

HOW TO GUIDE

Making the most of Vively

Congratulations on taking another step to optimise your health.

Gaining personalised insights into how your body is responding to how you fuel is a wonderful way to improve your metabolic health - a crucial aspect of health now and your future healthspan.

This short guide will help you get started and make the most of this experience.

For any issues with your CGM device please reach out to contact@vively.com.au



Good to know

- Once ordered, your CGM will arrive at your nominated address, usually within a working week.
- Your subscription with Vively begins from the day you sign up, irrespective of when you apply the sensor.
- To use your CGM, you'll need to download two apps onto your phone.



Freestyle LibreLink app



Libre CGM sensor



Vively: Metabolic Health app

Still have questions? Start here <https://intercom.help/vively/en/>



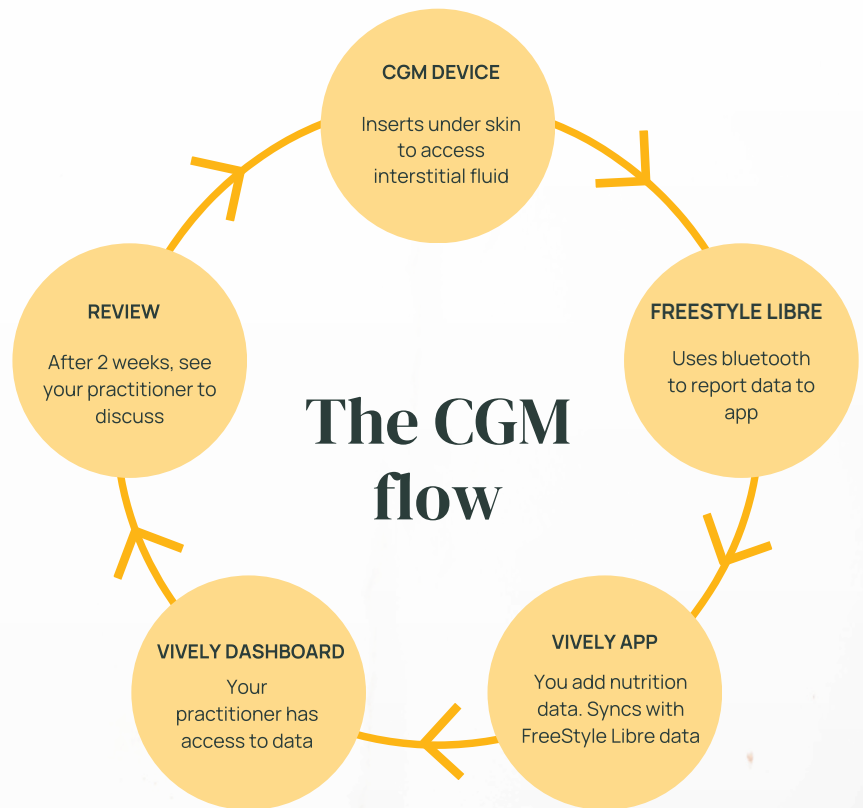
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How it works

