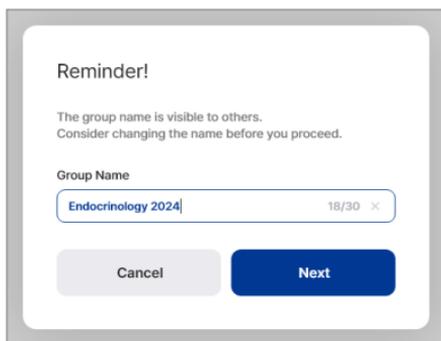
- 3 If the entered share code is valid, the sensor user is added to the list.

## Inviting sensor users

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



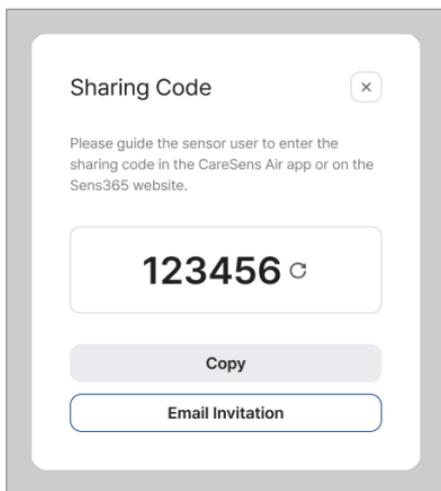
- 2 Enter the group name to display to the invited sensor user and click **Next**.



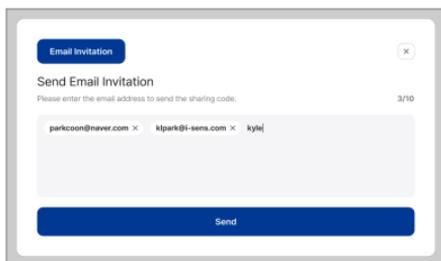
### Note

The entered group name will be visible to the invited sensor user.

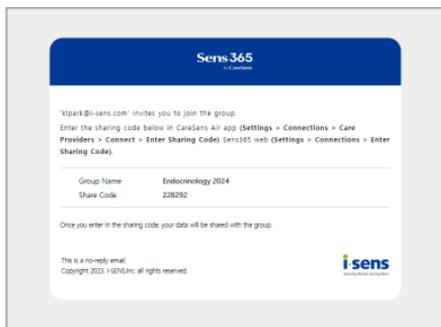
- 3 Check the created share code and click **Email Invitation**.



- 4 Enter the email address of the sensor user to invite and click **Send**. You can send a maximum of 10 emails at once.

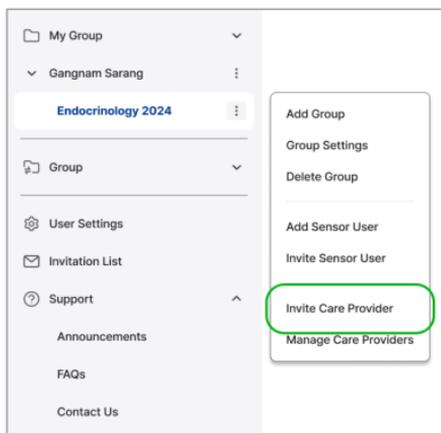


- 5 An invite email is sent to the provided email address.

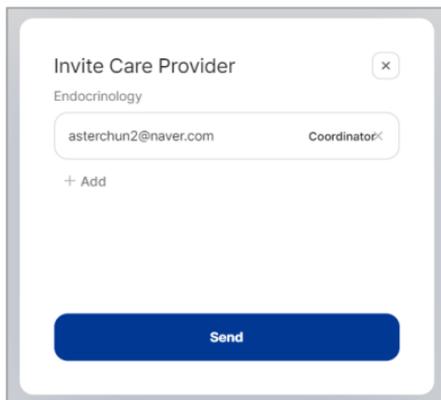


## Inviting care providers

- 1 To invite care providers to the group, click  of the group and click **Invite Care Provider**.

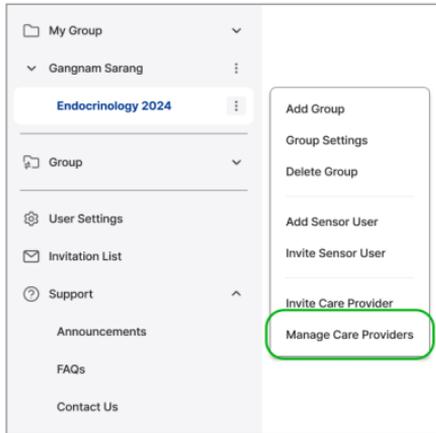


- 2 Enter the email address of the care provider to invite and click **Send**.

