

Downloading MEDTRONIC Insulin Pump & Continuous Glucose Monitor (CGM)

In order to download your Medtronic insulin pump so that your provider can then review your pump data through Medtronic's CareLink, please make sure your device(s) time and date are correct and then take the following steps.

Establish CareLink Account:

Even if you already have an online Medtronic account, a unique login will need to be created for CareLink. CareLink™ account. That CareLink username and password needs to be shared with the St. Joseph's Endocrinology office. If you do not have a CareLink Account login, please take the following steps:

- 1) Visit www.carelink.minimed.com and from the Welcome screen click the "Sign Up Now" button, the appropriate country, and the language you prefer.
- 2) In order to accept the terms of agreement, ensure that all 3 boxes are checked and click Accept.
- 3) Create a new username and password. Passwords are case-sensitive and can be any combination of letters or numbers from 8 to 32 characters long and include one uppercase letter, one number, and one special character. Once you complete the required fields, scroll to the bottom of the page.
- 4) Check the box that says "I'm not a robot" and click Submit
- 5) The CareLink uploader allows you to upload the information in your pump or meter to the CareLink website. Before you can begin to upload your data to CareLink™ software, you will first need to download and install the CareLink™ Uploader. Once installed, you will not need to repeat this process, unless you are uploading from a new computer.

Install the Uploader:

- 1) Make sure your CareLink USB or meter is not plugged into the computer during this installation process.
- 2) Go to and sign into the CareLink™ website. Once signed in, click the link "How to Install Uploader."
- 3) Click on "Download CareLink Uploader installer" and click "Run" OR if you choose to save the file, choose a folder you will be able to easily find, such as Downloads or Desktop. After saving, go to the file and then run the installer
- 4) Once the file has completed downloading, double click on the file to begin installation. Choosing the appropriate language, reviewing the information and continue checking "next" or "OK" options until the "Finish" option indicating the installation has completed.
- 5) Select the language you would like to use and click "OK."
- 6) Select "Finish" when the installation has completed.

Add your Insulin pump and/or CGM. First time using uploader you will need to add your device. You will only have to do this once.

- 1) Plug in the CareLink USB or meter into your computer and make sure your insulin pump is within 6 feet of the device.
- 2) Login to the CareLink™ website and click on "Upload Device."
- 3) The Uploader will open. On the next screen, click on "+ New Pump" to add your insulin pump. You will only need to do this once.
- 4) Select the model of insulin pump you plan to add.
- 5) Next, you will need to enter the serial number for your insulin pump that is found on the back of the pump or on the pump's Status Screen. Click Next when you are finished entering serial number.
- 6) Check that your pump ready to be uploaded and is not running a temp basal rate OR Alarming OR Bolusing OR Running on a low battery
- 7) Click on "Add Pump."
- 8) The Uploader will test the connection between your device and the computer. After testing the connection, you will return to the home screen, where your device will be displayed.

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To Upload Your Devices:

- 1) Plug in the CareLink USB or meter into your computer and make sure your insulin pump is within 6 feet of the device.
- 2) Login to the CareLink™ website and click on “Upload Device.”
- 3) Select the device you would like to upload. Previously updated devices will already be listed.
- 4) Make sure your device is ready to upload and click on “Upload Now.”
- 5) Your device will begin the upload process.
- 6) ONCE DOWNLOAD IS COMPLETED: If you have not shared your CareLink username and password with the St. Joseph Endocrinology in the past (or have changed your username or password), please provide that information to the office at 707-578-7530. This will allow office staff to obtain the information from CareLink for your provider to review prior to your virtual visit.

If you need assistance, please contact:

Medtronic at 800-633-8766 (toll-free within the United States) or +1 763 514 4000 (worldwide).