

# 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 ID 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<sup>†</sup> 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.<sup>†</sup>

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.

<sup>†</sup>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](http://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](http://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® to more regions in the future. Please select the region you live in below.

United Kingdom  
Next Continue



## 18+ YEARS

**Create your Omnipod® ID**

Please enter your details to create your Omnipod® ID.

I am an adult (18+ years) who will be using Omnipod® to manage my blood glucose levels.

I am a legal guardian for a dependant who uses Omnipod®.

**Adult Omnipod® Customer Personal Data**

Please enter the details of the Omnipod® Customer who will be using Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5.

First Name: [Redacted]  
Last Name: [Redacted]  
Date of Birth: [Redacted]  
Gender: [Redacted]  
Email Address: [Redacted]  
Phone Number: [Redacted]  
Address: [Redacted]  
City: [Redacted]  
State/Province: [Redacted]  
Country: [Redacted]  
Postcode: [Redacted]  
I have read and agreed to the [Adult Omnipod® Customer Terms & Conditions](#)

**Information**

This site is for medical professionals and the general public. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5.

Next  Already have an Omnipod® ID? Sign In

## UNDER 18 YEARS

**Create your Omnipod® ID**

Please enter the details of the Omnipod® Customer who will be using Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5.

I am an adult (18+ years) who will be using Omnipod® to manage my blood glucose levels.

I am a legal guardian for a dependant who uses Omnipod®.

**Legal Guardian Personal Data**

Please enter the details of the Omnipod® Customer who will be using Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5.

First Name: [Redacted]  
Last Name: [Redacted]  
Relationship to Customer: [Redacted]  
Email Address: [Redacted]  
Phone Number: [Redacted]  
Address: [Redacted]  
City: [Redacted]  
State/Province: [Redacted]  
Country: [Redacted]  
Postcode: [Redacted]  
I have read and agreed to the [Legal Guardian Terms & Conditions](#)

**Information**

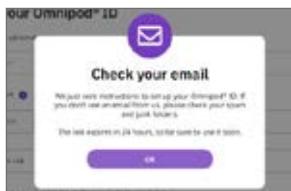
This site is for medical professionals and the general public. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5. Omnipod® is a medical device, which may receive medical device classification depending on the use. Omnipod® is a legal guardian for a dependant who uses Omnipod® to manage their blood glucose levels. This will be the primary Omnipod® Customer for your Omnipod® 5.

Next  Already have an Omnipod® ID? Sign In

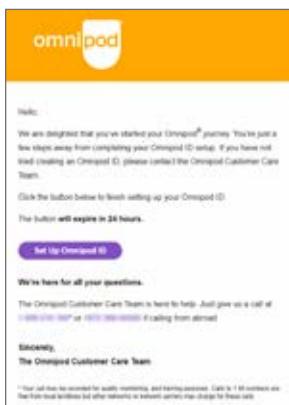


**Note:** Make sure the e-mail address provided is correct. If there are errors or typos in the email address used you will not be able to complete Omnipod 5 Onboarding.

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



An e-mail will be sent to the patient or their legal guardian to complete registration. The registration link is valid for 24 hours. We would suggest checking your spam folder if this e-mail does not reach your inbox.



Click on the link in the e-mail.



First name:   
Last name:   
Phone number:   
Date of birth:



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

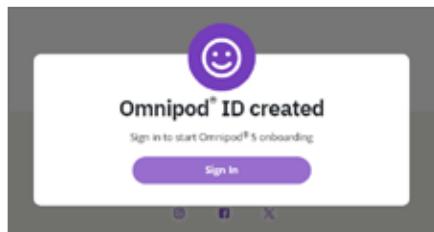


### Select your method of two-factor authentication:

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



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 Omnipode 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.

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.



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

Enter verification code

**Resend Verification Code**

**Verify**

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 accept the terms you have read and agree to Insulet Corporation 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 setup, we ask that you provide us with the following pages with information on the processing of your personal data and ask for you to respond to our questions. If you have any further processing, we refer to our Privacy Policy for further information.

You can change your choices at any time in your online Omnipod® account or by contacting the Omnipod® Customer Care Team at 1-800-954-5747 or +1-712-384-3512 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 relevant 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 authorized to me in the Insulet Privacy Policy, for the purpose of the manufacture and use of the Omnipod® 5 Automated Insulin Delivery System, including verification and authentication of my Omnipod® ID and activation of the Omnipod® 5 System, the provision of product support and maintenance of the Omnipod® 5 System.

Please contact the Omnipod® Customer Care Team if you have any questions at 1-800-954-5747 or +1-712-384-3512 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 relevant carriers may charge for these calls.

**Agree**



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.

