

Omnipod Discover™






Omnipod Discover




Provider and Admin Guide






Australia

 OmnipodAUS@insulet.com
 1800 954 074
 +61 272 084352




België / Belgique / Belgien

 Omnipod-BE@insulet.com
 0800 17 682
 +32 289 62 983




Canada

 Omnipod-CAN@insulet.com
 1-855-763-4636
 +1 513-562-6446




Danmark

 Omnipod-DK@insulet.com
 80 25 36 09
 +45 32726061




Deutschland

 Omnipod-DE@insulet.com
 0800 182 1629
 +49 8995 467389


Ellada / Ελλάδα

 Omnipod-GR@insulet.com
 +30 217 000 9999
 +30 217 000 9999




España

 Omnipod-ES@insulet.com
 900 989 075
 +34 913 186 807




France

 Omnipod-FR@insulet.com
 0800 91 84 42
 +33 1 85 65 37 47




Hrvatska

 Omnipod-HR@insulet.com
 0800 900 889
 +385 91 2358040




Ísland

 Omnipod-IS@insulet.com
 +354 580 3900
 +354 580 3900

Israel / إسرائيل / ישראל




 Omnipod-IL@insulet.com
 1 809 216 160
 +972 369 00300

Italia

 Omnipod-IT@insulet.com
 800 798 659
 +39 068 346 4390


Kingdom of Saudi Arabia /


المملكة العربية السعودية

 Omnipod-SA@insulet.com
 800 811 0504
 +966 558491266

Kuwait / الكويت


 Omnipod-KW@insulet.com


 +965 24610486

 +965 180 2722

**Lëtzebuerg / Luxembourg /
Luxembourg**


 Omnipod-LU@insulet.com

 800 24 368

 +352 278 71306


Nederland


 Omnipod-NL@insulet.com

 0800 0229512

 +31 20 798 9337

Norge / Noreg


 Omnipod-NO@insulet.com

 800 22 612

 +47 219 50 639


Österreich


 Omnipod-AT@insulet.com


 0800 281 248

 +43 72 088 3504


Qatar / قطر


 Omnipod-QA@insulet.com


 800 0704

 +974 44691122

Schweiz / Suisse / Svizzera


 Omnipod-CH@insulet.com


 0800 897 618

 +41 44 585 9019

Suomi / Finland


 Omnipod-FIN@insulet.com


 0800 91 2942

 +358 985 653 300

Sverige


 Omnipod-SE@insulet.com


 020 033 6809

 +46 853520886

Türkiye

 Omnipod-TR@insulet.com


 850 480 5300

 +90 216 573 4848

United Arab Emirates /

دولة الامارات العربية المتحدة


 Omnipod-AE@insulet.com

 800-0320-057

 +971-600-521-670

United Kingdom

 Omnipod-GB@insulet.com

 0800 011 6132

 +44 20 3887 1709

Contents

Getting Started with Omnipod Discover	5
Intended Purpose	5
Indications for Use	5
Important Safety Information	5
Clinical Benefits	6
Accessing Omnipod Discover through Omnipod HCP Account	6
Standard Staff and Admin Staff Permissions	7
Understanding Admin Staff Enrolment Options	7
Enrol in Omnipod Discover	7
Managing Staff	8
Change Permissions	8
Invite Staff	8
Reinvite Staff	9
Approve Staff	9
Managing Patients	10
How Patient Information is Shared with Your Clinic	10
Invite Patients	10
Uploading Data	10
About Patient Reports	10
Viewing, Printing and Downloading Reports	11
Summary	12
Daily Report	14
Settings	16
Glossary	17
What Do the Terms on Reports Mean?	17
Omnipod Discover Label Symbols Glossary	20
Troubleshooting	21
Frequently Asked Questions	21
Contact Omnipod Customer Care	21
Terms of Use	21
User Interface	21
Medical Device Regulation	22
EU Authorised Representative details	22
Device Complaints	22
About Omnipod Discover	22

Getting Started with Omnipod Discover

Omnipod Discover gives you, the healthcare providers (HCPs) and other clinic staff, the ability to view, print and download reports about your Omnipod® 5 Automated Insulin Delivery System patients' glucose, insulin delivery data and system settings. To get started with Omnipod Discover, a clinic staff member can respond to an email invitation.

Omnipod Discover includes one web application for use by the person with diabetes and another web application for the clinic staff. With Omnipod Discover, the person with diabetes can view weekly data summaries, pattern insights and/or download the report viewable by their healthcare provider.

Periodic maintenance, which requires a period of downtime, may be required for Omnipod Discover. Users will receive notification when periodic maintenance is planned.

Intended Purpose

Omnipod Discover is a retrospective data analytics and reporting system intended for the Omnipod 5 System users or their caregivers and their healthcare providers for the analysis of glucose and insulin delivery data in home and healthcare settings. It is intended as supplemental data for the users to support diabetes management and aid healthcare providers in patient care.

Indications for Use

Omnipod Discover is not intended for people with diabetes in acute care settings or for real-time patient monitoring. The Omnipod Discover software platform is not intended to replace the primary real-time display of the sensor or insulin delivery data on the device, nor does it control any functions of the Omnipod system.

Any medical treatment decision or adjustments should not be made based on this software platform; a qualified healthcare professional needs to be consulted to make such decisions.

Important Safety Information

Caution: Omnipod Discover does not display data in real-time and may not include relevant insulin and glucose information needed for real-time treatment decisions. Refer to the Omnipod 5 App when making treatment decisions.

