

CareLink™ Connect

User Guide



Medtronic



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Introduction

Welcome to the CareLink™ Connect feature, a component of the CareLink Personal Therapy Management Software. This version of the CareLink Connect feature enables a secondary display of diabetes information, specifically the continuous glucose monitoring (CGM) data from the Guardian Connect CGM system, for care partners. This version of the CareLink Connect feature also enables text message notifications from the Guardian Connect CGM system to care partners.

NOTE: This document shows samples of the software screens. The screens of the actual software may be slightly different.

Indications for use

The CareLink Connect feature is intended to work with the Guardian Connect CGM system. The CareLink Connect feature is intended to provide a secondary display of continuous glucose monitoring on a supported consumer electronic device for users of a Guardian Connect CGM system and their designated care partners.

The CareLink Connect feature is not intended to replace the real-time display of continuous glucose monitoring. All therapy decisions should be based on blood glucose measurements obtained from a blood glucose meter.

The CareLink Connect feature is not intended to analyze or modify the continuous glucose monitoring data that it receives. Nor is it intended to control any function of the continuous glucose monitoring system to which it is connected.

Contraindications

Refer to the Guardian Connect application user guide for information on contraindications.

Precautions

Refer to the Guardian Connect application user guide for information on precautions.

Using the CareLink Connect feature on your computer

You can use either your computer or your mobile device to access the CareLink Connect feature. For more information on access through your mobile device, see the chapter [Using the CareLink Connect feature on your mobile device](#).

NOTE: *This document shows samples of the software screens. The screens of the actual software may be slightly different.*

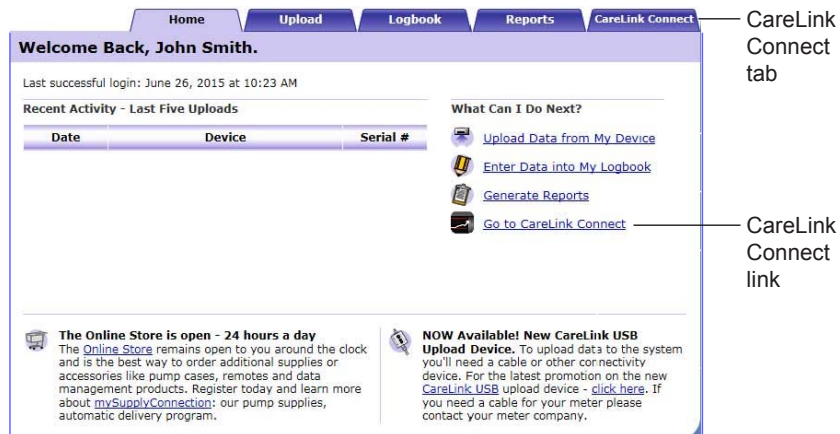
Accessing the CareLink Connect tab

A new tab called CareLink Connect has been added to the CareLink Personal website. Follow these steps to access the CareLink Connect tab.

- 1 Navigate to <https://carelink.minimed.eu/> from your internet browser.
- 2 Use the CareLink Personal username and password for the account to sign in.

CAUTION: *The same CareLink account should not be used with more than one Guardian Connect app; a unique account is needed for each app. If you use the same account with multiple apps, the information will be merged together on the CareLink Connect tab.*

- 3 Click on the **CareLink Connect** tab or the **CareLink Connect** link.



CareLink Connect pages

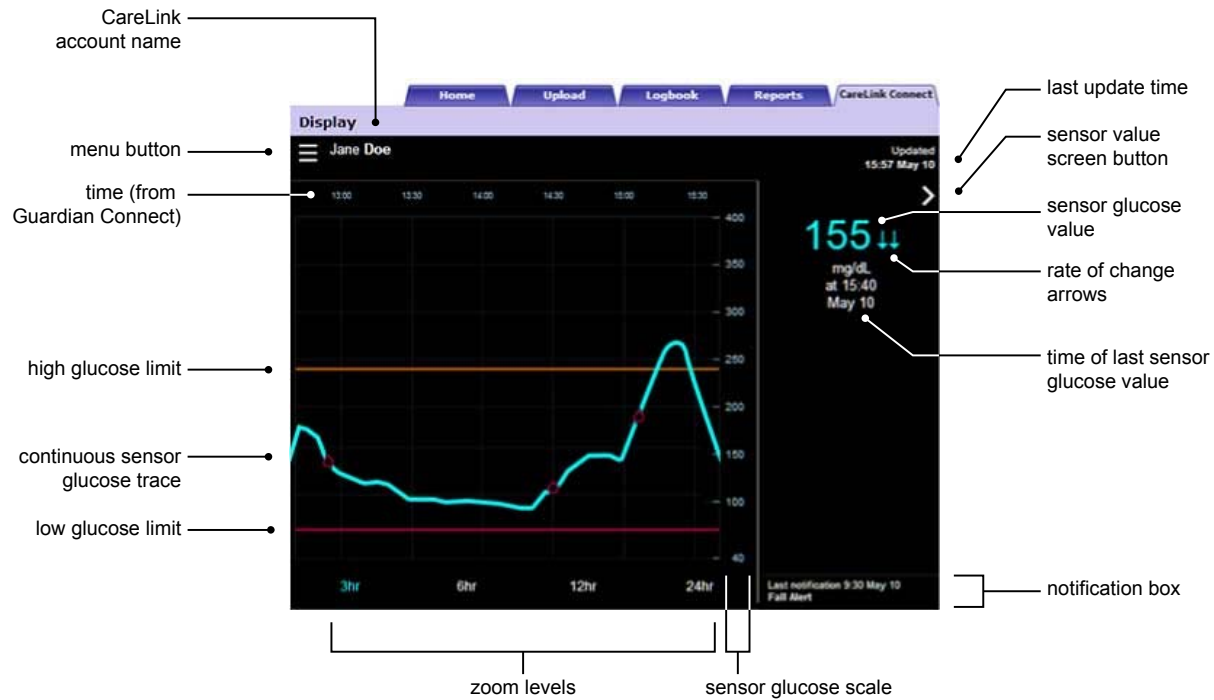
The CareLink Connect tab has two main pages called the Connect Display page and the Connect Settings page.

The Connect Display page has three screens for showing your diabetes information. They are the Home screen, the Sensor Value screen, and the Device Status screen.



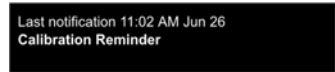
Home screen

The Home screen is the main screen for viewing data from the Guardian Connect app. Sensor glucose data is displayed for up to the last 24 hours.

Click on the **Sensor Value screen** button to go to the Sensor Value screen. Click on the **Menu** button to go to the Device Status screen.



Item	Description
Menu button	Provides access to the Device Status screen, which displays information about the Guardian Connect app, the sensor, and the transmitter.
CareLink account name	The name of the person associated with CareLink account.
Last update time	The most recent time that data was updated on your computer, which can occur every five minutes or during manual refresh of the browser.
Sensor glucose value	The latest sensor glucose reading received by the CareLink website. If a sensor glucose value cannot be displayed, a status message will appear indicating that no sensor glucose value is available. For a list of status messages and more information, refer to Status messages on page 33 .
Rate of change arrows	Displays the rate of change of your sensor glucose values. See the Guardian Connect application user guide for more information on rate of change arrows.
Sensor glucose scale	Displays the range of sensor glucose values for the vertical axis of the sensor glucose graph.