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, as authorized to me in the Insulet Privacy Policy, for the purpose of the manufacture and use of the Omnipod® 5 Automated Insulin Delivery System and related products and services, and to help support development of new products and services. I also agree that my data, as set forth in the Omnipod® Privacy Policy, I understand that this may also include combining my data with other data Insulet holds on me, such as my Insulet account information, and my services, 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 this consent. Your data will not be used for 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 step to opt-in to optionally provide additional personal data.

**Agree and Continue**  
**Skip and Continue**



**Omnipod® 5 Consents**  
**Customer Health Data**

Gender  
 Female  
 Male  
 Other

Are you currently using Omnipod®?  
 Yes  
 No

What type of diabetes therapy were you using before you chose to get an Omnipod®?  
 Insulin  
 Oral  
 Both

What type of glucose sensor were you using before using Omnipod®?  
 System 1  
 Select  
 Both

What type of diabetes do you have?  
 Select  
 Type 1  
 Type 2

How long have you had diabetes?  
 Select  
 1-5 years  
 6-10 years  
 11-20 years  
 21+ years

What was your last A1c result?  
 Select  
 5.7% or less  
 5.7% to 6.4%  
 6.5% or more

**Agree and Continue**  
**Skip and Continue**



# 4 - Omnipod Discover and Account Linking

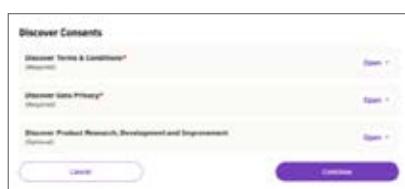
Omnipod Discover is a diabetes data management system with a simple user interface designed specifically for people with diabetes. Omnipod 5 users can track glucose and insulin delivery patterns to highlight key trends. Omnipod Discover allows users to share data with their Healthcare Professional from 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.<sup>†</sup>

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.<sup>‡</sup>



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



<sup>†</sup>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™**

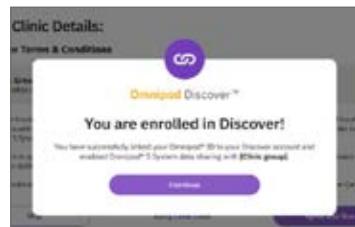
**Share data with your clinic**

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, just add this later in your 'Sharing Details' account.

Clinic code (optional):  **Submit**

**Help**



**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, just add this later in your 'Sharing Details' account.

Clinic code (optional):  **Submit**

**Help**

**Clinic group name:**  
Primary clinic address:

Agree that Omnipod may share my personal data, including health data, and share my OmniPod® 5 Authorized Health Systems data with this clinic group, as indicated to me in the Omnipod Privacy Policy. This allows my healthcare provider to view my OmniPod® 5 System data on Omnipod Discover data management platform.

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

We can enable data sharing at any time in my online Omnipod account or by contacting the Omnipod Customer Care Team.

**Help** **Agree and share**

**OMNIPOD  
ACCOUNT  
CREATION IS  
COMPLETE**

**Onboarding Completed!**

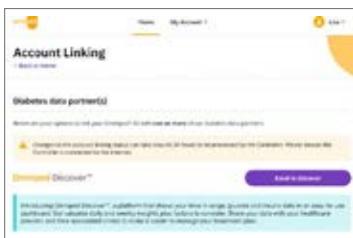
OmniPod® 5 onboarding completed. Your new set up steps will be with your trainer.

Note: Your OmniPod® ID is **americandreamer**.

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

Click continue to access your online Omnipod account.

**Continue**



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.

# 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.*

## 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<sup>®</sup>:**

### United Arab Emirates

 800-0320-057

 +971-600-521-670

 Omnipod-AE@insulet.com



## Paitent 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®, Truvelog®/Insulin aspart Sanofi®, Kirsty®, and Admelog/Insulin lispro Sanofi U-100 insulin.

Refer to the Omnipod® 5 Automated Insulin Delivery System User Guide and [www.omnipod.com/safety](http://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 indications, contraindications, warnings, cautions, and instructions.

©2025 Insulet Corporation. Omnipod, the Omnipod logo, Omnipod Discover and SmartAdjust, are trademarks or registered trademarks of Insulet Corporation. All rights reserved. Dexcom, Dexcom G6, and Dexcom G7 are registered or unregistered trademarks of Dexcom, Inc. in the United States and/or other countries and are used with permission. The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott and used with permission. The Bluetooth® word marks and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Insulet Corporation is under license. All other trademarks are the property of their respective owners. The use of third party trademarks does not constitute an endorsement or imply a relationship or other affiliation.

INS-OHS-10-2025-00337 v1.0