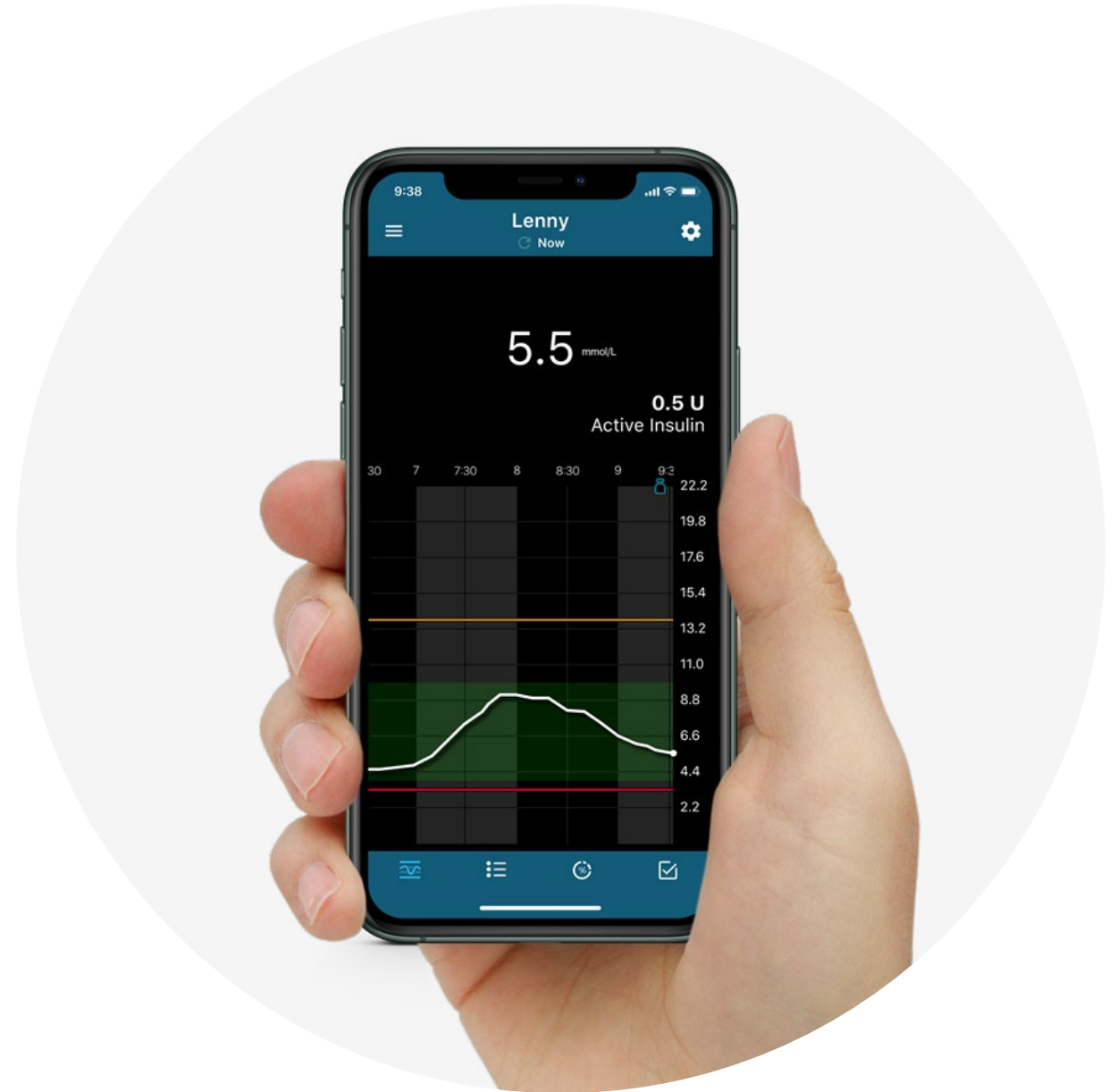


Medtronic

# CareLink™ Connect app

Following multiple MiniMed™ 780G pump users

Setting Up Carelink Connect



# Disclaimer

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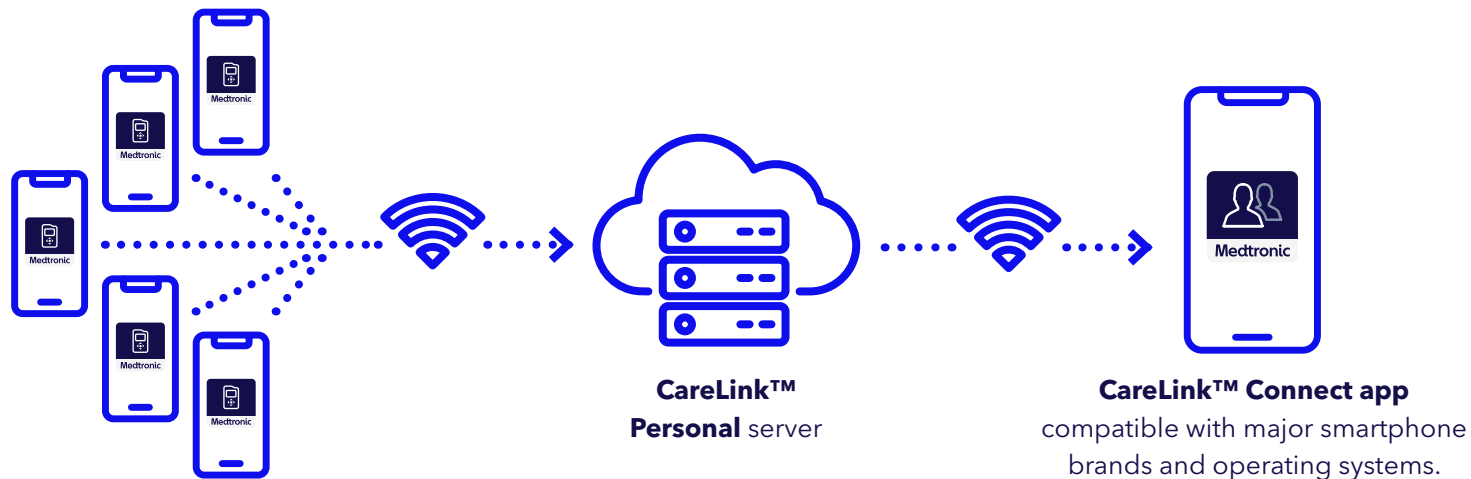
## ALWAYS FOLLOW THE DIRECTIONS FOR USE

(IFU) For detailed information regarding indications, contraindications, warnings, precautions, and potential adverse effects, please consult the IFU. Always consult a Health Care Professional before making treatment decisions, and to see if this product is suitable for you.