Caution: Healthcare providers should use information in the software in conjunction with other clinical information available to them.

Clinical Benefits

Omnipod Discover analyses glucose and insulin delivery data for review by patients and healthcare providers to support diabetes management. The clinical benefits include helping users to better understand what is going on with their diabetes, to feel more in control of their diabetes and/or to stick with their diabetes care.

Accessing Omnipod Discover through Omnipod HCP Account

After you have enrolled in Omnipod Discover, then you will see “Go to Discover” when you log in to your Omnipod HCP Account.

System requirements

You access Omnipod Discover through the Internet using Google Chrome version 95 or later.

For security reasons, please do not use an end-of-life browser, as it no longer receives security updates and may expose your data to potential threats.

Password requirements

- At least 8 characters
- An uppercase letter
- No parts of your username
- A lowercase letter
- A number
- Your password cannot be any of your last 4 passwords.

Register the First Omnipod Discover Clinic Admin

A clinic needs an Omnipod Discover Admin Staff member before their healthcare providers can use Omnipod Discover.

To register to become your clinic’s first Omnipod Discover Admin Staff member, contact your Omnipod field representative to request to be the first Admin Staff member and then follow the instructions from the email you receive.

All staff who wish to use Omnipod Discover must have an Omnipod HCP Account.

Standard Staff and Admin Staff Permissions

Each Omnipod Discover clinic user is given access through permissions. You can have the standard staff permissions or the admin staff permissions. The following table shows what each lets you do.

Permission	Standard Staff	Admin Staff
View/Print/Download Patient Reports	YES	YES
View Patient Directory	YES	YES
View Approved Staff Directory	NO	YES
Approve or Deny Pending Staff	NO	YES
Invite Patients	YES	YES
Invite Standard Staff	NO	YES
Change Staff Permissions	NO	YES
Remove Staff Access	NO	YES

Understanding Admin Staff Enrolment Options

If you have been invited as an Admin Staff member from an Insulet Field team member, then you will have the Admin Staff permissions.

Adding more Admin Staff

As an Admin Staff member, you can change a Standard Staff member's role to an Admin Staff role.

Omnipod HCP Account Required

Both Standard Staff and Admin Staff must have an Omnipod HCP Account in order to access Omnipod Discover.

You may be invited via email to create an Omnipod HCP Account.

Enrol in Omnipod Discover

Follow the instructions in the email you receive to enrol in HCP Account and Omnipod Discover.

Managing Staff

Change Permissions

As an Admin Staff member, you can change permissions of other staff members to Admin Staff or to Standard Staff as follows:

1. Log in to Omnipod Discover with your Admin Staff account.
2. From the Staff directory, click the **Permissions** drop-down for the staff member whose permissions you want to change.
3. Select **Admin** or **Standard**.
4. Click **Change** to confirm.

Enrol or Change Your Omnipod Discover Clinic Admin

Enrol or change your clinic admin as follows:

- Contact Omnipod Product Support or contact your clinic's Omnipod field representative to register as your Omnipod Discover clinic admin or to change your clinic admin. Then see "Register the First Omnipod Discover Clinic Admin" on page 6.

Invite Staff

You can invite a clinic staff member to join as an Omnipod Discover standard staff member as follows:

1. From Omnipod Discover, select **Staff** under Directory.
2. Click **Invite Staff**.
3. Enter the following for the staff member you want to invite:
 - First Name
 - Surname
 - Professional Email Address
4. Click **Invite**.

The staff member is added to the directory.

Reinvite Staff

If a staff member's invitation has not yet expired (invitations expire after 14 days), you can reinvite as follows:

1. From the Omnipod Discover Staff Directory, click **Reinvite** in the Status column beside the staff member you want to reinvite.
2. Review to make sure the information is correct.
3. Select **Reinvite**.

Note: The "Reinvite" button is only available for invitations that have not expired.

Tip: You can also click **Remove Invitation** and then confirm if you no longer want that person to join the clinic.

Approve Staff

As an Omnipod Discover clinic admin, you can add a staff member to the approved staff directory as follows:

1. Go to global.discover.omnipod.com/hcp
Then, sign in using your Omnipod Discover clinic admin account email address and password.

You will see the enrolled Patient list.

2. From the Pending Staff directory, select the staff member(s) you want, then click **Approve**.

Note: If an unknown provider is on the pending list, you may click **Deny**. If you try to invite a staff member who was previously denied, you will be notified of that.

Managing Patients

How Patient Information is Shared with Your Clinic

Omnipod 5 users (patients) may give a clinic access to their Omnipod Discover data through onboarding or their online Omnipod Account. After the patient grants permission to share data with the clinic, the clinic will be able to view the patient's glucose and insulin data.

Invite Patients

You can give patients your Clinic Code so they can share data with you. Send the Clinic Code to as many as 10 patient email addresses at one time as follows:

1. From Omnipod Discover, select **Invite Patient**.
2. Enter the required information for the patient you want to invite. Be sure the information is correct.
3. Select **Send**.

Uploading Data

The Omnipod 5 System automatically sends data to Omnipod Discover via Wi-Fi or the embedded SIM card. There is no option to manually upload data from the Omnipod 5 System.

About Patient Reports

With Omnipod Discover reports, you get a detailed view of how your patient is doing and where they may need additional support.

