

Tandem Source™

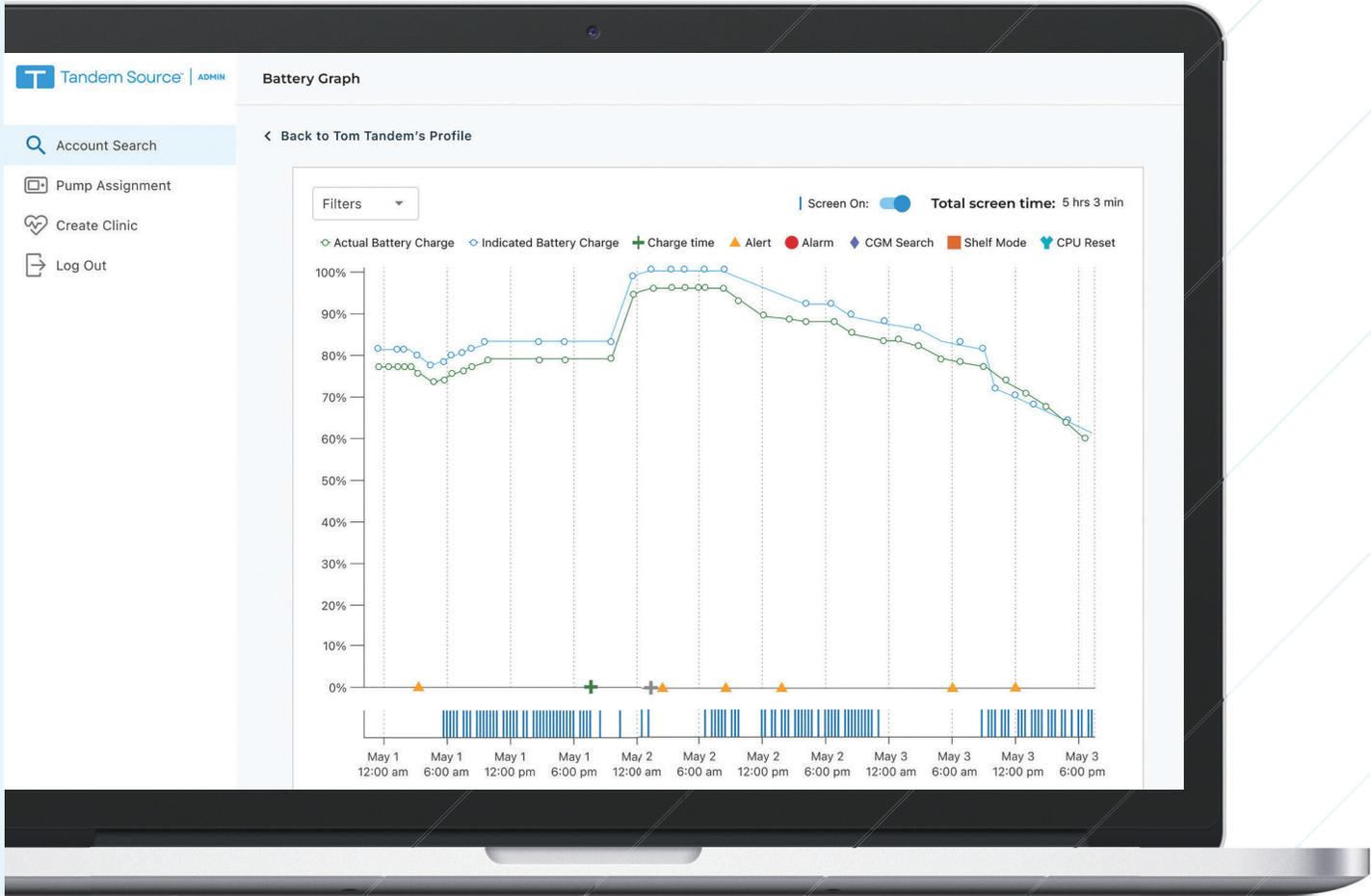


Table of Contents

Section 1 • Important Safety Information

Intended Use	2
Important User Information	2
Precautions	2

Section 2 • Product Overview

Getting Started	3
Account Search	4

Section 3 • Create Clinic

Create Clinic Account	5
-----------------------------	---

Section 4 • Assign Pumps

Assign a Pump	6
---------------------	---

Section 5 • View Account Details

View Patient Details	7
View Professional Account Details	8
View Clinic Account Details	8

