

CareLink™ Personal Software

Therapy Management Software Tool for Diabetes

User Guide

Medtronic

Medtronic



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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 with several 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 the CareLink™ Connect feature is available, care partners are invited to see device data on the website.



NOTE: The CareLink™ Connect feature 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 software is to take information collected from insulin pumps, BG meters, and CGM systems, and create CareLink™ reports. The reports provide information that can be used to identify trends and track daily activities by the users, for example carbohydrates consumed, meal times, insulin delivery, and glucose readings.

Indications for use

CareLink™ Personal software is indicated for use by patients using Medtronic supported devices and other compatible devices.

Contraindications


No contraindications are associated with CareLink™ Personal software.

Clinical benefits

CareLink™ software does not provide any direct therapy or treatment but is an optional tool that can be used by patients and healthcare professionals to review information uploaded from compatible devices.

User safety

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.
- If a serious incident related to the software occurs, immediately report the incident to a healthcare professional. For healthcare professionals, immediately report any serious incident to the applicable competent authority.

Technical specifications

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






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	
Catalogue number	
Authorized representative in the European Community	
Conformité Européenne (European Conformity). This symbol means that the device fully complies with applicable European Union Acts.	
Consult instructions for use	
Medical device	