Medtronic
Engineering the extraordinary



CareLink™ Personal

Software guide

Personalised diabetes insights
to empower your therapy decisions



For MiniMed™ 780G system users

UK-IPT-2300166 | 2023

Welcome

This guide is designed to help you get the most out of CareLink™ Personal, Medtronic's web based diabetes management platform for patient and carer use at home.

It takes all the data from your MiniMed™ 780G insulin pump and continuous glucose monitor, alongside data from compatible blood glucose (BG) meters and stores it online for your use.

Why use CareLink™ Personal?

CareLink™ Personal gives you the ability to:

- Track your personal progress and trends with CareLink™ reports
- Prepare for and speed up visits with your diabetes healthcare team
- Download a record of your current device settings
- Share your data with your diabetes healthcare team without going to see them
- Share your data with Care Partners

Make a note of your unique CareLink™ Personal username and email address associated with your account here:

Username

Email

Information contained herein is not medical advice and should not be used as an alternative to speaking with your diabetes healthcare team.

Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your diabetes healthcare professional.

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Registration

Don't have a CareLink™ Personal account?
Register in a few simple steps

1

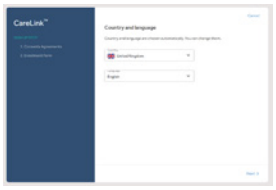
Visit carelink.minimed.eu from your laptop or mobile, select your country of residence and your preferred language from the menu.

Then select **Create an account**.



2

Confirm your country and language selection, select **Next** and then select **Patient** as your account type.



3

Go through the consent process by reading each consent. Click on the hyperlinks for the Terms of Use and Privacy Statement. Note: Some consents are required and you will not be able to use CareLink™ Personal without agreeing to them.



4

Choose a unique username and password. Passwords need to be at least eight characters and meet the complexity requirements. You'll also be asked to enter a valid email to verify your account.



5

Enter your personal and contact details.



6

Enter the verification code sent to your email to verify your account (valid for 15 minutes) and complete the reCAPTCHA.



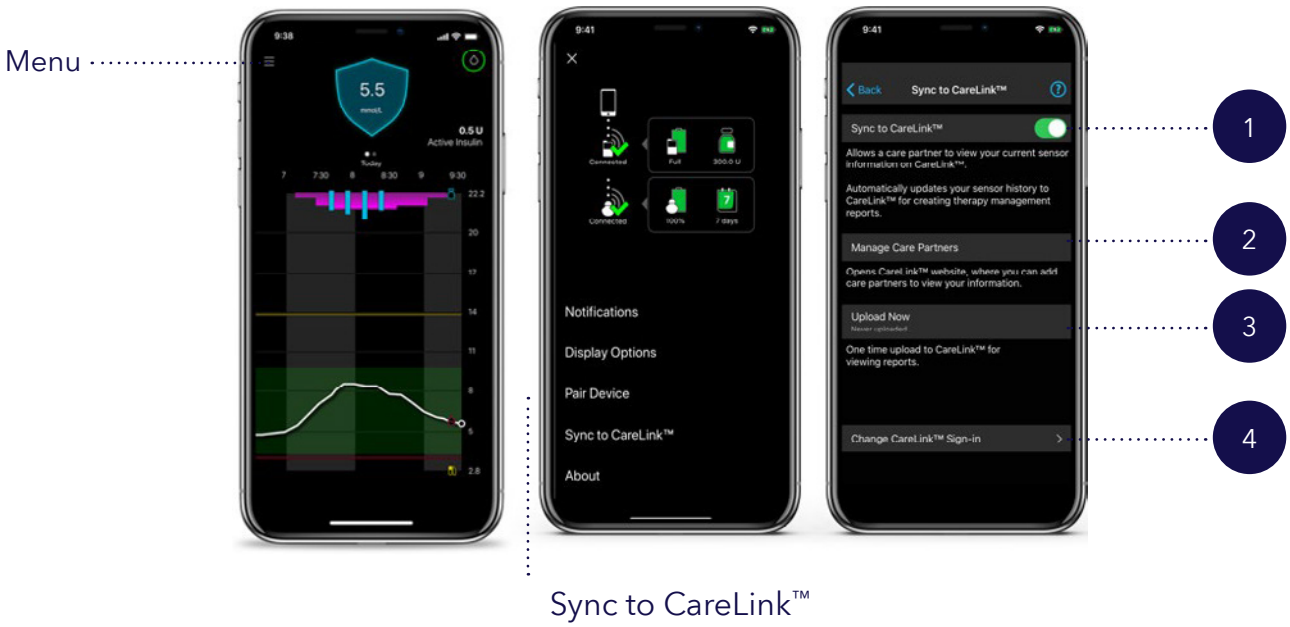
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MiniMed™ Mobile app

Sync your pump to CareLink™ Personal automatically

You can automatically upload your MiniMed™ 780G system data through the MiniMed™ Mobile app. This allows you to stay connected with your Care Partners and saves you time when you or your diabetes healthcare team choose to view your data.

Select the Menu button then Sync to CareLink™ to automatically upload your device data. The CareLink™ sync feature simplifies your upload process and saves you time.



1. Sync to CareLink™

Ensure this is switched on to automatically update your sensor history every five minutes (needed to send Care Partner alerts) and a full upload of your pump every 24 hours to create reports in CareLink™ Personal.

