

CareLink™ Personal Software

Therapy Management Software Tool for Diabetes

User Guide

Medtronic

Medtronic



Medtronic MiniMed
18000 Devonshire Street
Northridge, CA 91325
USA
1 800 646 4633
+1 818 576 5555

EC REP

Medtronic B.V.
Earl Bakkenstraat 10
6422 PJ Heerlen
The Netherlands



M994027AOU1_A

REF MMT-7333

© 2019 Medtronic. All rights reserved. Medtronic, Medtronic logo and Further, Together are trademarks of Medtronic.™* Third party brands are trademarks of their respective owners. All other brands are trademarks of a Medtronic company.

Contacts:**Africa:**

Medtronic South Africa and Southern Africa
Office Reception Tel: +27(0) 11 260 9300
Diabetes: 24/7 Helpline: 0800 633 7867
Sub-Sahara 24/7 Helpline: +27(0) 11 260 9490

Albania:

Net Electronics Albania
Tel: +355 697070121

Argentina:

Corpomedica S.A.
Tel: +(11) 4 814 1333
Medtronic Directo 24/7:
+0800 333 0752

Armenia:

Exiol LLC
Tel: +374 98 92 00 11
or +374 94 38 38 52

Australia:

Medtronic Australasia Pty. Ltd.
Tel: 1800 668 670

Bangladesh:

Sonargaon Healthcare Pvt Ltd.
Mobile: (+91)-9903995417
or (+880)-1714217131

Belarus:

Zarga Medica
Tel: +375 29 625 07 77
or +375 44 733 30 99
Helpline: +74995830400

België/Belgique:

N.V. Medtronic Belgium S.A.
Tel: 0800-90805

Bosnia and Herzegovina:

"Novopharm" d.o.o. Sarajevo
Tel: +387 33 476 444
Helpline: 0800 222 33
Epsilon Research Intern. d.o.o.
Tel: +387 51 251 037
Helpline: 0800 222 33

Brasil:

Medtronic Comercial Ltda.
Tel: +(11) 2182-9200
Medtronic Directo 24/7:
+0800 773 9200

Bulgaria:

RSR EOOD
Tel: +359 888993083
Helpline: +359 884504344

Canada:

Medtronic Canada ULC
Tel: 1-800-284-4416 (toll free/sans-frais)

Chile:

Medtronic Chile
Tel: +(9) 66 29 7126
Medtronic Directo 24/7:
+1 230 020 9750
Medtronic Directo 24/7 (From Santiago): +(2) 595 2942

China:

Medtronic (Shanghai) Management Co., Ltd.
Landline: +86 800-820-1981
Mobile Phone: +86 400-820-1981
Calling from outside China: +86 400-820-1981

Colombia:

Medtronic Latin America Inc. Sucursal Colombia
Tel: +(1) 742 7300
Medtronic Directo 24/7 (Landline):
+01 800 710 2170
Medtronic Directo 24/7 (Cellular):
+1 381 4902

Croatia:

Mediligo d.o.o.
Tel: +385 1 6454 295
Helpline: +385 1 4881144
Medtronic Adriatic d.o.o.
Helpline: +385 1 4881120

Danmark:

Medtronic Danmark A/S
Tel: +45 32 48 18 00

Deutschland:

Medtronic GmbH
Geschäftsbereich Diabetes
Telefon: +49 2159 8149-370
Telefax: +49 2159 8149-110
24-Std-Hotline: 0800 6464633

Eire:

Accu-Science LTD.
Tel: +353 45 433000

España:

Medtronic Ibérica S.A.
Tel: +34 91 625 05 42
Fax: +34 91 625 03 90
24 horas: +34 900 120 330

Estonia:

AB Medical Group Estonia Ltd
Tel: +372 6552310
Helpline: +372 5140694

Europe:

Medtronic Europe S.A. Europe, Middle East and Africa HQ
Tel: +41 (0) 21-802-7000

France:

Medtronic France S.A.S.
Tel: +33 (0) 1 55 38 17 00

Hellas:

Medtronic Hellas S.A.
Tel: +30 210677-9099

Hong Kong:

Medtronic International Ltd.
Tel: +852 2919-1300
To order supplies:
+852 2919-1322
24-hour helpline: +852 2919-6441

India:

India Medtronic Pvt. Ltd.
Tel: (+91)-80-22112245 / 32972359
Mobile: (+91)-9611633007
Patient Care Helpline:
1800 209 6777

Indonesia:

Medtronic International Ltd.
Tel: +65 6436 5090
or +65 6436 5000

Israel:

Medtronic
Tel. (orders):
+9729972440, option 3 + option 1
Tel. (product support):
+9729972440, option 2
Helpline (17:00 – 08:00
daily/weekends – Israel time):
1-800-611-888

