

Getting started with 365 CGM

Version 1.3 — September 22, 2026. For the Google Play editions of the 365 CGM phone app (0.1.234) and watch app (0.1.136), and 365cgm.com. The full manual is at [**https://365cgm.com/manual/user**](https://365cgm.com/manual/user); this page is the short version for a first-time setup. Download this guide as [PDF](#) or [Markdown](#); the User Manual as [PDF](#) or [Markdown](#).

Last updated: September 22, 2026

365 CGM shows an **Eversense** CGM's readings on a website dashboard (**365cgm.com**), on an Android phone app and on a Wear OS watch — with alarms, sharing and history — and the phone app can also read the transmitter directly, capture insulin-pen doses and meter readings, and keep the watch updated.

You need

- an email address (your 365cgm.com sign-in);
- an Android phone, Android 8.0 or newer, with Google Play;
- optionally a Wear OS watch (Wear OS 3 or newer — a Pixel Watch, for example) paired to that phone;
- if you wear the sensor or follow someone who does: your **Eversense** login (the same email and password you use in the Eversense 365 app, or in Eversense Now as a follower). If you have neither, you can still create an **Open account** and be invited to see someone's data (a clinic or practice creates a **Medical Provider Office** account the same way).

Setup is four parts, in this order: **the account** → **the phone app** → **the watch app** → **(optional) sharing**. Allow about fifteen minutes.

Part 1 — Create your 365cgm.com account

Do this in a browser (on the phone or a computer — either is fine).

1. Go to <https://365cgm.com> and tap **Sign up**.
2. Enter the **email** and a **password** you will use for 365cgm.com. The password needs **12 or more characters with at least one letter, one number and one special character**. This is a new password for this site — it is separate from your Eversense password.
3. Pick the option that matches you:
 - **I'm a follower** — you follow someone else's CGM (you use **Eversense Now**). Most common.
 - **I'm the CGM user** — you wear the sensor (you use the **Eversense 365** app).
 - **Open account** — you have no Eversense account; someone will share their data with you, or you may become a user later.
 - **Medical Provider Office** — a clinic or practice; no Eversense account. Each patient accepts or declines your follow request (enter a patient's 365cgm.com email here, or request patients later from Settings → Share).

4. Followers and CGM users: enter your **Eversense email and password** and choose your region — **United States (us.eversensedms.com)** or **Outside the US (global.eversensedms.com)**. The site checks the login with Eversense straight away, so a typo shows up immediately. (Your Eversense password is stored encrypted and used only to fetch your CGM data.) Open accounts and Medical Provider Offices skip this step.
5. Tap **Create account**, then open the email we send you and tap the **verification link**. The link is good for 12 hours; the sign-up page can resend it.
6. Sign in at <https://365cgm.com> with your new email and password. Your dashboard opens. A follower sees the readings of the person they follow as soon as Eversense has them; a CGM user sees their own.

Notes: Eversense **DMS Pro** (healthcare-professional) accounts are not supported. A follower login that does not follow anyone yet is refused — accept the invitation in Eversense Now first. If you chose "follower" but entered a CGM user's login (or the other way round), the page tells you and lets you switch.

Optional, later: under **Settings → Account** you can add a passkey (one-tap sign-in), an authenticator code and recovery codes.

Part 2 — The phone app

1. On the phone, open **Google Play**, search for **365CGM**, and install it (the app is called **365 CGM** on the phone). The same phone as your Eversense app is the recommended place for it; a different phone, several phones and a follower's phone also work — the About page (<https://365cgm.com/about>, "Which phone and accounts for 365cgm") and the User Manual's section 1.3 explain the trade-offs.
2. Open the app. The first time it opens on a phone that is not connected yet, it shows a short **Getting started** page — what you need, the setup steps, and buttons that open this guide and the User Manual (with PDF / Markdown downloads) and 365cgm.com. Read it and tap **Continue to sign-in**; you can reopen it any time from the app's About screen (dashboard → Settings → Status → **Open 365 CGM app → Help → Getting started**). The app then opens the 365cgm.com dashboard — **sign in** with the email and password from Part 1.
3. A dark bar at the top says "**This phone isn't connected to your account yet — install its device token.**" Tap **Connect**. The site creates a *device token* for this phone and hands it to the app; the bar changes to "**This phone connected**" and then disappears.