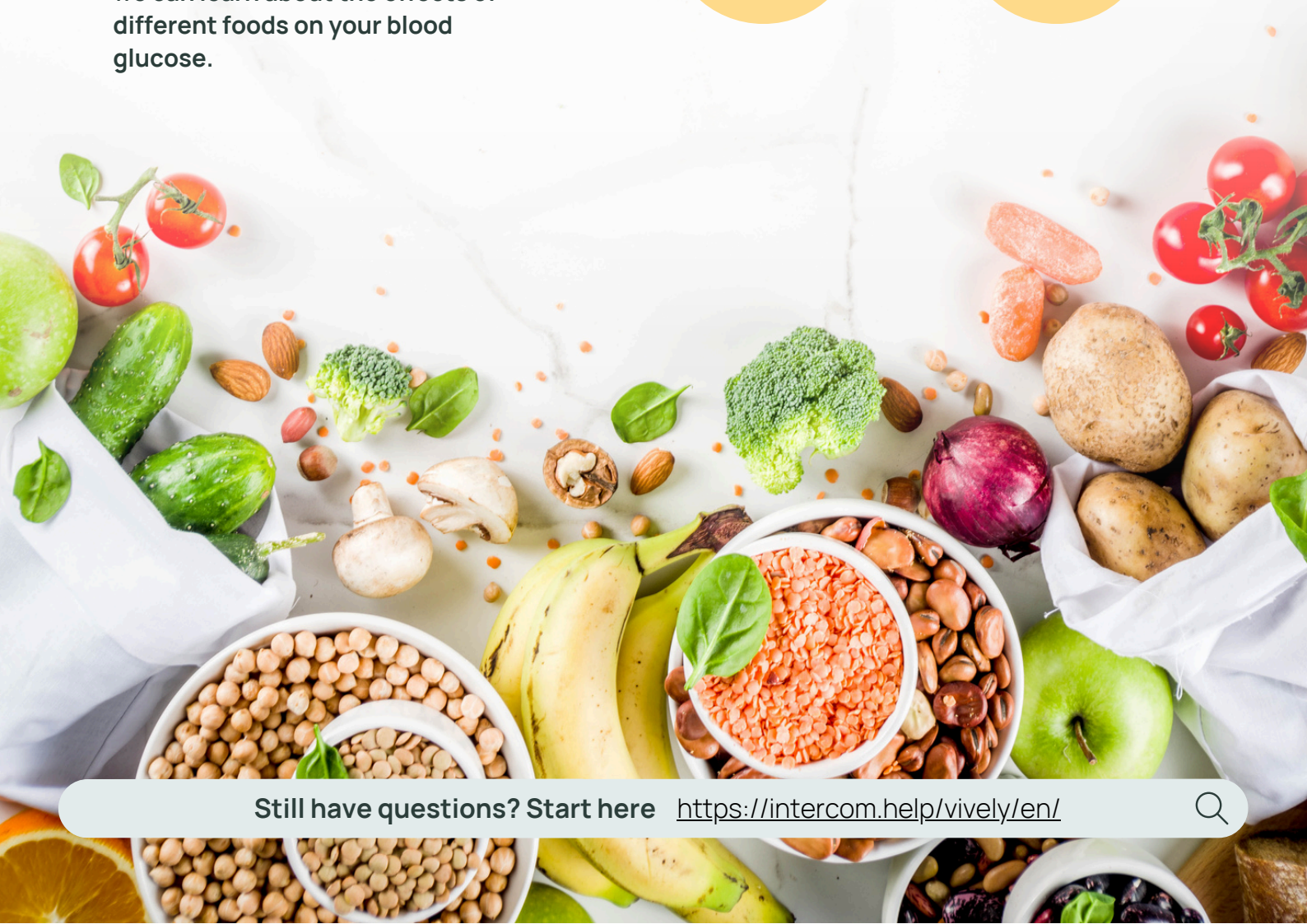
The small Libre sensor is your continuous glucose monitor (CGM) device that sits in the interstitial fluid just under your skin. The glucose data is transmitted to the Freestyle Libre app which, once connected, sends data to the Vively app. Your practitioner will have access to the Vively data.

Think of the FreeStyle Libre app as the biological data collection tool, and the Vively app as the advanced reporting, nutrition and data tracking tool.

Enter all of your meals manually into the Vively app as you go, so we can learn about the effects of different foods on your blood glucose.