# CareLink™ Connect app

## Overview

The CareLink™ Connect app gives care partners remote access to their loved one's pump and continuous glucose monitoring (CGM) data right on their smartphone\*. Up to 5 MiniMed™ 780G pump users\*\* can be followed.



# CareLink™ Connect app

## Overview

### For pump users

- Can be followed by **up to five** care partners to view data and receive alerts.
- User needs to manually provide CareLink™ Personal username to care partners.
- Must accept care partner request to follow. It will appear in CareLink™ Personal account once care partner sets up app and can be acknowledged via the MiniMed™ Mobile app.

### For care partners

- Can follow **up to five** pump users
- Securely view glucose levels, graphs, trends, and high or low glucose alerts anywhere, for greater peace of mind.\*
- Ability to view pump data.
- Informed of alerts and notifications.
- Available for both iOS and Android™ platforms.\*\*



Setting up to  
follow multiple  
pump users

# CareLink™ Connect app

## Setting up

## Launching the app

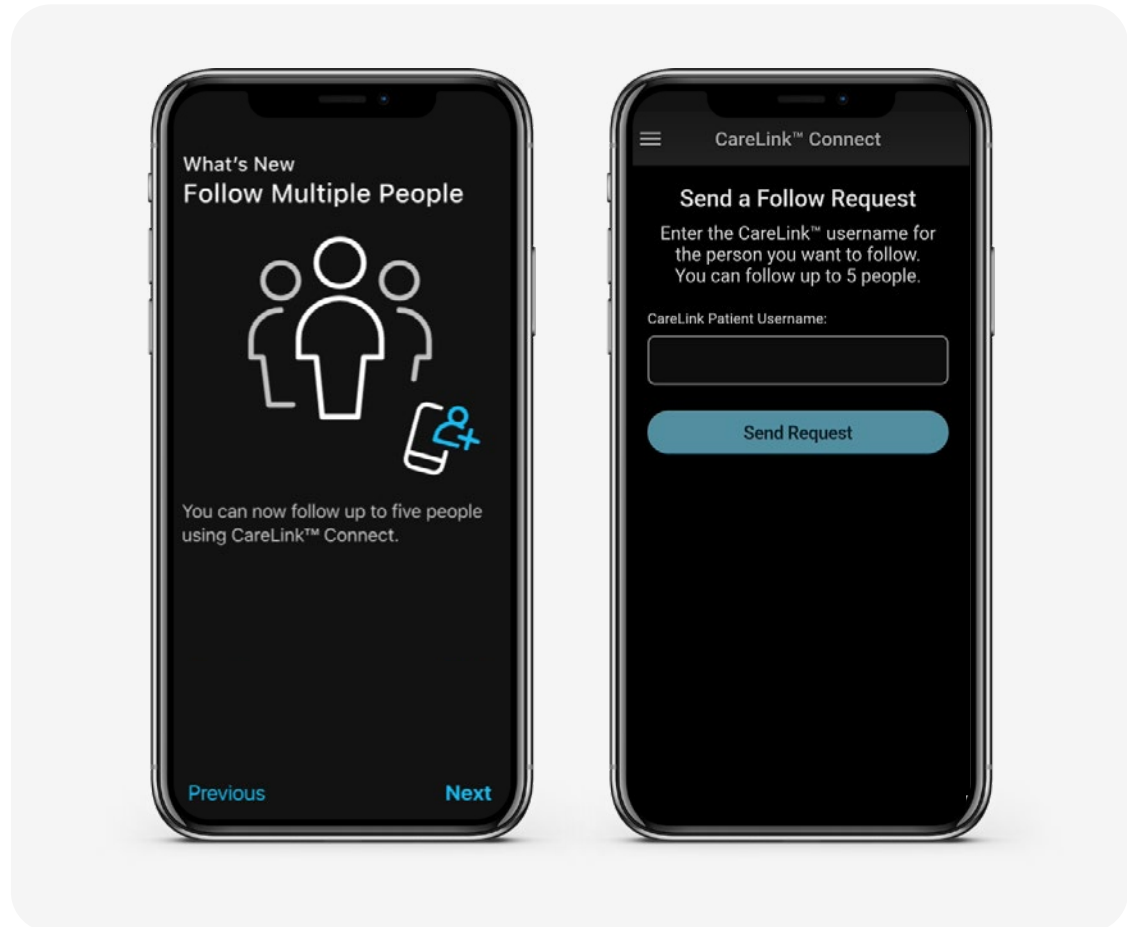
If you have the previous version of the CareLink™ Connect app, you will need to update to the latest version before being able to follow more than one user. Once the new version has been downloaded and launched, you will see the left screen as part of the introduction.