A device token is the app's own key to your account. It is as good as your password, so keep it private. You can see and revoke every token under **Settings → Connections → Device tokens** on the website. (If the one-tap Connect cannot be used: on the website, Settings → Connections → Device tokens → **Generate new token**, then either scan the QR code with the app — **Scan a QR code instead** — or copy the token and paste it with **enter manually**.)

4. Allow what the app asks for: **notifications**, and **Nearby devices** (Bluetooth — required; without it the app cannot run its capture service at all).
5. If the app shows "**Action needed for capture to work**" or "**Check your phone's settings**", tap **Fix** on each row. The **Run in the background (battery)** row matters on every phone: alarms and background capture need the app excluded from battery optimization (Settings → Apps → 365 CGM → Battery → **Unrestricted**). Some phones (Samsung, Xiaomi, Oppo, Vivo) also need "autostart" allowed for the app.

Followers: you are done with the phone. The app sees that your login follows someone and starts following automatically — readings, alarms and the watch relay all work from here.

CGM users: choose where the app gets your readings. Open the website's **Settings** → **Eversense** tab (inside the app is fine). Three choices; you can change your mind any time:

- **Cloud** — nothing to set up. 365cgm.com fetches your readings from Senseonics' servers with your Eversense login (the Eversense 365 app must be running on your phone for those servers to receive data), and the phone app pulls them from 365cgm.com every five minutes. Start here if you want to see it working today.
- **Companion mode** — the app reads the number the Eversense 365 app shows in its notification. Turn on **Enable companion mode** and grant **Notification access** when asked.
- **Transmitter direct read (recommended once you are set up)** — the app reads the transmitter itself over Bluetooth every cycle, with or without the Eversense app running, and uploads immediately; this is also what makes calibration, sensor alignment and the transmitter's vibration alerts work from the app, and what lets the watch take over reading when the phone is out of range. On the Eversense tab tap **Open app controls**, turn on **Use transmitter as primary source**, and tap **Find my transmitter**: the app scans for 12 seconds and lists what it finds, likely transmitters first — a transmitter shows its serial as its name (for example **T301638**) with its Bluetooth address and signal strength. Tap yours: the **Transmitter MAC** field is filled in, and the choice is sent to your watch too, so the watch's own pairing (Part 3) needs no typing either. A transmitter that is connected to the Eversense app (or to this app) advertises only between readings, so if it is not listed, wait a minute and scan again; **Show all nearby devices** widens the list; the address can also be typed by hand. Leave **Transmitter client slot** at 6. The first connection needs internet once to obtain a certificate; after that it works offline. The transmitter talks to one app at a time — 365 CGM shares it politely with the Eversense app, and both keep working.

For pens and meters (InPen, NovoPen, Contour Next One), see the manual, §4.5.

Part 3 — The watch app

Both apps come from **Google Play** — the phone app and the watch app talk to each other over Bluetooth only when both are the Play editions.

1. On the **watch**, open the **Play Store**, search for **365CGM** (or find it under the apps already on your phone), and install it. Open it once, so the phone can hear from it.
2. On the **phone**, open the 365 CGM app. With the watch nearby and linked to the phone, the bar at the top says "**Give your watch its own login — no typing.**" Tap **connect a watch**. The phone shows "**Watch connected — its own token was sent**"; the watch adopts its token by itself. (Manual alternative on the watch: open the 365 CGM app → **System** → **Set token** → **Get token from phone**, with the phone app open.)

The watch needs its own token so it can keep working away from the phone — fetching from 365cgm.com over Wi-Fi or LTE — and log doses from the wrist.

