

GET STARTED with Omnipod[®] 5



STEPS TO COMPLETE BEFORE ATTENDING OMNIPOD 5 TRAINING

- Do you have a vial of rapid-acting U-100 insulin ready for training?
- Are you either ready to wear/wearing a Dexcom sensor (with your Dexcom receiver switched off) or prepared to attend with a new unopened FreeStyle Libre 2 Plus sensor ready for activation during training?
- Do you have your Omnipod[®] ID and password ready for training? Follow the steps in this guide for online Omnipod[®] Account creation
- Bring a fully charged Controller with you when attending training

Important Considerations

COMPLETE OMNIPOD 5 ONBOARDING

This guide will provide support for creating an Omnipod 5 and completing the necessary consent screens to get started on Omnipod 5.

SENSOR REQUIREMENTS

Using Dexcom

If you plan to use Omnipod 5 with a Dexcom sensor* you will need to attend the training already wearing a Dexcom sensor which must be used with a corresponding compatible Dexcom mobile app.

Note: Dexcom receivers must be switched off prior to training.



Using FreeStyle Libre

When using the Omnipod 5 system with the FreeStyle Libre 2 Plus sensor*, all sensor-specific actions and alerts are controlled through your Omnipod 5 Controller. You cannot use another device to search, read values, or receive alarms from the sensor.

Note: If attending an Omnipod 5 training make sure to attend the training session with a new unopened FreeStyle Libre 2 Plus sensor.



CONNECT TO OMNIPOD DISCOVER™

Omnipod Discover is the diabetes data management system that connects to Omnipod 5. By connecting your Omnipod 5 account with Omnipod Discover you will provide permission and enable data sharing† allowing you to:

- Review your personalised diabetes insights including insulin delivery insights, trends and patterns
- Share data with your Healthcare professional and/or diabetes clinic
- Receive weekly detailed reports from Discover providing overall insulin usage and readings from your glucose monitoring sensor

Recommendation: Set up the Controller's Wi-Fi to automatically connect to your home or work network. This will help ensure it connects regularly—ideally as often as possible, but at least once per week.†

Screen image for illustrative purposes only. Pod and sensors shown without necessary adhesive.

*Compatible sensors are sold and prescribed separately. Sensor availability may vary by country or region.

†Connections between Omnipod 5 Controller and Insulet Cloud are via Wi-Fi.



How to Get Started on Omnipod 5

Before attending Omnipod 5 training you will need to create your online Omnipod Account.

WHY SHOULD YOU REGISTER?

An online Omnipod Account is required to use Omnipod 5. Once you have created your online Omnipod Account and provided the necessary consents you will be able to review orders, track shipments, and request support if needed.

During Onboarding you will have the opportunity to connect your Omnipod Account with Omnipod Discover. Providing access to additional diabetes data and insights and enabling you to share your Omnipod 5 system data with your Healthcare team.

HOW TO REGISTER

Visit **www.omnipod.com/setup** or scan this QR Code from a smartphone.

In your Omnipod 5 Starter Kit you will receive a Welcome Card containing the same QR code and website address for account set up. To get started and create an online Omnipod Account you will need an e-mail address.



WHEN SHOULD YOU REGISTER?

Online Omnipod Account registration must be completed before attending Omnipod training when you will activate your Omnipod 5 Controller for the first time.

1 - Starting Omnipod Onboarding

Go to **www.omnipod.com/setup** or scan the QR code. Then, select your country.



Start Omnipod® 5 Onboarding

Sign in or create an Omnipod® ID for the person wearing the Pod.

Pod Wearer's Omnipod® ID*

Password*

Sign In

Forgot your Omnipod® ID or Password?

Don't have an Omnipod® ID yet?

Create Omnipod® ID

Create an Omnipod® ID to start Omnipod® 5 onboarding.

If you're a legal guardian setting up for your dependant, you must create an Omnipod® ID for your dependant.

To login for the first time, click on "Create Omnipod ID" and follow the steps.

Confirm the Region of Residence

Confirm your region of residence

We are working on expanding availability of Omnipod® 5 to more regions in the future.

United Kingdom

Back **Confirm**

18+ YEARS

Create your Omnipod® ID

Select the type of customer that best describes you.

☒ I am an adult (18+) and will wear Omnipod® 5 myself.

☐ I am a legal guardian for a dependant who will wear Omnipod® 5.

Adult Omnipod® Customer Personal Data

As an adult aged 18 or older, who will personally wear Omnipod® 5, please enter your personal data. This should be the same information as your Omnipod® 5 order form.