In order to follow a pump user, receive data and alerts/notifications they must:

- Be using a MiniMed™ 780G pump
- Be using and connected to the MiniMed™ Mobile app with **Sync to CareLink™** turned on
- Be connected to the internet (Wi-Fi or mobile data)



**Note** On updating your app, you will be required to sign back in using your CareLink™ Personal username



# CareLink™ Connect app

## Linking

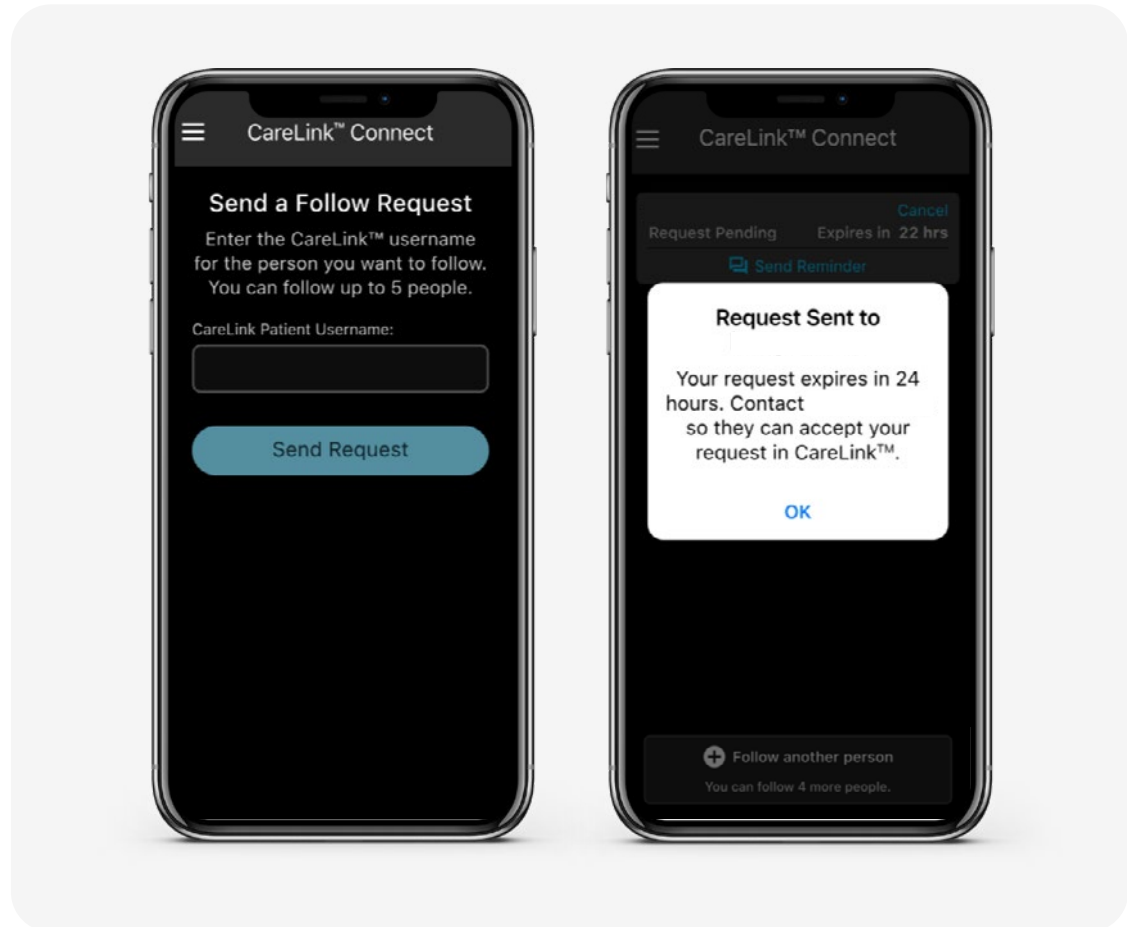
### Linking your first person

If you have not been following anyone before, you will need their CareLink™ Personal username. Enter it here on this screen and tap **Send Request**. You will be able to add more later.

**If you were already following a pump user** then their account will still be linked in your new version CareLink™ Connect app.



**Tip** Linking requests expire after 24hrs. Once expired a new request must be sent



# CareLink™ Connect app

## Linking

### Requests pending

This is the home screen with a request pending (The CareLink™ Personal username will display above **Request Pending**)

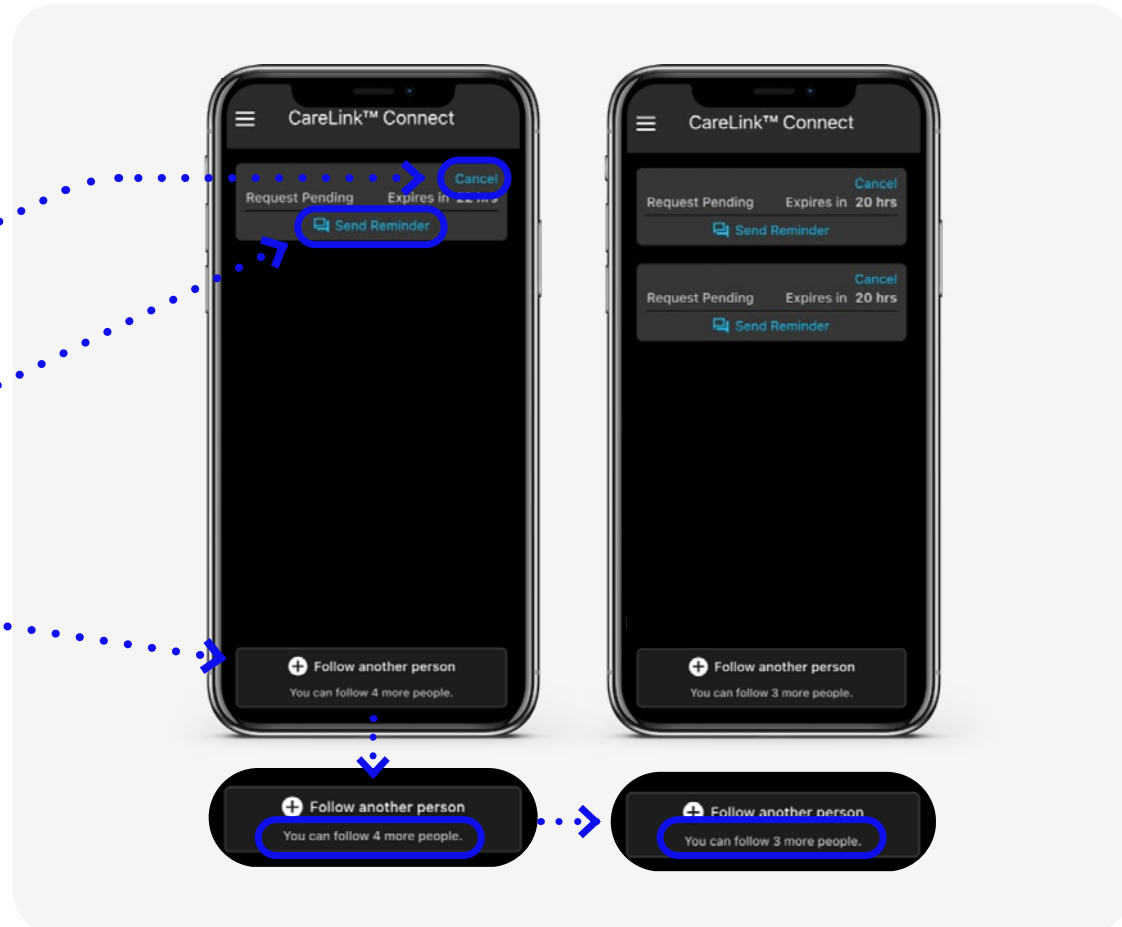
Time remaining for the request to be accepted before it expires. Tap **Cancel** to cancel the request immediately.

