Medtronic

Frequently asked questions CareLink™ system software

Who can use CareLink™ system software?

Medtronic CareLink™ system software is for healthcare professional use.

Why should I use CareLink™ system software?

Medtronic CareLink™ system 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 can help provide actionable insights. Furthermore, the CareLink™ system software provides easier access from more devices (e.g., viewing reports on tablet devices)

How can I register to use CareLink™ system software?

- Contact your local Medtronic sales representative for your unique, single-use registration code.
- During registration, the first user will be assigned clinic admin privileges.
    - Clinic admin can create new user accounts, manage existing accounts, and manage clinic default settings and security.
    - It is recommended to always have at least two clinic admins for contingencies.

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.

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What do I do if I forget my username?

Contact your clinic administrator or your Medtronic 24-Hr. Technical Support if you are the only clinic admin

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

What are the computer system requirements?

These are listed on the CareLink™ system homepage (https://carelink.medtronic.com). Click on "Supported Browsers" to see compatible operating systems and internet browsers. 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 1MBps minimum
    - 1 available USB port
- Apple®
    - Operating system must be installed on an Apple manufactured computer
    - X64 or ARM based processor with a minimum 1GHz speed
    - Minimum 4GB free disk space
    - Minimum 4GB system RAM (1GB free RAM)
    - Minimum display resolution of 1024x768px

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- Network connection speed of minimum 1MBps
- 1 available USB port

What do I need to upload data to CareLink™ system software from a device?

- **If uploading data from a pump**, you will need one of the following:
  - 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 OR
  - Blue adapter device for MiniMed™ 700 series pump systems
- **If uploading data from a meter**, you may need:
  - Manufacturer supplied meter cables
- **Uploader Installation**
  - CareLink™ system software needs the uploader application installed in order to add devices and upload patient data via USB. You can click on the "Install Uploader" link at the bottom of the page to download and install. Please follow the on-screen instructions to complete the installation.
  - If the installation instructions do not display, please click on this link to install: https://carelink.medtronic.com/public/uploaderInstructions.html
  - The uploader program is also available as a .MSI type for installation on multiple computers by an IT admin:

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- In order to pass command line parameters such as proxy settings to the wrapped installer, an IT admin can create a MST file that adds the WRAPPED_ARGUMENTS property (Third party tools can be used to create the MST files, e.g. Orca https://docs.microsoft.com/en-us/windows/win32/msi/orca-exe)
- To set proxy settings (if needed), the IT admin should submit WRAPPED_ARGUMENTS
  - --https.proxyHost <ip>
  - --https.proxyPort <port>

  Assuming proxy host is 127.0.0.1, proxy port is 3128, arguments shall be WRAPPED_ARGUMENTS="--https.proxyHost 127.0.0.1 --https.proxyPort 3128"

Linking CareLink™ Personal Accounts

- There are two ways to link a patient's CareLink™ Personal account with their respective CareLink™ system entry
- If your patient is in your clinic with you, you can open their entry in CareLink™ system, navigate to linking and select "Link to Personal." You will be presented with 2 options. Select "Link now using patient's username and password." Have your patient read the terms and conditions and complete the linking if they agree.
- If your patient is not in the clinic, you can still link remotely. To do this select "Send a link request using the patient's username" (CareLink™ Personal username of the patient is required) and a link to request will be sent to your patient via email. The link will be established if/when the patient accepts.

Where will my patients' data be stored?

CareLink™ system online software uses the latest technology to store and safeguard your patients' data on a server that Medtronic maintains.

What does two-factor authentication mean?

Two-factor authentication is a security measure that will require users to access a confirmation code via their registered email address when trying to log into CareLink™ system. Clinic

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Admins can set this feature "on" if it is available and not already mandatory in your country. NOTE: IF THIS OPTION IS ACTIVATED, IT CANNOT BE DEACTIVATED AGAIN. Clinic admins can set features such as code expiry period and number of attempts in the clinic settings.

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 Chrome: https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en
- For Microsoft Edge Chromium: https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5
- If you need additional assistance on this screen, click on the "i" button found to the right of the Reporting Period label.

How to access the Help section or instructions for use?

- The Help section is available after you log in. Click the drop-down menu next to the Question Mark icon and select Help.
- If a hard-copy printout of the Help section is required, please contact your local Medtronic Customer Support helpline to provide your contact information.

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 in order to take advantage of these updates. Some updates may be required to use recently released devices, operating systems or browsers.

Medtronic Diabetes may occasionally discontinue older versions of the uploader program in which

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case an update will be needed to continue normal operation.

What devices can I upload to CareLink™ system 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™

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- 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

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- 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

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