Who can use this system?
- Healthcare professionals with a registered clinic and valid user account can log in to this system.

Why should I use this system?
- The CareLink software helps healthcare professionals make more informed diabetes therapy decisions. CareLink reports combine all blood glucose, sensor glucose, and insulin pump data into a complete picture, with intelligent analysis and pattern recognition that provide actionable insights. Furthermore, the new CareLink software provides easier access from more devices (e.g. Mac and iPad) and an updated design for a better user experience.

How can I register to use this system?
- Contact your local Medtronic sales representative for your unique, single-use registration code.
- During registration, the first registered user will be assigned clinic admin privileges
  - Clinic admin privileges can create new user accounts, manage existing accounts, and manage clinic default settings.
  - Recommend at least two clinic admins at all times for contingencies.

My IT and/or Legal departments have questions. Who can they contact?
- We have created resources and processes to assist with IT and Legal questions. Please contact our Medtronic 24-hour helpline for more information. The Medtronic 24-hour helpline is available 24/7 at (800)646-4633.

What are the computer system requirements to use this system?
- Operating Systems
  - Microsoft® Windows® 7, 8.1, 10
  - Mac OS® 10.10 Yosemite, 10.11 El Capitan, 10.12 Sierra
  - iOS 9.3
- Browsers
  - Internet Explorer® 11
  - Safari® 9, 10
  - Chrome™
What devices can I upload?

- Meters
  - Ascensia
    - CONTOUR®NEXT LINK
    - CONTOUR®NEXT LINK 2.4
    - BREEZE®
    - CONTOUR®NEXT
    - CONTOUR®NEXT EZ
    - CONTOUR®NEXT USB
    - CONTOUR®
    - CONTOUR®LINK
    - CONTOUR®USB
  - LifeScan
    - OneTouch® Ultra
    - OneTouch® Ultra2
    - OneTouch® UltraLink
    - OneTouch® UltraSmart
    - OneTouch® UltraMini/UltraEasy
  - Abbott
    - Freestyle®
    - Freestyle® Lite
  - Roche
    - Accu-chek® Active
    - Accu-chek® Compact
- Insulin Pumps
  - MiniMed® Paradigm® REAL-Time Revel™ system
  - MiniMed® 530G system
  - MiniMed® 630G system
  - MiniMed® 670G system
  - MiniMed® Paradigm® 515/715, 522/722, 523/723, 551/751 systems
- Continuous Glucose Monitoring
  - Guardian® REAL-Time system

What do I need to upload a device?

- Communications devices
  - CareLink USB device
    - NOTE: The white CareLink USB device used for Paradigm pump systems (e.g. MiniMed 530G) is not supported on Mac. To upload these pumps on a Mac, please use the Ascensia CONTOUR®NEXT LINK meter as the communications device.
  - Ascensia CONTOUR®NEXT LINK for MiniMed 530G system
Ascensia CONTOUR®NEXT LINK 2.4 for MiniMed 630G system or MiniMed 670G system
- Manufacturer supplied meter cables

### Software
- CareLink software needs the uploader application installed in order to add devices and upload patient data. The first time you click the upload button, you will be presented with information to download and install the uploader application. Please follow the on-screen instructions to complete the installation.
- The Java applet is not required or used by this CareLink software to upload.

### Troubleshooting
- To install the uploader application as an administrator on a Mac, you may need to hold the “Ctrl” button and click the installation file. Then, you can select the “Open” option to continue with the installation.
- Nearing the end of the installation, you will be prompted with a message to disconnect any medical or USB devices. Please ensure that you do not have any meters or CareLink USB devices plugged in and click “OK” to continue the installation.
- When you click the upload button, your computer may send a message asking if you would like to launch this application. Click to “Allow” this action to avoid further pop-up blocking.

### Linking
- If your patients upload to CareLink Personal software, you can automatically download the latest data to your CareLink software so that your patients can upload at their convenience and you do not need to spend time uploading in your office. You can set up a link under the patient profile section of your CareLink software. Your patient’s CareLink Personal username and password must be entered when setting up this link.

**After I upload, why doesn’t my data calendar show any new or updated data?**
- After completing the upload, to refresh the data calendar, please click on the “Refresh” button on the right side of the screen.
- If you need additional assistance on this screen, click on the “i” button found to the right of the Reporting Period label.

**What happens to all my existing historical CareLink Pro data and patients?**
- Data migration helps you get started by copying your patient profiles and data from your previous CareLink Pro desktop software to this new CareLink online software. A guide on How to Migrate is accessible via a link at the top of the Clinic Dashboard screen. For more information on migration, please refer to the Help section within the application.
Where will my patients’ data be stored?

• The new CareLink online software uses the latest technology to store and safeguard your patient’s data on a server that Medtronic maintains.

What do I do if I forget my username?

• Contact your clinic administrator.

What do I do if I forget my password?

• A “Forgot your password?” link is available on the home page. 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 your password?” process, you may contact your clinic administrator to send a password reset email.

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/kb/PH21485?locale=en_US

• For Chrome: https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en

• If you need additional assistance on this screen, click on the “i” button found to the right of the Reporting Period label.

Why do I need a clinic administrator?

• Clinic administrators can assign admin privileges, add new user accounts, send password reset emails, and perform other admin-only functions.

How many clinic administrators do you need?

• Recommend at least two clinic admins at all times for contingencies.