Frequently Asked Questions

1. **What is TempoSmart™ intended to do?**

   Intended use

   TempoSmart™ is a Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. TempoSmart is intended to assist patients in managing their diabetes with guidance from their providers.

   Indication for Use

   TempoSmart™ is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. TempoSmart is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes self-management. TempoSmart automatically receives insulin dose-related data when connected to a compatible Tempo Smart Button™ device via wireless Bluetooth® technology and has the ability to detect and mark which doses are prime and which are injected insulin. TempoSmart analyzes and reports glucose test results and supports medication adherence. In addition, TempoSmart provides coaching messages (motivational, behavioral, and educational) based on real-time glucose values and trends. It includes software intended for patient use on mobile phones and software intended for healthcare provider use through computer web browsers. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

   The following TempoSmart features require a prescription:

   For bolus insulin users with type 1 and type 2 diabetes, TempoSmart includes an insulin dose calculator to allow patients to use their prescribed regimen to calculate a dose of bolus insulin for a given amount of carbohydrates and/or glucose value from a blood glucose meter (BGM).

   When connected to a compatible FDA-cleared integrated continuous glucose monitor (iCGM) and if an insulin-to-carb ratio plus correction factor insulin regimen is prescribed, TempoSmart includes a CGM insulin dose calculator.
   The TempoSmart CGM insulin dose calculator is software intended for the management of type 1 or type 2 diabetes in persons aged 18 years and older requiring fast-acting insulin. The TempoSmart CGM insulin dose calculator allows patients to calculate a dose of bolus insulin for a given amount of carbohydrates, the most recent CGM glucose reading and rate of change, activity, and insulin on board (IOB).

   For basal insulin users with type 2 diabetes, TempoSmart includes a basal titration feature which calculates appropriate long-acting basal insulin doses for titrating insulin levels based on configuration by a healthcare provider. The healthcare provider must activate the basal titration feature and configure it for patient-specific parameters.

TempoSmart is not intended to replace the care provided by a licensed healthcare provider, including prescriptions, diagnosis, or treatment.

Tempo Insights™ is the healthcare provider-facing component of TempoSmart. Neither Tempo Insights nor TempoSmart is intended to replace the research, expertise, judgment, or treatment provided to patients by healthcare providers.

2. I forgot my password. How can I reset it?

1. Go to the TempoSmart™ mobile login screen.
2. Select **Forgot password?**
3. Choose how you want to get your temporary password:
   - Email
     a. Enter your email address.
     b. Check your email for more information about resetting your password.
     c. Follow the instructions in the password reset email to reset password.
   - Text message (only available if you have entered your mobile phone number in TempoSmart)
     a. Check your mobile device for your temporary password.

3. I don't remember my PIN for TempoSmart™. How can I reset it?

1. Open the TempoSmart app.
2. Select **Forgot your PIN**.
3. Land on the Log In page.
4. Enter your username/email and password to open TempoSmart.
5. Enter your new 4-digit PIN.
6. Re-enter your 4-digit PIN.

4. How do I delete my TempoSmart account?

1. From the Home screen, tap the **profile** icon at the top
2. Tap **Delete Account** at the bottom
3. Tap **Delete** button on the pop-up message
4. Tap **Delete** again to confirm deletion

Your data will be completely deleted and no longer visible to your care team within 7 business days.

5. **How can I learn about SMART Visit Report® and why it's important for me to send it to my health care provider?**

The SMART Visit Report displays all of your data for the last 30 days and other health information to help you and your health care team manage your diabetes. Follow the below steps to learn more about the report options.

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Select yourself and tap **Send**.
5. Select **Help me select** to review the report options.

6. **I am visiting my health care provider soon and want to make sure he/she receives an updated copy of my SMART Visit Report. How do I send this?**

It is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently before scheduling or sending it. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

You also have the option of sending a copy of the report to yourself so you can view the information.

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Select your health care provider and/or yourself.
   a. If you send the SMART Visit Report to yourself, a copy will be sent to your Message Center.
   b. You can view a copy of the SMART Visit Report.

7. **Can I schedule my SMART Visit Report to be sent to my health care provider, so I don't forget to send it before my office visit?**

Yes, you can schedule to send a SMART Visit Report. Before doing so, it is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

1. Select the **More** menu on the home screen.
2. Select **Health Information**.
3. Select **SMART Visit Report**.
4. Select **Schedule a Report** to schedule your report.
5. Select your health care provider and/or yourself.
6. Choose the date to send your SMART Visit Report.