Note: When viewing graphs on your report, look closely at the bolus bars so you can see where multiple boluses are close in time. Seeing bolus instances without a corresponding value attached means that, to improve readability in areas where numbers would be too close so as to overlap, the system removed the numbers where the bolus overlaps.

The report includes the following pages: Summary, Daily Report and Settings.

Viewing, Printing and Downloading Reports

1. Under Directory, in the menu on the left, click **Patients**.
2. Select the patient whose report you want to view.
3. Click the **Select Report Length** dropdown to show the date range options, and select the date range that you want (7, 14, 30, 60 or 90 days).

Omnipod Discover will display date range options if valid data is available during those date ranges. For example, if there are 14 days of Omnipod data, the Select Report Length options will offer 7-day or 14-day reports, but not 30 days or greater.

Note: If there is not enough data available to generate a specific report, you won't be able to select that date range. With less than 7 days' worth of data, you will see only a <7 date range option and when viewing reports, certain glucose metrics will not be calculated.

4. Do one of the following:
 - Click **View Report** to view the report as a PDF.
 - Click **Print Report** if you want to both print the report through your print options window and then view the report as a PDF.
 - Click **Download Report** to download the report to your computer.

Note: The report file is downloaded to the public download folder for your browser with the same report generation date, patient last name, patient first initial and year of birth as the filename. If you have concerns about possible loss of confidentiality within that folder, move the report out of that folder.

Both **View Report** and **Print Report** options show you the report in PDF format in a new browser tab.

Signing Out

- Click your name to show the dropdown, then click **Sign Out**.

Summary

The Summary section includes both glucose and insulin statistical data, integrated and visualised for your review.

Time in Ranges

Duration for each range in both percentage and minutes/hours.

Glucose Metrics & Device Use

Average Glucose

Glucose Management Indicator (GMI)

Glucose Variability (Coefficient of variation)

Standard Deviation (SD)

System Mode Details: % time spent in Automated Mode, Automated Mode: Limited, user-initiated Activity feature and Manual Mode.

Active Pod Wear Time (%)

Average Pod Wear Time (days/hours)

Connected Sensor Time (%)

Ambulatory Glucose Profile (AGP)

Visualisation of hourly glucose variability across the reporting period.

Boluses

See the average number of boluses per day delivered by the user in 6-hour blocks of time:

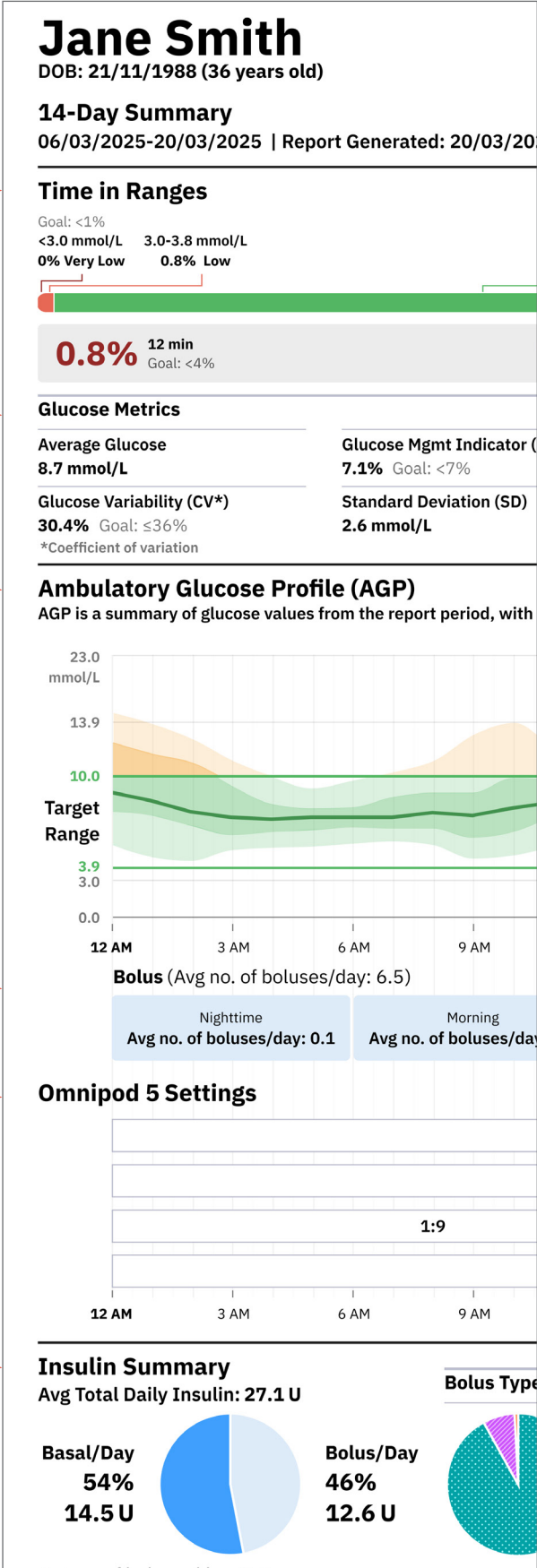
- **Nighttime** Midnight–05:59 (Midnight–5:59 am)
- **Morning** 06:00–11:59 (6:00 am–11:59 am)
- **Afternoon** Noon–17:59 (Noon–5:59 pm)
- **Evening** 18:00–23:59 (6:00 pm–11:59 pm)

Omnipod 5 Settings

Latest adjustable settings data available from the Omnipod 5 System (Target Glucose, Correct Above, Correction Factor and Insulin-to-Carb (IC) Ratio) on the same timeline alongside glucose and insulin usage data.