Your First Name* Your Last Name*

Your Date of Birth* DD MM YYYY Email Address*

Phone Country Code* Phone Number* Mobile Phone Number*

☐ I have read and agreed to the Insulet Corporation's Terms of Use.

☐ I have read the information below on the creation of my Omnipod® ID and consent to the processing of personal data, which may include health data, but processing is necessary for the setup, maintenance and use of this Omnipod® ID as described in the Insulet Privacy Policy both for myself and for any dependant for which I act as legal guardian.

Information:

We offer Insulet customers the option to create an Omnipod® ID. Therefore, based on the information you provide, we will verify in our systems whether you are an Insulet customer, or the individual for which you act as a legal guardian is an Insulet customer and whether you are registered as a legal guardian. If applicable, by creating an Omnipod® ID you will be able to setup and use your Omnipod® 5 Automated Insulin Delivery System, or the Omnipod® 5 system of the individual for which you act as a legal guardian, and you can use the Omnipod® 5 to sign in to your active Omnipod® 5 account, an online environment in which you can use and update your content details, manage your privacy settings, arrange your orders, and coordinate certain product support activities. You can withdraw your consent to the processing of your personal data that is necessary for maintenance and use of your Omnipod® 5 and request to delete the Omnipod® 5 ID at any time by contacting the Omnipod® Customer Care Team at 1-800-811-5127 or +44 20 3051 1700 if calling abroad.

*Your call may be recorded and monitored for quality monitoring purposes. Calls to 800 numbers are free from local landlines, but other networks may charge for these calls.

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Already have an Omnipod® ID? Sign in.

UNDER 18 YEARS

Create your Omnipod® ID

Select the type of customer that best describes you.

☐ I am an adult (18+) and will wear Omnipod® 5 myself.

☒ I am a legal guardian for a dependant who will wear Omnipod® 5.

Legal Guardian Personal Data

As a legal guardian please enter your personal data. This should be the same information as on the Omnipod® 5 order form.

Legal Guardian First Name* Legal Guardian Last Name*

Legal Guardian Date of Birth* DD MM YYYY Email Address*

Phone Country Code* Phone Number* Mobile Phone Number*

Dependant Omnipod® Customer Personal Data

Please enter the information for the person wearing the Pod.

Omnipod® Customer First Name* Omnipod® Customer Last Name*

Omnipod® Customer Date of Birth* DD MM YYYY

☐ I have read and agreed to the Insulet Corporation's Terms of Use.

☐ I have read the information below on the creation of my Omnipod® ID and consent to the processing of personal data, which may include health data, but processing is necessary for the setup, maintenance and use of this Omnipod® ID as described in the Insulet Privacy Policy both for myself and for any dependant for which I act as legal guardian.

Information:

We offer Insulet customers the option to create an Omnipod® ID. Therefore, based on the information you provide, we will verify in our systems whether you are an Insulet customer, or the individual for which you act as a legal guardian is an Insulet customer and whether you are registered as a legal guardian. If applicable, by creating an Omnipod® ID you will be able to setup and use your Omnipod® 5 Automated Insulin Delivery System, or the Omnipod® 5 system of the individual for which you act as a legal guardian, and you can use the Omnipod® 5 to sign in to your active Omnipod® 5 account, an online environment in which you can use and update your content details, manage your privacy settings, arrange your orders, and coordinate certain product support activities. You can withdraw your consent to the processing of your personal data that is necessary for maintenance and use of your Omnipod® 5 and request to delete the Omnipod® 5 ID at any time by contacting the Omnipod® Customer Care Team at 1-800-811-5127 or +44 20 3051 1700 if calling abroad.

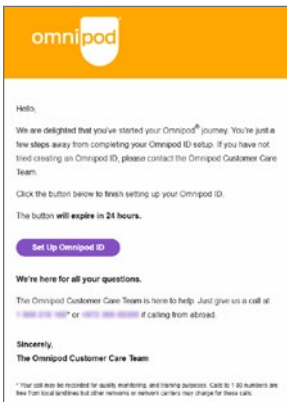
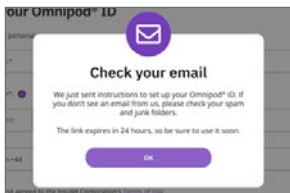
*Your call may be recorded and monitored for quality monitoring purposes. Calls to 800 numbers are free from local landlines, but other networks may charge for these calls.

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Already have an Omnipod® ID? Sign in.

Note: Make sure the e-mail address provided is correct. If there are errors or typos in the email address used you will not be able to complete Omnipod 5 Onboarding.

Complete the fields. If a parent or legal guardian is completing on behalf of a dependant, you will need to create the Omnipod ID for yourself using your own details.