2. Manage Care Partners

Approve or remove Care Partners.

Note you can have up to five Care Partners per device user.

3. Upload Now

Perform a forced upload of all pump and CGM data in order to generate reports with the most recent information.

4. Change CareLink™ Sign-in

Change the CareLink™ Personal account you are signed in to.

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MiniMed™ Mobile

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CareLink™ Uploader

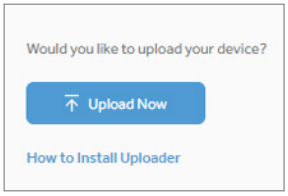
Install the uploader on your computer
to perform a manual upload to CareLink™ Personal

From time to time, you may need to do a manual upload of your MiniMed™ 780G system from a home computer (desktop or laptop), especially if you are not using the MiniMed™ Mobile app. To do this, you'll need to install the CareLink™ Uploader by following these steps:

Tip! Make sure you have administration rights on your computer and disconnect any USBs from your computer to install the application

1

Log in to carelink.minimed.eu from your laptop or desktop. From the main menu, select **How to Install Uploader.**



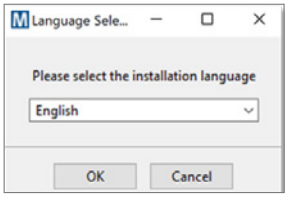
2

Click **Download CareLink™ Uploader Installer** to download the file. Once downloaded, run the .exe file.



3

Select your preferred installation language from the dropdown selection and click **OK.**

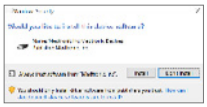


4

Select **Next** at the **Welcome Screen,** then at **Ready to Install** click **Next** and then **Install.**

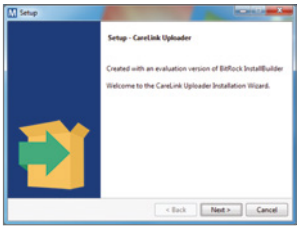






5

Installation will start. When prompted click **Finish** to complete installation.



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Uploading to CareLink™ Personal

Getting ready for a manual upload

Ready to upload?

Now you have the CareLink™ Uploader installed, it's time to prepare to upload.



Have your blue adapter (USB) to hand



Log in to CareLink™ Personal



Clear any **active** alerts on your pump



Ensure the **low battery** alert is not displayed

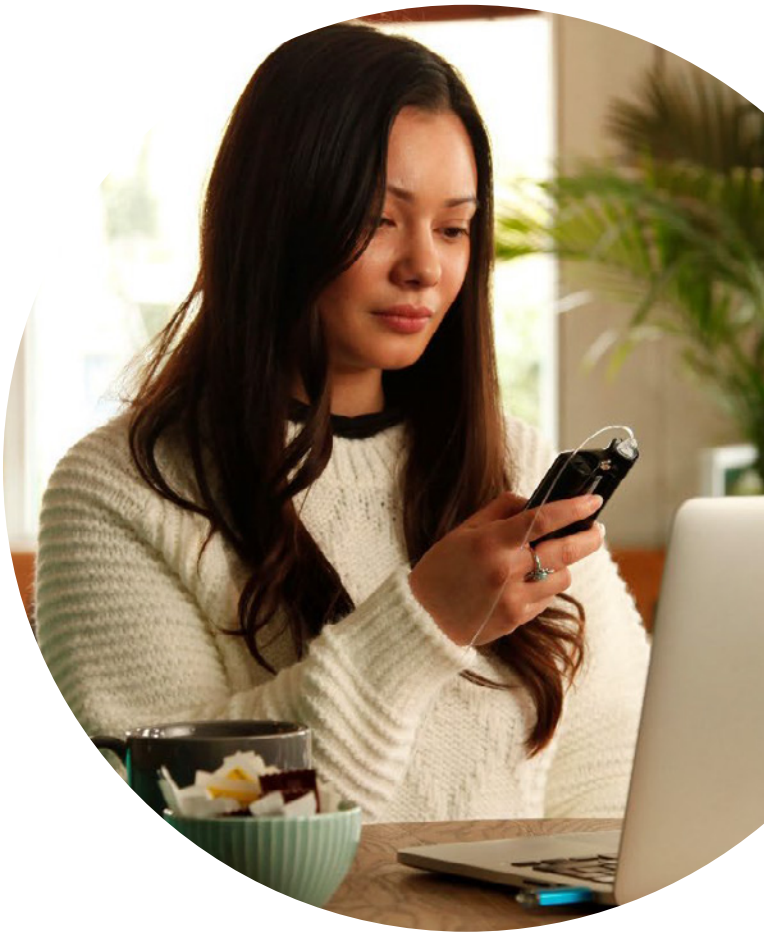


Click **Upload Now**

Clicking **Upload Now** will launch the CareLink™ Uploader.

You'll be prompted to install the Uploader if you haven't already done so, or if there is an update available.

We recommend installing any updates as they become available, to ensure the smoothest upload experience.



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Completing a manual upload of your MiniMed™ 780G

Once the CareLink™ Uploader launches, follow these steps:

1. Choose your device to upload



Select
Add new device



Select
MiniMed™ pump



Choose
MiniMed™ 700 series



Insert your blue adapter when prompted

2. Select your time range



Select the time range you wish to upload. Note, longer time ranges or infrequent uploading will result in a longer upload time.