Item	Description
Time (from Guardian Connect)	<p>Displays the time from the Guardian Connect app for the selected period on the graph.</p> <p>The time scale changes when you select different zoom levels.</p> <p>A time change icon appears if a time change event has occurred on the app. This includes Daylight Saving Time and traveling across time zones.</p>  <p>Times shown in the Home screen before the time change icon will not match times shown on the Guardian Connect app.</p>
High glucose limit, low glucose limit	<p>If high glucose limits and low glucose limits are set in the Guardian Connect app, they appear as orange and red horizontal lines. The lines may be straight or stepped, depending on whether you have defined the same high and low limits for the entire day or different ones for different times of the day. For details on setting limits, see the Guardian Connect application user guide.</p>
Continuous sensor glucose trace	<p>Displays the current and historical sensor glucose readings.</p>
Zoom levels	<p>Click any of the numbers below the graph (3, 6, 12, 24 hours) to change the resolution on the graph.</p>
Sensor value screen button	<p>Provides access to the Sensor Value screen, which displays information of the current sensor glucose value, designed to keep you informed at a quick glance.</p>
Time of last sensor glucose value	<p>The time for the latest sensor glucose reading received by the CareLink website.</p>
Notification box	<p>Alert notifications received by the CareLink website with the time received.</p> <p>If an alert is not cleared and is currently displayed in the Guardian Connect app, then the box is red and shows the current alert. If there are multiple alerts, only the highest priority alert is shown.</p>  <p>If there is no current alert in the Guardian Connect app, then the box is black and shows the last alert received by the CareLink website.</p>  <p>If an alert is cleared on the Guardian Connect app before the information is sent, then the alert will not appear on the CareLink website.</p>

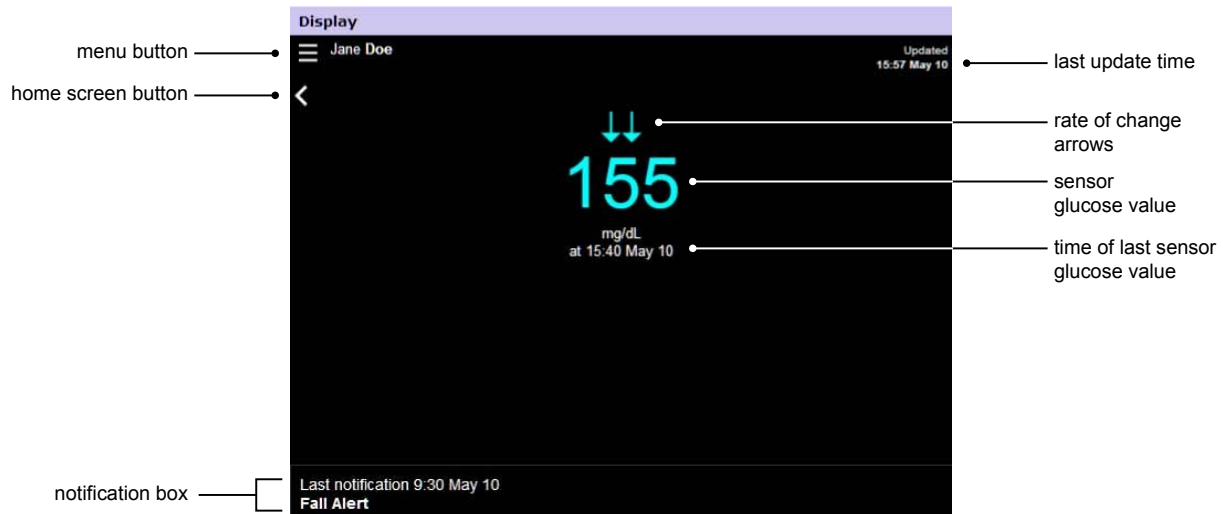
You may also see event marker icons on the Home screen. For more details, see [Event marker icons on page 17](#).

Sensor Value screen

The Sensor Value screen is a simplified display of the current sensor glucose value designed to keep you informed at a quick glance. It shows the sensor glucose value, the date, the time, and the rate of change arrows, if applicable. The Sensor Value screen also shows the last notification.

Click the **Back** button to return to the previous screen.

Click the **Menu** button to go to the Device Status screen.



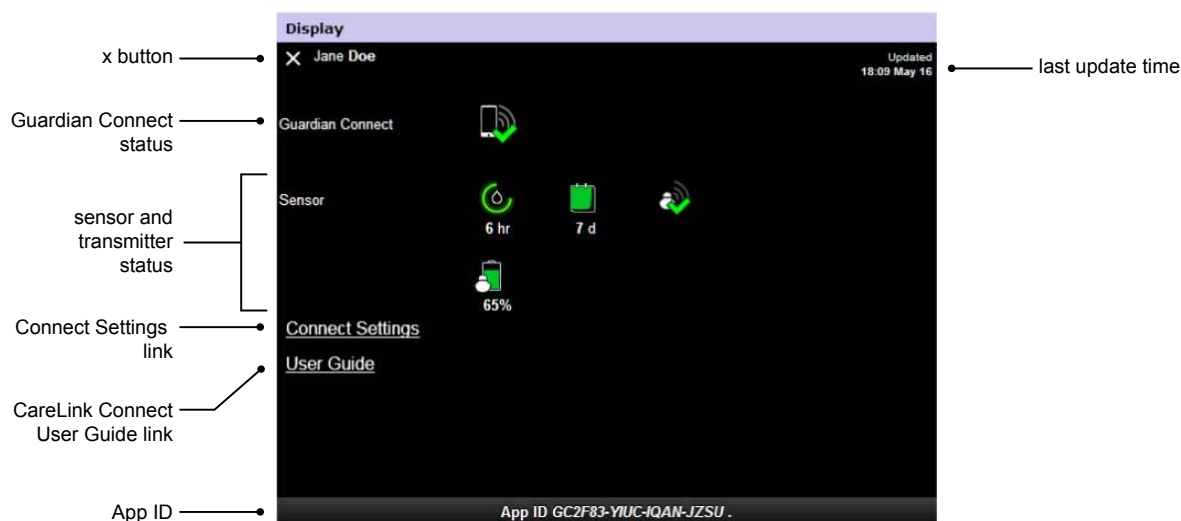
Item	Description
Menu button	Provides access to the Device Status screen, which displays information about Guardian Connect app, the sensor, and the transmitter.
Last update time	The most recent time that data was updated on your computer, which can occur every five minutes or during manual refresh of the browser.
Sensor glucose value	The latest sensor glucose reading received by the CareLink website. If a sensor glucose value cannot be displayed, a status message will appear indicating that no sensor glucose value is available. For a list of status messages and more information, refer to Status messages on page 33 .
Rate of change arrows	Displays the rate of change of your sensor glucose values. See the Guardian Connect application user guide for more information on rate of change arrows.
Time of last sensor glucose value	The time for the latest sensor glucose reading received by CareLink website.

Item	Description
Back button	Returns you to the previous screen.
Notification box	<p>Alert notifications received by the CareLink website with the time received.</p> <p>If an alert is not cleared and is currently displayed in the Guardian Connect app, then the box is red and shows the current alert. If there are multiple alerts, only the highest priority alert is shown.</p> <div style="background-color: #800000; color: white; padding: 5px; margin: 10px 0;"> High Sensor Glucose at 6:16 May 17 </div> <p>If there is no current alert in the Guardian Connect app, then the box is black and shows the last alert received by the CareLink website.</p> <div style="background-color: #000000; color: white; padding: 5px; margin: 10px 0;"> Last notification 11:02 AM Jun 26 Calibration Reminder </div> <p>If an alert is cleared on the Guardian Connect app before the information is sent, then the alert will not appear on the CareLink website.</p>

Device Status screen

The Device Status screen contains device status indicators from the Guardian Connect app.

