



# Software Setup Guide



Conveniently view **three different reports** so you can work with your patients to **spot trends and make meaningful adjustments**.

- 01 **Visit** [source.tandemdiabetes.com](https://source.tandemdiabetes.com)
- 02 **Sign in** and connect a Tandem Diabetes Care insulin pump to your computer
- 03 In the menu, click **Upload Pump**, then **Start Upload**

## Browser Requirements

Professional users can upload pumps from a Windows or Mac using the latest versions of Microsoft Edge or Google Chrome. Reports can be viewed on the latest versions of Edge, Chrome, or Safari.

### Supported Operating Systems (OS) include:

- ✓ Windows 10 or later
- ✓ Mac OS Catalina (10.15.7) or later

### In addition, the following settings are required:

- 01 JavaScript must be enabled in the browser
- 02 Cookies must be enabled in the browser
- 03 Pop-up blockers must be disabled for
  - ✓ [source.tandemdiabetes.com](https://source.tandemdiabetes.com)
- 04 [source.tandemdiabetes.com](https://source.tandemdiabetes.com) should be accessible from your computer

## USB Requirements

Tandem Source requires an available USB port to communicate with supported devices.

## Network Requirements

- 01 A broadband network internet connection of 1.5 Mbps or better
- 02 Firewall exceptions that allow browser access to \*.tandemdiabetes.com on port 80 and 443

## Additional Support

Additional details are available in the [Tandem Source Professional User Guide](#).

For assistance with the Tandem Source platform, visit [tandemdiabetes.com/providers/tandem-source](https://tandemdiabetes.com/providers/tandem-source).