3. Prepare device for data upload



Follow on-screen instructions to prepare your device



Pair your pump by entering the code displayed on your pump*

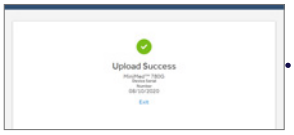


When prompted select **Upload Now** on your pump



Wait for upload to complete

4. Upload is complete



Upload Success notice indicates your pump has uploaded!

5. *Subsequent Uploads



Previously uploaded pumps are displayed when launching the uploader. Skip the pairing step by simply selecting your existing device.

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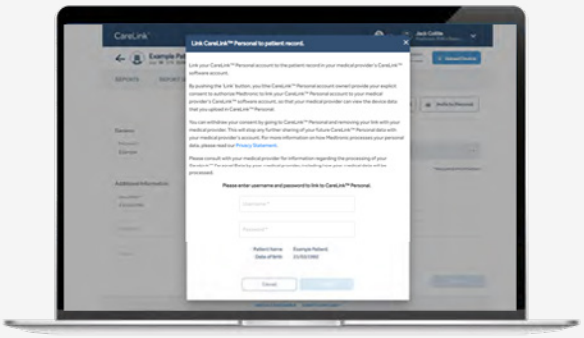
Sharing your data

With your diabetes healthcare professionals

Your diabetes clinic may request you link your CareLink™ Personal account with their CareLink™ software clinic account. This has two major benefits:

- Saves time in clinic and at your next face-to-face appointment as your diabetes team will already have access to your data to generate reports and review your therapy management
- Enables your clinic to provide remote consultations by having access to data without you needing to be physically present

Face to face (in clinic)



- When prompted by your healthcare professional
- Read the disclaimer notice
- Enter your CareLink™ Personal username and password to establish the data sharing link

Remotely (via email)

- You will receive a data sharing invitation via the email associated with your CareLink™ Personal account
- Click on the email link and log in to CareLink™ Personal
- From the homepage, click on the notification icon and click **View request(s)**
- Read the disclaimer and approve the invitation to establish the data sharing link



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Sharing your data

With up to five Care Partners

Accepting a Care Partner link request[1]:



Provide your CareLink™ Personal username to your Care Partner



Your Care Partner creates a **Care Partner** account at carelink.minimed.eu or through the CareLink™ Connect mobile app[2]



Your Care Partner requests to link to your account using your CareLink™ Personal username

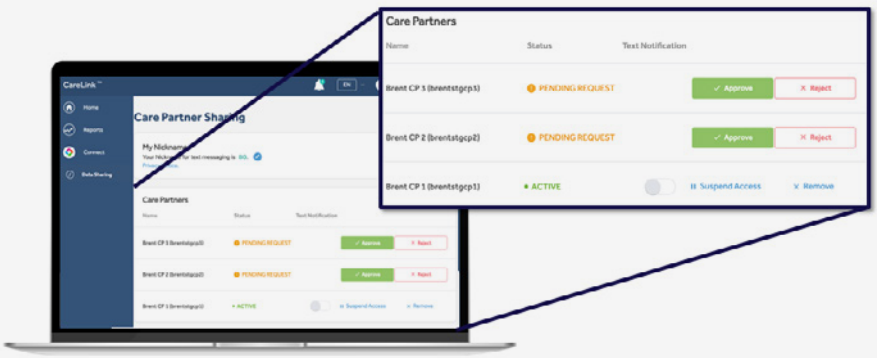


You'll receive a notification by email or through the MiniMed™ Mobile app – approve the request within 24 hours by following the link

Managing your Care Partners

Log in to your CareLink™ Personal account and navigate to **Data Sharing** > **Care Partners** to manage which Care Partners you share data with, including:

- Approving, suspending or rejecting access
- Enabling Care Partners to receive SMS notifications[3]

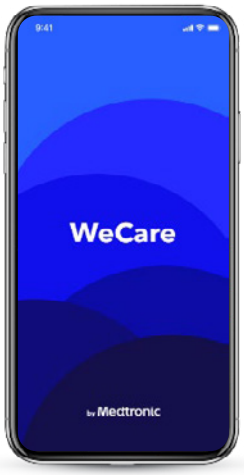


1. Personalised glucose alerts are set up by the Care Partner and are subject to a Wifi/Internet connection and CareLink™ sync being enabled on your MiniMed™ Mobile app
2. Device user and Care Partner must be registered in the same country within CareLink™ Personal (or countries within the European Economic Area)
3. Subject to additional consent by the Care Partner during registration

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CareLink™ Insights

Brought to you by the WeCare app



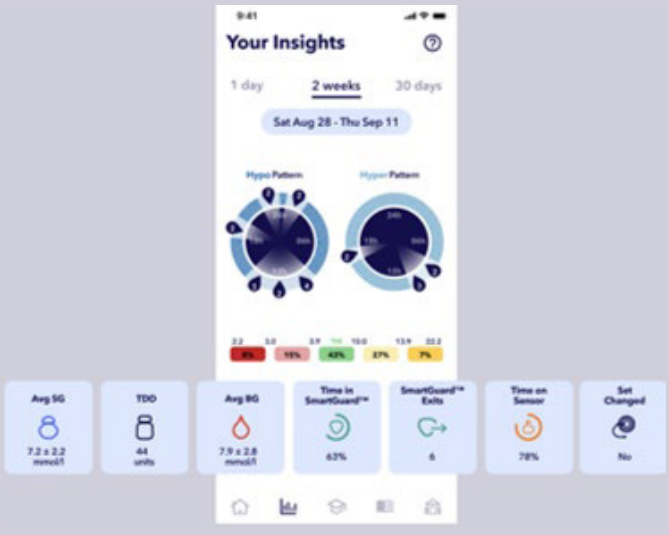
What is the WeCare app?

