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.
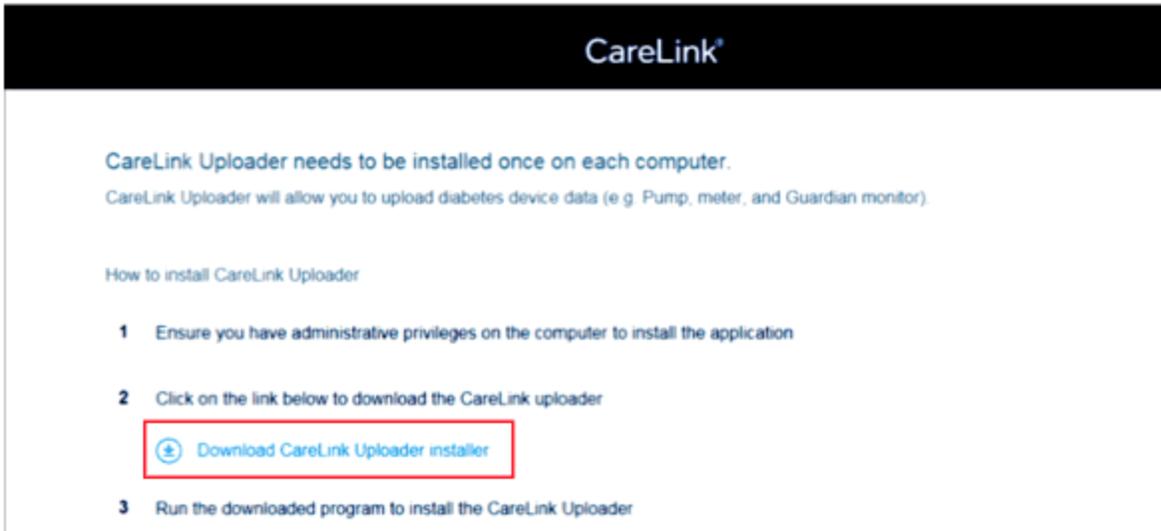
To install the Uploader:
1. Sign into the CareLink™ website.

2. On the next page, click on the link, "How to Install Uploader."

3. Click on "Download CareLink Uploader installer" under step 2.

4. You will have the choice to run the file or save the file. If you choose to run the file, click "Run." If you choose to save the file, choose a folder you will be able to easily find, such as Downloads or Desktop.

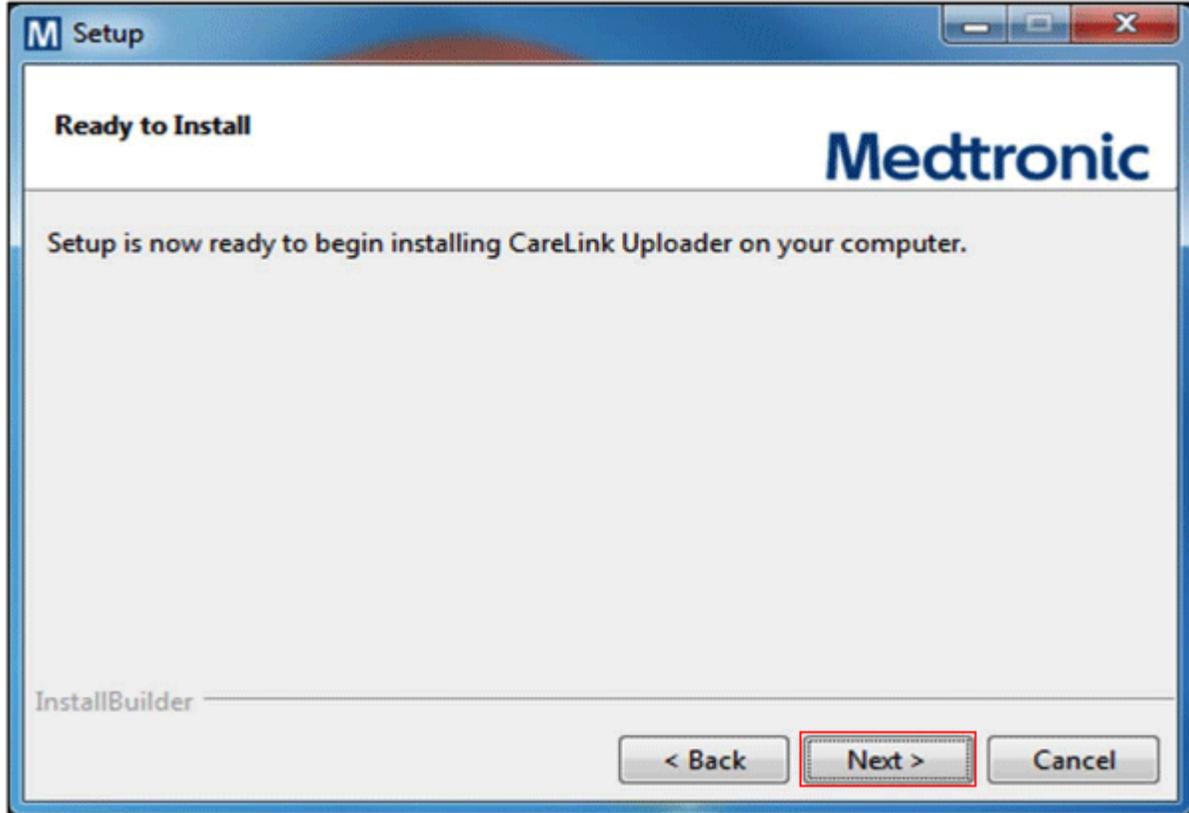5. When the file has completed downloading, double click on the file to begin installation.