Section 6 • View Pump Activity

View Pump Data Upload History	10
View Pump Battery Graph	11

Section 7 • Miscellaneous

Data Privacy	13
Security Settings	13
Automatic Updates	13
Patents and Trademarks	13

SECTION 1

Important Safety Information

Intended Use

The Tandem Source™ Admin web application is intended for use by distributors who are authorized to sell and support the Tandem Diabetes Care insulin pumps and associated mobile and web applications. The Tandem Source Admin web application serves as a means for distributors to manage Tandem Source personal and professional user accounts and investigate issues utilizing data uploaded from Tandem Diabetes Care insulin pumps.

Important User Information

Thoroughly review all product instructions for warnings and other important user information before using Tandem Source Admin. Medical devices, like other computer systems, can be vulnerable to cybersecurity risks, potentially impacting the safety and effectiveness of the device. Incorrect use of Tandem Source Admin or your failure to follow the instructions, precautions, and warnings in this user guide may expose your computer to cybersecurity risks.

Always use Tandem Source Admin on a Trusted Computer using a web browser through a secure connection. A Trusted Computer is a computer controlled by your office that has the latest security patches for a supported operating system, including virtual machines used at healthcare provider's offices.

For additional support, see the Support link within Tandem Source Admin or contact your Tandem Diabetes Care representative.

You can request a printed copy of this user guide at any time, which we will send to you free of charge within seven days of your request. Please contact your Tandem Diabetes Care representative.

Precautions

▲ PRECAUTION

Use of security features on your Trusted Computer is important. These security features include:

- » The use of a password or PIN to unlock the Trusted Computer.
- » Making sure that your Trusted Computer has current security software.
- » Keeping your software updated when prompted by your Trusted Computer.
- » Some web pages can be unsafe and can affect your Trusted Computer just by visiting them. You should minimize visits to unknown websites and look for 'https' in the browser address or for the padlock symbol next to the URL when visiting websites.
- » You can verify the tandemdiabetes.com certificate in the browser by clicking on the padlock symbol next to the URL.

▲ PRECAUTION

Subsequent changes to a Trusted Computer could introduce new risks and require additional analysis. These changes can include but are not limited to changing the configuration of the Trusted Computer, connecting additional items to the Trusted Computer, disconnecting items from the Trusted Computer, and updating or upgrading equipment connected to the Trusted Computer.

SECTION 2

Product Overview

The Tandem Source™ platform is a secure web-based system that aims to help users monitor and understand insulin therapy and pump data uploaded from Tandem pumps. Patients (Personal users or Parent/Guardian users) and their authorized healthcare professionals (Professional users) can upload pump data to Tandem Source for view and analysis.

Tandem Source Admin is a secure web-based system that serves as a means for distributor to access Tandem Source user account information and data uploaded from Tandem pumps as needed for troubleshooting purposes. Distributor personnel (Admin users) can assign individual Tandem pumps to patients in formal records, assist in device troubleshooting, and create and manage clinic accounts for Professional users.

Regardless of who accesses Tandem Source Admin or from where, there are a few common characteristics:

- Tandem Source Admin is web-based and can be accessed using any compatible web browser. Anyone with an established account can use Tandem Source Admin without downloading or installing any software.
- The data is hosted on secure web and database servers which are accessible only through a secure internet connection.

Getting Started

You can create your Tandem Source Admin account after Tandem Diabetes Care sends you an email invitation. Create a Tandem Source Admin user account as follows:

1. Click the link in the email invitation to open Tandem Source Admin.
2. Enter the required personal information (e.g., name, security question) and click **Next**.
3. Check all required consent flags. Check any optional consent flags as desired.
 - ◆ If you click any links to review consent information, always click **Back** within Tandem Source Admin to return to the *Create Account* screen. Do not use the back button in your internet browser.
4. Click **Confirm**. Tandem Source Admin sends a confirmation email to the email address you used in step 1.
5. Click the link in the confirmation email to return to Tandem Source Admin.
6. Create a password and click **Done**. Tandem Source Admin returns you to the login screen.
7. Log into Tandem Source Admin using your credentials.