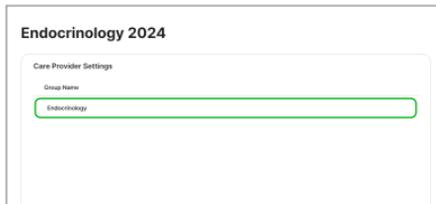


# Managing care providers

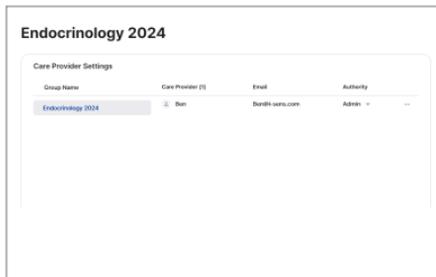
- 1 To manage the care providers of the group, click  of the group and click **Manage Care Providers**.



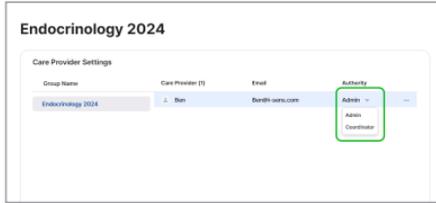
- 2 Select the group to manage from the groups displayed in the group care provider management list.



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



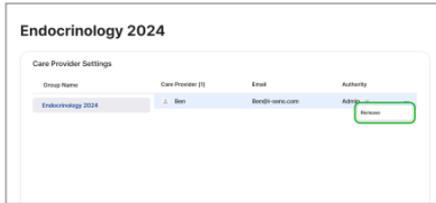
- 4 To change the permissions of the care providers of the group, click ▼ of the care provider permissions and select the permission to change.



### 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**.

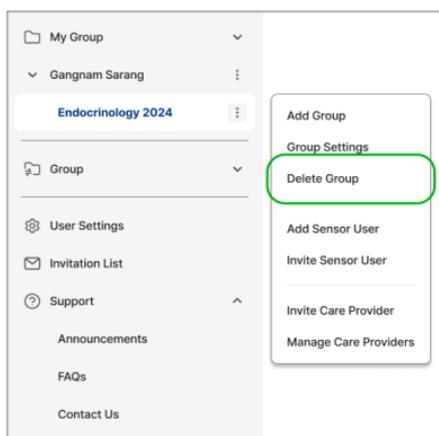


## Deleting groups

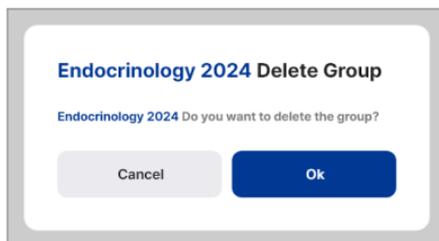
### Note

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.



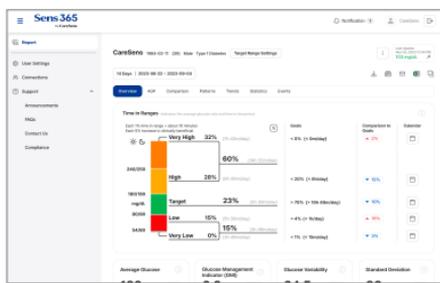
## 3.4 Report

### 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	<p>The following information for the selected period is provided.</p> <ul style="list-style-type: none"> <li>• Time in Ranges</li> <li>• Average Glucose</li> <li>• Glucose Management Indicator (GMI)</li> <li>• Glucose Variability</li> <li>• Standard Deviation</li> <li>• Daily Average Glucose</li> <li>• Insulin</li> <li>• Daily Time in Ranges</li> <li>• Time CGM Active</li> <li>• Device Information</li> <li>• Sensor</li> <li>• Min/Max Glucose by Events (fingerstick)</li> <li>• Ketones</li> <li>• GKI</li> <li>• Average Meal per Day</li> <li>• Exercise</li> </ul>
AGP	The standard AGP for the selected period is provided.
Comparison	<p>A table and chart is provided to compare glucose levels per period.</p> <ul style="list-style-type: none"> <li>• Glucose within Target Comparison</li> <li>• Comparison (Glucose Variability, Standard Deviation, Glucose Management Indicator (GMI), Average Glucose)</li> <li>• Patterns Comparison</li> </ul>
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. <ul style="list-style-type: none"><li>• Time in Ranges</li><li>• Average Glucose</li><li>• Average Glucose Variability</li><li>• Average Time CGM Active</li><li>• Hourly Time in Ranges</li><li>• Hourly Average Glucose Value</li><li>• Hourly Average Glucose Variability</li><li>• Hourly Average Time CGM Active</li></ul>
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.