NOTE: You may need administrative rights on your computer to run the installer.

6. Select the language you would like to use and click "OK."
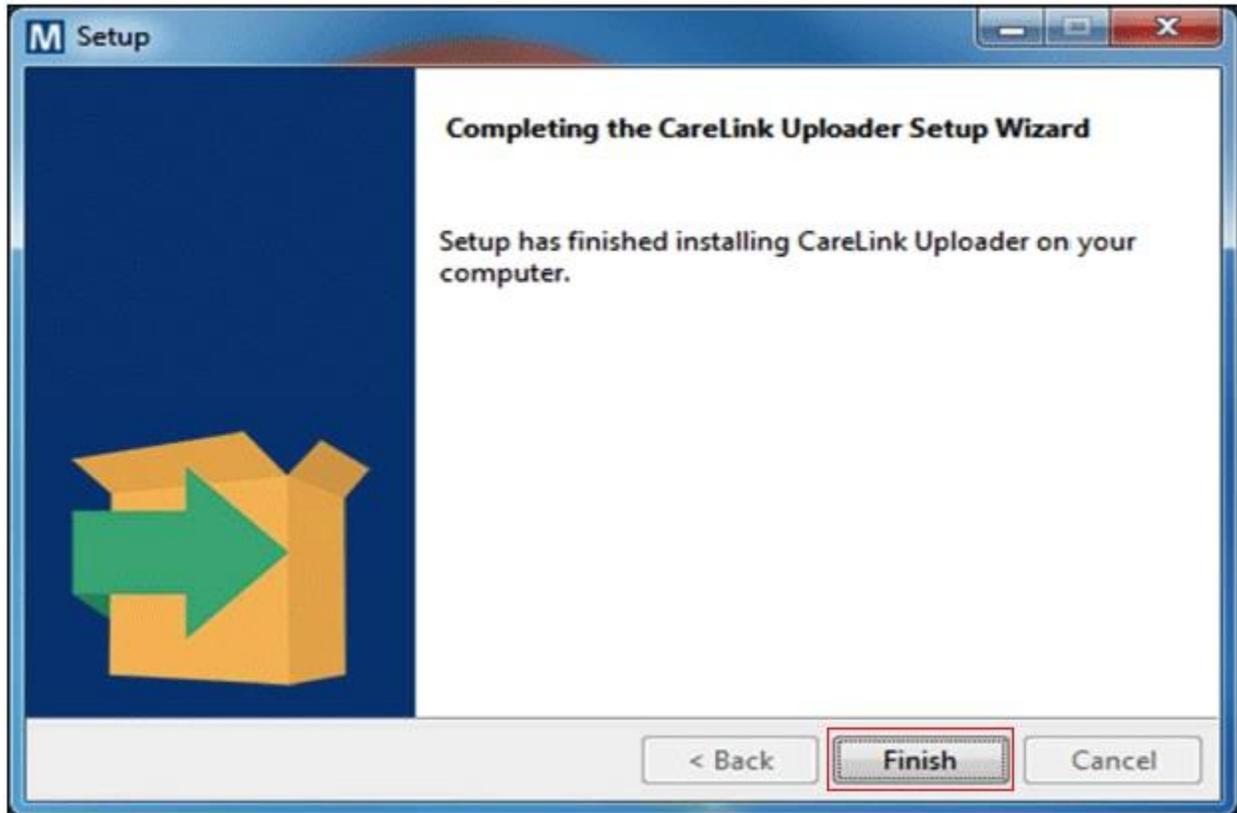
7. Select "Next" to continue.
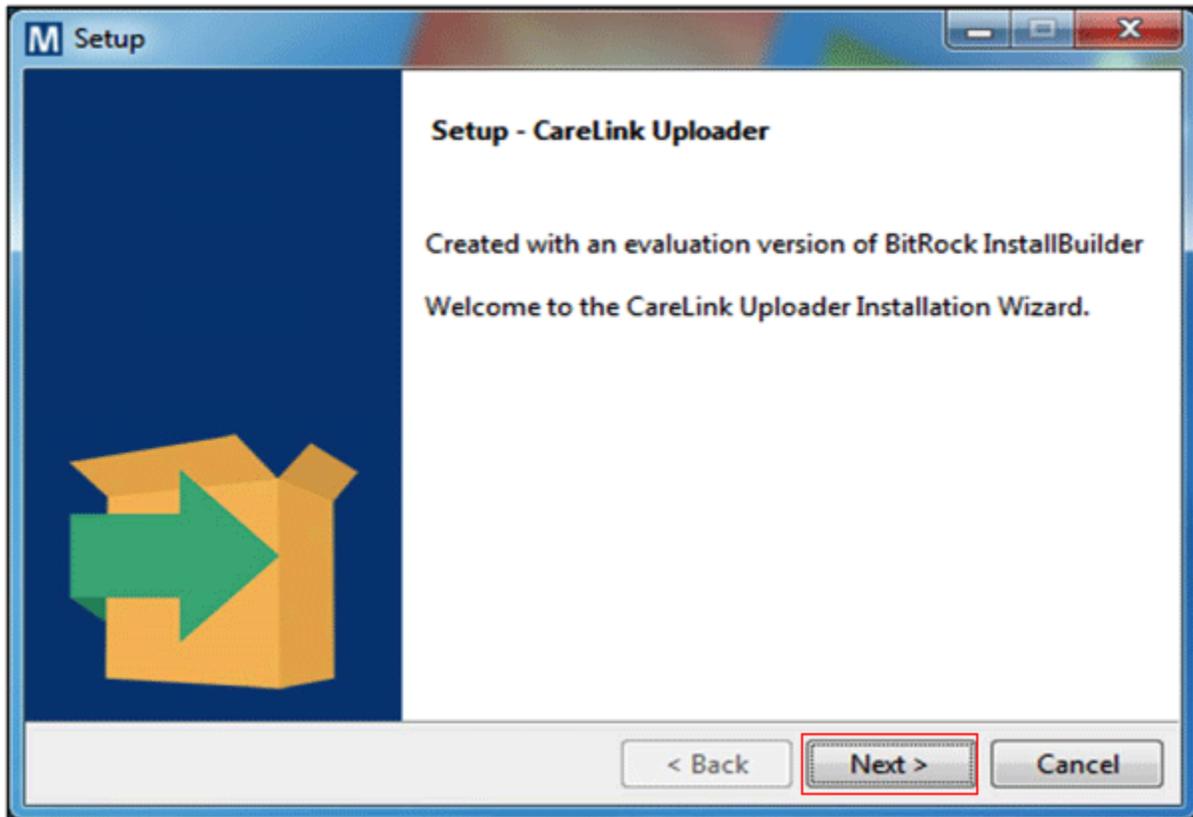
8. Select "Next" again.