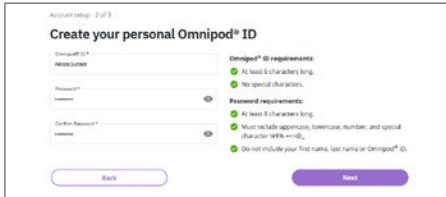
Click on the link
in the e-mail.



Review and confirm information.
Make sure the correct country code is
showing in the phone number field.

2 - Creating an Omnipod ID and Password

Create Omnipod ID and password



Account setup - 2 of 3

Create your personal Omnipod® ID

Omnipod® ID *

Username

Password *

Confirm Password *

Back Register

Omnipod® ID requirements:

- At least 8 characters long.
- No special characters.

Password requirements:

- At least 8 characters long.
- Must include uppercase, lowercase, number, and special character (e.g., !@#).
- Do not include your first name, last name or Omnipod® ID.

Omnipod ID requirements:

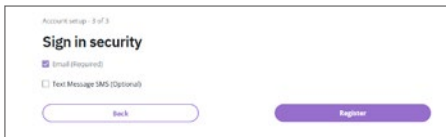
- Must be 6 characters long
- Contains no special characters
- Contains no blank spaces

Password requirements:

- Must be 8 characters long
- Contains no blank spaces
- Must include an uppercase, lowercase, number and one of the following special characters !#\$%+<->@_
- Cannot include part of your first name, last name or Omnipod ID/Username

Select your method of two-factor authentication:

- by E-mail (Required)
- by SMS (Optional)



Account setup - 3 of 3

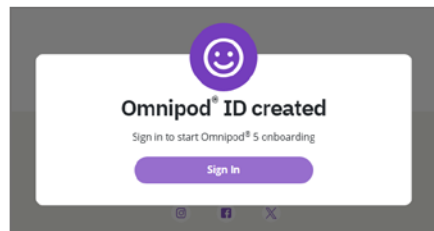
Sign in security

☒ Email (Required)

☐ Text Message SMS (Optional)

Back Register

The Omnipod ID and password have been created! Now it's time to finalise registration.





Enter the Omnipod ID and password.

Start Omnipod® 5 Onboarding

Sign in or create an Omnipod® ID for the person wearing the Pod.

Pod Wearer's Omnipod® ID*

Password*

Sign In

Forgot your Omnipod® ID or Password?

Don't have an Omnipod® ID yet?

Create Omnipod® ID

Create an Omnipod® ID to start Omnipod® 5 onboarding.
If you're a legal guardian setting up for your dependant, you must create an Omnipod® ID for your dependant.



If this is the first time logging in, or if logging in from a different device, follow the steps to verify the account.

Account verification

Email

Verification Code*

Resend Verification Code **Verify**

Please note: If this is entered incorrectly after 5 attempts, you will be locked out of your account for 30 minutes. Try again after 30 minutes has passed.

Once the verification code is received as per your chosen method. Enter this code into the field as prompted to proceed.



3 - Reading and Validating Consents

Data Privacy

At Insulet, the safety and security of our users and products is paramount in everything we do. We are dedicated to making the lives of people with diabetes easier and simplify diabetes management. Insulet respects the privacy of every one of our patients and is committed to the protection of their personal information. We have dedicated teams that are focused on keeping patient information safe from unauthorized access.

During the following steps, a number of data privacy consents will need to be validated: conditions of use of the product, the management of personal data, the use of the device and the improvement of products and services.

Omnipod® 5 Terms & Conditions

In order to start using your Omnipod® 5 Automated Insulin Delivery System you must acknowledge that you have read and agree to Insulet Corporation's Terms and Conditions which include the following:

End User License Agreement
Limited Express Warranty
Terms of Use

Agree



Omnipod® 5 Consents
Data Privacy Introduction

Thank you for choosing the Omnipod® 5 Automated Insulin Delivery System. We respect the importance of your privacy. As part of your Omnipod® 5 onboarding, we therefore provide you on the following pages with information on the processing of your personal data and ask for you to respond to various consent requests for such processing. We refer to our Privacy Policy for further information.

You can change your choices at any time in your online Omnipod® 5 account or by contacting the Omnipod® 5 Customer Care Team at 1800 954 0747 or +63 272 084 352 if calling abroad.

*Your call may be recorded for quality monitoring, and training purposes. Calls to 0800 numbers are free from local landlines but other networks or network carriers may charge for these calls.