Insulin Summary

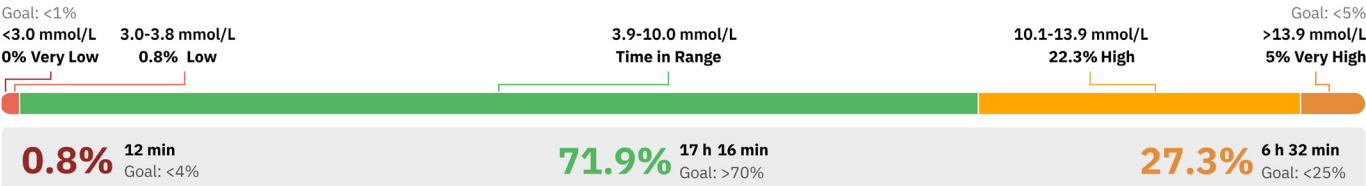
- Average Total Daily Insulin
- Average Daily Basal and Bolus Insulin Usage
- Bolus type, frequency and amounts
- Diet: Avg carbs/day, Avg # of carb entries/day



For illustrative purposes only.

14-Day Summary
06/03/2025-20/03/2025 | Report Generated: 20/03/2025

Time in Ranges



Glucose Metrics

Average Glucose 8.7 mmol/L	Glucose Mgmt Indicator (GMI) 7.1% Goal: <7%
Glucose Variability (CV*) 30.4% Goal: ≤36%	Standard Deviation (SD) 2.6 mmol/L

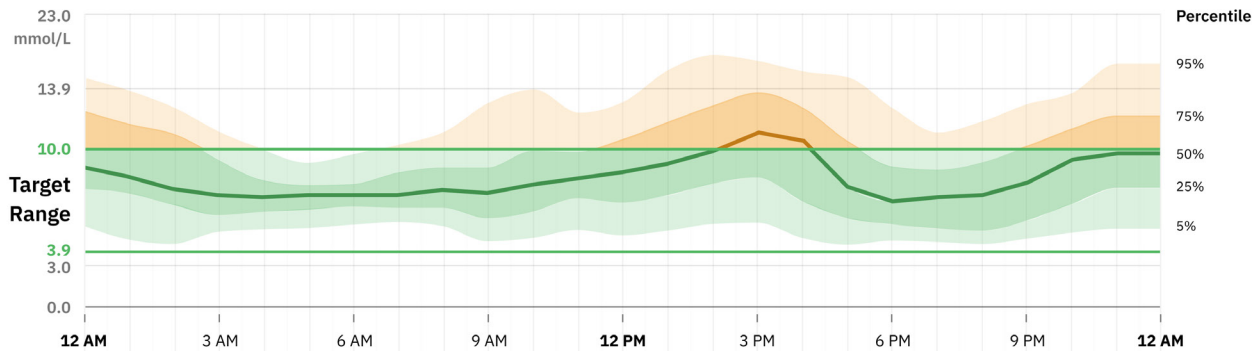
*Coefficient of variation

Device Use | Omnipod 5 & Dexcom G7

96% Automated Mode	Active Pod Wear Time 99%
Activity 3%	Avg Pod Wear Time 2.4 Days (58 hrs)
Limited 1%	Connected Sensor Time 99%
4% Manual Mode	

Ambulatory Glucose Profile (AGP)

AGP is a summary of glucose values from the report period, with median (50%) and other percentiles shown as if they occurred in a single day.

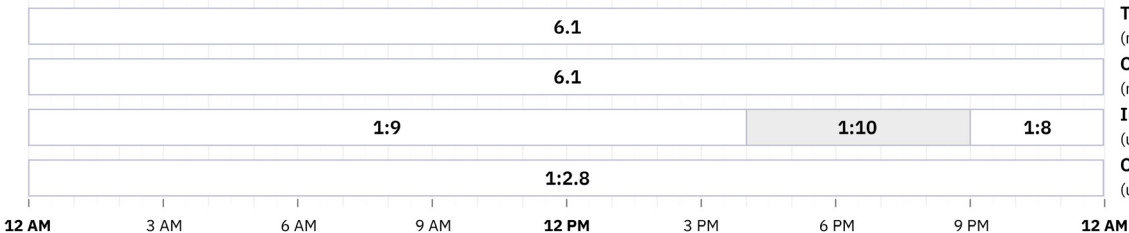


Bolus (Avg no. of boluses/day: 6.5)

Nighttime Avg no. of boluses/day: 0.1	Morning Avg no. of boluses/day: 1.9	Afternoon Avg no. of boluses/day: 2.3	Evening Avg no. of boluses/day: 2.2
--	--	--	--

Omnipod 5 Settings

Duration of Insulin Action 3 hrs



Target Glucose
(mmol/L)

Correct Above
(mmol/L)

Insulin to Carb Ratio
(unit:grams)

Correction Factor
(unit:mmol/L)

Insulin Summary

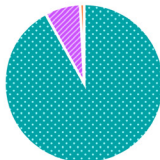
Avg Total Daily Insulin: 27.1 U

Basal/Day
54%
14.5 U



Bolus/Day
46%
12.6 U

Bolus Type



Meal (may include correction)	92.1%	11.6 U
Correction Only	7.1%	0.9 U
Manual	0.8%	0.1 U