The WeCare app provides all-in-one support to you on your diabetes journey. You'll find answers to everyday questions and will be able to access the support you need, when you need it – including our StartRight℠ programme. You'll also be able to access CareLink™ Insights, a convenient and intuitive way to visualise data uploaded to your CareLink™ Personal account.

CareLink™ Insights from WeCare app:

- Uses the same colour coding as the CareLink™ reports, making it easy to understand hypos, hypers and Time in Range
- Allows you to view the last 24 hours (daily), or explore glucose patterns with the two-week or 30-day view
- Provides a range of useful information, including average Time in Range, sensor and BG levels and averages, total daily dose,% of time in SmartGuard™, number of SmartGuard™ exits, % sensor use and set change frequency





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WeCare app

Download on the App Store

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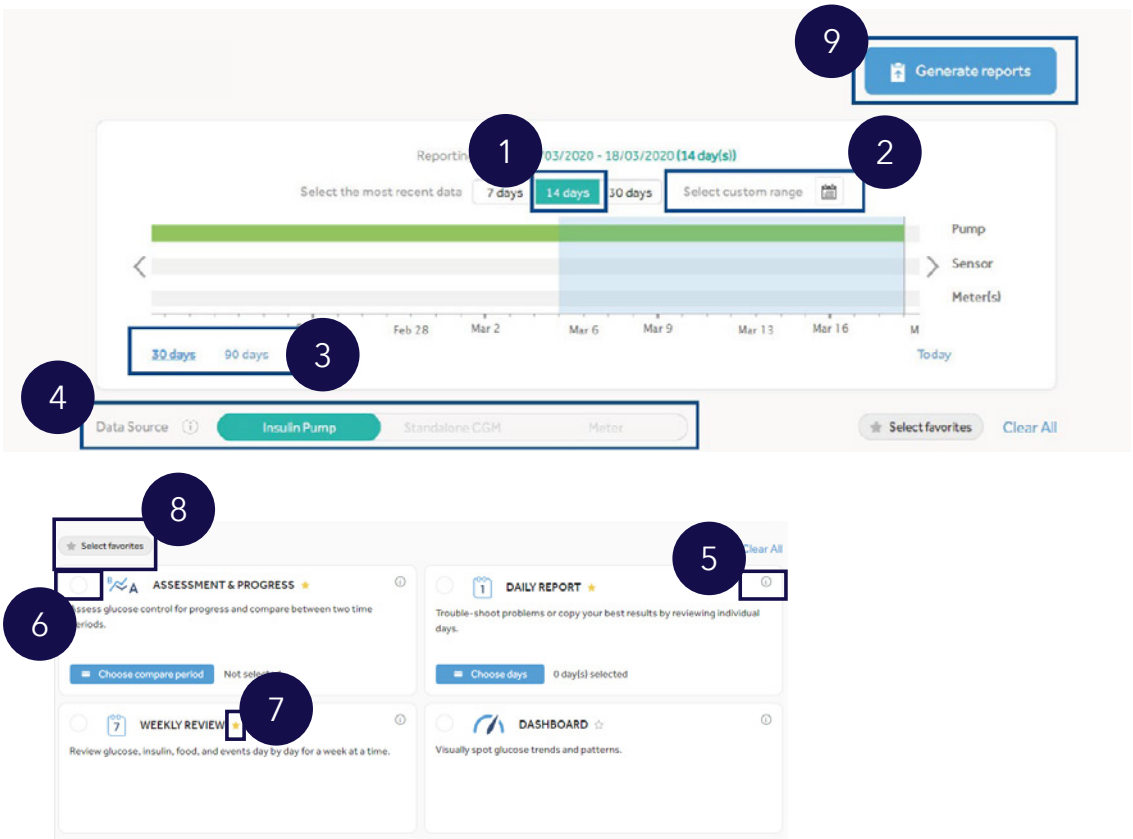
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Selecting and generating reports

Personalised diabetes insights to empower your therapy decisions

Reports

Generating reports to manage your diabetes is made simple and accessible with CareLink™ Personal. Log in to your account and select **Reports** to get started.



Follow the below steps to generate your CareLink™ report

1. Time selection – How many days to look back over (7, 14 and 30-day presets)
2. Custom date range – Set a custom date reporting period
3. Date view – Switch between 30 and 90-day view (shows where data is available for reports)
4. Data Source – Select source data for reports. Unavailable reports will be greyed out
   Note: not all reports under the **Insulin Pump** tab are available for the MiniMed™ 780G system (see reports overview)
5. Select **i** icon to find out more about the report
6. Click the button to select the report*
7. Click the **star** icon to add to your favourite reports
8. Select your favourite reports with one click
9. Generate chosen reports

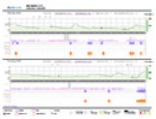
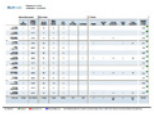
* Assessment & Progress/Daily reports require further date selection

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Understanding CareLink™ reports

Personalised diabetes insights to empower your therapy decisions

Understanding where you can make changes in managing your diabetes is an important part of your therapy. CareLink™ reports are designed to help you with this process by highlighting key insights for MiniMed™ 780G system users.