Tap **Send Reminder** to open your communication app options to send a message to the user and remind them you want to connect.

Tap here to add another user. Multiple pending requests will show as the right screen.



**Note** The app will display how many remaining connections you have left.





# CareLink™ Connect app

## Setting up

## Requests accepted

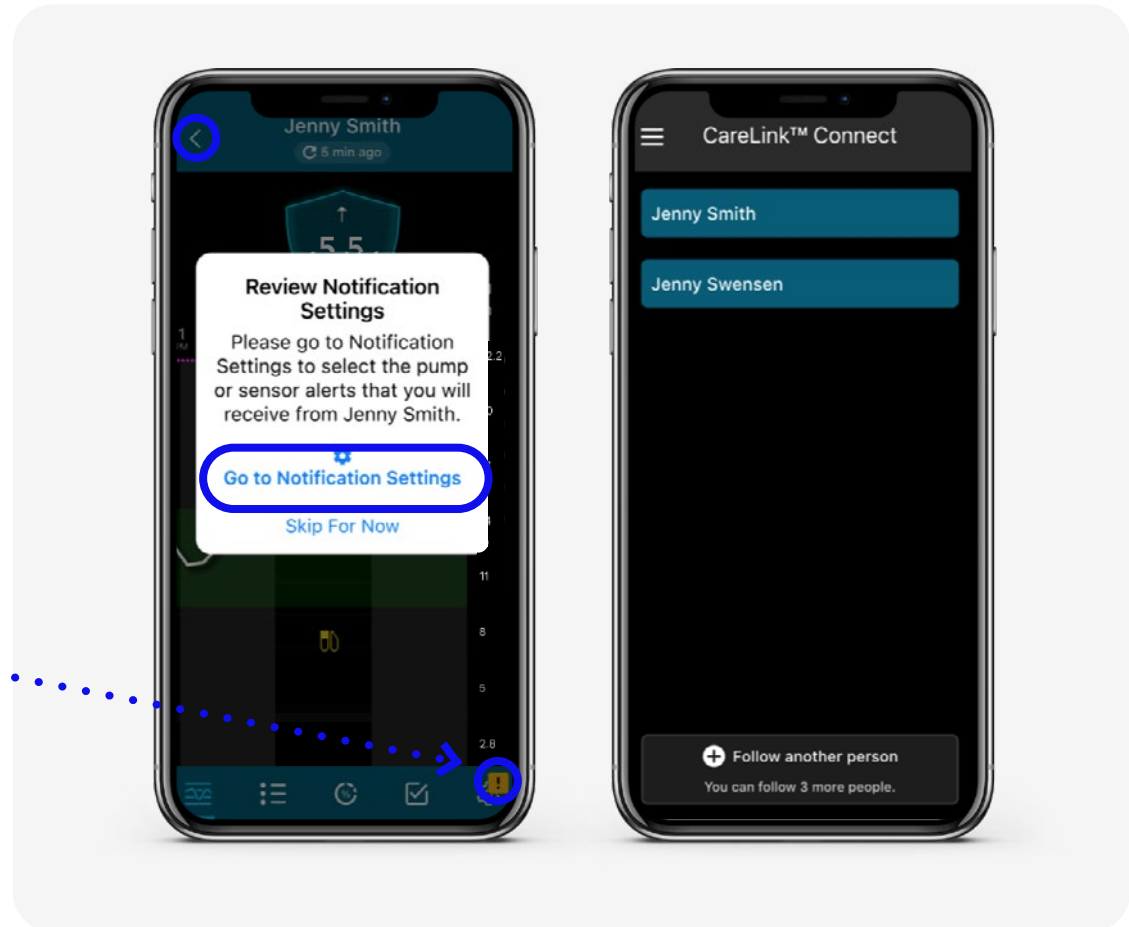
Accepted requests will be displayed as on the left. To finish setting them up and see live data, tap their name to be taken to the screen on the right. The most recent additions will be at the top. It is not possible to re-order them.

To return to your user list, tap the back arrow in upper left hand corner.

Tap **Go to Notification Settings**. Notification settings can always be accessed via the Settings button in the bottom right also, if **Skip For Now** is selected (This reminder will not reappear).