Italia:

Medtronic Italia S.p.A.
Tel: +39 02 24137 261
Fax: +39 02 24138 210
Servizio assistenza tecnica:
N° verde: 800 60 11 22

Japan:

Medtronic Japan Co. Ltd.
Tel: +81-3-6776-0019
24 Hr. Support Line: 0120-56-32-56

Kazakhstan:

Medtronic BV in Kazakhstan
Tel: +7 727 311 05 80 (Almaty)
Tel: +7 717 224 48 11 (Astana)
Круглосуточная линия поддержки:
8 800 080 5001

Kosovo:

Yess Pharma
Tel: +377 44 999 900
Helpline: +37745888388

Latin America:

Medtronic, Inc.
Tel: 1(305) 500-9328
Fax: 1(786) 709-4244

Latvija:

RAL SIA
Tel: +371 67316372
Helpline (9am to 6pm):
+371 29611419

Lithuania:

Monameda UAB
Tel: +370 68405322
Helpline: +370 68494254

Macedonia:

Alkaloid Kons Dooel
Tel: +389 23204438

Magyarország:

Medtronic Hungária Kft.
Tel: +36 1 889 0688

Malaysia:

Medtronic International Ltd.
Tel: +603 7946 9000

Middle East and North Africa:

Regional Office
Tel: +961-1-370 670

Montenegro:

Glosarij d.o.o.
Tel: +382 20642495

México:

Medtronic Servicios S. de R. L. de C.V.
Tel (México DF): +(11) 029 058
Tel (Interior): +01 800 000 7867
Medtronic Directo 24/7 (from México DF):

+ (55) 36 869 787
Medtronic Directo 24/7:
+01 800 681 1845

Nederland, Luxembourg:

Medtronic B.V.
Tel: +31 (0) 45-566-8291
Gratis: 0800-3422338

New Zealand:

Medica Pacifica
Phone: 64 9 414 0318
Free Phone: 0800 106 100

Norge:

Medtronic Norge A/S
Tel: +47 67 10 32 00
Fax: +47 67 10 32 10

Philippines:

Medtronic International Ltd.
Tel: +65 6436 5090
or +65 6436 5000

Россия:

ООО «МедТроник»
Tel: +7 495 580 73 77
Круглосуточная линия поддержки:
8 800 200 76 36

Polska:

Medtronic Poland Sp. z o.o.
Tel: +48 22 465 6934

Portugal:

Medtronic Portugal Lda
Tel: +351 21 7245100
Fax: +351 21 7245199

Puerto Rico:

Medtronic Puerto Rico
Tel: 787-753-5270

Republic of Korea:

Medtronic Korea, Co., Ltd.
Tel: +82.2.3404.3600

Romania:

Medtronic Romania S.R.L.
Tel: +40372188017
Helpline: +40 726677171

Schweiz:

Medtronic (Schweiz) AG
Tel: +41 (0)31 868 0160
24-Stunden-Hotline: 0800 633333
Fax Allgemein: +41 (0)318680199

Serbia:

Epsilon Research International d.o.o.
Tel: +381 113115554
Medtronic Serbia D.o.o.
Helpline: +381 112095900

Singapore:

Medtronic International Ltd.
Tel: +65 6436 5090
or +65 6436 5000

Slovenija:

Zaloker & Zaloker d.o.o.
Tel: +386 1 542 51 11
24-urna tehnična pomoč:
+386 51316560

Slovenská republika:

Medtronic Slovakia, s.r.o.
Tel: +421 26820 6942
HelpLine: +421 26820 6986

Sri Lanka:

Swiss Biogenics Ltd.
Mobile: (+91)-9003077499
or (+94)-777256760

Suomi:

Medtronic Finland Oy
Tel: +358 20 7281 200
Help line: +358 400 100 313

Sverige:

Medtronic AB
Tel: +46 8 568 585 20
Fax: +46 8 568 585 11

Taiwan:

Medtronic (Taiwan) Ltd.
Tel: 02-21836000
Toll free: +886-800-005285

Thailand:

Medtronic (Thailand) Ltd.
Tel: +662 232 7400

Türkiye:

Medtronic Medikal Teknoloji
Ticaret Ltd. Sirketi.
Tel: +90 216 4694330

USA:

Medtronic Diabetes Global Headquarters
24-Hour Technical Support: +1-800-646-4633
To order supplies: +1-800-843-6687

Ukraine:

Med Ek Service TOV
Tel: +380 50 3311898
or +380 50 4344346
Лінія цілодобової підтримки:
0 800 508 300

United Kingdom:

Medtronic Ltd.
Tel: +44 1923-205167

Österreich:

Medtronic Österreich GmbH
Tel: +43 (0) 1 240 44-0
24 – Stunden – Hotline: 0820 820 190