Click the "X" button to exit the Device Status screen.



Item	Description
"X" button	The "X" button lets you exit from the Device Status screen and return to the previous screen.
Guardian Connect status	Displays the communication status between the Guardian Connect app and the CareLink website.
Sensor and transmitter status	Displays status icons for the calibration timer, the sensor life, the transmitter communication, and the transmitter battery.
Connect Settings	The Connect Settings link will take you to the Connect Settings page. On this page, you can set up care partners. For details, see the section Connect Settings page on page 19 .
User Guide	The User Guide link opens the CareLink Connect user guide.
App ID	The App ID is a unique identifier for your Guardian Connect app. It can be used for troubleshooting by your local help representative.
Last update time	The most recent time that data was updated on your computer, which can occur every five minutes or during manual refresh of the browser.

For information on icons, see [System status icons on page 16](#).

Using the CareLink Connect feature on your mobile device

You can also use your mobile device to access the CareLink Connect feature.

NOTE: *This document shows samples of the software screens. The screens of the actual software may be slightly different.*

The screen orientation will switch between portrait and landscape mode when you rotate the mobile device.

Accessing the CareLink Connect feature on your mobile device

To access the CareLink Connect feature on your mobile device, follow these steps.

- 1 Navigate to carelink.minimed.eu from your internet browser on your mobile device.

A screenshot of the CareLink Connect login interface. At the top is the Medtronic CareLink software logo. Below it, the text "Sign in to CareLink Connect below:" is displayed. There are two input fields: "Username" and "Password". At the bottom is a blue "Sign In" button.

- 2 Use the CareLink Personal username and password for the account to sign in. The CareLink Connect Display page opens. To access the other software features of CareLink Personal, you will need to use a computer.

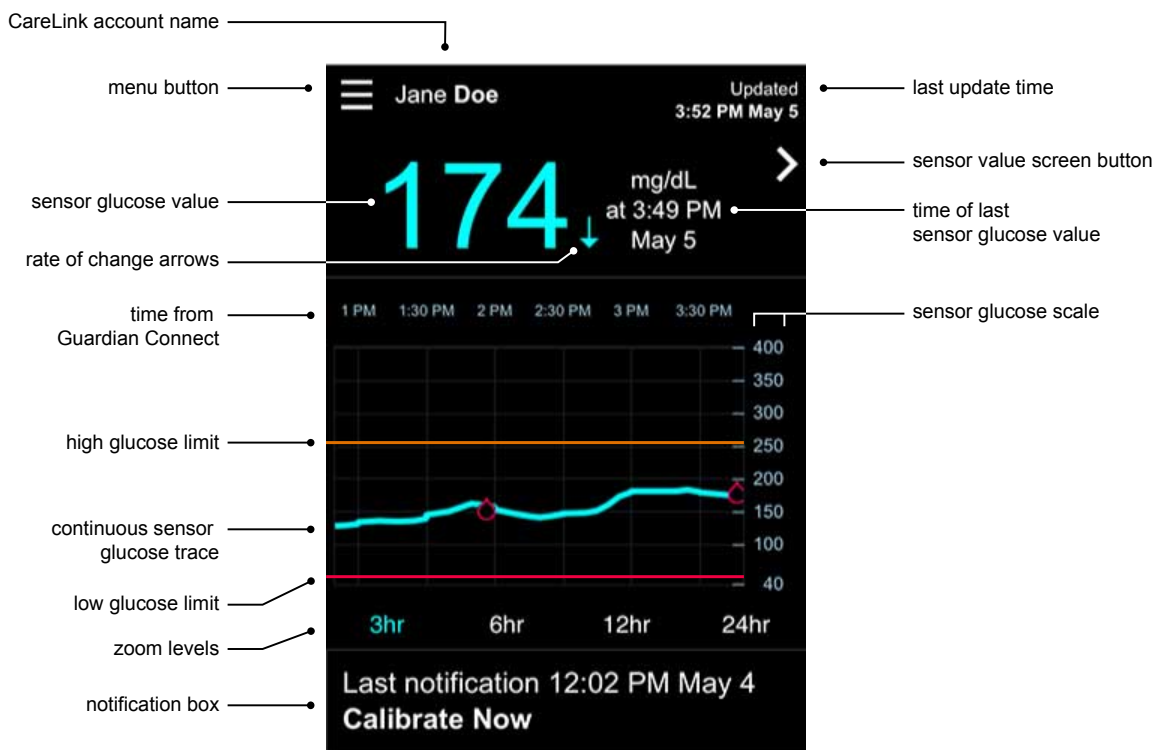
Screens

The CareLink Connect feature allows you to navigate through multiple screens to access CGM information sent from the Guardian Connect app. These screens are similar to the screens in the Guardian Connect app. The three main screens are the Home screen, the Sensor Value screen, and the Device Status screen.



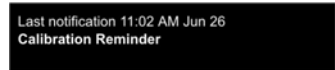
Home screen

The Home screen is the main screen for viewing information from the Guardian Connect app. Sensor glucose data is displayed for the last 24 hours.

Tap on the **Sensor Value screen** button to go to the Sensor Value screen. Tap on the **Menu** button to go to the Device Status screen.



Item	Description
Menu button	Provides access to the Device Status screen, which displays information from the Guardian Connect app.
Last update time	The most recent time that data was updated on your mobile device, which can occur every five minutes or during manual refresh of the browser.
Sensor glucose value	The latest sensor glucose reading received by the CareLink website. If a sensor glucose value cannot be displayed, a status message will appear indicating that no sensor glucose value is available. For a list of status messages and more information, refer to Status messages on page 33 .

Item	Description
Rate of change arrows	Displays the rate of change of your sensor glucose values. See the Guardian Connect application user guide for more information on rate of change arrows.
Sensor glucose scale	Displays the range of sensor glucose values for the vertical axis of the sensor glucose graph.
Time (from Guardian Connect app)	<p>Displays the time for the selected period on the graph.</p> <p>The time scale changes when you select different zoom levels.</p> <p>A time change icon appears if a time change event has occurred on the app. This includes Daylight Saving Time and traveling across time zones.</p>  <p>Times shown in the Home screen before the time change icon will not match times shown on the Guardian Connect app.</p>
High glucose limit, low glucose limit	If high glucose limits and low glucose limits are set in the Guardian Connect app, they appear as orange and red horizontal lines. The lines may be straight or stepped, depending on whether you have defined the same high and low limits for the entire day or different ones for different times of the day. For details on setting limits, see the Guardian Connect application user guide.
Continuous sensor glucose trace	Displays the current and historical sensor glucose readings.
Zoom levels	Tap any of the numbers below the graph (3, 6, 12, 24 hours) to change the resolution on the graph.
CareLink account name	The name of the person associated with the CareLink Personal account.
Sensor value button	Tap on the Sensor Value button to go to the Sensor Value screen. The Sensor Value screen displays information of the current sensor glucose value, designed to keep you informed at a quick glance.
Time of last sensor glucose value	The time for the latest sensor glucose reading received by the CareLink website.
Notification box	<p>Alert notifications received by the CareLink website with the time received.</p> <p>If an alert is not cleared and is currently displayed in the Guardian Connect app, then the box is red and shows the current alert. If there are multiple alerts, only the highest priority alert is shown.</p>  <p>If there is no current alert in the Guardian Connect app, then the box is black and shows the last alert received by the CareLink website.</p>  <p>If an alert is cleared on the Guardian Connect app before the information is sent, then the alert will not appear on the CareLink website.</p>