**Tip** You can refresh the home screen by holding and pulling down if an acceptance is not coming through.



# CareLink™ Connect app

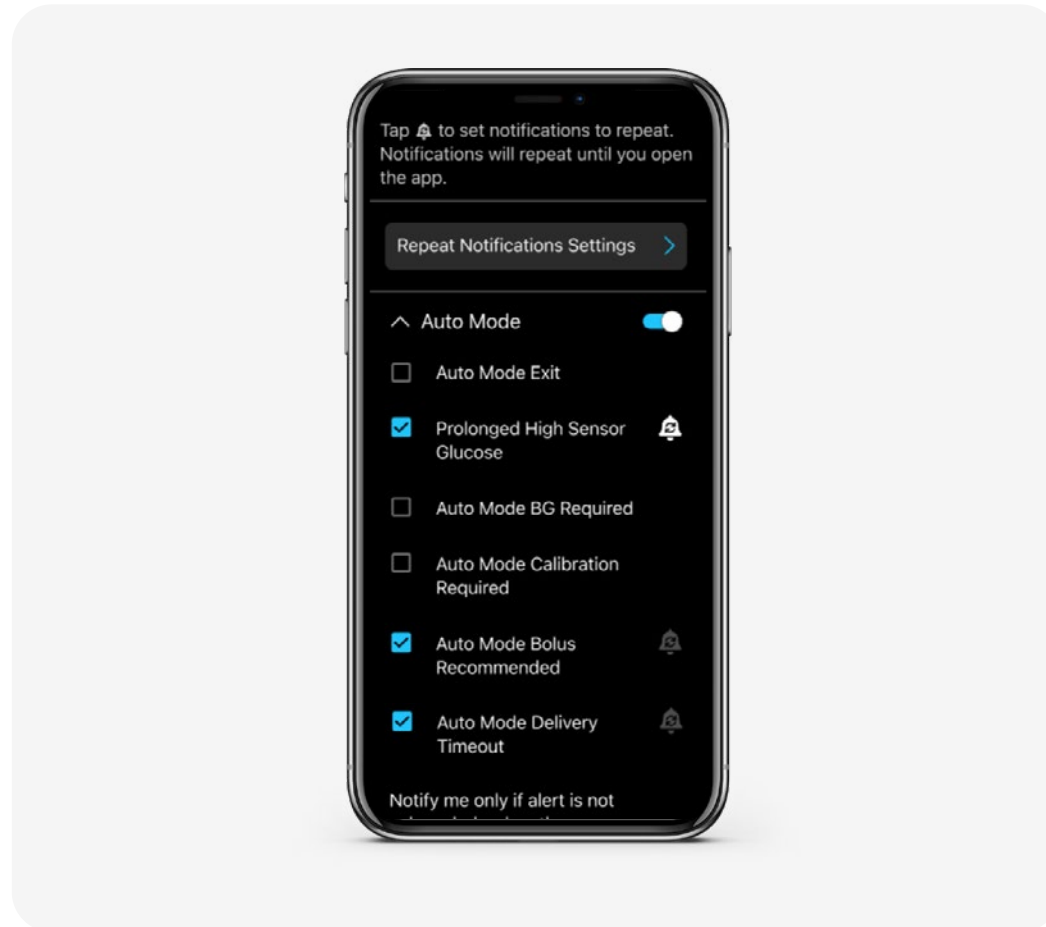
## Setting up

### Set your notifications

You can select which alerts/notifications you wish to receive, delays and set repeat notifications.

Each linked user can be set differently as needed. There is currently no way to apply the same settings to all linked users at the same time, each one must be manually set up.

If you wish to receive SMS notifications you can specify telephone numbers by using the CareLink™ Personal website at [carelink.minimed.eu](http://carelink.minimed.eu)



# CareLink™ Connect app

## Navigating between care partners

### Navigating between care partners

Tap on the care partners name to enter their profile.

When navigating between care partner accounts, you will always return to the last viewed screen for each profile.

Tap on the back arrow to return to the home page list.