Continue



Omnipod® 5 Consents
Product Use

I agree that Insulet may collect and process my personal data, including my health data, as explained to me in the Insulet Privacy Policy for the purpose of the provision and use of the Omnipod® 5 Automated Insulin Delivery System, including verification and authentication of my Omnipod® 5 ID and activation of the Omnipod® 5 System, the provision of product support and maintenance of the Omnipod® 5 System.

Please contact the Omnipod® 5 Customer Care Team if you have any questions at 1800 954 0747 or +63 272 084 352 if calling abroad.

*Your call may be recorded for quality monitoring, and training purposes. Calls to 0800 numbers are free from local landlines but other networks or network carriers may charge for these calls.

Agree

If the Product Research, Development and Improvement consent is accepted a list of optional questions will be shown.

Omnipod® 5 Consents
Product Research, Development and Improvement

I agree that Insulet may collect and process my personal data, including my health data, to research and improve the Omnipod® 5 Automated Insulin Delivery System and related products and services, and to help support development of new products and services, as explained to me in the Insulet Privacy Policy. I understand that this may also include combining my data with other data Insulet holds on me, such as my demographic data, and data Insulet receives from my continuous glucose monitor provider and/or diabetes data management provider.

Note: This consent is optional and you can use the Omnipod® 5 System without providing such consent. Not providing this consent will not impact your ability to use the Omnipod® 5 System. If you consent to such processing, you will be asked in the next steps to optionally provide additional personal data.

Agree and Continue
Skip and Continue

By answering a few quick questions about your diabetes history and therapy, you'll help us better understand how Omnipod 5 works for different people—whether newly diagnosed or managing diabetes for years. Your input supports important research, improvements to support to your needs, and contributes to the development of future products and services.

Omnipod® 5 Consents
Customer Health Data

Gender
☒ Female
☐ Male
☐ Other

Are you currently using Omnipod® 5?
☐ Yes
☐ No

What type of diabetes therapy were you using before you chose to go on Omnipod® 5?
Select

What type of glucose sensor were you using before using Omnipod® 5?
Select

What type of diabetes do you have?
Select

How long have you had diabetes?
Select

What was your last HbA1c result?
Select

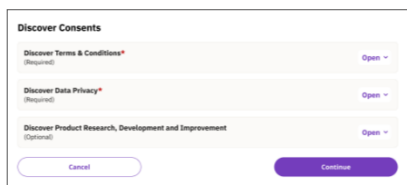
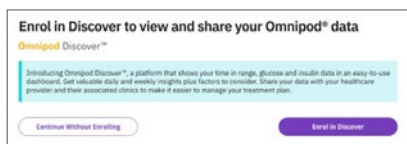
Agree and Continue
Skip and Continue



4 - Omnipod Discover and Account Linking

Omnipod Discover is a diabetes data management system with a simple user interface designed specifically for people with diabetes. Omnipod 5 users can track glucose and insulin delivery patterns to highlight key trends. Omnipod Discover allows users to share data with their Healthcare Professional from using a Clinic code so that their data can be accessed at any time, even between scheduled visits. This means your Healthcare Professional can access your data between visits, providing users are connecting to Wi-fi regularly.[†]

Recommendation: Set up the Controller's Wi-Fi to automatically connect to your home or work network. This will help ensure it connects regularly—ideally as often as possible, but at least once per week.[‡]



During account creation you will be provided with the option to enrol in Omnipod Discover to view and share your Omnipod data.

Click 'Enrol in Discover' if you wish to proceed. Otherwise, you can still continue and complete Omnipod 5 account creation without enrolling to Discover but you must select 'Continue without enrolling' and do not exit the page.



To use Omnipod Discover and share your data you need to click 'open' to complete the following consents:

- Discover Terms & Conditions
- Discover Data Privacy
- Discover Product Research, Development and Improvement Consent



[†]Connections between Omnipod 5 Controller and Insulet Cloud are via Wi-Fi.

To share the data with the medical team and facilitate follow-up, enter the Clinic Code of the Clinic or Healthcare Team.

Omnipod Discover™

Share data with your clinic

For ongoing care enter the clinic code to share your diabetes data. The clinic code is a unique identifier to assist you in finding your clinic and initiating sharing.

Note: If you don't know the code you can ask your healthcare provider and add this later on in your online Omnipod® account.

Clinic code (No spaces)

Submit

Skip



Omnipod Discover™

Share data with your clinic

For ongoing care enter the clinic code to share your diabetes data. The clinic code is a unique identifier to assist you in finding your clinic and initiating sharing.

Note: If you don't know the code you can ask your healthcare provider and add this later on in your online Omnipod® account.