The screenshot shows the Sens365 web interface. On the left is a navigation menu with 'User Settings' highlighted. The main area is titled 'Profile' and contains a 'Personal Information' form. The form fields are: Name (text), Surname (text), Email (text), Confirmation Email (text), Date of Birth (date), Age (text), Sex (text), Gender (dropdown), Phone (text), and Diabetes Type (dropdown). There are also 'Save User Profile' and 'Reset to Default' buttons at the bottom right of the form.

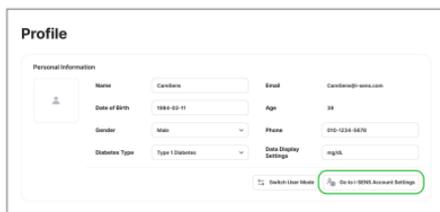
- 2 The basic information that can be edited is as follows:

- 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.



**Profile**

Personal Information

Name: Cavensia Email: Cavensia@i-sens.com

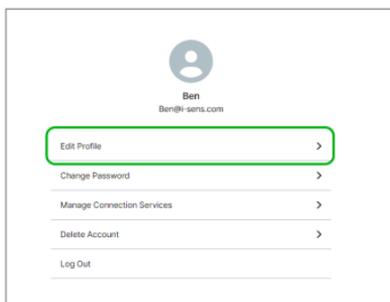
Date of Birth: 1984-02-11 Age: 38

Gender: Male Phone: 010-1234-5678

Diabetes Type: Type 1 Diabetes Data Upload Settings: mg/dL

Switch User Roles Edit Profile

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



Ben  
Ben@i-sens.com

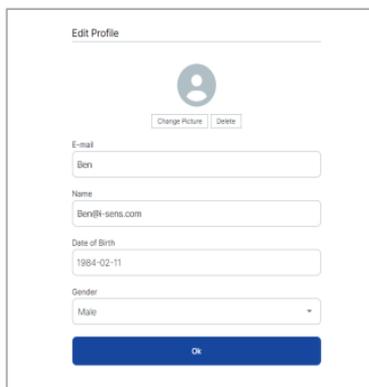
Edit Profile >

Change Password >

Manage Connection Services >

Delete Account >

Log Out



Edit Profile

Change Picture Delete

E-mail: Ben

Name: Ben@i-sens.com

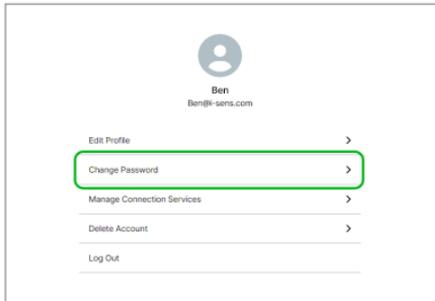
Date of Birth: 1984-02-11

Gender: Male

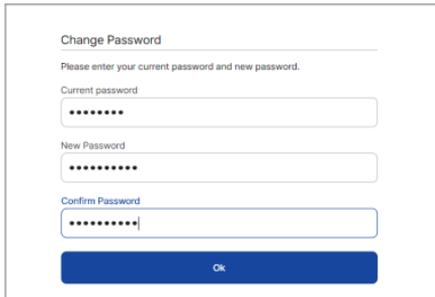
OK

## Resetting the password

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



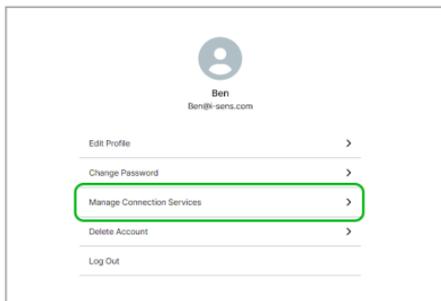
- 2 Enter the current password then enter the new password.



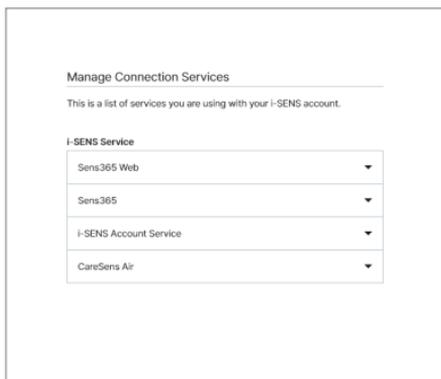
A screenshot of the 'Change Password' form. The title 'Change Password' is at the top. Below it is the instruction 'Please enter your current password and new password.' There are three input fields: 'Current password', 'New Password', and 'Confirm Password', each containing a series of dots to mask the text. At the bottom of the form is a blue button labeled 'Ok'.