	**Assessment & Progress Report** This report is a one-stop shop for any MiniMed™ 780G system users. You can view your sensor trace with Time in Range and compare it to your past data and trends. You will also be able to see how long you stayed in the SmartGuard™ feature, the reasons you exited SmartGuard™, and how often you changed your insulin set and reservoir.	
	**Weekly Review Report** This report generates data from your selected date range. It shows your sensor, insulin delivery and events information. Seven days are displayed on each page to easily assess any trends and patterns over the week period.	
	**Daily Review Report** This report can help you by showing your selected days in much more detail. It can be used to see when you have had SmartGuard™ exits so that you can identify any patterns and minimise your time in Manual Mode.	
	**Meal Summary Report** This report is designed to help you understand how your meals and carbohydrate intake can impact your Time in Range and overall glycaemic control. To effectively make use of this report, it is important that your preferences for mealtimes have been set correctly. You can adjust your meal times and analysis periods in the **Preferences** section of your account.	
	**Log Book Report** This report shows information on carbohydrate intake, bolus information and blood glucose levels day by day and hour by hour. It is in a table instead of a graph, if this is how you prefer to see your information.	
	**Adherence Report** This report is a quick information table for you to assess your sensor wear, blood glucose monitoring, bolus details and set change information. It can be used to see if you have any behavioural patterns that could be changed.	
	**Device Settings Snapshot** This report presents the settings of your MiniMed™ 780G system at the time of a selected upload. It can be used to help interpret other reports or simply to document your device settings.	

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Understanding CareLink™ reports

Assessment & Progress Report



Representative patient profile - mmol/L

1. These are your selected data date ranges. Data A (blue) is your most recent selected date range i.e, the past two weeks. Data B (orange) is your previous data range to make comparison easy.

2. This graph represents all of your sensor readings over 24 hours (midnight to midnight). The darker solid areas represent where most of your sensor glucose (SG) readings fell during this period. The coloured dotted line represents your high and low variability in this time period. A narrower band would indicate less variability. The dark dotted line represents your average SG levels for Data A only.

3. These numbers show when you a had period of time where you spent time in hypoglycaemia or hyperglycaemia. These patterns apply to data A only.

4. For easier comparison and to review with your diabetes healthcare team, your carb ratio settings for the whole day and both date ranges (A and B) are displayed here.

5. This is your Time in Range (TIR) data between 3.9–10 mmol/L. You can compare this information between Data A and B to easily track any changes.

6. This section explains how many times you have exited the SmartGuard™ feature and the reasons for those exits.

7. These figures show your sensor wear and how long you spent in SmartGuard™ feature or manual mode. In addition you'll find key metrics such as your average sensor glucose, Glucose Management Indicator (GMI), Coefficient of Variation along side the number of high and low alerts you experienced on average in the reporting period.

8. This is your daily average blood glucose and any calibration data.

9. This is your insulin use data. It shows your Total Daily Dose, and how much is basal and how much is bolus. You can also check how much auto correction insulin you are getting and how often you have been changing your infusion set and reservoir.

10. This section covers your meals. You can review how many meals and carbohydrates you are eating on average per day.

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Understanding CareLink™ reports

Weekly Review Report



Representative patient profile - mmol/L

1. This report shows 7 days of blood glucose (BG), continuous glucose monitoring (CGM), and insulin data from pump and sensor history.

2. This section of the report is referred to as your insulin profile. You can see Auto Basal as the pink section. Boluses are coloured in purple with light shading to resemble Active Insulin. The bolus amounts in purple are the total units for that event and the number in brackets (if applicable, and not shown here) gives the number of times a bolus was given that equates to that bolus total. The orange boxes are the total about of carbohydrates entered with the number of times carbs were entered for that moment.

3. Take a look at the insulin profile under the CGM trace graph. You'll see SmartGuard™ in action with Auto Basal delivering as expected and Auto Correction, shown in the small purple squares that look like tiny boluses, being delivered.

4. A dotted green line, as illustrated here indicated the use of a Temp Target. You can follow the CGM line to see how insulin, meals and any exercise affect glucose.

5. The grey shading in the insulin profile shows a Manual Suspend.

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Understanding CareLink™ reports

Daily Review Report



Representative patient profile - mmol/L

1. Each page of the Daily Review report displays 2 days of pump and sensor history.

2. Here is your daily breakdown of insulin delivered from the pump, also known as Total Daily Dose (TDD), split between basal and bolus.

3. This area represents your insulin delivery. The pink shading represents your auto basal delivery. If you deliver a manual bolus, insulin is in a purple box and carbohydrate in a orange box.

4. Each day in the Daily Review report will offer a Time in Range (TIR) graph, reflecting glucose ranges for that specific day.