Diet

Avg carbs/day
107g

Avg no. of carb entries/day
5.4

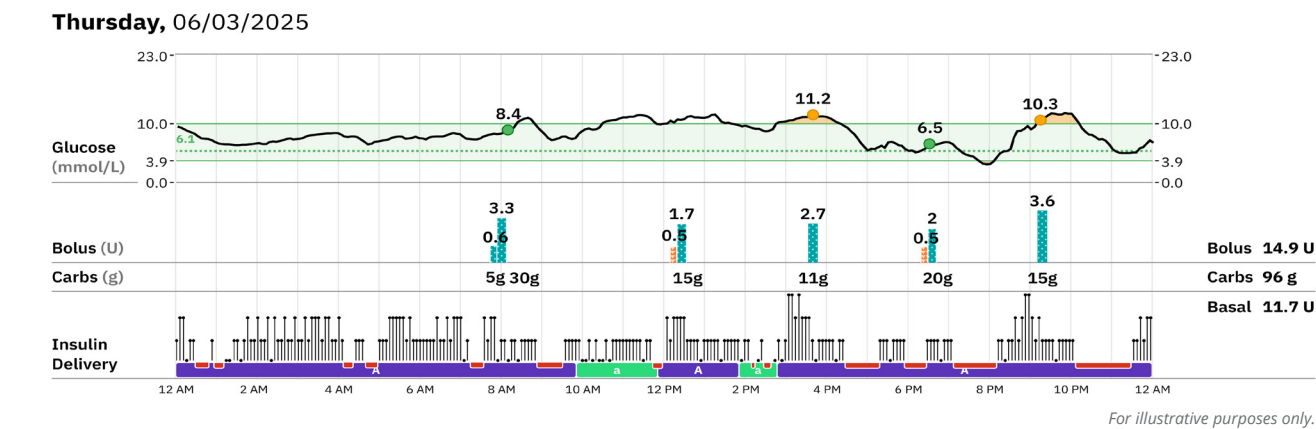
Avg no. of boluses/day: 6.5

User override: 4% of total boluses (4 boluses over 14 days)

For illustrative purposes only.

Daily Report

The Daily Report shows you daily glucose trends, insulin delivery data, carbohydrate intake and the Omnipod 5 System mode details.



Glucose: 24-hour tracing shows you glucose values and gaps (if any) in sensor data. A gap or break shown within the otherwise continuous glucose line means that sensor data wasn't available, for example, during a Pod change or Automated Mode: Limited state or due to time zone changes.

Bolus: Details and timing of user-initiated boluses for meals and to bring down high glucose.

Carbs: Details and timing of carbohydrates entered into the Omnipod 5 App.

Insulin Delivery: Shows the microboluses delivered every 5 minutes by the Pod during Automated Mode.

Modes in Omnipod 5 System

Automated Mode A	An insulin delivery method that uses insulin delivery history, sensor glucose value and trend to automatically increase, decrease and pause delivery of insulin based on current and predicted glucose values using a customisable glucose target.	
	Automated: Limited L	Automated insulin delivery used when sensor glucose values are not available. Insulin delivery is based on settings and recent insulin delivery.
	Activity Feature a	A user-selected feature in Automated Mode for times when less insulin may be needed, such as exercise. When enabled, insulin delivery is reduced, and the Target Glucose is set to 8.3 mmol/L (150 mg/dL).
Manual Mode M	Insulin delivery method that delivers insulin amounts according to the basal rates in the Basal Programme.	

Additional Basal Indicators

- Max Delivery reached (Automated Mode only)
- Insulin Paused
- Temp Basal (Manual Mode only)

Pod Changes

- Started new Pod

For additional information about the Omnipod 5 System Modes, please refer to the Omnipod 5 Instructions for Use.

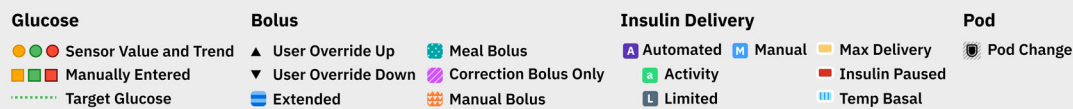
DOB: 21/11/1988 (36 years old)

14-Day Daily Report

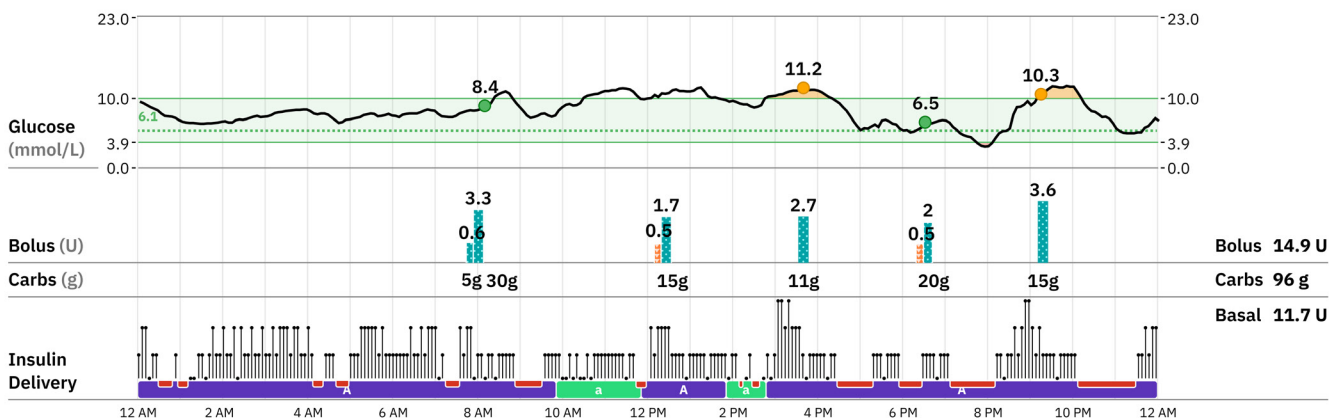
06/03/2025-20/03/2025 | Report Generated: 20/03/2025