9. Make sure your CareLink USB or meter are not plugged into your computer and select "OK."

10. Select "Finish" when the installation has completed.
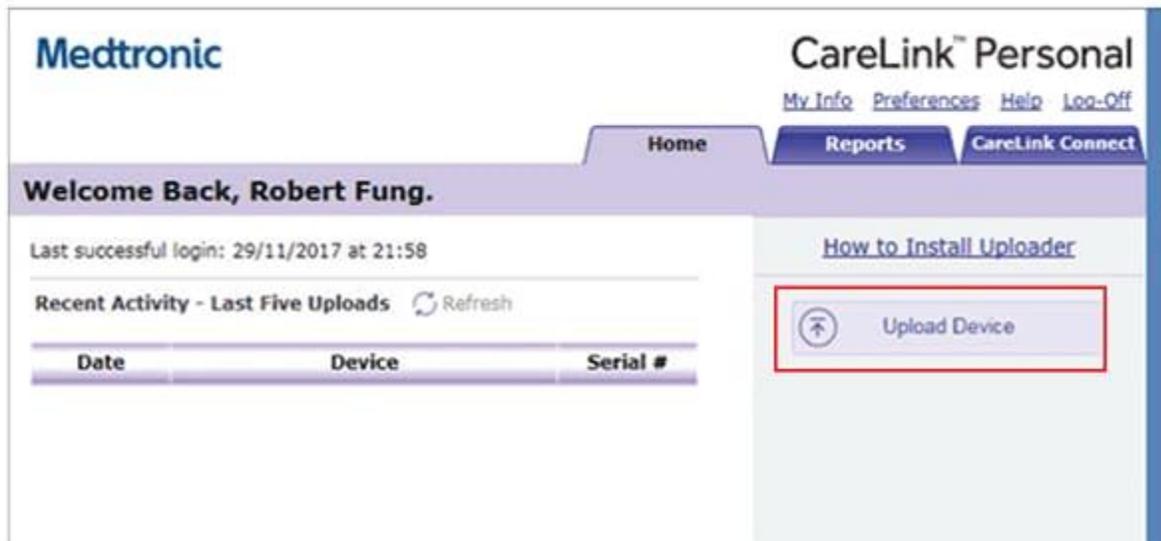

Adding Your Devices to the Uploader

The first time you access the Uploader, you will need to add your pump and/or meter. You will only have to do this once.