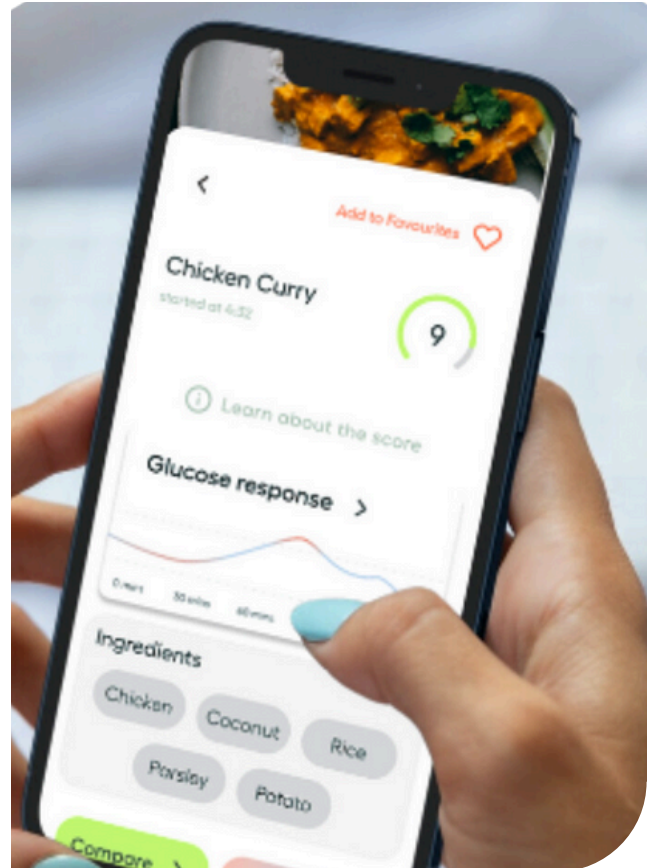
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Setting up your CGM

- 1 Install the FreeStyle Libre app and create an account
- 2 Set up your CGM sensor with your FreeStyle Libre account. [Use the practice ID: 072a51b9791d7c00](#)
- 3 Install the Vively app
- 4 To connect the accounts, go to the Insights tab > Set up my CGM sensor and follow the prompts. You'll need to enter your FreeStyle Libre account details during this process.
- 5 Follow the guidelines in your kit to attach the CGM to your arm.
- 6 Ensure bluetooth is on. Hover your device over the CGM to initiate data transfer. The sensor can take 60 minutes to calibrate after applying, so it will only be ready to use after this period.



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Helpful tips

- ✔ For your CGM to stay connected to your device, keep bluetooth on and your device close to you.
- ✔ Scanning frequency: The FreeStyle Libre sensor holds 8 hours of data. Aim to scan at least every 8 hours, otherwise you'll lose your data.

We recommend scanning when you wake up, before bed, and a few times throughout the day to get an accurate picture of your glucose levels. Make sure your push notifications are on so you don't forget to scan!



- ✔ Sauna use while using a CGM. While in the sauna, the CGM might fail to record readings as the sensor can turn off at a high temp and turn back on when it returns to a normal temperature. If your CGM does work during a sauna, you may see a spike during your session. When you're sweating, it can be easy for the sensor to be bumped off, so take care and wear a patch over the top.
- ✔ If you notice unusually high CGM readings that are out of the ordinary, for example you normally average 4-7mmol/L but suddenly you start getting over 11mmol/L, don't panic! It could be an error with the FreeStyle Libre app – this has happened before.

Email: contact@vively.com.au

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What to do if your CGM data is no longer being sensed by your device

- 1 Ensure you applied the sensor correctly using the instructions and the sensor tip is correctly placed under the skin.
- 2 Ensure you allow the sensor 60 minutes to calibrate after applying your sensor. It won't work before this.
- 3 Your phone may have been too far away to scan properly. Try scanning again.
- 4 Check you're not close to any sources of electromagnetic interference, such as powered audio equipment, speakers, an electrical box etc.
- 5 Check your sensor isn't exposed to extreme temperatures, such as being in a sauna or ice bath. Move away from these sources and try again.
- 6 Make sure you're only using one sensor at a time. If you start a new sensor, you'll no longer be able to scan your old sensor.
- 7 Wait 10 minutes and try scanning again.
- 8 Have you been using your sensor for 14 days or more? If this is the case, then the sensor is at the end of its life and you will need to purchase another if you'd like to continue getting your glucose readings.
- 9 If all of the above fail, your sensor might be faulty. Please contact us at contact@vively.com.au and they'll organise a replacement.

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