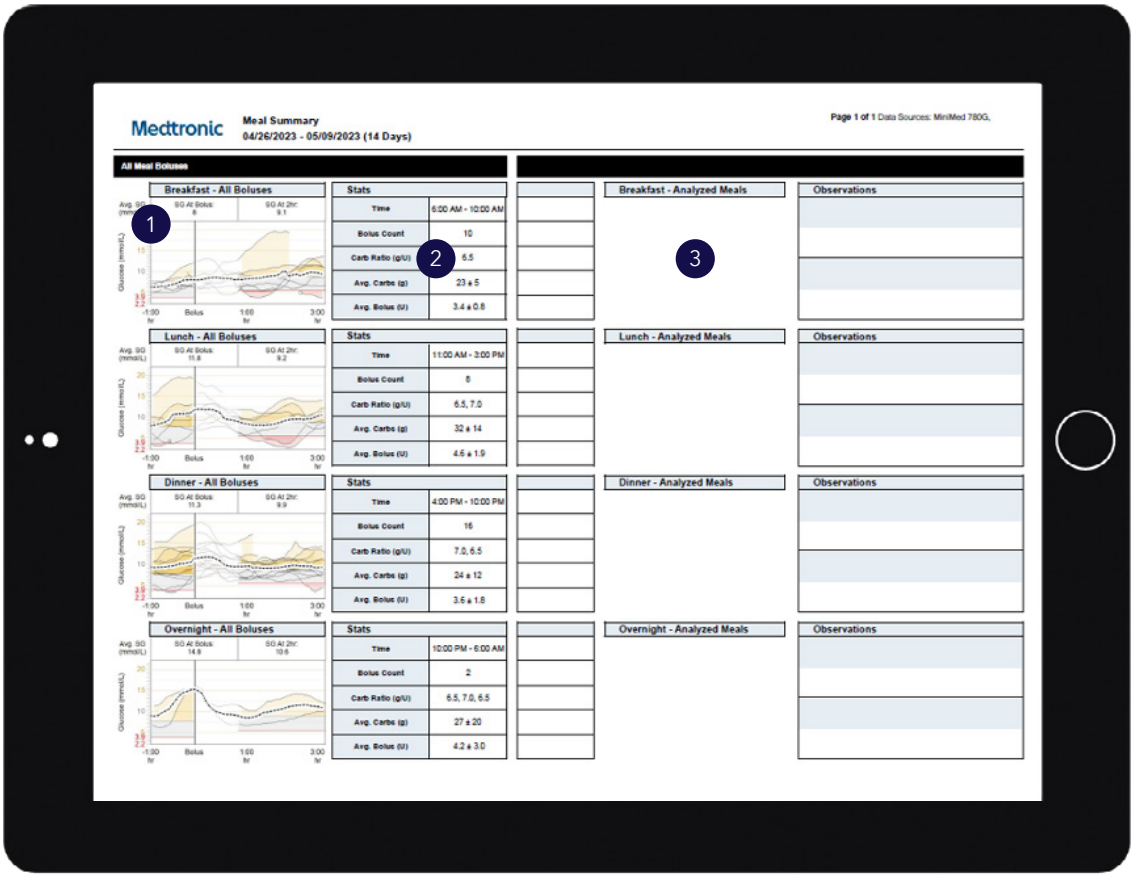
5. Notice the bell icon above the CGM graph. This indicates a sensor alert was triggered and received by the pump.

6. You can follow the CGM graph line to see cause and effect of boluses given. In this example, a series of auto corrections were delivered while auto basal was at maximum for a trending high glucose, helping to keep with the target range.

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Understanding CareLink™ reports

Meal Summary Report



Representative patient profile - mmol/L

1. All meals for the selected time frame will be displayed in each meal section. For example, if breakfast is set for 06:00 to 08:00, all boluses between these two times will have data displayed in the breakfast section.

   TIP: Make sure your times are set wide enough to accommodate different mealtimes at weekends.

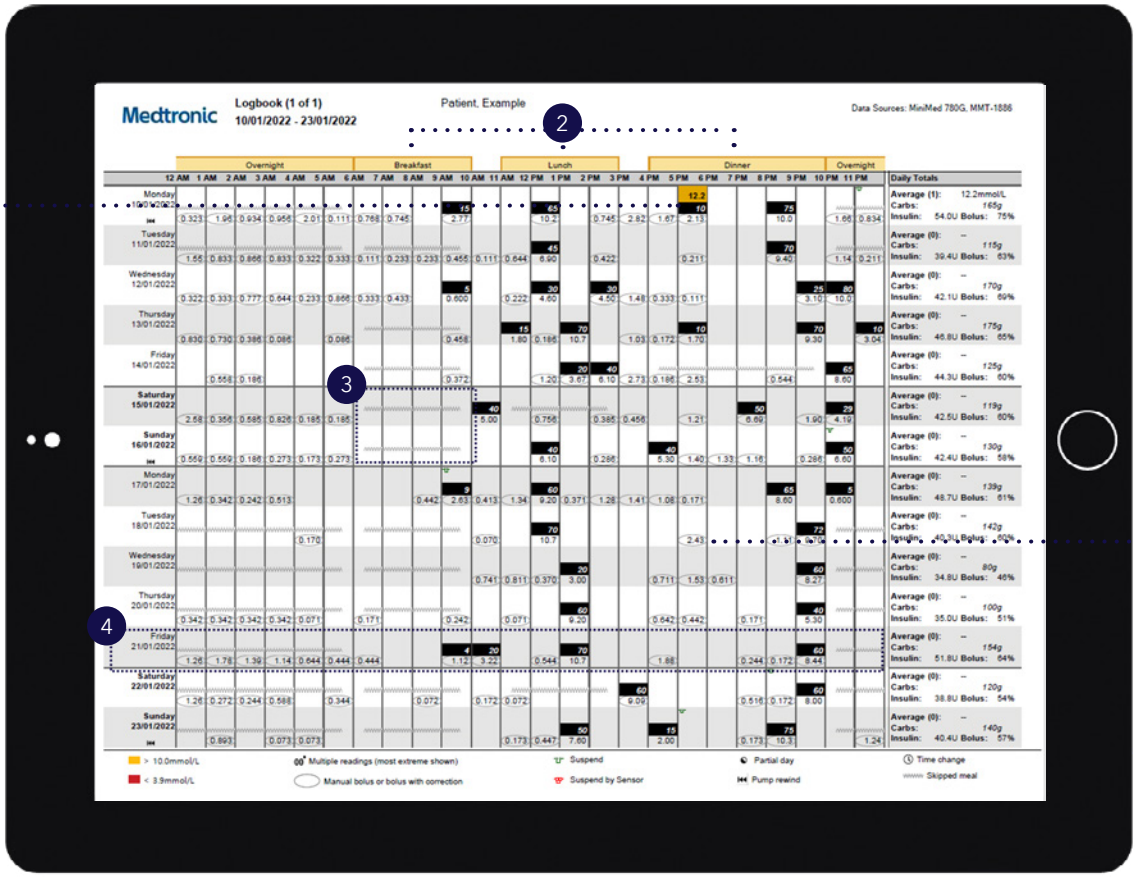
2. Stats show your carbohydrate ratio for easy review and how many boluses you are taking. You can also see what your current mealtime preferences are.