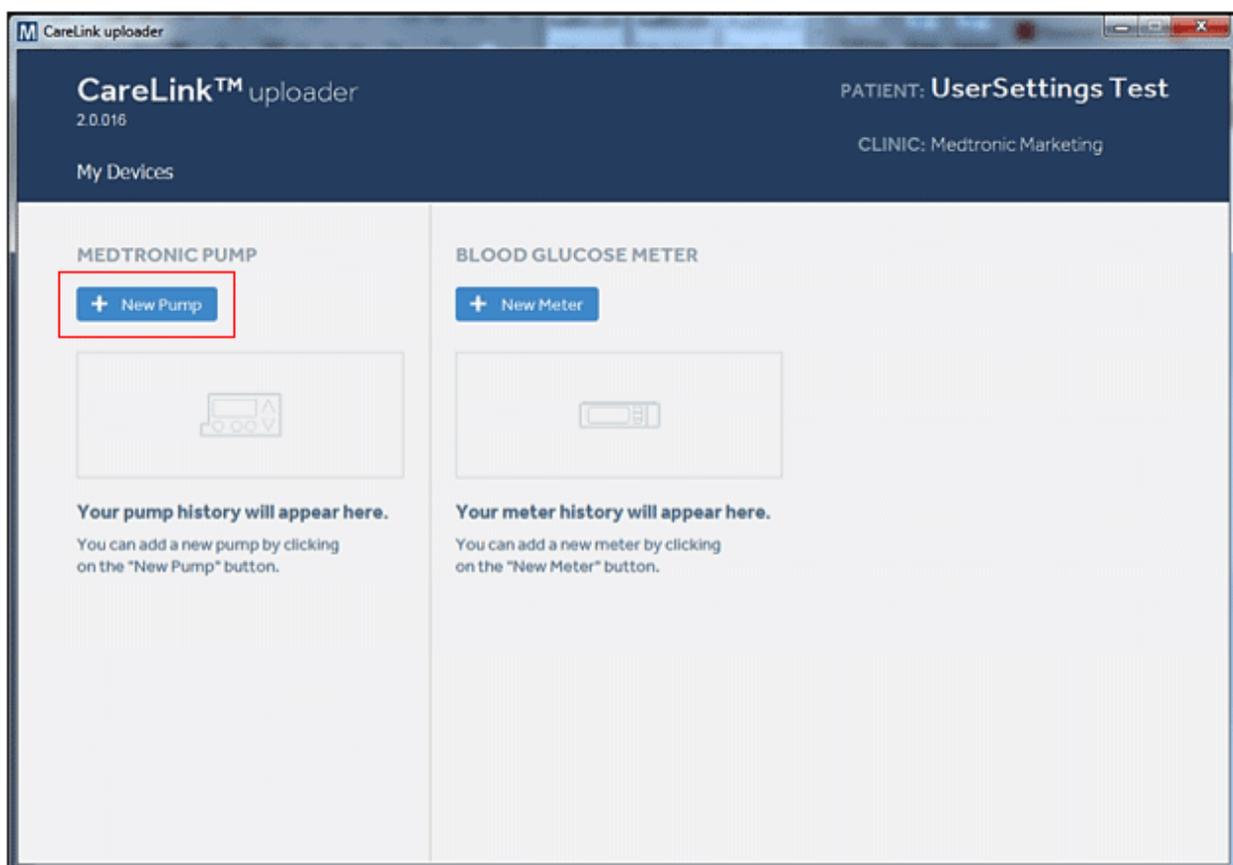
To Add Your Insulin Pump:
1. Plug in the CareLink USB or meter into your computer and make sure your insulin pump is within 6 feet of the device.
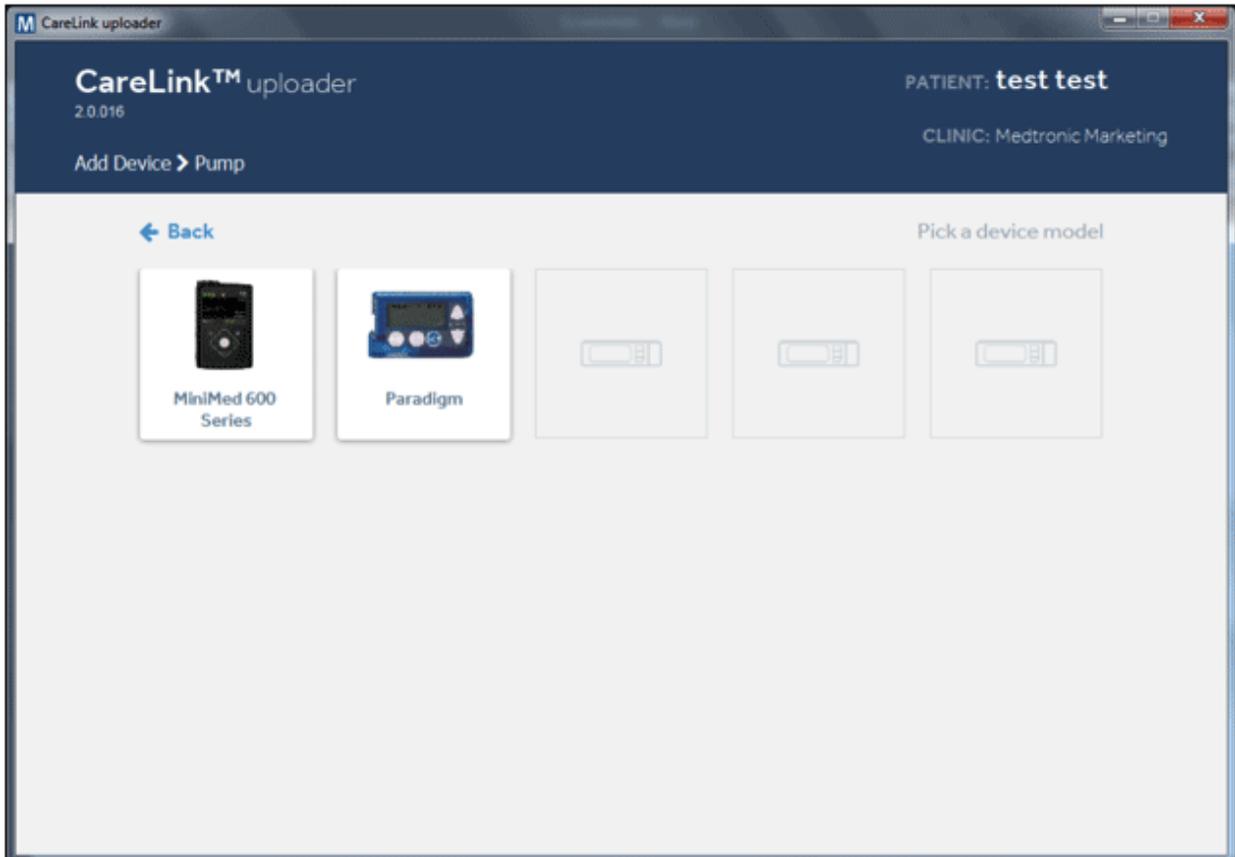
2. Login to the CareLink™ website and click on "Upload Device."