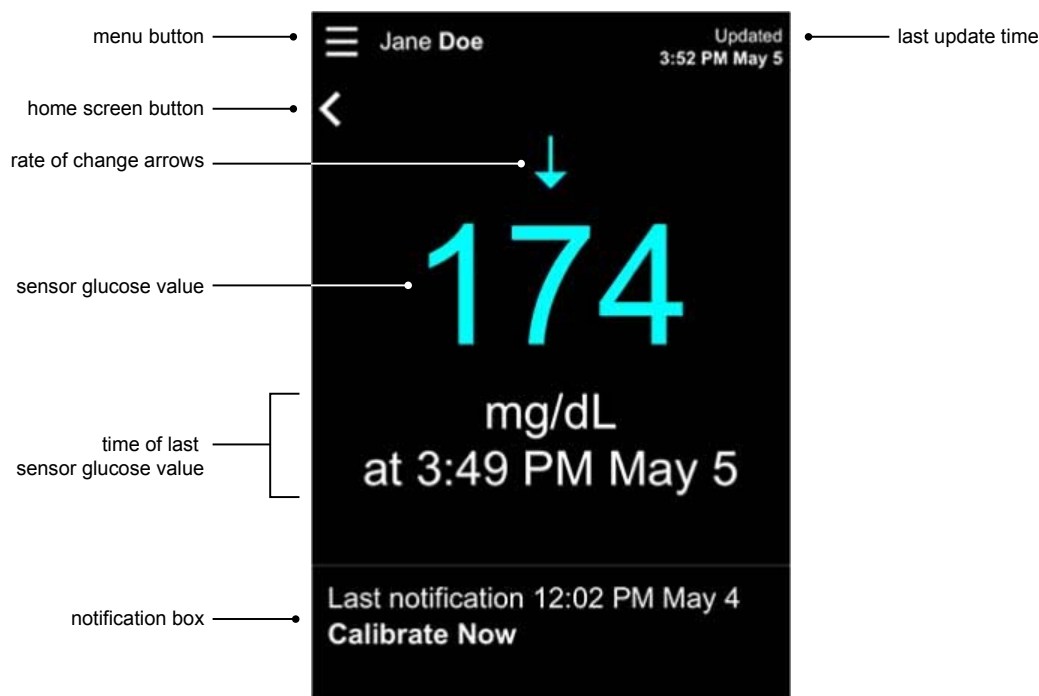
You may also see event marker icons on the Home screen. For more details, see [Event marker icons on page 17](#).

Sensor Value screen

The Sensor Value screen is a simplified display of the current sensor glucose value designed to keep you informed at a quick glance. It contains the sensor glucose value, date, time, and trend arrows, if applicable. The Sensor Value screen also displays the last notification.

Tap the **Back** button to return to the previous screen.

Tap the **Menu** button to go to the Device Status screen.

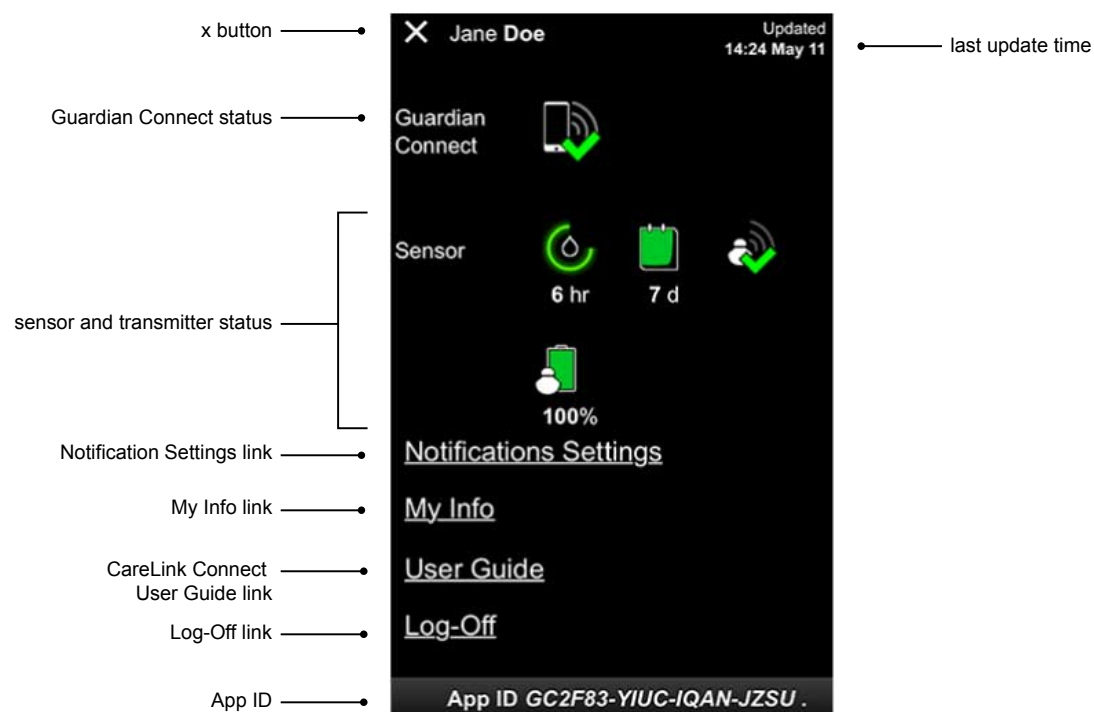


Item	Description
Menu button	Provides access to the Device Status screen, which displays information from the Guardian Connect app.
Home screen button	Tap this button to return to the Home screen.
Last update time	The most recent time that data was updated on your mobile device, which can occur every five minutes or during manual refresh of the browser.
Sensor glucose value	The latest sensor glucose reading received by the CareLink website. If a sensor glucose value cannot be displayed, a status message will appear indicating that no sensor glucose value is available. For a list of status messages and more information, refer to Status messages on page 33 .
Rate of change arrows	Displays the rate of change of your sensor glucose values. See the Guardian Connect application user guide for more information on rate of change arrows.

Item	Description
Time of last sensor glucose value	The time for the latest sensor glucose reading received by CareLink website.
Notification box	<p>Alert notifications received by the CareLink website with the time received.</p> <p>If an alert is not cleared and is currently displayed in the Guardian Connect app, then the box is red and shows the current alert. If there are multiple alerts, only the highest priority alert is shown.</p> <div style="background-color: #800000; color: white; padding: 5px; margin: 10px 0;"> High Sensor Glucose at 6:16 May 17 </div> <p>If there is no current alert in the Guardian Connect app, then the box is black and shows the last alert received by the CareLink website.</p> <div style="background-color: #000000; color: white; padding: 5px; margin: 10px 0;"> Last notification 11:02 AM Jun 26 Calibration Reminder </div> <p>If an alert is cleared on the Guardian Connect app before the information is sent, then the alert will not appear on the CareLink website.</p>

Device Status screen

The Device Status screen contains device status indicators sent from the Guardian Connect app. Tap the Exit Device Status button to return to the previous screen.