3. This section of the report is left blank so if you print your report, you have somewhere to take notes.

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Understanding CareLink™ reports

Log Book Report



Representative patient profile - mmol/L

1. Each bolus event corresponds to the time and date taken and contains blood glucose information (red if low, no colour if in range and orange if above range), carbohydrate entered (in black), and insulin delivered.

2. These meal labels are used to indicate the times when a certain meal is eaten. Use these meal **buckets** to organise the approximate time you eat each meal and note any consistency. These times can be adjusted in the preferences section of your CareLink™ Personal account.

3. Did you forget to enter a meal or perhaps you were fasting on a particular day? These squiggles indicate a skipped meal.

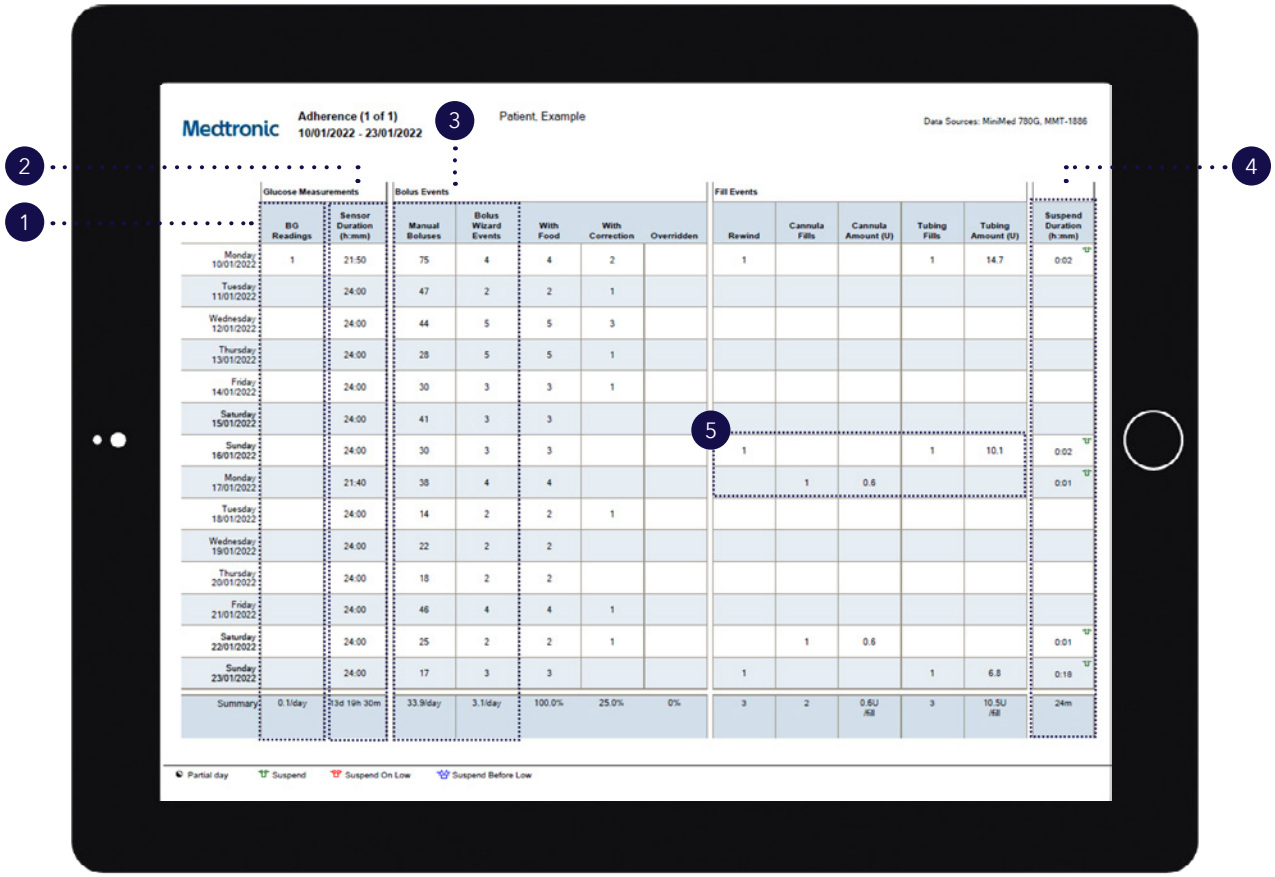
4. Each row is a different day of this reporting period. Refer to your Daily Totals to see averages compared to other days. This includes average BG (based on number of BG's taken throughout the day), total carbs consumed and total insulin delivered (units), with the % delivered as a bolus.