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. This can be found in the back of the pump or on the pump's Status Screen. Click Next when you are finished.
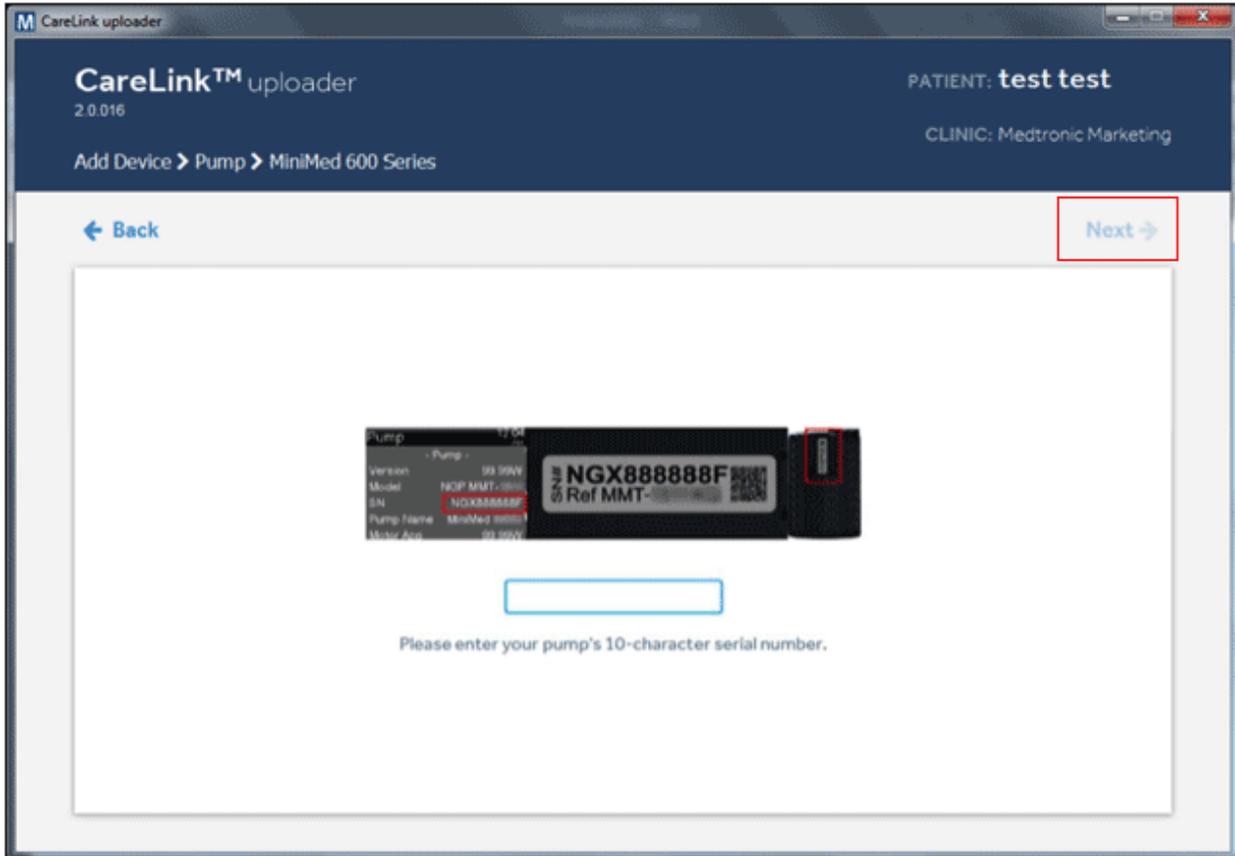
6. Check that your pump ready to be uploaded and is not:

- Running a temp basal rate
- Alarming
- Bolusing
- 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.
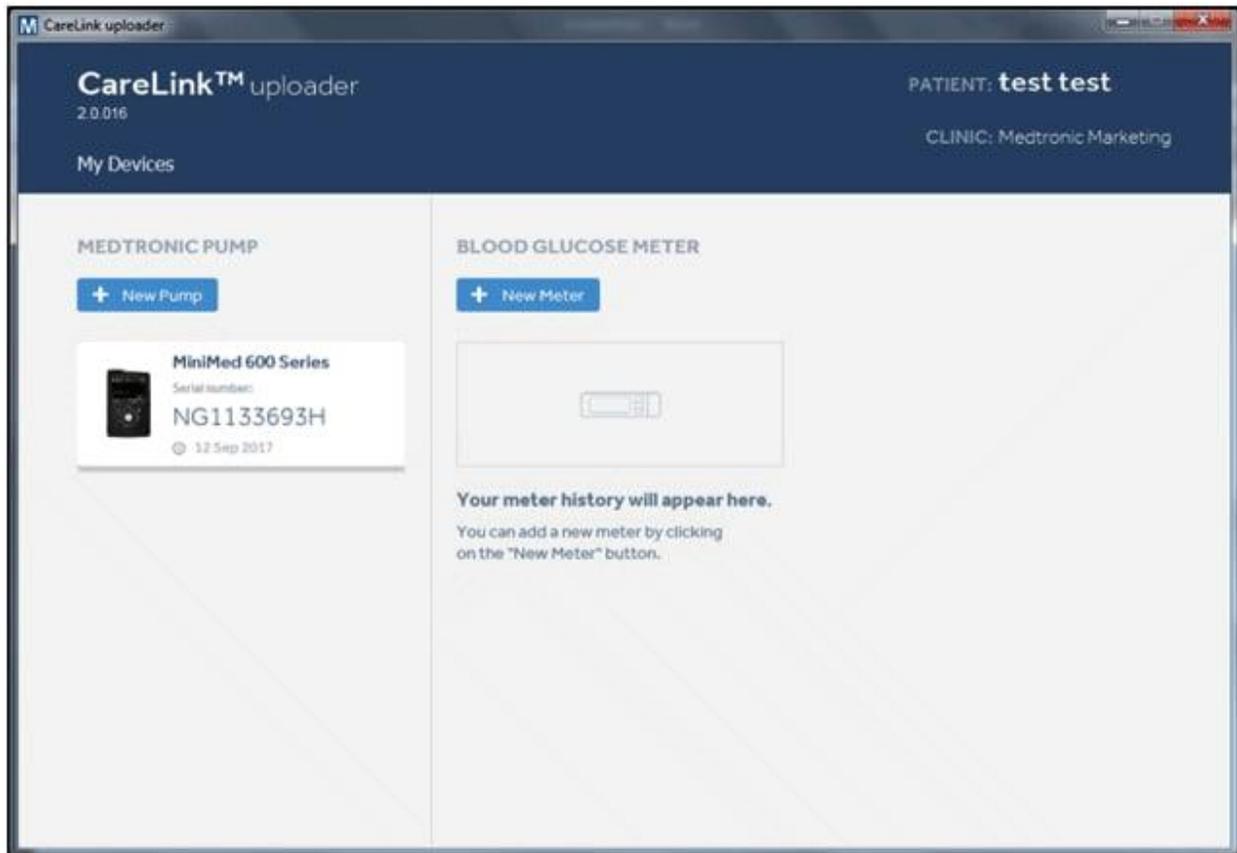
To upload your non-linked meter or to upload only your linked meter data, you will first need to add it to the Uploader.
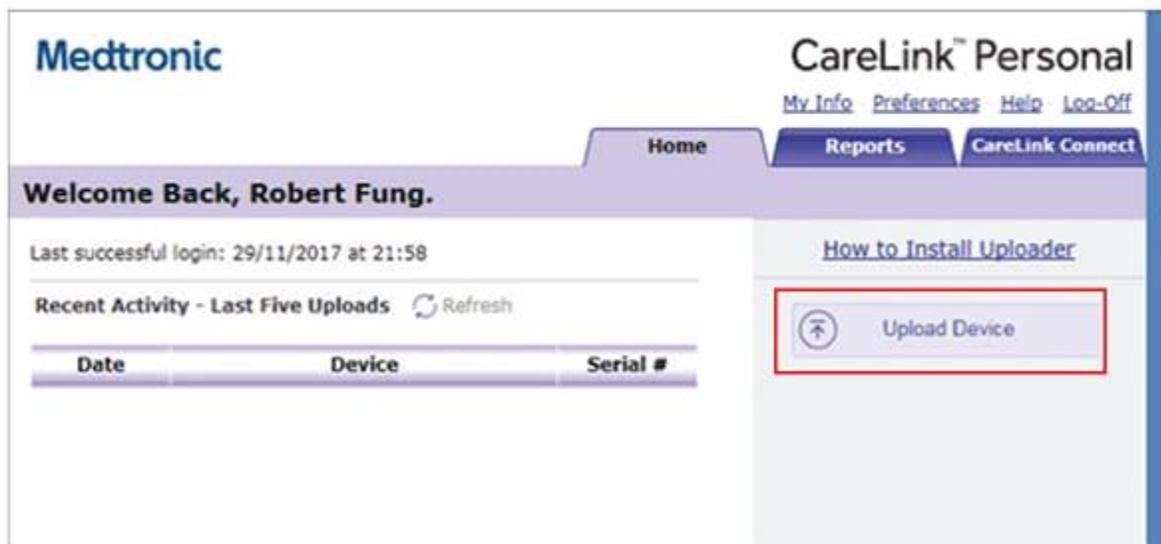
Uploading Your Device Data to CareLink™ Software