Item	Description
Exit Device Status button	The Exit Device Status button lets you exit from the Device Status screen and return to the previous screen.
Last update time	The most recent time that data was updated on your mobile device, which can occur every five minutes or during manual refresh of the browser.
Guardian Connect status	Displays the communication status between the Guardian Connect app and the CareLink website.
Sensor and transmitter status	Displays the time to the next sensor calibration, the number of days remaining before your sensor expires, the communication status between the transmitter and the Guardian Connect app, and the transmitter battery life.
Notifications Settings link	Tap this link to change text notifications. For more details, see Care partner text notification settings on page 29 .
My Info link	Tap this link to update your name, e-mail, language, security question, and security answer. For more details, see Getting started as a care partner on page 27 .
User Guide link	Provides detailed information on the CareLink Connect feature.
Log-Off link	Tap the Log-off link to exit the CareLink website.
App ID	The App ID is a unique identifier for your Guardian Connect app. It can be used for troubleshooting by your local help representative.

Icon indications

System status icons

The system status icons are located on the Device Status screen and allow you to quickly check the status of Guardian Connect app. If any status needs attention, the corresponding status icon displays on the Home screen next to the calibration timer icon.






Icon name	Description
Guardian Connect communication status	<p>This represents the communication status between the CareLink website and the Guardian Connect app. The green checkmark means that the Guardian Connect app is communicating with the CareLink website. The red X indicates that the Guardian Connect app is not communicating with the CareLink website.</p> 
Calibration timer	<p>The color and length of the ring indicate calibration status and the approximate time left until your next sensor calibration is due. When your sensor is calibrated, the ring is solid green. As the time for your next sensor calibration approaches, segments of the ring disappear and the color changes. When a sensor calibration is eventually due, a red blood drop appears instead of the ring, as shown below:</p>  <p>A full green circle indicates 12 hours remaining. Orange indicates three hours remaining. When the red blood drop appears, a sensor calibration is due immediately. A full blue circle with a question mark indicates that calibration time has not been communicated to the CareLink website. A full blue circle with three dots indicates that the sensor is warming up, waiting for calibration, or has encountered an error.</p>

Icon name	Description
Sensor life	<p>This icon indicates the remaining life of your sensor. A green icon indicates more than 2 days of life remain on your sensor. An orange icon indicates 1 to 2 days. A red icon indicates less than 1 day. The red-outlined icon with the "X" indicates that your sensor life has expired.</p> <p>Also, the number of days of remaining life appears below the icon.</p> <p>The icon with the question mark indicates that your sensor life is unknown. This happens if your mobile device is out of range of the transmitter, if the transmitter becomes unpaired from the Guardian Connect app, or if there is radio frequency (RF) interference.</p> 
Transmitter communication	<p>This represents the communication status between your transmitter and the Guardian Connect app. The green checkmark indicates that your transmitter is communicating. The red X indicates that your transmitter is not communicating.</p> <p>The question mark indicates that the communication status is unknown. This happens if the transmitter and Guardian Connect app are out of range, the transmitter and Guardian Connect app are unpaired, or if there is RF interference.</p> 

Event marker icons

Icons for event markers can appear on the Connect Display page. Event markers are added in the Guardian Connect app.

While an icon can appear in the CareLink Connect Display page, the details can not be seen by the care partner.

Event marker	Event name	Description
	Exercise	The intensity and duration of exercise routine.
	Insulin	Type and amount of insulin delivered.
	Blood glucose	Blood glucose meter reading. These can be used to either calibrate the Guardian Connect app or simply manage your diabetes.
	Meal	The amount of carbohydrates consumed (food or drink).
	Other	This event can be used to record other information relevant to diabetes management. For example, a record of other medications taken, illness, or stress.

Setting up and managing care partners

Information from the Guardian Connect app can be shared with care partners through the CareLink Connect feature. This chapter shows you how to set up and manage your care partners.


Alerts can also be sent via text messages to a care partner's mobile phone. For details, see [Disable and enable text messages to your care partner on page 25](#).

NOTE: This document shows samples of the software screens. The screens of the actual software may be slightly different.

Connect Settings page

From the Connect Settings page, you can set-up accounts for care partners. There are two sections on this page.

Connect Settings


[Go to Display](#)

Connect Settings

Enter Nickname to display on text message notifications: [Privacy Notice](#)

Required for adding a new care partner

Manage Care Partners

+ Maria Smith (mariasmith818)

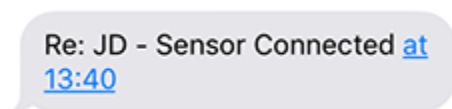
Add Care Partner

Save

Privacy Notice:
When using Text Message Notifications, the texts sent to your designated Partners will be visible to applicable wireless carriers and Medtronic-contracted vendors who facilitate the messages. These third-parties may not comply with all data privacy and security standards under HIPAA. For added privacy protection, we recommend using initials or nicknames in place of patient names in all messages.

Entering a nickname

Enter a nickname in order to add care partners. Your nickname is included in text message notifications sent to your care partners. If your nickname is "JD", your care partner will receive a text message that looks like the example.



Your nickname can be any combination of 1 to 10 letters and numbers. By default, the nickname will be the first letter of your first name and the first letter of your last name.

For details on why a nickname is required, read the Privacy Notice on the Connect Settings page.

Managing care partners

You can use the Manage Care Partners section to add, delete, and update care partners. Care partners can access the CareLink Connect tab on the CareLink Personal website. Care partners can also receive optional text notification messages.

To record changes to a care partner, you must click the **Save** button after making your change. Changes will not be recorded if you do not click the **Save** button. The **Save** button is only active when you make a change. If you make a change and try to leave the page without clicking the **Save** button, a pop-up window opens. Follow the directions to continue.

You can add up to five care partners. If you have five care partners, you must delete one before adding a new care partner. For details on how to delete care partners, see [Permanently delete care partner on page 25](#).

At any time, you can click on the Go to Display link or the CareLink Connect icon to go to the Connect Display page.



Adding a care partner


You must be signed into your CareLink Personal account to manage care partners. You can manage care partners from both a computer or a mobile device.

Care partners have 24 hours to sign into the account with the temporary password. If the care partner does not sign in within 24 hours, you will have to enter a new temporary password, then give the username and new temporary password to the care partner. For more information, see [Getting started as a care partner on page 27](#).

To add a care partner:

- 1 Navigate to the Connect Settings page.

Connect Settings




[Go to Display](#)

Connect Settings

Enter Nickname to display on text message notifications: [Privacy Notice](#)

Required for adding a new care partner

Manage Care Partners

 Maria Smith (mariasmith818)

Add Care Partner

Save

Privacy Notice:
When using Text Message Notifications, the texts sent to your designated Partners will be visible to applicable wireless carriers and Medtronic-contracted vendors who facilitate the messages. These third-parties may not comply with all data privacy and security standards under HIPAA. For added privacy protection, we recommend using initials or nicknames in place of patient names in all messages.

- 2 Click on the **Add Care Partner** button. The Add Care Partner screen opens.

Connect Settings

[Back to Care Partner Management](#)

Add Care Partner

Enter the care partner's first and last name

First Name

Last Name

Enter the username and password this care partner will use to sign in and view your information

Username

4 to 16 alphanumeric characters and underscores, no spaces

Temporary Password

Minimum 8 characters, case sensitive
Password expires in 24 hours

Save

- 3 Fill in the following fields for the care partner.

First name	The first name must be 1 to 40 characters. The first name is not case-sensitive.
Last name	The last name must be 1 to 40 characters. The last name is not case-sensitive.
Username	The username for the care partner must be 4 to 16 characters long. You can use letters, numbers, and the underscore (_) character.
Temporary Password	The temporary password must be 8 to 32 characters long. The temporary password is case sensitive.