5. Shows an example of a bolus with no carbohydrates. This could be a correction or a manual bolus.

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Understanding CareLink™ reports

Adherence Report



Representative patient profile - mmol/L

1. Here you'll find the number of blood glucose readings (if any) you've taken each day.
2. This column shows what duration per day you have worn a sensor, with a total time at the bottom. If you have not worn a sensor, this field will be blank.
3. These columns show how many manual and how many Bolus Wizard events you have given. Your auto correction boluses are included in the manual bolus numbers.
4. This column shows how long per day your pump was suspended, the coloured symbols denote what kind of suspend it was. There is a key at the bottom of the report to explain the symbols.
5. These columns show details on when the pump registered reservoir rewinds and cannula fills.

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Understanding CareLink™ reports

Device Settings (MiniMed™ 780G pump)



Representative patient profile - mmol/L

1. Provides information on Manual Mode basal rate patterns including maximum basal rate (units / hour), total units over 24 hour period and units / hour for set times during the day.
2. Find information on your pumps current bolus and Bolus Wizard™ settings.
3. Manual Mode only: Shows any Normal or Square Wave pre-set bolus you have programmed. Includes units and duration (if Square Wave).
4. Manual Mode only: Shows any pre-set Temp basal settings (up to 8) for a variety of different scenarios. Each pre-set includes filtration rate and duration.
5. Confirms the SmartGuard™ feature is turned on for your pump and provides information on your glucose target and whether auto corrections are on or off.
6. Displays high and low sensor glucose alert settings.
7. Provides information on four additional Manual Mode basal rate patterns including maximum basal rate (units / hour), total units over 24 hour period and units / hour for set times during the day.
8. Displays information on current reminders set up in your insulin pump. These include low reservoir warning (including number of units) and set change reminders. In addition up to eight Missed Meal bolus reminders can be set and an additional eight personalised reminders for a variety of scenarios.
9. Shows current **general** pump settings.

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FAQs

Your questions answered

1. What computer software does CareLink™ Personal support?
   CareLink™ Personal and the CareLink™ Uploader support a range of browsers and operating systems (both for Windows® and Mac®). Click here to see the latest supported software required to use CareLink™ Personal.

2. How does Medtronic use my data?
   We'll only ever use your data for the purposes you provide consent to on sign up to CareLink™ Personal. We require some consent to enable you to access the software, however there are some which are optional and you can update if you choose through your account (log in to your account, select your name (top right), and then select **consent agreement** to update your consents).

3. What happens to my data once it is shared with my diabetes healthcare team?
   If you link your CareLink™ Personal account with your diabetes clinic, any data you share will be available to them. It's important to know that even if you unlink, data shared up until that point will still be available to your diabetes clinic, even if you decide to delete your CareLink™ Personal account. Speak directly to your diabetes healthcare provider for information on your hospital's privacy policy and how they may use your data.

4. How do I manage Care Partners and clinics I am sharing data with?
   With CareLink™ Personal, you're in control of who you share data with. Log in to your account and select **Data Sharing** to manage your Care Partner(s) and clinic(s) who you are sharing your data with.

5. When I launch the CareLink™ Uploader I'm notified there is an update available/that I must update. What do I do?
   From time to time, we release an updated version of the CareLink™ Uploader. If you are using a version that is still supported you may continue to upload straight away. We recommend installing the updated CareLink™ Uploader at the earliest convenience to ensure a continued smooth upload experience. If you are using a version which is no longer supported, you'll need to update before attempting a manual upload.

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FAQs

Your questions answered

6. I've forgotten my CareLink™ Personal password. What do I do?

   Select **Forgot password?** from the CareLink™ Personal homepage. Enter your username and the email address associated with your account and complete the ReCAPTCHA to submit a password reset request. An email containing a link to reset your password will then be sent to your email address.

7. I've forgotten my CareLink™ Personal username. What do I do?

   Contact your local Medtronic Technical Support Helpline for further assistance.



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CareLink™ Personal website: carelink.minimed.eu

Medtronic diabetes UK website: medtronic-diabetes.co.uk
Medtronic diabetes ROI website: medtronic-diabetes.ie

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Information contained herein is not medical advice and should not be used as an alternative to speaking with your doctor.

Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your health care professional.

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Safety Information: CareLink™ Software
CareLink™ software is intended for use as an adjunctive tool to help manage diabetes and is NOT intended to be relied upon by itself. For detailed information regarding the instructions for use, indications, contraindications, warnings, precautions, and potential adverse events, please consult the device manual.

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