## Managing connected services

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

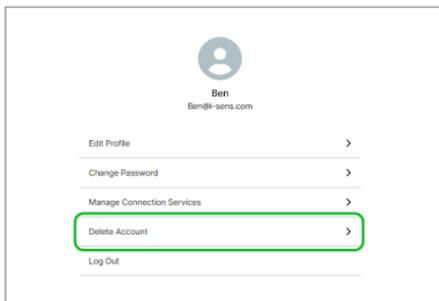


- 2 You can check the list of services in use with your current account.

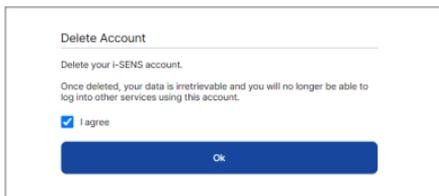


## Deleting accounts

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

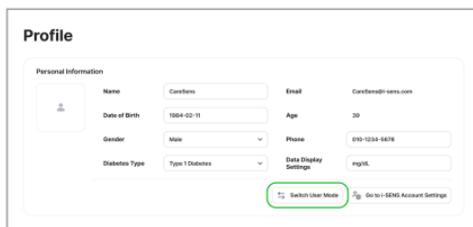


- 2 When deleting your account, check the notice and click **I agree** and **Ok** to complete the process.



## Changing the user mode

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

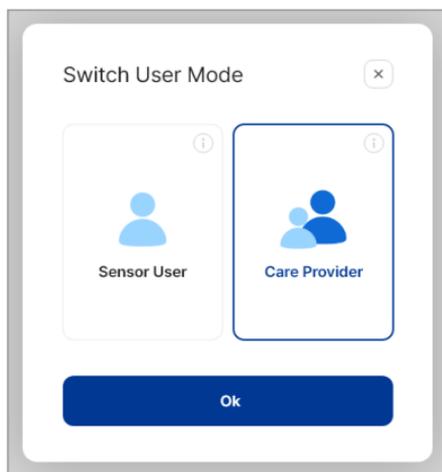


The screenshot shows a 'Profile' page with a 'Personal Information' section. The fields are as follows:

Field	Value
Name	Carefens
Email	Carefens@sens.com
Date of Birth	1984-02-11
Age	39
Gender	Male
Phone	010-1234-5678
Diabetes Type	Type 1 Diabetes
Data Display Settings	mg/dL

At the bottom right of the form, there is a button labeled 'Switch User Mode' which is highlighted with a green border. Next to it is a link for 'Go to i-Sens Account Settings'.

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



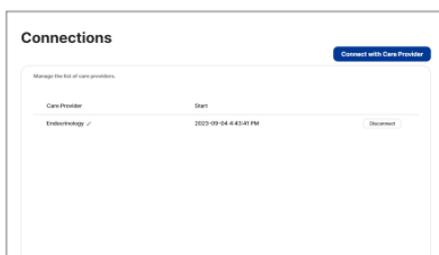
- 3 The screen layout will be changed according to the selected user mode.

## Sharing my data

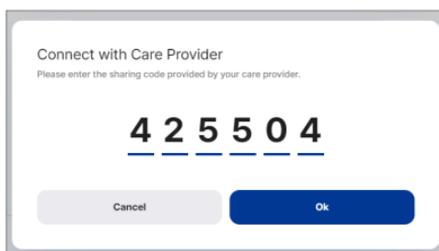
### Note

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

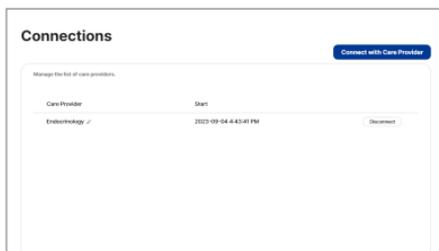
- 1 To share your glucose data with a new care provider, click **Connections**. A list of care providers who receive your shared data is displayed.



- 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.



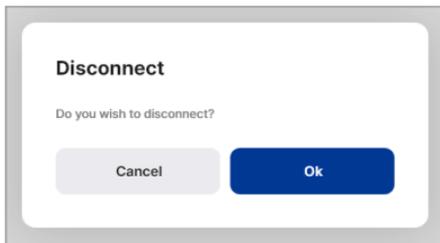
- 4 If the entered share code is valid, the group is added to the care providers list.