- 4 If all the fields are filled, you will be able to click the **Save** button. If the **Save** button is not active, check the fields.
- 5 Give the username and temporary password to your care partner. The care partner has 24 hours to sign in with the temporary password. For more information, [Getting started as a care partner on page 27](#).

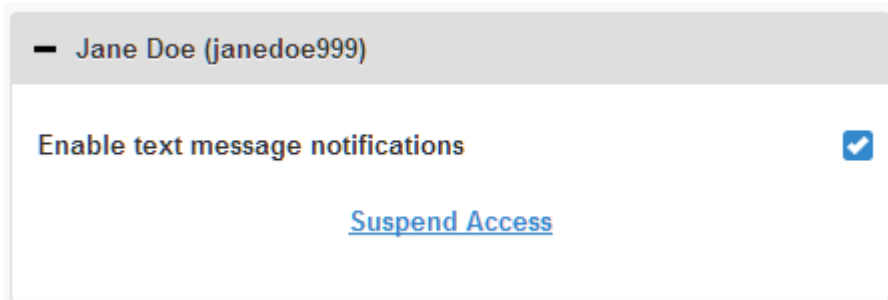
Updating a care partner

The Manage Care Partners section shows the profile and status of the care partners you have added. To open a profile window, click on the "+" sign or on the care partner's name.

There are three profile statuses related to registration: the care partner is registered, the care partner is not registered and the password has expired, or the care partner is not registered and the password has not expired.

If the care partner is registered, then the Enable text message notifications check box and the Suspend Access link are visible. To temporarily suspend care partner access, see [Temporarily suspend care partner access on page 24](#). To delete care partner access, see [Permanently delete care partner on page 25](#).

For information on disabling and enabling text messages, see [Disable and enable text messages to your care partner on page 25](#).



— Jane Doe (janedoe999)

Enable text message notifications ☒

[Suspend Access](#)

If the care partner is not registered and the password has expired, then the "Password expired" banner appears. You can enter a new temporary password, then click the **Save** button. Give the username and new password to the care partner. The care partner has 24 hours to sign in with the new temporary password.

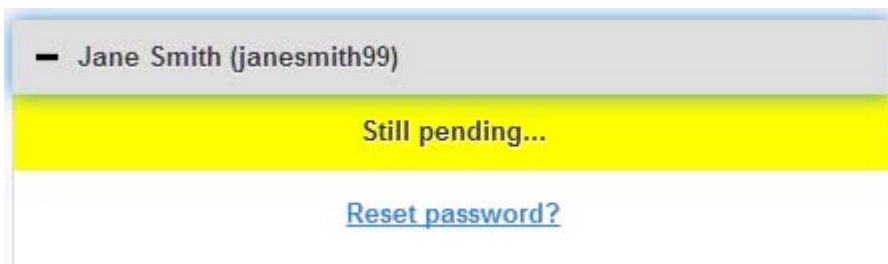


— John Doe (testjohn818)

Password expired

Enter new temporary password

If the care partner is not registered and password is not expired, the "Still pending..." banner and the Reset password link are visible. If you click the Reset password link, the password field appears. Enter a new password, then click the **Save** button. The "Settings Successfully Saved" pop-up window appears. Click the "X" to close the window.



— Jane Smith (janesmith99)

Still pending...

[Reset password?](#)

Saving changes to care partner information

In order to save changes to care partner information, you must click on the **Save** button.

If any field is invalid, you will receive a notification. Follow the directions on the screen.

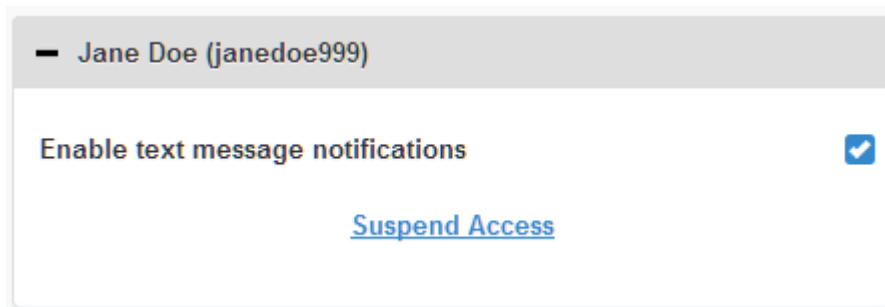
If you make a change and do not click the **Save** button, a pop-up window appears. Follow the directions on the screen.

Temporarily suspend care partner access

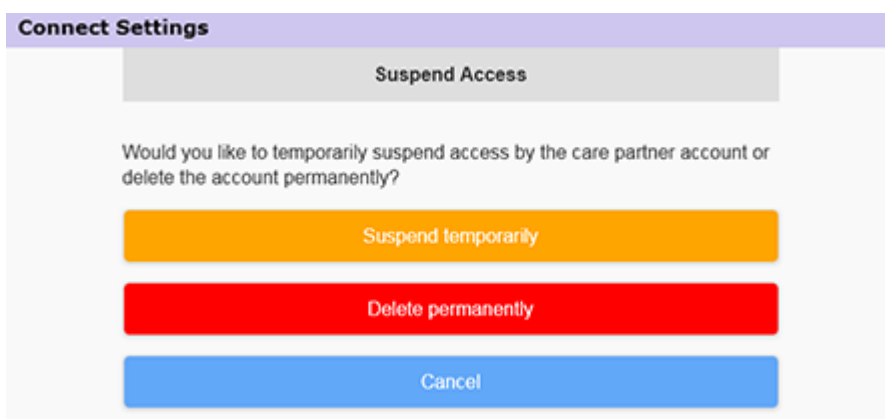
When a care partner is registered, you can temporarily suspend the care partner from accessing the CareLink Connect feature and from receiving text messages. For example, you can temporarily suspend access while your care partner is on vacation. When the care partner returns from vacation, you can resume access for the care partner.

To temporarily suspend care partner access:

- 1 Click on the care partner's name to open the profile status window.



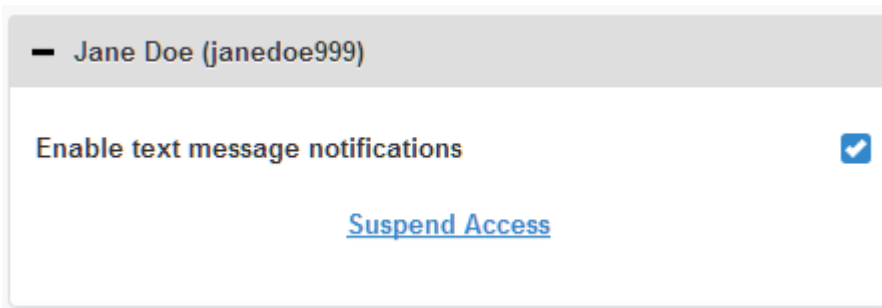
- 2 Click on the Suspend Access link. The Suspend Access window opens.



- 3 Click on the **Suspend temporarily** button. A pop-up window appears saying "Settings saved successfully".
- 4 Click on the "X" to close the pop-up window.

Disable and enable text messages to your care partner

You can enable and disable text message notifications for each care partner.