Account Search

When you log into Tandem Source Admin, the *Account Search* screen appears by default. The following diagram shows basic navigation at first login:



1. **Account Search icon:** Click this icon from any screen to open the *Account Search* screen.
2. **Pump Assignment icon:** Click this icon from any screen to open the *Pump Assignment* screen.
3. **Create Clinic icon:** Click this icon from any screen to open the *Create Clinic* screen.
4. **Log Out icon:** Click this icon from any screen to log out of Tandem Source.
5. **Account dropdown:** Click this arrow to open a dropdown menu and choose which account type should appear in search results.
6. **Parameter dropdown:** Click this arrow to open a dropdown menu and choose which parameter to use in a search.
7. **Search bar:** Enter search parameters (e.g., pump serial number, patient last name).
8. **Search button:** Click to search Tandem Source for a patient, healthcare professional, or clinic.

SECTION 3

Create Clinic

Tandem Source™ Professional user accounts are designed to be used by healthcare professionals who provide care for people who wear the pump. All Professional users can do the following:

- Upload and access patient data and reports for any patient that has authorized them to do so
- Add new patients to their clinic
- Remove patients from their clinic

Professional Administrator users can also do the following:

- Add new Professional users (Administrator and Standard) to their clinic
- Change account type for existing Professional users
- Remove Professional users from their clinic
- Edit clinic name and address

NOTE

The clinic name is included in notifications that inform patients which healthcare teams have access to their therapy data.

From Tandem Source Admin, Distributor Representative users must create a clinic account for each healthcare facility and create the first Professional Administrator user for that clinic account.

Create Clinic Account

Each healthcare facility must have a clinic account before healthcare professionals at that facility can view or upload patient data. Create a clinic as follows:

1. Click **Create Clinic** in the left navigation pane. The *Create Clinic* screen appears.
2. Complete all *Clinic Information* fields.
3. Complete all *Administrator Information* fields.
4. Click **Create Account**.
 - ◆ For initial account creation, a success dialog box appears. Click **OK** in the success dialog box to return to the *Create Clinic* screen.
 - ◆ If the office Administrator has not activated their clinic account, the *Account Activation Needed* dialog box appears. Click **Send Activation Email** to send another activation email to the Administrator at that office, or click **Go Back** to return to the *Create Clinic* screen and create a different clinic account.
 - ◆ If an active clinic account already exists for this office, the *Account Already Exists* dialog box appears. Click **Close** to return to the *Create Clinic* screen and enter different clinic information, or click **Reset Password** to send a password reset email to the Administrator at the existing office.

Once you create a clinic account, the designated Professional Administrator user creates additional Professional user accounts for other healthcare professionals at their office.

SECTION 4

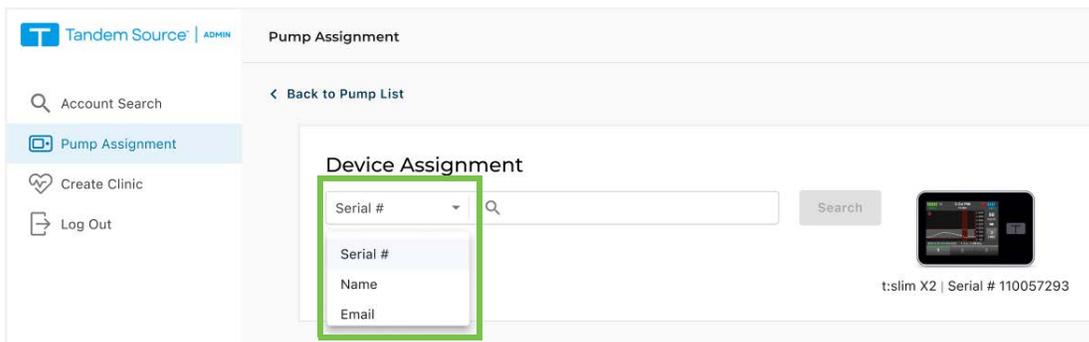
Assign Pumps

You can use Tandem Source™ Admin to reassign a pump and all data updated into the Tandem cloud from one Personal user account to another. For example, if an existing Personal user created a second Personal user account for a warranty replacement pump, you can reassign that pump to their existing account. All data that has been uploaded from that pump to the Tandem cloud is also reassigned.