Česká republika:

Medtronic Czechia s.r.o.
Tel: +420 233 059 111
Non-stop helpLine (24/7):
+420 233 059 059
Zákaznický servis (8:00 - 17:00):
+420 233 059 950

Contents

Chapter 1	1	Introduction
	1	CareLink™ Personal software
	1	Getting started
	2	Intended use
	2	Contraindications
Chapter 2	3	User safety
	3	Warnings
Chapter 3	4	Technical specifications
	4	Data security
	4	User security advisory
	5	Icon table

Introduction

CareLink™ Personal software

NOTE: This document may show sample images of the software. The images of the actual software may be slightly different. Not all products listed in this user guide are approved or available in all regions.

CareLink™ Personal software is a Web-based system. It has many key features:

- It uploads data from the insulin pump, continuous glucose monitoring (CGM) device, and supported blood glucose (BG) meters.
 - Uploaded data and other information stored on CareLink™ Personal software is used to generate several different types of reports.
 - If CareLink™ Connect software is available, care partners are invited to see device data.
-

NOTE: CareLink™ Connect software is only available for select devices and may not be available in all countries.

Getting started

Go to  to access more instructions and information to use CareLink™ Personal software.

An internet connection and a username and password are required to use CareLink™ Personal software.

To set up a CareLink™ Personal software account, go to the CareLink™ Personal software website and follow the instructions on the screen.

Intended use

CareLink™ Personal software is intended for use as a tool to help manage diabetes. The purpose of this system is to take information collected from insulin pumps, CGM systems, and glucose meters, and turn it into CareLink™ Personal software reports. The reports provide information that can be used to identify trends and track daily activities, such as carbohydrates eaten, meal times, insulin delivery, and BG readings.


Contraindications

None known.

User safety

Clinical benefits, precautions, risks and side effects, hazardous substances, and allergens are not applicable for CareLink™ Personal software.

Warnings

- CareLink™ Personal software should only be used with supported devices. Go to  to access the list of supported devices.
- CareLink™ Personal software is intended to be used together with advice from a healthcare professional familiar with the diagnosis and treatment of diabetes. Do not make any changes to treatment without consultation with a healthcare professional.
- CareLink™ Personal software is not intended to provide medical advice and should not be relied upon for such purpose. Consult the healthcare professional for guidance on therapy decisions.

Technical specifications

Cleaning and disinfecting, storage, disposal, software life of use, and device specifications are not applicable for CareLink™ Personal software.

Data security

Entry into CareLink™ Personal software is secure. It requires the use of a unique username and password. To keep information private, do not share the username and password.

The software uses secure data transfer protocols that ensure a secure link between the browser and CareLink™ Personal software. If the browser configuration is not supported, a screen appears with a list of supported browsers. Access CareLink™ Personal software from a supported browser.

CareLink™ Personal software also has a two-factor authentication procedure for an additional layer of security protection. The two-factor authentication procedure is not available in all countries.

User security advisory







Safety and information privacy are of highest importance to Medtronic. To help us ensure that our CareLink™ products work correctly and securely, please consider these good practices and precautions to help keep the computer system safe and secure:

- The industry responds to newly discovered security issues with updates. Keep the computer system up to date with the most current updates for the operating system and browser.
- Use a strong password. CareLink™ Personal software provides a password strength meter. Avoid common spellings and short length of words. Some password vaults offer the ability to create very strong passwords and provide them on demand.
- Never share the password.

- The local Medtronic support representative never asks for the password. If a request to disclose the password is received by email, please contact the local Medtronic support representative immediately and do not reply to the email.
- If any local Medtronic support representative asks for the password, refuse to provide it and ask to speak to a manager immediately.
- Change the password immediately if it is suspected of being compromised.
- It is good practice to change the password every 3-6 months.
- Contact the local Medtronic support representative if someone is suspected of accessing the account without authorization.
- Use reputable security software on the computer that provides protection against viruses, adware, and other forms of malicious software or malware.
- Use software firewall features in the security software as added protection for the computer.
- Consult with the internet service provider about security for the access point, usually the modem and router. Additional protection, such as firewall features, may be available.
- Be aware that many websites and emails may contain malicious software and are designed to compromise the computer system. Use caution before emails from unknown senders are opened or before using links in emails to websites.
- Use the strongest settings on the computer security software to help guard against accidental contact with malicious software.

Icon table

The following icons and symbols may appear in the software. For definitions, go to <http://www.medtronicdiabetes.com/symbol-definitions>.

Description	Icon
Manufacturer	
Date of manufacture	
Catalogue or model number	
Authorized representative in the European community	
European conformity. This symbol means that the device complies with MDD 93/42/EEC.	
Consult instructions for use	
Caution	