3. Put the glucose on your watch face. From the watch face swipe sideways to the end of your tiles, tap **+** / **Add**, and pick **365 CGM Glucose** (the number, the arrow, a one-hour graph and the reading's age). For a complication: long-press the watch face → **Customize** → tap a slot → choose **365 CGM Glucose, Level, Trend arrow** or **Rate**. They refresh with every reading.
4. Alarms on the watch: open the watch app → **Alarm settings**. Low / high thresholds, snooze, whether the watch **speaks** its alarms, and whether it announces switches between the phone and the transmitter are there. Every alarm notice on the wrist has **Snooze** and **Mute...** buttons.
5. If you are the CGM user and want the watch to read the transmitter itself when the phone is out of reach, see the manual, §5.5 **Failover**. The watch already knows which transmitter to pair — the phone sends it the one you chose in Part 2 (the pairing screen shows it as **Transmitter: T301638 (...)**), and that screen has its own **Find my transmitter** for a watch without the phone nearby. Leave failover off until the phone is working well.

A useful habit: give the watch a **Wi-Fi network** it can use at home (watch Settings → Connectivity → Wi-Fi). With the phone off or away and no cellular, that is the watch's second route to 365cgm.com.

Part 4 — Sharing and following (optional)

- If someone already follows you through **Eversense Now**, they appear under **Settings** → **Share** → **Account access** on your dashboard once they sign up on 365cgm.com with their follower login (Part 1). Their dashboard, phone and watch show your readings as they arrive.
- To share with someone who has no Eversense account, invite them from **Settings** → **Share** → **Account access** → **Invite someone to view your data**. They create a free Open account and accept the invitation.
- What each person can see is set per person under **Settings** → **Share** → **Permissions**.
- A **share link** (Settings → Share → Share link) is a read-only web page anyone with the link can open, no account needed — handy for a family member's tablet or a TV browser.

Updates

Google Play updates both apps like any other app; nothing to do. (A Play build says "self-updater disabled in this build (Play distribution)" on its own 365 CGM screen — that is expected.) The website updates itself; a page that is open reloads within a few minutes of a new release.

If something does not work

You see	What it usually means	Do this
The sign-up page says the Eversense login was refused	A typo, the wrong region, or a follower login that follows nobody yet	Check the email, password and region; as a follower, accept the invitation in Eversense Now first
No verification email	Spam folder, or the hour has passed	Check spam; use Resend verification email on the sign-up page
The phone bar keeps saying "isn't connected"	The one-tap Connect could not run	Website → Settings → Connections → Device tokens → Generate new token → scan the QR code with the app
"Action needed for capture to work"	A permission or the battery setting is missing	Tap Fix on each row; set Battery → Unrestricted
The watch says "Set token in the app" / "Waiting for phone"	The watch has no token yet	Phone app → connect a watch (or watch → System → Set token → Get token from phone)
The watch shows old readings with "· cloud" while the phone is right there	The phone link is not delivering	Keep System → Phone link ON on the watch; reopen the phone app; see the manual, §6
No readings at all on a CGM user's dashboard in Cloud mode	The Eversense 365 app is not running on the phone, so Senseonics' servers have nothing	Open the Eversense app, or switch to Companion or Direct read

Still stuck: the full manual is at <https://365cgm.com/manual/user> (its §6 is the troubleshooting table; this guide is at [**https://365cgm.com/getting-started**](https://365cgm.com/getting-started)). Support is admin@365cgm.com — the phone and watch upload their own logs to your account's **Reports → Logs** page, so say roughly when the problem happened; **Copy log rows** there pastes them into an email.

Please read

- **365 CGM is not a medical device** and has not been reviewed or approved by any regulator. Always confirm important numbers against your Eversense app, your meter and your own symptoms. Do not make treatment decisions based only on what these apps show.
- The apps and the site are provided as they are; the service may change or be discontinued at any time. The Terms, Privacy Policy and Disclaimer are linked from the site's footer — you accept them once at your first sign-in.
- Your Eversense password is stored encrypted and used only to fetch your CGM data. Device tokens are as good as your password: revoke one you no longer use (Settings → Connections → Device tokens).