- 5 To stop sharing with an existing care provider, click **Disconnect** on the right of the care provider to disconnect.

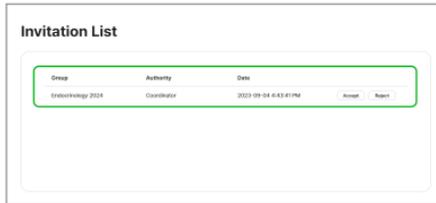


- 6 Click **Ok** when the stop sharing confirmation pop-up appears. Sharing will be stopped with the selected care provider.



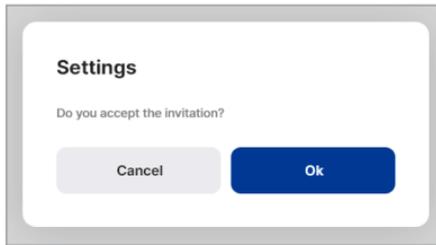
## Accepting invites

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

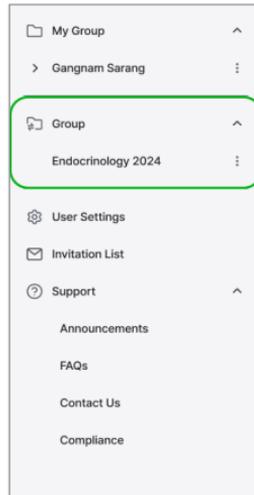


Group	Authority	Date	Accept	Reject
Endocrinology 2024	Coordinator	2023-09-04 04:03:17PM		

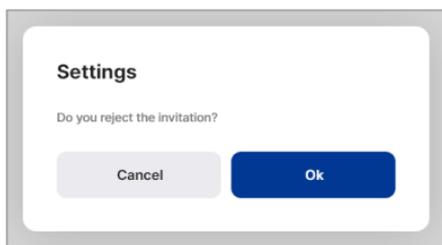
- 2 To accept an invite, click **Accept**.
- 3 Click **Ok** when the accept confirmation pop-up appears.



- 4 The invited group is displayed on the left.

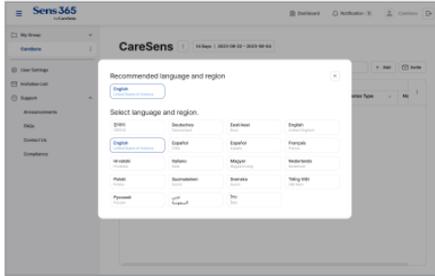


- 5 To reject an invite, click **Reject**.
- 6 Click **Ok** when the refuse confirmation pop-up appears. The invited group is not added to the menu.



## 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.



## 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.

**Target Range Settings**  
The settings will be applied to overview, patterns, trends, and statistics reports.

Day Night

Category	Day Above	Day Below	Night Above	Night Below	%
Very High	250		250	5	%
High	180		180	25	%
Target	70 - 180		70 - 180	70	%
Low	70		70	4	%
Very Low	54		54	1	%

Day Start Time: 00:00 AM Night Start Time: 00:00 PM

Reset Cancel Save

### 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.

# Appendix A Frequently Asked Questions

This chapter presents situations that may occur while using CareSens Air 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 CareSens Air.
- Resolve problems that occur while using CareSens Air.

## 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**

### **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.

### **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.

## 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 click **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

<b>Product name</b>	Sens365
<b>Compatible medical devices</b>	<ul style="list-style-type: none"> <li>Product name: CareSens Air Continuous Glucose Monitoring System</li> <li>Model: CGM-ST-002</li> </ul>
<b>Communication environment</b>	Communication protocol: HTTPS
<b>Operating environment</b>	<ul style="list-style-type: none"> <li>Recommended browser: Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari</li> <li>Resolution: 1280 x 800 or higher</li> </ul>
<b>Transmitted and received data</b>	<ul style="list-style-type: none"> <li>Continuous glucose values of a compatible medical device user, user input data (meals, insulin, exercise, etc.)</li> <li>User data statistics and reports including the glucose of a compatible medical device user</li> </ul>
<b>Key performance</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Displays statistics for a compatible medical device user's data and saves reports.</li> <li>Displays the continuous glucose values of a compatible medical device user and user input data.</li> </ul>
<b>Software version</b>	Version: 1.0.x

## 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](http://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.

# i·sens



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