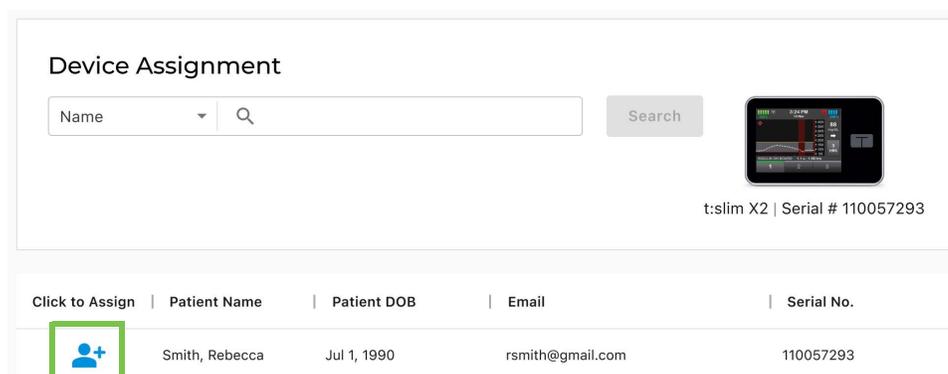
Assign a Pump

Assign a pump as follows:

1. Click **Pump Assignment** in the left navigation pane.
2. On the *Pump Assignment* screen, enter a pump serial number into the search bar and click **Search**. A table appears below the search bar containing information about that pump.
3. Click **Assign Device** in the Assign column. The *Device Assignment* screen appears.
4. Use the dropdown menu next to the search bar to select a search parameter.



5. Enter the patient's information into the search bar and click **Search**. A table appears below the search bar containing patients who match your search term.
6. Click the **Click to Assign** icon next to the correct patient's name. A confirmation prompt appears.



7. Click **Assign**. The *User Profile* screen appears.

If you experience an error that prevents you from assigning a pump to a patient, follow the on-screen instructions. Once the *User Profile* screen appears, you may continue your Tandem Source Admin session.

SECTION 5

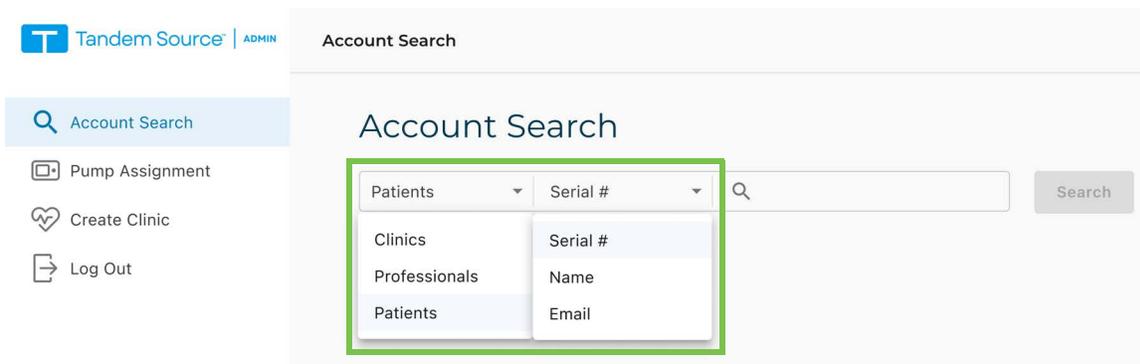
View Account Details

You can view Tandem Source™ user account details and perform limited actions to help Tandem Source users resolve minor issues.

View Patient Details

You can search for a patient by current pump serial number, patient name, or email address. Search for a patient as follows:

1. Click **Account Search** in the left navigation pane.
2. On the *Account Search* screen, use the drop-down menus next to the search bar to select search parameters.



3. Enter the patient information into the search bar and click **Search**. A table appears below the search bar containing patients matching your search term.
4. Click **View Profile** next to the correct clinic name. The *User Profile* screen appears.

If Tandem Source Admin does not understand your search term, the *Account Search* screen does not display any records. For existing patients, confirm the information you input is correct, or use another search parameter.

