

Dexcom G5 Mobile CGM: New Account Creation



Following an update in September 2021, you may need to complete an additional step when creating your Dexcom account.

The Dexcom G5 App login has a 20-character limit and we therefore recommend that you log in with a **username** (as it has less than 20 characters), rather than your email address.

A dependent account is designed for users under the age of 18. This is also the workaround for all customers experiencing a login issue due to the character limit as it generates a username.

Operating System	Customer Status	Account creation and login process
Android	New	Account creation process does not generate a username. Follow the steps below to create a dependent account
	Existing	No change required, continue logging in using the username instead of an email address
iOS	New	Account created using the app will generate a username, no extra steps required
		If a Dexcom account is inadvertently created through CLARITY, follow the steps below to create a dependent account
	Existing	No change required, continue logging in using the username instead of an email address

Creating a Dependent Account:

1. Navigate to uam2.dexcom.com on a desktop or mobile web browser
2. Create a new Dexcom account
3. Return to the login page and log in with the email address and password created
4. Click **Add Account** on the right side of the Manage Personal Information page
5. Select **Create a new dependent account** and click **Next**
6. Enter your personal information and click **Next**
7. **IMPORTANT:** Create a Dependent Account username that is **less than 20 characters**
8. Create a Dependent Account password
9. Enter your diabetes information (optional)
10. Review and confirm all information is correct and click **Confirm**
11. Once you see **Dependent account successfully created**, the process is complete!
12. Return to the Dexcom G5 Mobile app and use the **Dependent Account username and password** to login

For more information or for technical support, please contact the AMSL Diabetes Customer Care Team on **1300 851 056**.

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