Omnipod Discover™

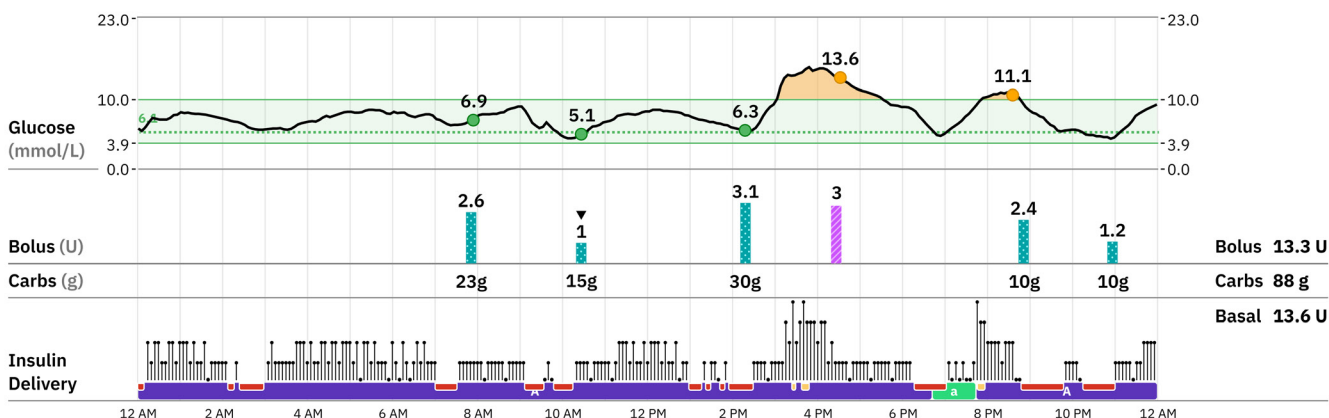
Legend



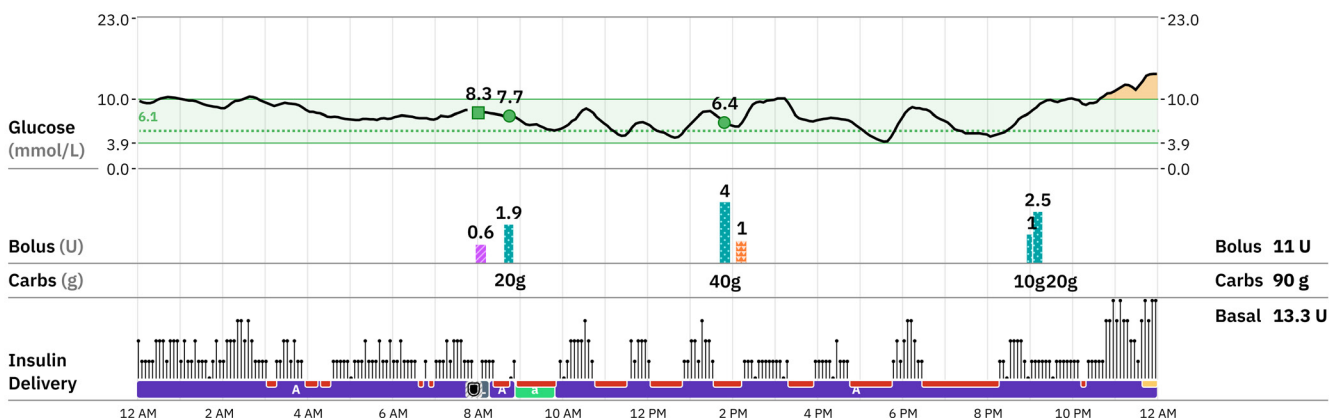
Thursday, 06/03/2025



Friday, 07/03/2025



Saturday, 08/03/2025



For illustrative purposes only.

Settings

The Settings page shows the current Basal and Bolus settings in the Omnipod 5 App.

Jane Smith

DOB: 21/11/1988 (36 years old)

Omnipod Discover™

Omnipod 5 Settings

SN: 01040802-000015341 | Report Generated: 20/03/2025 | This page reflects the most recent pump settings

Basal Settings

Changing Basal Programmes only impacts Manual Mode basal delivery.

Max Basal Rate 3 U/hr			
Basal Programmes			
	Start Time	End Time	Basal Rate
Basal 1 (Active)	12:00 AM	7:00 PM	0.6 U/hr
	7:00 PM	12:00 AM	0.85 U/hr
	Total Basal 15.65 U/day		
Temporary Basal Enabled ON			

Bolus Settings

When using Automated Mode, the main adjustable setting that directly impacts automated insulin delivery is Target Glucose. The SmartBolus Calculator settings below impact suggested bolus doses in both Automated and Manual Mode.