From the *User Profile* screen, if the patient has a Personal user or Parent/Guardian user account, you can perform the following functions:

- Reset the account password
- Edit user information, including information for minor children who wear the pump when viewing Parent/Guardian accounts
- View pump upload history as described in [View Pump Activity](#)
- View pump battery graph as described in [View Pump Activity](#)
- View reports generated using historical pump data uploaded into Tandem Source as described in the Tandem Source Professional user guide

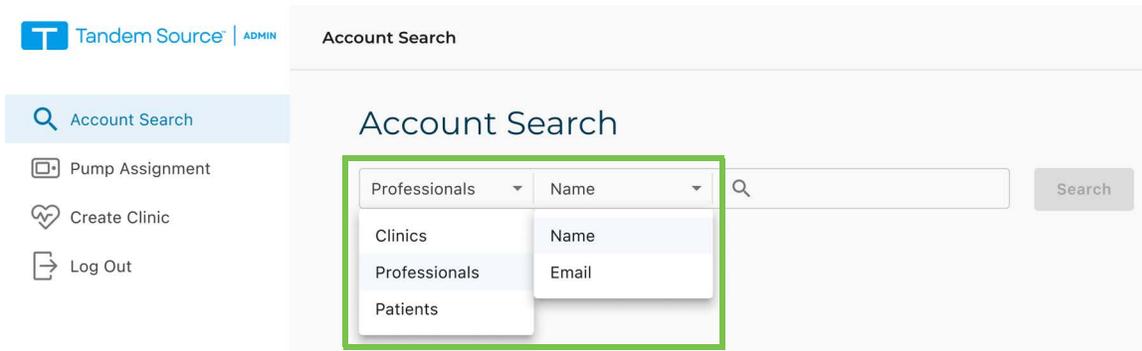
All views that include historical data uploaded from Tandem pumps are read-only. Tandem Source Admin cannot be used to change any settings in the pump itself.

SECTION 5 • View Account Details

View Professional Account Details

You can search for a Professional user account by name or address. Search for a Professional user account as follows:

1. Click **Account Search** in the left navigation pane.
2. On the *Account Search* screen, use the dropdown menus next to the search bar to select search parameters.



3. Enter the Professional user information into the search bar and click **Search**. A table appears below the search bar containing Professional users matching your search term.
 4. Click **View Profile** next to the correct Professional user name. The *User Profile* screen appears.
- If Tandem Source Admin does not understand your search term, the *Account Search* screen does not display any records. For existing Professional user accounts, confirm the information you input is correct, or use another search parameter. If the healthcare professional you searched for does not have a Professional user account, contact their office.

From the Professional user *User Profile* screen, you can perform the following functions:

- Reset the account password
- Edit user information
- View the clinic account for the associated office

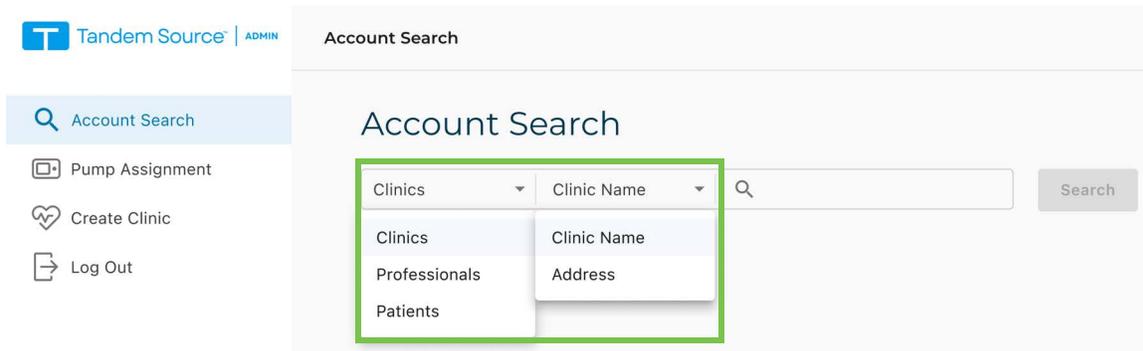
View Clinic Account Details

You can search for a clinic account by name or address. Search for a clinic account as follows:

1. Click **Account Search** in the left navigation pane.

SECTION 5 • View Account Details

2. On the *Account Search* screen, use the dropdown menus next to the search bar to select search parameters.



3. Enter the clinic information into the search bar and click **Search**. A table appears below the search bar containing clinics matching your search term.
4. Click **View Profile** next to the correct clinic name. The *Clinic Profile* screen appears, including basic office information, Professional user accounts associated with the clinic, and Personal users that have connected their accounts with the clinic.

