

Frequently asked questions CareLink™ Personal software

What is CareLink™ Personal software?

The CareLink™ Personal software is intended for use as a tool to help a person with diabetes manage their diabetes. The purpose of this software is to take information transmitted from insulin pumps, blood glucose meters, and continuous glucose monitoring systems to create CareLink™ reports. The reports provide information that can be used to identify trends and track daily activities, for example: carbohydrates consumed, meal times, insulin delivery, and glucose readings.

Who can use CareLink™ Personal?

CareLink™ Personal is designed for use by people with compatible devices and their care partners at home. Account creation is required with an active email account.

How can I register to use CareLink™ Personal software?

- Go to <https://carelink.minimed.com>
- A “Create an Account” button is available on the CareLink™ Personal homepage.
 - You will need to select your country of residence, preferred language, and accept the Terms of Use and Privacy Statement.
 - Follow the on-screen instructions to create your account.
 - The final step will prompt you for a two-step authentication process to verify your registered email address. It will send an email to the address with a verification code, which you must correctly enter before submitting your registration. Afterwards, when logging in, you may be prompted to do this process in the future depending on your country of residence’s security requirements. Your valid email address is very important to allow this to work.

What are the computer system requirements to use this system?

Click on “Supported Browsers” on the landing page to see the currently supported operating systems and browsers. An active internet connection is also required. Minimum computer specifications to upload using a USB are a Windows® or Apple® machine running:

- Windows®
 - X86/X64 processor type with minimum 1GHz speed
 - Minimum 4GB free system disk space
 - Minimum 4GB system RAM (1GB Free RAM)
 - Minimum display resolution 1024x768px
 - Network connection speed of minimum 1MBps
 - 1 available USB port
- Apple®
 - Operating system must be installed on an Apple manufactured computer
 - X64 or ARM based processor type with minimum 1GHz speed
 - Minimum 4GB system disk space
 - Minimum 4GB system RAM (1GB free RAM)
 - Minimum display resolution of 1024x768px
 - Network connection speed of minimum 1MBps
 - 1 available USB port

What do I do if I forget my username?

It’s a good idea to write down your username and keep it in a safe place. Contact Medtronic 24-Hour Technical Support if you cannot recall it.

What do I do if I forget my password?

- A “Forgot password?” link is available on the home page. You must enter your username, email address, and verify a ReCAPTCHA to submit a password reset request. After successfully submitting your request, an email will be sent to the email address on file with a link to reset your password.

- If you have issues with the “Forgot password?” process, you may contact your local Medtronic 24-Hour Technical Support.

What does two-factor authentication mean?

- CareLink™ Personal has a two-factor authentication process in some countries that provides extra protection for your health information. This security feature asks you to verify who is logging into your account by providing an authentication code via your registered email to prevent others from accessing or using your account. Check “My Profile” to see if this option is available in your country.
- In order to successfully complete the two-factor authentication procedure, you need to:
 - Have access to the email address you registered in CareLink™ Personal set up, along with your username and password.
 - When prompted, enter the authentication code sent to your email address to access your account. The code is valid for 15 minutes. If it expires, a new one must be requested by attempting to log in again.
- NOTE: You can change the email address in the “My Profile” screen in CareLink™ Personal.

What do I need to upload data to CareLink™ Personal software from my device?

- **If uploading data from a pump**, you will need one of the following:
 - A white CareLink™ USB device for the MiniMed™ Paradigm™ pump systems or a black CareLink™ USB for MiniMed™ 600 series pump systems
 - NOTE: The white CareLink™ USB used with MiniMed™ Paradigm™ pump systems is not compatible with Mac® operating systems. On Mac®, you should use the Ascensia CONTOUR® NEXT LINK meter.
 - Ascensia CONTOUR® NEXT LINK for MiniMed™ Paradigm™ systems
 - Ascensia CONTOUR® NEXT LINK 2.4 or CONTOUR® PLUS LINK 2.4 for MiniMed™ 600 series systems
 - MiniMed™ Mobile app for MiniMed™ 700 series pump systems (compatible mobile phone required – see local Medtronic Diabetes website)
 - Blue adapter USB for MiniMed™ 700 series pump systems

- **If uploading data from a meter**, you may need:
 - Manufacturer supplied meter cables
- **Uploader application**
 - You will need to use an uploader application to upload data from your device via USB. You will see a button labeled “Upload Now” on the CareLink™ Personal home screen. To use this, you must first download and install the application. Follow the directions on the screens to complete the installation. If you need additional help, see CareLink™ Personal support materials on the website.
 - After installing the uploader, when you click “Upload Now”, the uploader will open. Next, follow the directions on the screens to first add your device and then upload data from your device. If you need additional help, see CareLink™ Personal support materials on the website.
 - **Note: USB uploads can only be performed on laptop/desktop computers and not mobile or tablet devices.**
- **Troubleshooting**
 - For additional troubleshooting, please contact your local Medtronic 24-Hour Technical Support

How do I share data with my healthcare professional?