	Start Time	End Time	Target Glucose	Correct Above
Target Glucose & Correct Above	12:00 AM	12:00 AM	6.1 mmol/L	6.1 mmol/L
	Start Time	End Time	1 U of Insulin Covers	
Insulin to Carb (IC) Ratio	12:00 AM	4:00 PM	9 g of carbs	
	4:00 PM	9:00 PM	10 g of carbs	
	9:00 PM	12:00 AM	8 g of carbs	
	Start Time	End Time	1 U of Insulin Lowers Glucose By	
Correction Factor	12:00 AM	12:00 AM	2.8 mmol/L	
Duration of Insulin Action	3 hours			
Max Bolus	8 U			
Extended Bolus	ON			
Min Glucose for Calculation	3.9 mmol/L			
Reverse Correction	OFF			

For illustrative purposes only.

Glossary


















What Do the Terms on Reports Mean?

Term	Description
Active Pod Wear Time (%)	% of time the Pod was activated during the report period.
Activity feature	A user-initiated feature in Automated Mode for times when less insulin is needed, such as exercise. When enabled, insulin delivery is reduced, and Target Glucose is set to 8.3 mmol/L (150 mg/dL).
Afternoon	Noon–17:59 (Noon–5:59 pm)
Ambulatory Glucose Profile (AGP)	Visualisation of hourly glucose variability across the reporting period.
Automated Mode	An insulin delivery method that uses insulin delivery history, sensor glucose value and trend to automatically increase, decrease and pause delivery of insulin based on current and predicted glucose values using a customisable glucose target.
Automated Mode: Limited	Automated insulin delivery used when sensor glucose values are not available. Insulin delivery is based on settings and recent insulin delivery.
Average Glucose	Average of all glucose measurements.
Avg Pod Wear Time days/ hours	Average number of days/hours each Pod is worn.
Average Total Daily Insulin	Past insulin history that, along with Target Glucose, informs Automated Mode insulin delivery.
Basal to Bolus (%)	How much of total daily insulin goes to basal insulin delivery and how much goes to user-initiated boluses.
Bolus	A dose of insulin delivered for meals with carbohydrates and/or to correct a high glucose.
Bolus Settings	Used to calculate a user-initiated bolus in the bolus calculator.
Carbs (carbohydrates)	Sugars and starches that are consumed and that the body breaks down into glucose.
Connected Sensor Time	% of time sensor is connected to the Omnipod 5 Pod.

Term	Description
Correct Above	User setting, where glucose above this lets the bolus calculator calculate a correction bolus.
Correction Bolus	Dose of user-initiated insulin delivered to lower glucose when it is above the target.
Correction Factor	Setting used to indicate how much one unit of insulin will lower blood glucose.
Days in Range	The number of days in a week that time in range was at least 70%.
Duration of Insulin Action	Setting that represents the length of time that insulin stays active in the body. The bolus calculator uses this value to determine Insulin on Board (IOB).
Evening	18:00–23:59 (6:00 pm–11:59 pm)
Extended Bolus	Setting (ON or OFF) that provides the ability, only during Manual Mode, to give a portion of the bolus at the beginning of the meal with the remainder of the bolus dripped over a chosen period of time.
Glucose Management Indicator (GMI)	Provides an estimated A1C level, based on the average glucose level from sensor readings for 14 or more days of data.
Glucose Variability (Coefficient of variation)	The measurement of fluctuations of glucose over time.
Insulin Paused	Insulin delivery stopped.
Insulin-to-Carb (IC) Ratio	How many carbs covered by one unit of insulin.
Manual Bolus	A bolus amount chosen by the user (not calculated by the bolus calculator).
Manual Mode	Insulin delivery method that delivers insulin amounts according to the basal rates in the Basal Programme.
Max Basal Rate	Defines an upper limit for any basal rate used in Basal Programmes and temp basals only during Manual Mode.
Max Bolus	Defines the upper limit for a user-initiated bolus. The bolus calculator prevents the user from entering a bolus over this amount. It also prevents the user from entering a carb amount that will cause the calculated bolus to exceed this amount. The largest allowed value for Maximum Bolus is 30 units.
Meal Bolus	Dose of insulin taken to cover carbohydrates in a meal or snack.
Min Glucose for Calculation	When glucose is below this value, the SmartBolus Calculator is disabled and does not calculate a bolus.
Mode	The Omnipod 5 System Mode (Automated, Manual, Automated: Limited and Activity feature).
Morning	06:00–11:59 (6:00 am–11:59 am)
Nighttime	Midnight–05:59 (Midnight–5:59 am)

