

CareLink™ Connect App

User Guide

Medtronic

Medtronic



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Introduction

CareLink™ Connect app

NOTE: This document may show sample images of the app. The images of the actual app may be slightly different. Not all products or features listed in this user guide are approved or available in all regions.

The CareLink™ Connect app is a mobile application that works with CareLink™ software. It has many key features:

- It allows care partners to view up-to-date patient therapy data.
 - It allows care partners to be notified of selected patient alerts.
-

NOTE: The full features of the CareLink™ Connect app are only available for select insulin pumps or continuous glucose monitoring (CGM) devices. The CareLink™ Connect app should only be used with supported mobile devices. Go to the local Medtronic website to access the list of supported mobile devices. The CareLink™ Connect app may not be available in all regions.

Getting started

Download the CareLink™ Connect app from the Apple™* App Store™* or the Google Play™* store on the supported mobile device.

Open the CareLink™ Connect app and follow the instructions on the screen to set up a Care Partner account.

NOTE: A Care Partner account in CareLink™ is required to use the CareLink™ Connect app. A Care Partner account is different from the CareLink™ Patient account.

An internet connection and a username and password are required to log in to the CareLink™ Connect app.

A Care Partner account may also be set up through the CareLink™ website. Go to the CareLink™ website and follow the instructions on the screen to set up an account.

An internet connection to CareLink™ software is required to receive alerts and therapy data.

Select **Help** from  in the CareLink™ Connect app to access more instructions and information.

Indications for use

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.

CareLink™ Connect app is not intended to analyze or modify the insulin pump and CGM data that it receives. Nor is it intended to control any function of the insulin pump or CGM system to which it is connected.

CareLink™ Connect app is not intended to receive information directly from the insulin pump or CGM system.

Contraindications

None known.

Clinical benefits

The CareLink™ Connect app does not provide any direct therapy or treatment but is an optional tool that can be used by care partners to review information uploaded from compatible devices.

User safety

Warnings

- CareLink™ Connect app should only be used with supported devices and operating systems. Refer to the local Medtronic website for information about supported devices and operating systems.
- Dosing decisions should not be made based on the information on this app. Always follow instructions on the insulin pump or CGM system to make therapy decisions.
- Do not rely on the notifications from the CareLink™ Connect App. Notifications on the compatible mobile device may not occur as expected. Notifications may not always be noticeable on the app. Always rely on the primary device for notifications.
- Always allow notifications for the CareLink™ Connect app. If notifications are turned off, the app will not send any alerts.
- Do not use the CareLink™ Connect app without understanding how the mobile device settings work. If the mobile device settings are not set up correctly, the app may not send notifications.
- Do not use the CareLink™ Connect app if the mobile device screen or speakers are damaged. If the mobile device is damaged, the app may not send notifications and information may not be shown correctly.
- Alerts for the CareLink™ Connect app will sound through headphones when headphones are connected. If headphones are connected when not in use, alerts may not be heard.
- Check the CareLink™ Connect app routinely to remain logged in and to make sure it is running. If the app is not used regularly, the mobile device operating system may prioritize other processes which can interfere with notification delivery. The app will also log out a user due to prolonged inactivity, and will not send notifications.
- Do not let the mobile device shut down due to low battery, or the app will not send notifications. Use of the app may deplete the mobile device battery more quickly. Have a charger available to charge the battery if needed.

- Always make sure to open the app after the mobile device restarts to ensure the app sends notifications.
- Turn off **Do Not Disturb** in the compatible mobile device settings, or include the CareLink™ Connect app in the exceptions of the feature, if possible. If this feature is enabled, the CareLink™ Connect app will not send notifications.
- Turn off the **Digital Wellbeing** feature in Android™* or **Screen Time** feature in iOS operating systems, or include the CareLink™ Connect app in the exceptions of the feature, if possible. If this feature is enabled, the CareLink™ Connect app will not send notifications.
- If a serious incident related to the device occurs, immediately report the incident to a healthcare professional. For healthcare professionals, immediately report any serious incident to the applicable competent authority.

Precautions

This app is not intended to replace self-monitoring practices advised by a physician.

Technical specifications

Data security

Access to CareLink™ Connect app is secure. It requires the use of a security lock on the supported mobile device and a unique username and password. To keep information private, do not share the username and password.

The app uses secure data transfer protocols that ensure a secure link between CareLink™ software and the CareLink™ Connect app.

CareLink™ Connect app also has a two-factor authentication procedure for an additional layer of data security. The two-factor authentication procedure is not available in all regions.

User security



The CareLink™ Connect app has been designed with security features to help keep the app and its data secure. However, there are important steps to take to ensure the supported mobile device used with the CareLink™ Connect app is also secure. To help keep the supported mobile device secure, follow these instructions:

- The industry responds to newly discovered security issues with updates. Keep the app up to date with the most current version.
- Use a strong password. CareLink™ software provides a password strength meter. Avoid common spellings and short length of words. Some password vaults offer the ability to create very strong passwords and provide them on demand.
- Never share the password.
- 24-Hour Technical Support or the local Medtronic support representative never asks for the password. If a request to disclose the password is received by email, please contact 24-Hour Technical Support or the local Medtronic support representative immediately and do not reply to the email.
- If 24-Hour Technical Support or any local Medtronic support representative asks for the password, refuse to provide it and ask to speak to a manager immediately.

- Change the password immediately if it is suspected of being compromised.
- It is good practice to change the password every 3-6 months.
- Contact 24-Hour Technical Support or the local Medtronic support representative if someone is suspected of accessing the account without authorization.
- Do not leave the supported mobile device unattended.
- Enable a security lock on the supported mobile device. When the supported mobile device is not in use, lock it in a way that requires the password to be entered in order to use it.
- Do not remove or interfere with the security features on the supported mobile device.
- Do not attempt to modify the operating system, jailbreak, or root the device.
- Keep the supported mobile device operating system up to date, unless otherwise recommended by Medtronic, and choose settings that let mobile applications automatically update.
- Use only the official application store, such as the Apple™* App Store™* or the Google Play™* store to get all mobile applications used with the supported mobile device.
- Do not click on links from email messages, web pages, or text messages received from an unknown or untrusted source.
- Disable wireless functions such as Near Field Communication (NFC) and ANT+ when not in use.
- Avoid the use of unknown Wi-Fi networks or public Wi-Fi hotspots.
- Enable security protection, such as the use of a password and encryption, on the Wi-Fi network that the supported mobile device connects to regularly.

Icon table

The following icons and symbols may appear in the software. For definitions, go to <http://www.medtronicdiabetes.com/symbol-definitions>.

Description	Icon
Manufacturer	
Catalogue number	
Authorized representative in the European community	