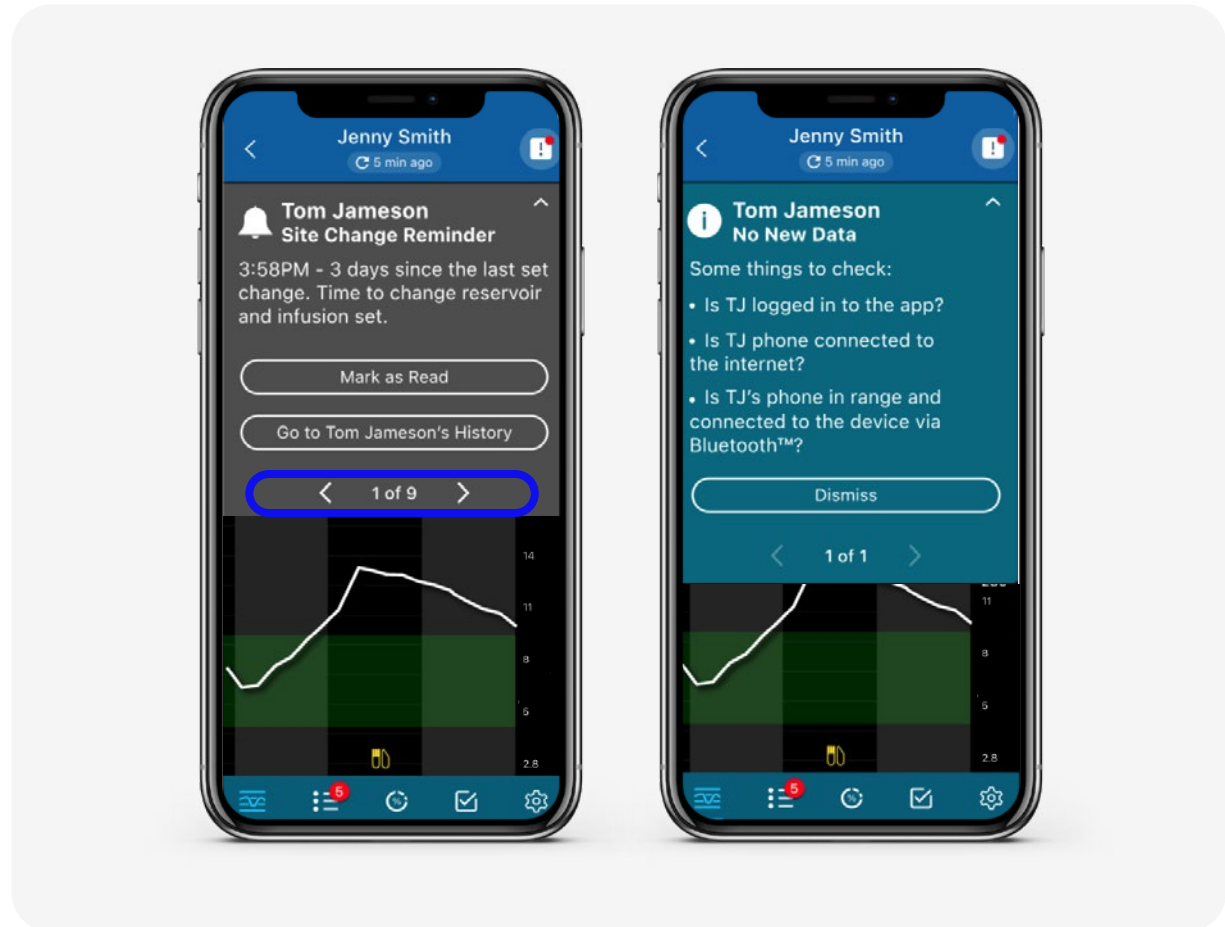
# CareLink™ Connect app

Notifications (iOS shown)

## When viewing a different profile

If you are viewing one persons' profile but then receive a notification/alert from another, it will show as pop up on the screen. It can be dismissed or there is a direct link button to the history of the profile that sent the alert/notification.

If multiple alerts/notifications have been received, they can be scrolled through using the left and right < > buttons



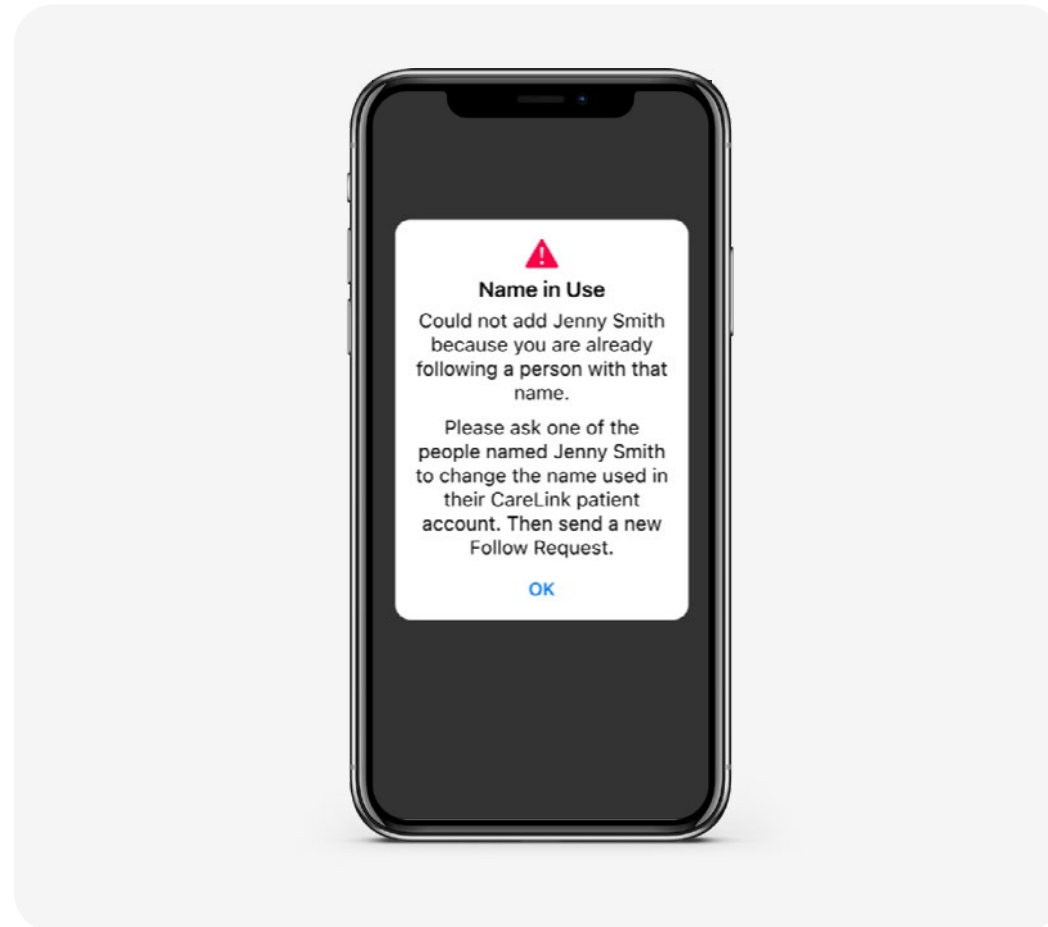
# CareLink™ Connect app

## Same name conflict

## Same name conflict

If you are trying to follow 2 care partners who have exactly the same name (First name and Last name, not username) in CareLink™ Personal, you will not be able to link the second until they change their name in CareLink™ Personal.

This helps prevent mixing up users in the app.