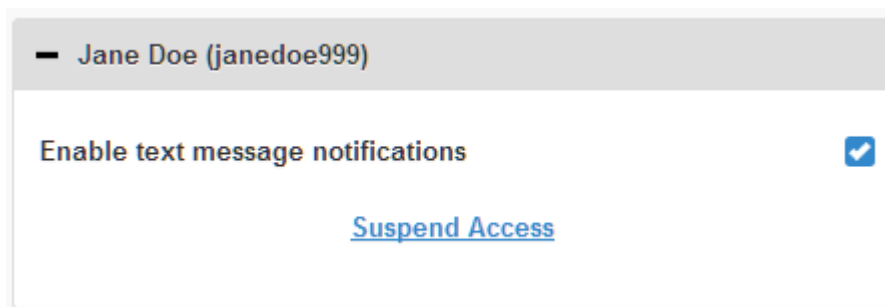
To do this, open the care partner profile. There is a check box next to the message "Enable text message notifications." If there is a check mark, then your care partner can receive text messages and can change text message settings. If there is no check mark, then your care partner can not receive text messages. The care partner can still access the CareLink Connect feature from an internet browser if there is no check mark.

Permanently delete care partner

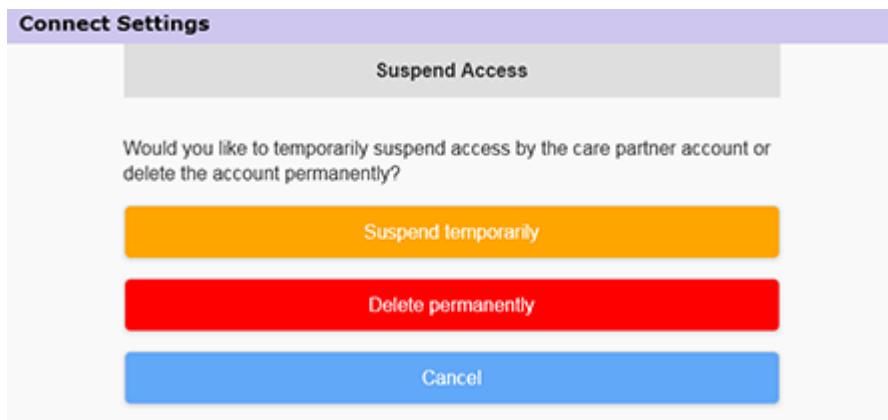
You can permanently delete a care partner. For example, if you get a new doctor, you can permanently delete the care partner account for your previous doctor. Also, if you already have five care partners, you must delete a care partner before adding a new one.

To permanently delete a care partner:

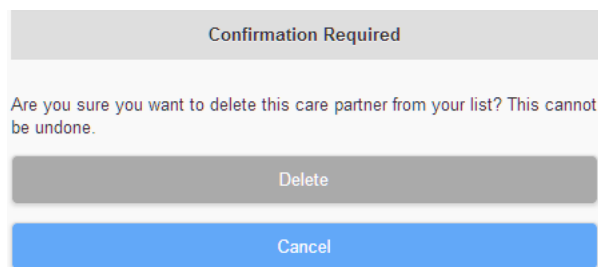
- 1 Click on the care partner's name to open the profile status window.



- 2 Click on the Suspend Access link. The Suspend Access window opens.



- 3 Click on the **Delete permanently** button. A confirmation window appears.



- 4 Click on the **Delete** button to finish deleting the care partner, or click on the **Cancel** button to not delete the care partner. A pop-up window appears saying "Settings saved successfully."
- 5 Click on the "X" to close the pop-up window.

Instructions for care partners

This chapter instructs care partners how to register and how to manage their accounts. This chapter also tells the care partner how to activate and manage text message notifications.

NOTE: This document shows samples of the software screens. The screens of the actual software may be slightly different.

Getting started as a care partner

Before you start, a username and temporary password must be set up for your care partner account. For more information, see [Adding a care partner on page 20](#).

Once you get a username and temporary password, you have 24 hours to sign in and create a new password. Once you have created a new password, you can register your care partner account. Note that registration is not complete until you have set up notifications.

You can register your care partner account using an internet browser on your computer or on your mobile phone.

To register as a care partner:

- 1 Navigate to <https://carelink.minimed.eu/> from your internet browser.
- 2 Enter your username and the temporary password, then click the **Sign in** button. The Terms of Use and Privacy Statement page opens.

NOTE: You can not use the Forgot your password? link until you have registered your care partner account. If the username and temporary password do not work, ask for a new temporary password.


- 3 Read the Terms of Use and Privacy Statement page.

- Click to select all check boxes. Then, click on the **Accept** button. The Password Update Page screen appears.

NOTE: If you do not agree to all the Terms of Use, click the Decline button to leave this page. You will not be able to register as a care partner.

- Enter your new password, then confirm your password. Click the **OK** button to continue. The My Info page appears.

My Info

 [Go to Display](#)

My Info

[Change password](#)

First Name
Agnes

Last Name
Smith

E-mail

Country
United Kingdom

Language
English

Select a security question and enter your answer
Mother's Maiden Name

Answer

Save

NOTE: The Country field displays the country of the primary user. As a care partner, you cannot change the Country field.

- Fill out the fields on the My Info page.

First name	Your first name must be 1 to 40 characters. Your first name is not case-sensitive.
Last name	Your last name must be 1 to 40 characters. Your last name is not case-sensitive.
E-mail	Enter your e-mail address.

Language	Select your language from the drop-down menu.
Security question	Select your security question from the drop-down menu.
Security answer	Your security answer must be 1 to 30 characters. Your security answer is not case-sensitive.

- 7 Click the **Save** button. It can only be clicked when valid changes have been made. If you can not click the **Save** button, check each field and try again.

Changing your care partner password

You can change your password by clicking on the Change Password link.

You can only change your care partner password on a computer. The Change password link is not available on a mobile device.

To change your care partner password:

- 1 Go to the My Info page.
- 2 Click the Change password link. The Change Password page appears.
- 3 Follow the directions on the Change Password page to fill in the blank fields.
- 4 Click the **Change** button to save your new password.

Care partner text notification settings

You can have text notifications from the CareLink Connect feature sent to your mobile phone. This section shows how to change your text notification settings.

You can update your text notifications from the Notifications Settings page. To go to the Notifications Settings page, go to the Device Status page, then click on the Notifications Settings link.

Setting your phone number

To receive text notifications, you must enter a valid phone number into the blank field, then click the **Save** button. You must include your country code before your phone number. Do not include leading zeros or the "+" sign.

If the phone number is not valid, an error message appears. Check the phone number and re-enter it. Then, click the **Save** button.

Sending a test notification

You can send a test message to make sure text notifications work. To do this, click the Send test text message link. A pop-up window appears to confirm that the test message is sent. Within a few minutes, your mobile phone should receive a text message.

If the phone number is not valid, an error message appears. Check the phone number and re-enter it. Then, click the Send test text message link again. If your mobile phone still does not receive a text message, contact your local help representative.

There is a limit to the number of test notifications sent in one day. If you try to send more test notifications, a pop-up window appears. Click on the "X" to close the window.

NOTE: Standard text message fees may apply.

Activating and deactivating text notifications

There are three groups of text notifications: Low Alerts, High Alerts, and Status Messages. Each group contains several individual alerts or status messages.

For details on the alerts, see the Guardian Connect application user guide.

You can activate and deactivate text notifications as a group by clicking the check box on the group title. If the check box on the group title is on, you will receive all messages of that type. If the check box on the group title is off, you will receive no messages of that type.

You also can activate and deactivate notifications individually. Click on the "+" sign on the group title to open the group window. Activate or deactivate each message by clicking the check box on or off. If the check box for the group title shows the "-" sign, then at least one individual alerts is active.

For example, in the screenshot, the "High Alerts" group window is open. The "High Alerts" check box shows a "-" sign indicating at least one individual notification is on. In this example, the "High Sensor Glucose" alert and the "High Predicted" alert have check marks.