Once you have added your devices to the Uploader, you can begin to upload your data to the CareLink™ website.

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."

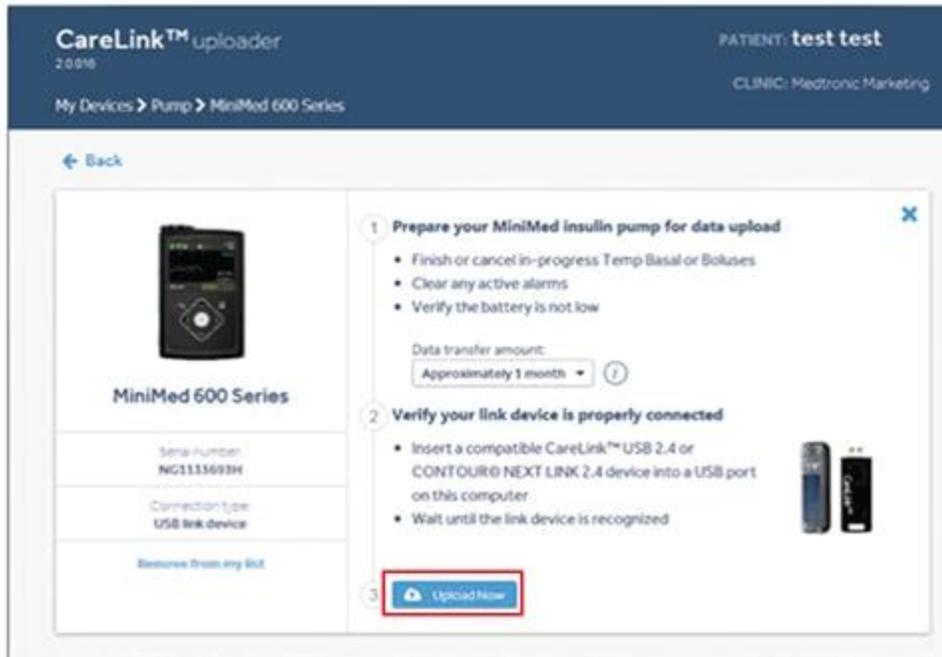3. Select the device you would like to upload. Previously updated devices will already be listed.
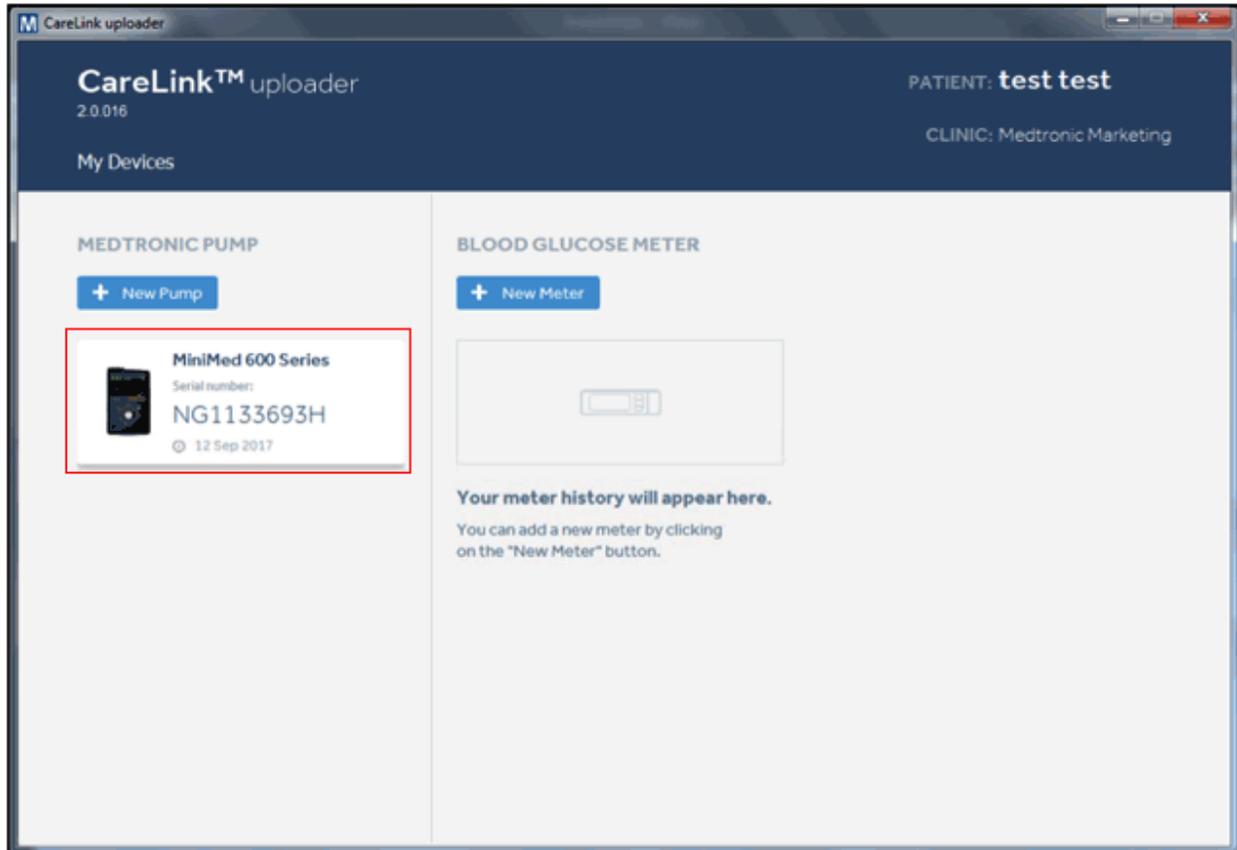
4. Make sure your device is ready to upload and click on "Upload Now."

5. Your device will begin the upload process.

**Please save your username and password as you will need to share this with the Tryon Medical Partners team