# CareLink™ Connect app

## Setting up

### Other status

- Pump user has suspended care partner access to their account
- The device uploading to the linked CareLink™ Personal account is not compatible with CareLink™ connect.
- Notifications have been muted.
- All 5 follow slots have been used, unable to add anymore

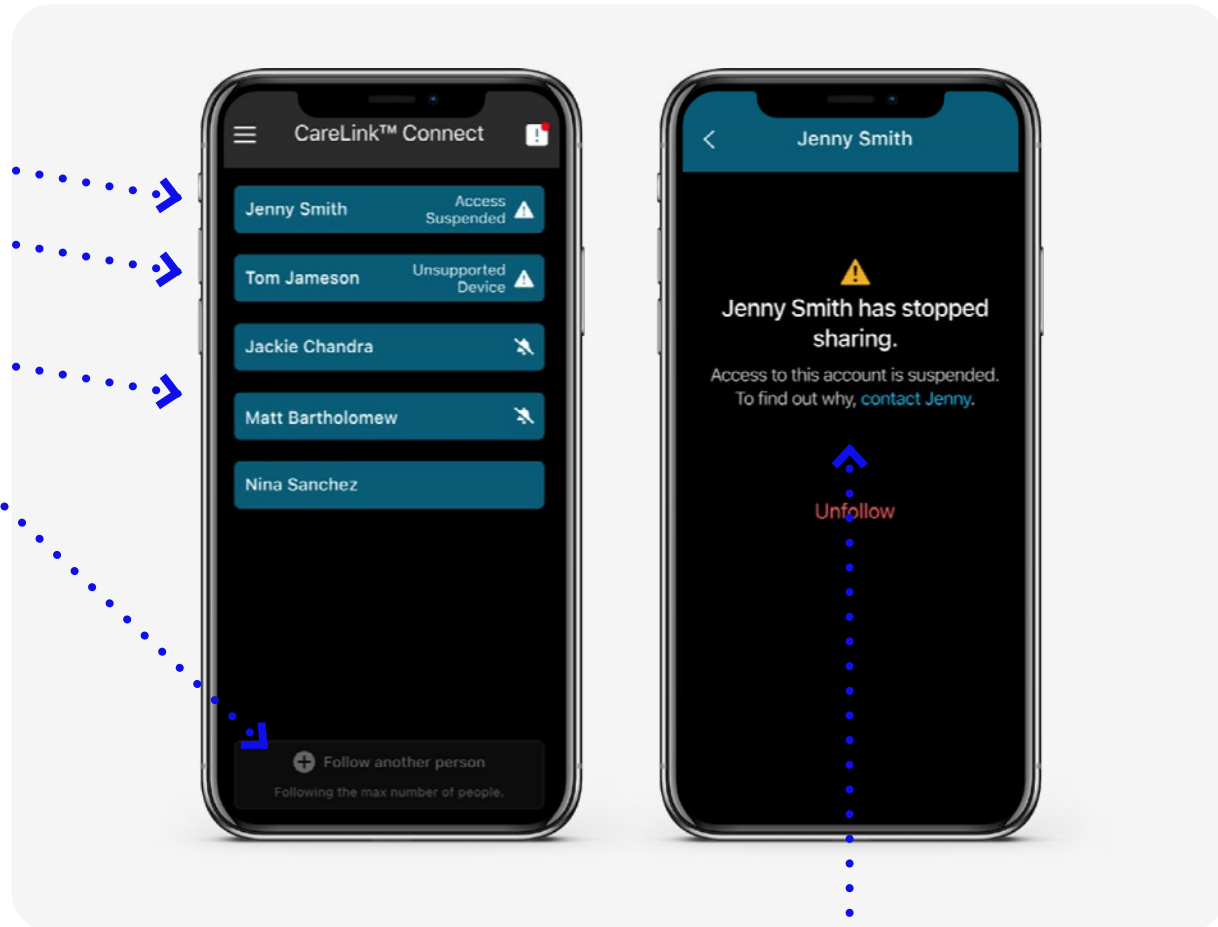


= No data being received



= Notification settings require attention

You can tap on the profiles that have access issues for more information.



# CareLink™ Personal web app

Setting Up SMS (Text) alerts and notifications

# CareLink™ Personal web app and CareLink™ Connect app

## Following multiple users interactions with carelink.minimed.eu

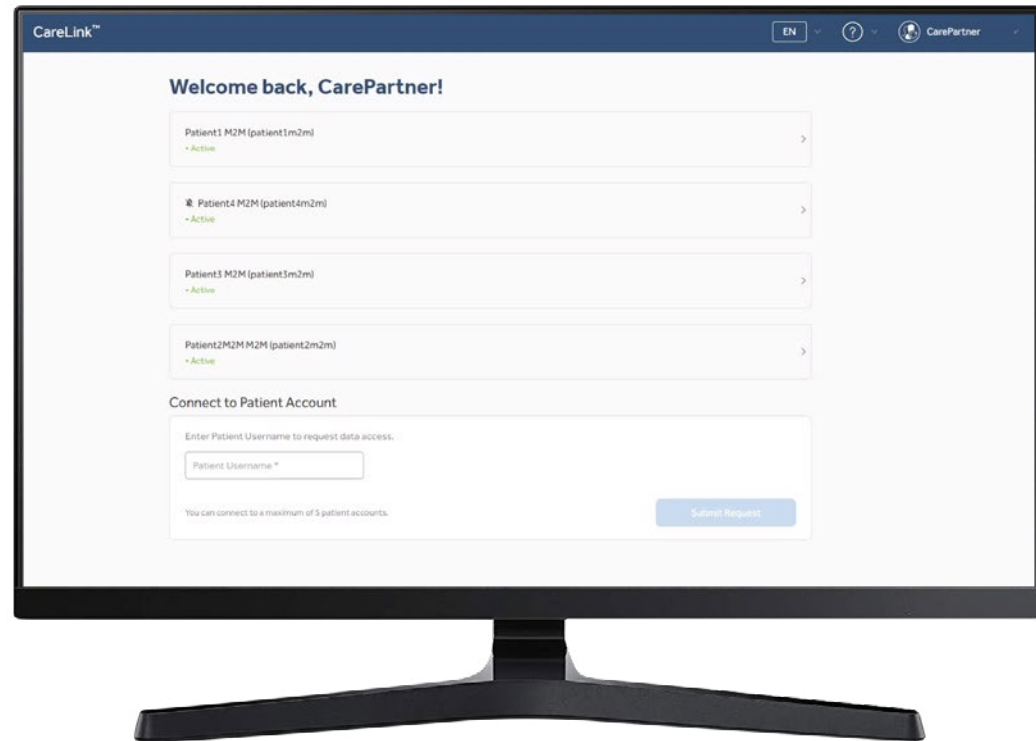
CareLink™ Connect app users can also access, see and manage their connections through the CareLink™ Personal website by logging into the care partner account they registered in the CareLink™ Connect app with at the site above.

