# Medtronic

# CareLink™ Personal instructions if you have forgotten your username and/or password

# Have you forgotten your CareLink™ username?
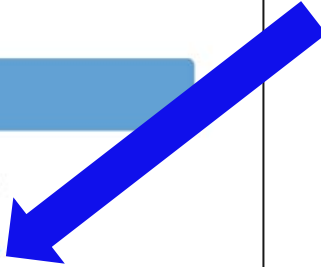
# Recovering your CareLink™ Personal username

**Applies to**



Forgot username?

Please enter your email address to receive your CareLink™ Personal username.

Email *

I'm not a robot — reCAPTCHA
Privacy · Terms

Cancel     Submit

**Enter your email address, then complete "I'm not a robot" process and click "Select"**

CareLink™
Personal

Medtronic

# The email address entered is unique to one CareLink™ Personal account AND is verified.

Medtronic

**Medtronic**                                    CareLink™

Forgot username?

Your Medtronic username has been sent to your email address.

**Done**

**If your email address has been found and it is verified*, CareLink will send your username by email**

*when CareLink is set up for the first time, you will receive an email requesting to verify your email address. If this step has not been completed, your email address will be considered unverified.*

**Medtronic**

# Medtronic

CareLink™

## Forgot username?

Please enter your email address to receive your CareLink™ Personal username.

Email *

I'm not a robot
reCAPTCHA
Privacy - Terms

Cancel      Submit

**Email address has not been found**

CareLink™ Personal

Medtronic

# The email address entered is not associated with a CareLink™ Personal account

## OR the email has not been verified OR is associated with multiple accounts

**Medtronic**

## Medtronic

User is asked to enter the serial number of the device they are uploading to their account.

### Forgot username?

Please enter your email address to receive your CareLink™ Personal username.

Email *
Example@email.com

We were not able to send a username reminder based on the information provided. Please enter the serial number of the device used to upload data to CareLink™ Personal.

Device serial number *

Cancel          Submit

**If more than one email address has been found or your email address has not been verified in the system, you will be asked to enter your pump serial number as a second security check.**

**\*when CareLink is set up for the first time, you will receive an email requesting to verify your email address. If this step has not been completed, your email address will be considered unverified.**

8

## Medtronic

**The email address entered is not associated with a CareLink™ Personal account**

**AND/OR the serial number is associated with more than one account/not recognised**

**Medtronic**

Username recovery is not possible via automated system. Users are directed to contact support.

**Medtronic** CareLink™

Forgot username?

We were not able to send a username reminder based on the information provided. Please contact Medtronic support at <country specific phone number>.

Done

**If you have multiple CareLink Personal accounts with the same email address, or your email address has not been verified, or your pump serial number has not been recognised, you will need to call the Global Helpline on 1800 777 808. They will be able to get you restarted!**

**NOTE: You will not be able to create a new CareLink Personal account using a current email address, so if you are having trouble accessing your account, please call the helpline!**

**Medtronic**

User is asked to enter the serial number of the device they are uploading to their account.

**The entered email address exists, and the entered serial number is found in only one CareLink™ Personal account**

**Medtronic**

**If CareLink has recognised your email address and your pump serial number, your username will be emailed to you.**
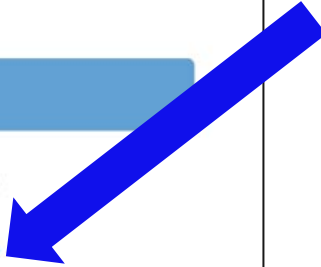
# Have you forgotten your CareLink™ password?



Log in to
**CareLink™**
UNITED KINGDOM

Username

Password 👁

Log in

Forgot password?

Forgot username?

**Click on "Forgot password" and a link to reset your password will be emailed to you.**

**Medtronic**