Term	Description
Reverse Correction	Setting (ON or OFF) that determines how the bolus calculator handles meal boluses when glucose is below Target Glucose.
Sensor-based glucose monitoring system	System to track glucose throughout the day and night, supplied by a third-party medical device manufacturer. Often called CGM or sensor.
Sensor glucose value	Glucose measured by a sensor. Sensor glucose values include trend, which indicates whether glucose is going up, going down or remaining steady.
Settings	Most recent uploaded adjustable settings programmed into the Omnipod 5 Controller on the same timeline alongside glucose and insulin usage data.
SmartAdjust™ technology	Pod software used to calculate automated insulin delivery as often as every 5 minutes to bring the user's glucose to the customised glucose target, or Target Glucose.
System Mode Details	% time in Automated Mode, Automated Mode: Limited, Automated Mode with Activity feature and Manual Mode.
Target Glucose	The user-customisable glucose target used by both SmartAdjust technology and the Omnipod 5 System SmartBolus Calculator to calculate how much insulin is needed based on both manually entered blood glucose readings and the glucose values from the sensor. Target Glucose can be set from 6.1–8.3 mmol/L (110–150 mg/dL) in 0.55 mmol/L (10 mg/dL) increments and in up to 8 Target Glucose segments per day.
Temp Basal	Temporary basal rate used to handle a change in routine.
Temporary Basal Enabled	Lets the user override the currently running Basal Programme by increasing or decreasing it for a predetermined period of time, available only in Manual Mode.
Time in Mode	Time in one of these modes: Automated, Manual, Automated: Limited and Automated with user-initiated Activity feature.
Time in Range	The percentage of time with glucose in a target range of 3.9–10 mmol/L (70–180 mg/dL). An increase in time in range means less time spent with high and low glucose. A 4% increase or decrease in time in range is about 1 hour.
User Override	When a user changes the bolus amount suggested by the bolus calculator to deliver more or less bolus insulin.

Omnipod Discover Label Symbols Glossary

Symbol	Meaning	Symbol	Meaning
	Date of manufacture		Manufacturer
	Catalogue number		Unique device identifier
	Batch code		Consult instructions for use or consult electronic instructions for use
	Medical device		Authorised representative
	UK Conformity Assessed		Switzerland authorised representative
	Importer		Marking of conformity
	Email address		Local number
	Freephone number		Refer to instruction manual/booklet
	Australian Regulatory Compliance Mark		

Troubleshooting

Frequently Asked Questions

Issue or Error message	What you can do
Can't sign in	Tap Forgot username/password on the "Sign in" screen to reset your password. If you continue to have trouble, contact Customer Care. Wait at least 1 day after enrolment to sign in.
Patient not on list	Follow instructions in this guide to invite the patient. After the patient enrolls in Omnipod Discover, if you still cannot view their data, contact Customer Care.
Missing data	Check the Wi-Fi or mobile connectivity settings on the patient's Controller. If you are still experiencing this issue, contact Customer Care.
Why do I see more than one date range on my report?	If you have fewer days of sensor data than your selected report length, you'll see a banner message at the top of the Summary page explaining that glucose-related metrics are based on the connected sensor duration. The affected sections are: Time in Ranges, Glucose Metrics and Ambulatory Glucose Profile (AGP).

Contact Omnipod Customer Care

If you have a problem using Omnipod Discover, see page 2 to contact Omnipod Customer Care.

Terms of Use

The use of the Omnipod Discover platform, including any reports generated by the system as well as any information contained in this guide, is subject to the Omnipod Discover Terms of Use, including the End User Licence Agreement.

User Interface

User Interface solution	What it is used for
IT Solutions (a non-medical enterprise solution)	Patient and Clinician enrolment.
Product Cloud	To receive patient health data.

Medical Device Regulation

Insulet complies with Medical Device Regulation 2017/745.

EU Authorised Representative details

Contact Person: The Complaints Officer

Address: Insulet Netherlands B.V.
WTC Utrecht • Stadsplateau 7,
Suite 7.06, 3521 AZ Utrecht,
The Netherlands



TEL.: +31 308 990 670

Email: ECRep@insulet.com

Device Complaints

If, during the use of this device or as a result of its use, a serious incident has occurred, please report it to the manufacturer and/or its authorised representative and to your national authority.

Contact details for the manufacturer can be found on page 2 of this document. The contacts of national competent authorities (Vigilance Contact Points) and further information can be found on the following European Commission website:
https://ec.europa.eu/health/md_sector/contact_en

About Omnipod Discover

Version

1.7



Insulet Corporation
100 Nagog Park
Acton, MA 01720 USA
1-800-591-3455
omnipod.com



Insulet Netherlands B.V.
WTC Utrecht • Stadsplateau 7,
Suite 7.06, 3521 AZ Utrecht,
The Netherlands
+31 308 990 670
ECRep@insulet.com



Decomplex AG
Freiburgstrasse 3
CH-3010 Bern
Switzerland
chrep@insulet.com



UK Responsible Person:

Insulet International Ltd.
245 Hammersmith Road,
6th Floor
London, W6 8PW,
United Kingdom
UKRP@insulet.com



Australian Sponsor:

Insulet Australia Pty. Ltd.
Level 16 Tower 2 Darling Park
201 Sussex Street
Sydney, NSW, 2000, Australia
Contact: 1800 954 075 / +61 272 084 353
<https://www.omnipod.com/en-au/about-insulet>

CH-IMPORTER

Insulet Switzerland GmbH
Zugerstrasse 74
6340 Baar, Switzerland
chrep@insulet.com
CH IMPORTEUR /
IMPORTATEUR / IMPORTATORE

Omnipod Discover™



Insulet Corporation
100 Nagog Park
Acton, MA 01720 USA
1-800-591-3455
omnipod.com



omnipod.com/guides

© 2025 Insulet Corporation. Insulet, Omnipod, the Omnipod logo, Omnipod Discover and SmartAdjust are trademarks or registered trademarks of Insulet Corporation. All rights reserved. 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.

Patent: www.insulet.com/patents

PT-002978-AW Rev. 01 10/25