The screenshot shows a 'Select Notifications' window. It has three main sections: 'Low Alerts', 'High Alerts', and 'Status Messages'. The 'High Alerts' section is expanded, showing a list of individual alerts: 'High Sensor Glucose' (checked), 'High Predicted' (checked), and 'Rise Alert' (unchecked). Below this list is a section titled 'If alert is not cleared, send text message (in minutes):' with a row of buttons: 0, 5, 10 (selected), 15, 20, 25, and 30. At the bottom of the window is a blue 'Save' button.

Alert Group	Alert Name	Check Box
High Alerts	High Sensor Glucose	<input checked="" type="checkbox"/>
	High Predicted	<input checked="" type="checkbox"/>
	Rise Alert	<input type="checkbox"/>

If alert is not cleared, send text message (in minutes):

0	5	10	15	20	25	30
---	---	----	----	----	----	----

Save

After activating or deactivating your notifications, click the **Save** button. If you try to leave this page before clicking the **Save** button, the "Changes not saved" message appears. Follow the directions to continue.

If you want to leave the page without making changes, click on the Go to Display link or on the CareLink Connect icon.



Selecting text notifications

The table shows all text notifications available through the CareLink Connect feature. For more details, see the Guardian Connect application user guide.

Notification category	Message
LOW ALERTS	Fall Alert Low Predicted Low Sensor Glucose
HIGH ALERTS	High Predicted High Sensor Glucose Rise Alert
STATUS MESSAGES	Calibration Reminder Calibration Not Accepted Calibrate Now Change Sensor Lost Sensor Communication Sensor Connected Sensor End of Life Sensor Glucose Not Available Transmitter Battery Empty Transmitter Error

Setting time delay on alert messages

The CareLink Connect feature will only send you a text notification if the alert is not cleared or snoozed in the Guardian Connect app after a time delay. For example, if the time delay is set to 15 minutes, a text notification is sent only if the alert is not cleared or snoozed after 15 minutes. If the alert is cleared or snoozed before 15 minutes, a text notification is not sent. If the time delay is set to 0 minutes, a text notification is sent as soon as the CareLink website is aware of the alert.

The default time delay is 0 minutes for Low Alerts. The default time delay is 10 minutes for High Alerts and for Status Messages.

If alert is not cleared, send text message (in minutes):

0	5	10	15	20	25	30
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Troubleshooting

The CareLink Connect feature is a secondary display system only. For more detailed information on alerts and notifications, see the Guardian Connect application user guide and the sensor user guide.

Status messages

There may be a number of reasons why you do not see information on the CareLink Connect display. If you do not see information, a status message may appear on the Home screen or the Sensor Value screen. The table below describes those possible scenarios.

Status message	Description
Info unavailable	Information is not available from Guardian Connect at this time.
Above 400 mg/dL (22.2 mmol/L)	Sensor glucose value is outside the sensor range. Confirm with a BG reading and treat according to the recommendations of your healthcare professional.
Below 40 mg/dL (2.2 mmol/L)	Sensor glucose value is outside the sensor range. Confirm with a BG reading and treat according to the recommendations of your healthcare professional.
Calibrate now	The sensor requires calibration. Check blood glucose and calibrate now.
Calibrating	Calibrating sensor. This may take up to 5 minutes.
Change sensor	Sensor can no longer be used. Insert a new sensor.
Lost sensor communication	Lost communication with the transmitter. Keep the transmitter in range.
No sensor glucose, wait until notified	Do not calibrate unless notified. The sensor is trying to fix a problem. This could take up to 3 hours. No action is needed.
No transmitter paired	The transmitter is not paired with the Guardian Connect app. Refer to the Guardian Connect application user guide to pair the transmitter again.
Searching for sensor signal	Lost communication with the transmitter. Keep the transmitter in range.
Sensor connected	A sensor is connected and awaiting set-up.
Sensor disconnected	The sensor is disconnected. Connect the transmitter to the sensor. If the transmitter is connected to the sensor, ensure the connection is secure.
Sensor end of life	The sensor reached end of life. Replace the sensor.

Status message	Description
Transmitter battery empty	The transmitter requires charging.
Transmitter error	The transmitter is trying to fix a problem. Wait at least 30 minutes.
Updating	The sensor is updating. This may take a few minutes.
Wait to calibrate	The last calibration was not accepted. Wait until notified to calibrate.
Warm up	Warming up sensor. This may take up to 2 hours. A calibration will be required at that time.

Common Troubleshooting

If you encounter an error, follow the steps in the table below. If you are unable to resolve an issue after following the steps in the table below, force close the app and then relaunch. If you still encounter an issue, restart your mobile device and relaunch the app.

Message	What could be wrong	What to do
"Info unavailable"	<p>The CareLink website is not receiving data from Guardian Connect. Possible causes are:</p> <ol style="list-style-type: none"> 1 Sync to CareLink is disabled in the Guardian Connect app. 2 You have no Internet connection or cellular connectivity. 3 The Guardian Connect user has entered an incorrect CareLink username or password in the Guardian Connect app. 4 The Guardian Connect app user has turned off Bluetooth on their mobile device. 	<p>Try the following:</p> <ol style="list-style-type: none"> 1 On the Guardian Connect app, from the Menu screen, tap Sync to CareLink. Tap the switch to turn it green. 2 Return to an area where you receive Internet connectivity via your cellular provider or a wireless connection. 3 Make sure you are using the correct CareLink username and password. 4 Ensure the Guardian Connect app user turns on Bluetooth on their mobile device. This will allow data to synchronize from the Guardian Connect app to the CareLink website.
No Text Message Received by a contact	<ol style="list-style-type: none"> 1 An incorrect phone number was entered. 2 The "Active" box is unchecked on the Notifications Settings page. 3 The alert notification in question is not selected for transmission. 4 The alert was cleared on the Guardian Connect app before data was sent to the CareLink website. 5 The Guardian Connect app user has not enabled the alert in question. 6 The mobile device was outside of the cellular network at the time of the alert occurrence. 7 The care partner has opted out from receiving text messages. 	<ol style="list-style-type: none"> 1 On the Notifications Setting page, confirm you have entered the correct mobile phone number. 2 On the Notifications Setting page, confirm that the "Active" box has a checkmark. 3 On the Notifications Setting page, make sure you have enabled the alert you want to receive. 4 Test the text message notifications function to make sure the contact's information is entered correctly. To send a test notification, click the "Send test text message" link. 5 Ensure the alert is enabled on the Guardian Connect app. 6 Return to an area where you receive Internet connectivity via your cellular provider or a wireless connection. 7 Resubscribe to the text service by texting 'SUBSCRIBE'.

Message	What could be wrong	What to do
"Sensor disconnected"	The connection between the sensor and transmitter is not secure.	Ensure the sensor and the transmitter are securely connected.
CareLink reports do not show recent information from the last few days.	<ol style="list-style-type: none"> 1 The CareLink website is not receiving data from Guardian Connect. 2 Note that if the Guardian Connect app has been in use for less than 24 hours, the data history for report generation may not have been uploaded yet. 3 The Guardian Connect user has entered an incorrect CareLink username or password in the Guardian Connect app. 	<ol style="list-style-type: none"> 1 On the Guardian Connect app, go to the Device Status page, then tap the Sync to CareLink menu. Tap the switch to turn it green. You also can perform a manual upload to CareLink to upload your history. 2 Return to an area where you receive Internet connectivity via your cellular provider or a wireless connection. You also can perform a manual upload to CareLink to upload your history. 3 Make sure you are using the correct CareLink username and password.