Medtronic

Frequently asked questions
CareLink™ system software

Who can use CareLink™ system software?

Medtronic CareLink™ system software is for healthcare professional use. Access is granted to healthcare professionals working for a hospital where a CareLink™ system services agreement in place with Medtronic. Speak to your Medtronic diabetes representative for more information.

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 access CareLink™ system software?

- Complete the CareLink system services agreement. This should be signed by an authorised representative of the hospital.

- Once completed, your local Medtronic representative will provide a unique, single-use registration code to register your clinic at medtronic.carelink.eu.

- During registration, the first user will be assigned clinic admin privileges.

  o Clinic administrators can create new user accounts, manage existing accounts and clinic default settings (e.g security). They can also send password reset emails and perform other admin-only functions.

  o It is recommended to always have **at least two clinic** admins for contingencies.

What do I do if I forget my username?

Clinic administrators can look up the details of all clinic users by logging in and navigating to 'Clinic Management' > ''Clinic User Accounts'

What do I do if I forget my password?

- A "Forgot your password?" link is available on the home page. Enter the CareLink™ system username and email address associated with your account to request an email containing a link to reset your password.
- Clinic administrators can also send a password reset email to individual users as required under 'Clinic Management' > 'Clinic User Accounts'.

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

What are the computer system requirements for CareLink™ system (carelink.medtronic.eu)?

CareLink™ system is a web based platform requiring a supported browser and operating system to view the website and generate CareLink™ reports. Visit carelink.medtronic.eu/supported-browsers

How do I install the CareLink™ Uploader?

CareLink™ system needs the uploader application installed on each terminal where the clinic wishes to upload a device data from a compatible device (e.g. insulin pump).

Once logged in, click on the "Install Uploader" link at the bottom of the page to download the installation package. **Computer administrator rights are required to install the CareLink™ uploader. Please speak to your hospital IT department for further assistance and support.**

- If the installation instructions do not display, please click on this link: carelink.medtronic.eu/uploader-instructions

- Two installation package files are available, .exe (for individual terminal installation) or .msi (for batch installation on multiple computers by an IT admin)

Supported Environments
- Click on "Supported Browsers" to see compatible operating systems and internet browsers from the homepage (carelink.medtronic.eu).   - Virtualized environments (e.g Citrix are **unsupported**)
Network Configuration
- Whitelist https://carelink.medtronic.eu   - IP Address: 144.15.107.35   - Port 443 for regular use   - Whitelist https://www.medtronic.com to access CareLink™ Uploader Installation file

Minimum computer specifications to upload using the CareLink™ Uploader

Windows®	Apple®
- 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	- 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 - Network connection speed of minimum 1MBps 1 available USB port

Individual computer install (.exe file)

- Run application once downloaded. Follow on screen prompts

- Enter Proxy Host / Proxy Port details if required (authenticated proxy servers require IT username and password)

Batch install for batch installation on multiple computers by an IT admin (.msi file)

- 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"

What USB link device / cables do I need to upload data to CareLink™ system software from a device?

To manually upload a compatible device with the CareLink™ uploader you will need one of the following:

Device to upload	Required USB link device / cable
MiniMed™ Paradigm™ pump systems	• White CareLink™ USB* **or** • Ascensia CONTOUR® NEXT LINK *Not compatible with Mac® operating systems. On Mac®, please use the Ascensia CONTOUR® NEXT LINK meter.
MiniMed™ 600 series pump systems	• Black CareLink USB, • Ascensia CONTOUR® NEXT LINK 2.4 **or** • CONTOUR® PLUS LINK 2.4
MiniMed™ 700 series pump systems	• Blue adapter USB
Blood Glucose Meter	• Manufacturer supplied meter cables

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 may discontinue older versions of the uploader application (as standard, Medtronic supports the current version available and two legacy versions), in which case an update will be needed to continue normal operation and perform an upload. Please follow the on screen prompts.

Linking CareLink™ Personal Accounts

- There are two ways to link to a patient's CareLink™ Personal account so that device data uploaded at home can be viewed in their CareLink™ system profile.

- **In Clinic**

    - Open the patient profile entry in CareLink™ system,

    - Navigate to linking and select "Link to Personal."

    - Select "Link now using patient's username and password."

    - Ask the patient to read the disclaimer. Linking is complete once the patient enters their CareLink™ Personal username and password.

- **Remote Linking Request (patient is not in the clinic)**,

    - Open the patient profile entry in CareLink™ system,

    - Navigate to linking and select "Link to Personal."

    - Select ""Send a link request using the patient's username"

    - Enter the patient's CareLink™ Personal username.

    - A link request is sent via email to the patient's email address associated with their CareLink™ Personal account. Linking is complete once the patient selects the

hyperlink, signs into CareLink™ Personal and accepts the link request.

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. For countries listed at carelink.medtronic.eu, data is stored in the European Union (EU).

I tried to "Generate" CareLink™ reports, but nothing happened?

- Click on the "i" button found to the right of the Reporting Period label for a step by step guide to generating reports

- 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

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.

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

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

Abbott

- Freestyle®
- Freestyle® Lite
- Freestyle® Freedom Lite

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

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