7. If your health care provider would like the SMART Visit Report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
8. Select **Save.**

8. Who can see my data?

To see whom your data is being shared with:
1. Select the **More** menu on the home screen.
2. Select **Settings**.
3. Select **Data Sharing**.
4. To share your data with an additional health care provider, he or she must send an invitation from Tempo Insights™. Enter the access code provided in the invitation email. This access code is a one-time use.
5. At any time, select **Stop Sharing** next to whoever you want to stop sharing your data with. To start sharing data again, your provider will need to send you an email invite with a new access code.

9. How can I stop sharing my data?

1. Select the **More** menu on the home screen.
2. Select **Settings**.
3. Select **Data Sharing**.
4. Select the **Stop Sharing** link next to whoever you want to stop sharing your data with.

10. I received an email inviting me to share my TempoSmart™ data with my health care provider, but I don't see my provider listed under Data Sharing. How can I add my provider?

If you received an email invitation to share data with your provider, you must enter the access code within the Data Sharing section in TempoSmart (see answer for Question 8). By doing so, your account will be linked with the health care provider who sent you the invitation.

11. I would like to update email consents for TempoSmart. How do I do this?

1. Select the **More** menu on the home screen.
2. Select **Settings**.
3. Select **Manage Consent**.
4. Turn **Product** and/or **Marketing Emails** on/off by moving the slider.

12. Can I use TempoSmart™ on both my iPhone and my iPad?

Yes, you can! However, while you can install the app on more than one device, you can only use it on one device at a time. Each time you open the app on another device, you will have to log in with your username/email and password.

13. How do I enter my blood glucose, medications, food, or notes?

1. Open the app.
2. Select the **+** sign at the bottom of the Home Screen or Logbook.
3. Tap the **BG, Food, or Medication** icon.
4. Add your entries and tap **Save**.
5. Visit the **Logbook** to see your entries.

14. One of my entries in my Logbook is incorrect. How do I edit this entry?

1. Select the **Logbook** menu on the home screen.
2. Find the date of the entry you wish to edit. You may need to scroll through the dates displayed along the top of the screen.*
3. Select the date.
4. Select the entry you wish to edit.
    a. If you want to delete the entire entry:
        i. iPhone – slide the logbook entry to the left and tap **Delete**
        ii. Android – press on the logbook entry and until you see the message confirming that you want to delete the entry.
5. Select the field(s) you wish to edit.
6. Edit these fields [by using backspace on the keyboard or unselecting the checkboxes].
7. Select **Save** when complete.
8. Visit the **Logbook** to view your updated entry.

* The mobile application only displays the last 30 days of your information.

15. How do I edit an insulin or prime entry?

A prime/air shot is when you remove air from your needle and cartridge before an injection of insulin. If you need to make a correction later, you may edit your insulin entry in the Logbook to mark as prime, or to remove the marking of prime.
To edit the entry, complete the steps below.

1. Select the insulin or prime entry you wish to edit.
2. Under "Mark this entry", select the appropriate entry type.
3. Tap **Save** at the bottom of the screen.
4. Tap **It's Correct Now** when you are done editing.
5. Your entry is now updated.

16. What should I do if my data isn't appearing in the Logbook?

If you are not seeing your data, please make sure you have internet connectivity. Still, if you have issues, close and reopen the app. If your data still doesn't appear in the Logbook, log out and log in. Please call Lilly Tempo Support at 1-855-LillyTempo (1-855-545-5983) Monday – Friday, 8am – 8pm Eastern and Saturday 8am – 5pm Eastern for additional troubleshooting.

17. Why am I not seeing my Tempo™ Blood Glucose Meter readings in TempoSmart™?

First, please ensure the Tempo Blood Glucose meter is connected under **Connections & Devices** and then select **Glucose Meter**. If it is not connected, follow the prompts on the mobile screen to connect. If it is already connected, be sure to remove the test strip after each reading to send your BG readings to the Logbook.

18. How do I pair my glucose meter or Tempo Smart Button™?

1. Open the TempoSmart™ app.
2. Select the **More** menu on the home screen.
3. Select **Connections & Devices**.
4. Select what you would like to pair: **Glucose Meter** or **Tempo Smart Button**.
5. Continue following the instructions provided on the mobile device.