If you have used this before, it will look a little different. Now there is no CareLink Connect tab or menu bar on the left of the screen. Users are taken straight to their connections and requests:



**Note** If you set up more than one follow in the web app, you will be required to update your app to version 3.1 if you have not already.

From here, users on MiniMed™ 770G systems can have their data viewed in the browser and SMS alerts can be activated for both MiniMed™ 770G and MiniMed™ 780G system users. Click on a user to access the next screen.





# CareLink™ Personal web app and CareLink™ Connect app

## Care partner screen (Connected MiniMed™ 770G system)

Click to return to your care partner list.

Click on the setting symbol to manage SMS (text) alerts and notifications

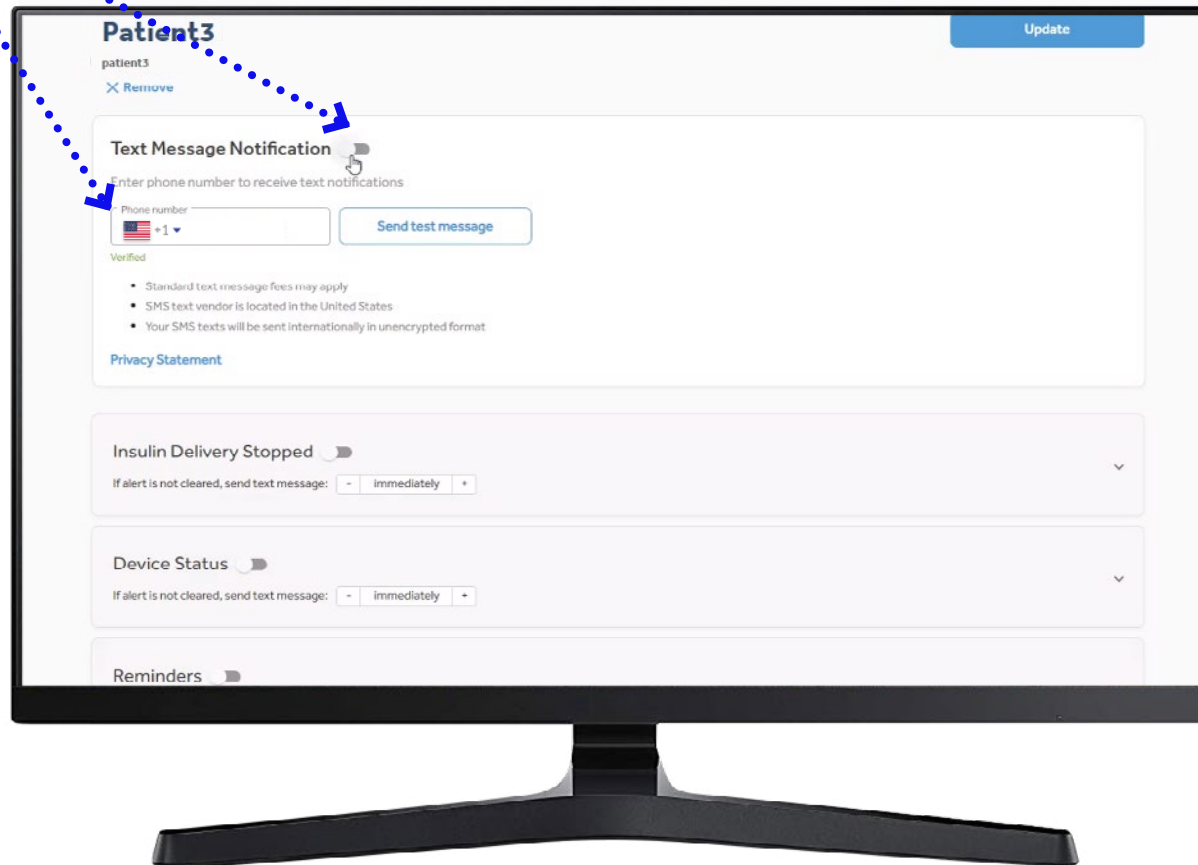


**Note** Accounts connected to MiniMed™ 780G systems will not see a sensor glucose trace. You will see a black screen with link to the mobile apps.

# CareLink™ Personal web app and CareLink™ Connect app

Set mobile number and alerts/notifications.

Turn on **Text Message Notification** and enter the mobile number that you wish to receive SMS



**Note** You must be resident in the same country as your care partner to receive SMS.

Set the conditions you wish to receive SMS alerts for (Scroll for more)

## CareLink™ software important safety information

The CareLink™ software is intended for use as a tool to help manage diabetes. The purpose of the software is to take information transmitted from insulin pumps, glucose meters and continuous glucose monitoring systems, and turn it into CareLink™ reports. The reports provide the information that can be used to identify trends and track daily activities – such as carbohydrates consumed, meal times, insulin delivery, and glucose readings. NOTE: CareLink™ report data is intended for use as an adjunct in the management of diabetes only and NOT intended to be relied upon by itself. Patients should consult their healthcare providers familiar with the management of diabetes prior to making changes in treatment. For more details, please consult <https://www.medtronic-diabetes.com.au/products/Carelink>.

## CareLink™ connect app

The CareLink™ Connect app is intended to provide a secondary display of insulin pump and CGM data on a supported mobile device. CareLink™ Connect app is not intended to replace the real-time display of insulin pump or CGM data on the primary display device. All therapy decisions should be based on the primary display device.

The MiniMed 780G insulin pump is indicated for use by patients age 7-80 years with Type 1 diabetes, whose total daily dose of insulin is 8 units per day or more. Guardian Sensor 4 is intended for insertion into persons ages 7 years and older.

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YouTube: Medtronic Diabetes ANZ