If you are in a clinic with your healthcare professional physically, you can share your data by entering your CareLink™ Personal username and password into their computer. Otherwise, if you provide your HCP your CareLink™ Personal username only, they will be able to send you a request remotely to share your data.

How do I share data with my care partner?

- For a MiniMed™ 700 Series pump user: You must be using the MiniMed™ Mobile app and your care partner needs to download the CareLink™ Connect app on their mobile device. Your care partner will need to follow the instructions in the app and will need your CareLink™ Personal username to send you a linking request.
- For a standalone CGM user (such as Guardian Connect): Your care partner will need to sign up for a CareLink™ Personal account in the website (<https://carelink.minimed.eu/>
<https://carelink.minimed.com>) but select a “Care partner account.” Once they are signed up,

they can send you a linking request using your CareLink™ Personal username. Guardian™ Connect users can only have their data viewed by care partners on the CareLink™ Personal website (laptop, mobile device or PC)

How frequently should I upload my device data to CareLink™ Personal?

- Standalone CGM apps and MiniMed™ Mobile app users will have their full data uploaded automatically every 24 hours unless changes are made in the respective app settings.
- Frequently uploading data has two advantages. First, it takes less time for each upload to be completed because less data is being copied. Second, because some devices (e.g. insulin pump) cannot hold more than three months of information, frequent uploads will help you avoid gaps in your data over time. Your healthcare professional may recommend how often you should upload data from your device. Generally, we recommend having data synching switched on or uploading manually at least every 4 to 6 weeks.

How do I generate a CareLink™ report?

- Once logged in, click “Reports” in the left-hand column. Select the date range of the data you would like to view using the calendar at the top of the page and then select the reports you would like to generate below by clicking on the circle in the tiles. Once you have selected a time frame and report types, click “Generate Reports”
- You can narrow down your report options by selecting the data type at the top of the report tiles. You can choose “Insulin Pump”, “Standalone CGM” or “Meter”. Unsuitable reports based on the selection will be greyed out.

I tried to “Generate” reports, but nothing happened?

- You may need to disable your browser’s pop-up blocker. Please refer to each specific browser’s pop-up blocker instructions for proper operation. Some suggested resources are below.
 - For Safari: <https://support.apple.com/en-gb/guide/safari/sfri40696/mac>
 - For Microsoft Edge Chromium: <https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5>
 - For Google Chrome: <https://support.google.com/chrome/answer/95472?hl=en-GB&co=GENIE.Platform%3DDesktop>

- Call your local Medtronic 24-Hour Technical Support if the problem persists.

When I open the CareLink™ uploader it says “Update Available”. What does this mean? Do I need to update?

- New versions of the CareLink™ uploader always provide at least minor enhancements and reliability improvements. It is recommended that all customers update to the newest version of the CareLink™ uploader to take advantage of these updates. Some updates may be required to use recently released devices, operating systems or browsers.
- Medtronic Diabetes may discontinue older versions of the uploader program in which case an update will be required to continue normal operations.

What devices can I upload to CareLink™ Personal software?

- **Meters**

- Ascensia
 - CONTOUR®
 - CONTOUR® NEXT
 - CONTOUR® NEXT EZ
 - CONTOUR® NEXT LINK
 - CONTOUR® NEXT LINK 2.4
 - CONTOUR® NEXT USB
 - CONTOUR® NEXT ONE
 - CONTOUR® PLUS LINK 2.4
 - CONTOUR® USB

- CONTOUR[®] XT
- Abbott
 - Freestyle[®]
 - Freestyle[®] Lite
 - Freestyle[®] Freedom Lite
- LifeScan
 - OneTouch[®] Ultra™
 - OneTouch[®] Ultra[®] 2
 - OneTouch[®] UltraLink[®]
 - OneTouch[®] UltraSmart[®]
 - OneTouch[®] UltraEasy[®]
 - OneTouch[®] UltraMini[®]
 - OneTouch[®] Verio IQ™
 - OneTouch[®] VerioVue
- Roche
 - Accu-Chek[®] Aviva
 - Accu-Chek[®] Nano

- **Insulin Pumps**

- MiniMed™ 780G pump
- MiniMed™ 770G pump
- MiniMed™ 740G pump
- MiniMed™ 720G pump
- MiniMed™ 700 pump
- MiniMed™ 620G pump
- MiniMed™ 630G pump
- MiniMed™ 640G pump
- MiniMed™ 670G pump
- MiniMed™ Paradigm™ 515/715 pumps
- MiniMed™ Paradigm™ 522/722 pumps
- MiniMed™ Paradigm™ 522K/722K pumps
- MiniMed™ Paradigm™ 523/723 pumps
- MiniMed™ Paradigm™ 523K/723K pumps
- MiniMed™ 530G pumps
- MiniMed™ Paradigm™ Veo 554/754 (Versions outside of the US)
- **Continuous Glucose Monitoring Devices**
 - Guardian™ Connect system
 - Guardian 4™ system