19. What should I do if my mobile device cannot pair or connect to my Tempo Smart Button?

Review the instructions that came with your Smart Button. You can also:
- Make sure that your Smart Button is attached to your Tempo Pen securely
- Make sure the Bluetooth® on your mobile device is turned on
- Bring your Smart Button within 9 feet of your mobile device
- Make sure the dose indicator on your Tempo Pen™ is set at "0". Then, press and hold the Smart Button until you see one green flash (after about 10 seconds). Do not release the button until you see the green light flash once.
- Follow your app's onscreen prompts to finish pairing your Smart Button.
- The light ring on the Smart Button will flash green three times (3x) when the Smart Button is connected (paired) with your app.
- Make sure to not use the Smart Button while charging your mobile device. Even while not charging, keep the Smart Button at least 6 inches / 15 cm away from Apple's MagSafe charging accessories.

If you continue to have this problem, wait for 30 seconds without pushing the Smart Button. This will reset your Smart Button. Then repeat the steps above to reconnect your Smart Button. Please call Lilly Tempo Support at 1-855-LillyTempo (1-855-545-5983) Monday – Friday, 8am – 8pm Eastern and Saturday 8am – 5pm Eastern for additional troubleshooting.

20. What should I do if the data of my insulin dose doesn't appear in TempoSmart™ after using my Smart Button?

To ensure your data transfers, have TempoSmart opened or running in the background. Follow these steps to transfer the insulin dose-related data from your Smart Button to TempoSmart:

1. Place your Smart Button within 9 feet of your mobile device
2. Turn on your mobile device's Bluetooth®
3. With the dose indicator at "0", press and hold the Smart Button down for 5 seconds. Then release the Smart Button. When insulin dose-related data is transferred, you can look at your app to see your data of insulin doses.
4. If your data of insulin doses still does not appear, wait 30 seconds and try to transfer insulin dose-related data again. If that doesn't work, please call Lilly Tempo Support at 1-855-LillyTempo (1-855-545-5983) Monday – Friday, 8am – 8pm Eastern and Saturday 8am – 5pm Eastern for additional troubleshooting.

You can also enter your doses manually in the Logbook if your Smart Button is not syncing.

21. Why is the data of my insulin dose in TempoSmart different than what I took?

If you notice that an insulin dose displayed in TempoSmart is different from the dose you intended to take with your Smart Button, follow the caution below.

⚠️ **CAUTION**: Your synced insulin dose may be different from the dose you intended to take with your Tempo Pen. Do not repeat your insulin dose. Monitor your blood glucose.

22. What do the error flashes on my Smart Button mean?

- **Three amber flashes**. This means your Smart Button did not pair with TempoSmart. This can happen when you are pairing your Smart Button with TempoSmart.
- **Blinking green and amber flashes**. This means your Smart Button has less than 2 weeks of battery life left.
- **No flash**. This means that your Smart Button is not connected to your Tempo Pen™ or is not working. Your dose information will not be sent to TempoSmart. You may need to replace your Smart Button or call Lilly Tempo Support at 1-855-LillyTempo (1-855-545-5983) Monday – Friday, 8am – 8pm Eastern and Saturday 8am – 5pm Eastern for help.

23. How should I store my Smart Button?

- Store your Smart Button at room temperature below 86°F (30°C). Do not store your Smart Button in the refrigerator.
- You may keep the Smart Button attached to your Tempo Pen™ in between doses.
- Keep your Smart Button away from excessive light, including sunlight.
- Keep your Smart Button away from strong electromagnetic fields, such as Magnetic Resonance Imaging (MRI). This may cause you harm or damage your Smart Button.
- Avoid getting the Smart Button wet.
- Ensure you place the Smart Button in a location where it cannot get pressed accidentally or repeatedly. This may shorten the life of your Smart Button.

24. How do I connect my Dexcom account to TempoSmart™?

1. Open the TempoSmart app.
2. Select the **More** menu on the home screen.
3. Select **Connections & Devices.**
4. Select **Continuous Glucose Monitor.**
5. Log in with your Dexcom account information.

Follow the instructions below to enable Share on Dexcom App:

*   If you use the Dexcom G6 app, go to **Settings**, click on **Share**, and then follow the on-screen prompts.

*   If you use the Dexcom G7 app, go to **Connections**, click on **Share**, and then follow the on-screen prompts.

Note: For G6 or G7, you do not need to add a Follower.

25. For users with Dexcom connected to TempoSmart, will the app send me alerts for high and low glucose?

No. TempoSmart will not send alerts for high and low glucose.

26. For users with Dexcom connected to TempoSmart, my CGM isn't showing a value. Can I still use the Insulin Calculator?

If there is no data currently available from your CGM, you can enter a fingerstick BG to use the Insulin Calculator.