Clinic code (No spaces)

Submit

Clinic group name:

Primary clinic address:

I agree that Insulet may share my personal data, including my health data, and share such Omnipod® 5 Automated Insulin Delivery System data with this clinic group, as explained to me on the Insulet Privacy Policy. This allows my healthcare provider to view my Omnipod® 5 System data in Omnipod Discover data management platform.

This consent is optional and you can use Omnipod Discover without providing such consent. Not providing this consent will not impact your ability to use the Omnipod 5 System or Discover.

You can revoke data sharing at any time in my online Omnipod® account or by contacting The Omnipod® Customer Care Team.

Skip

Agree and share



OMNIPOD
ACCOUNT
CREATION IS
COMPLETE

Clinic Details:

Terms & Conditions

Omnipod Discover™

You are enrolled in Discover!

You have successfully linked your Omnipod® ID to your Discover account and enabled Omnipod® 5 System data sharing with **[Clinic group]**.

Continue



Onboarding Completed!

Omnipod® 5 onboarding completed. Your next set up steps will be with your trainer.

Note: Your Omnipod® ID is **amelia.walker**.

You will need your login credentials (Omnipod® ID and Password) to be able to successfully login to your Omnipod® 5 Controller.

Click continue to access your online Omnipod® account.

Continue

Account Linking

Diabetes data partner(s)

Below are your options to link your Omnipod® ID with one or more of your diabetes data partners.

Changes to the account linking status can take around 24 hours to be processed by the Controller. Please ensure the Controller is connected to the internet.

Omnipod Discover™

Enrol in Discover

Introducing Omnipod Discover™, a platform that shows your time in range, glucose and insulin data in an easy-to-use dashboard. Get valuable daily and weekly insights plus factors to consider. Share your data with your healthcare provider and their associated clinics to make it easier to manage your treatment plan.

If you decided not to enrol in Omnipod Discover or have not yet received your Clinic code, you can 'Enrol in Discover' at a later date on the Account linking page in your online Omnipod Account.

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Questions and Answers

What should I do if I forget my Omnipod ID or password?

The Omnipod ID can be found in the e-mail you received after registration.

If the Omnipod ID or password can't be found, click on "Forgotten ID or password" and follow the steps.

omnipod

Hello,

You have successfully created your Omnipod® ID

Your Omnipod ID is: *****

The next step is to click the button to sign in to your Omnipod 5 onboarding.

[Sign In](#)

We're here for all your questions.

The Omnipod Customer Care Team is here to help. Just give us a call at [1-800-216-1007](tel:1-800-216-1007) or [+972-888-888888](tel:+972-888-888888) if calling from abroad.

Sincerely,
The Omnipod Customer Care Team

** Your call may be recorded for quality monitoring, and training purposes. Calls to 1-800 numbers are free from fixed-line phones but other national or national numbers may charge for these calls.

Start Omnipod® 5 Onboarding

Sign in or create an Omnipod ID for the person wearing the Pod.

Pod Wearer's Omnipod® ID*

Password*

[Sign In](#)

[Forgot your Omnipod® ID or Password?](#)

Don't have an Omnipod® ID yet?

[Create Omnipod® ID](#)

Create an Omnipod® ID to start Omnipod® 5 onboarding.

If you're a legal guardian setting up for your dependant, you must create an Omnipod® ID for your dependant.

What should I do if I have problems connecting to Omnipod Discover?

If you are experiencing any issues connecting with Omnipod Discover, call 'Customer care'.

What should I do if I haven't received the e-mail?

Check that the e-mail isn't in your spam or junk folders.

Check there is no typo in the e-mail address.

For assistance with account registration please contact Omnipod Customer Care^o:

Kuwait



+965-2461-0486



+965-180-2722



Omnipod-KW@insulet.com



Patient Notes:

Omnipod® ID:

Password:

Clinic Code:

The Omnipod 5 Automated Insulin Delivery System is a single hormone insulin delivery system intended to deliver U-100 insulin subcutaneously for the management of type 1 diabetes in persons aged 2 and older requiring insulin. The Omnipod 5 System is intended for single patient use. The Omnipod 5 System is indicated for use with NovoLog®/NovoRapid®, Humalog®, Trurapi®/Truvelog®/Insulin aspart Sanofi®, Kirsty®, and Admelog/Insulin lispro Sanofi U-100 insulin. Automated mode requires compatible sensor. Compatible sensors are sold and prescribed separately. Sensor availability may vary per country or region.

Refer to the Omnipod® 5 Automated Insulin Delivery System User Guide and www.omnipod.com/safety for complete safety information including indications, contraindications, warnings, cautions, and instructions.

Refer to the Omnipod Discover Data Management System User Guide for complete safety information including

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