Who can use this system?

- The CareLink™ Personal software is intended for use as a tool to help a person with diabetes manage his/her diabetes. The purpose of this software is to take information transmitted from insulin pumps, glucose meters and continuous glucose monitoring systems, and 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.

How can I register to use this system?

- A “Sign Up Now” button is available on the CareLink™ Personal homepage (https://carelink.minimed.com).
  - You will need to select your country of residence, preferred language, and accept the terms of use.
  - Follow the on-screen instructions to create your account.

What are the computer system requirements to use this system?

- Operating Systems
  - Microsoft® Windows® 7 Ultimate, 32-bit and 64-bit
  - Microsoft® Windows® 8 Enterprise, 32-bit and 64-bit, from the desktop only
  - Microsoft® Windows® 8.1 Enterprise, 32-bit and 64-bit, from the desktop only
  - Microsoft® Windows® 10 Home, 32-bit and 64-bit
  - Mac OS® 10.12 (Sierra)
  - Mac OS® 10.13 (High Sierra)

- Browsers
  - Microsoft® Internet Explorer® 10 and 11, 32-bit and 64-bit
  - Apple® Safari® 8, 9, and 10
  - Mozilla® Firefox® 38
**What devices can I upload?**

- **Meters**
  - Ascensia
    - BREEZE®
    - BREEZE®2
    - CONTOUR®
    - CONTOUR®XT
    - CONTOUR®NEXT
    - CONTOUR®NEXT EZ
    - CONTOUR®NEXT LINK
    - CONTOUR®NEXT LINK 2.4
    - CONTOUR®NEXT ONE
    - CONTOUR®NEXT USB
    - 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™ 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™ Connect system

**What do I need to upload a device?**

- **Uploader software**
  - We’ve recently released a new way of uploading so that it is more easy to setup and simple to use. You will need to download and install a small program to upload. Please see the install and upload guides and videos found here: [https://www.medtronicdiabetes.com/carelink-info](https://www.medtronicdiabetes.com/carelink-info).
  - For additional help and trouble-shooting, please see our support page found here: [https://www.medtronicdiabetes.com/customer-support/carelink-personal](https://www.medtronicdiabetes.com/customer-support/carelink-personal).
- **How do I upload?**
After installing the new uploader, when you click the upload button, the uploader software will open. The first step is to add a new device (pump or meter). The second and ongoing step is to upload the data from that device. Please see the upload guide and video found here: https://www.medtronicdiabetes.com/carelink-info.

Communications devices
- CareLink™ USB
  - NOTE: The white CareLink™ USB used with MiniMed™ 530G and Paradigm™ systems is not compatible with Mac operating systems. Mac made a change to their Operating Systems a few years ago so that the latest Mac OS do not recognize the white CareLink™ USB used with pumps older than the MiniMed™ 530G system in any USB ports. Our recommendation is to use the associated Ascensia CONTOUR®NEXT LINK meter as the connectivity 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

Troubleshooting
- Please cancel or finish any temp basals or active boluses, and clear any active alarms. The pump may be suspended for reading, depending on the pump model. Once the read is complete, please verify the pump has resumed delivery if it was suspended. If, for some reason, the pump does not resume delivery after the upload, the pump will beep or vibrate about every 15 minutes on the hour to remind you that it is not delivering insulin.
- For additional troubleshooting, please refer to https://www.medtronicdiabetes.com/customer-support/carelink-personal

How do I get Java to work? I’m trying to upload my data.
- We’ve recently released a new way of uploading so that it is more easy to setup and simple to use. We encourage you to try the new uploader software before using the old Java method. You will need to download and install a small program to upload. Please see the install and upload guides and videos found here: https://www.medtronicdiabetes.com/carelink-info.
- Java may not work for a few reasons: Java is disabled, you are using an older version of Java, multiple versions of Java are installed, you have other restricted browser security settings. Depending on the browser you are using, you may need to make changes to your browser’s Security Tools, Preferences, or Settings menu to Activate, Allow, or Trust Java.
- For more detailed instructions, you may or visit our Support page (http://www.medtronicdiabetes.com/customer-support/carelink-personal/troubleshooting)
If you are still encountering issues, please contact the Medtronic HelpLine at (800) 646-4633.

**What do I do if I forget my username?**
- Contact the Medtronic HelpLine at (800) 646-4633.

**What do I do if I forget my password?**
- A “Forgot your password?” link is available on the home page. You must enter your username, email address, and verify the 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 your password?” process, you may contact the Medtronic HelpLine at (800) 646-4633.

**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.

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