If Tandem Source Admin does not understand your search term, the *Account Search* screen does not display any records. For existing clinic accounts, confirm the information you input is correct, or use another search parameter. If the office you searched for does not have a clinic account, create one as shown in [Create Clinic](#).

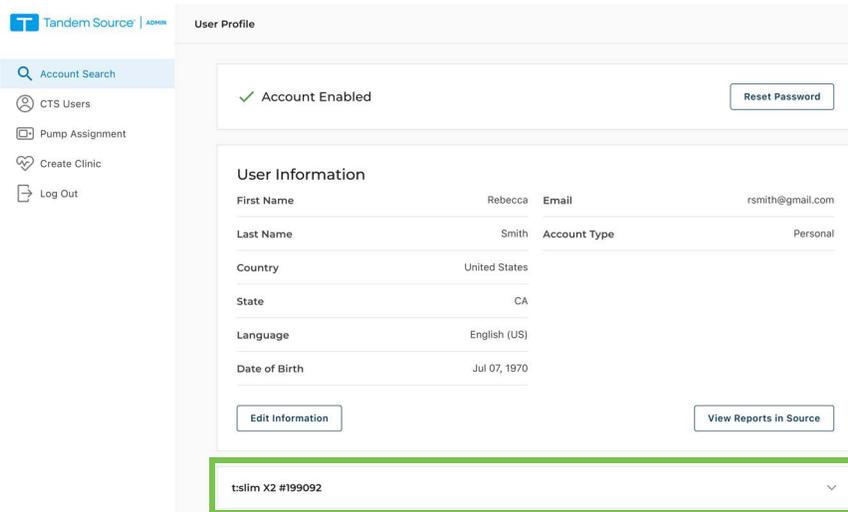
From the *Clinic Profile* screen, you can edit clinic information and add Professional users to the clinic. When you add a new Professional user, the user receives an email with a link that allows them to verify their email address and complete account setup.

SECTION 6

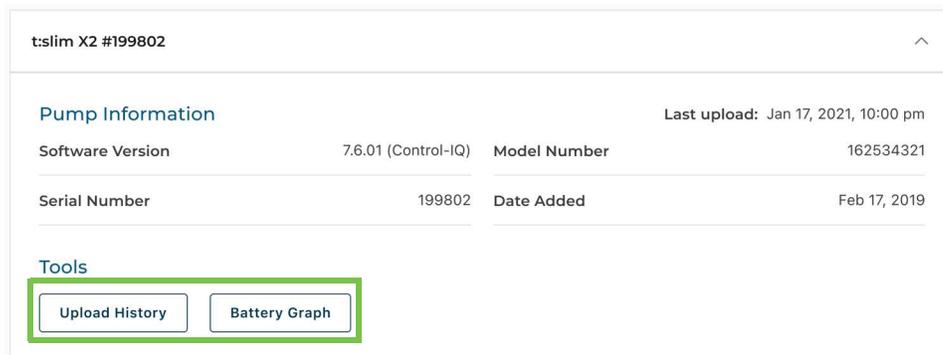
View Pump Activity

From Tandem Source™ Admin, Distributor Representative users can view detailed information about a Personal user's current and previous Tandem pumps. This view is read-only and cannot be used to change any settings in the pump itself.

Search for the Personal user on the *Account Search* screen, then click their name when it appears in the Search bar dropdown menu. When the *User Profile* screen appears, each pump serial number assigned to that Personal user appears below the *User Information* window. Click the pump serial number banner to view the *Pump Information* window.



The *Pump Information* window shows detailed information about that pump, including pump software version, date of last data upload, and diagnostic tools available to Distributor Representative users. Click the **Upload History** or **Battery Graph** as desired.



View Pump Data Upload History

You can access Personal user pump upload history to view successful pump data uploads. This view is read-only and cannot be used to change any settings in the pump itself.

For patients who use the Tandem t:slim mobile app, the *Upload History* screen also includes successful automatic uploads. The Tandem t:slim mobile app may not yet be available in your region.

SECTION 6 • View Pump Activity

By default, the *Upload History* screen shows uploads in reverse chronological order, with the most recent upload in the first row. You can sort the pump data upload table as follows:

- Use the Date Range picker at the top of the Upload History screen to select a specific date range.
- Click any column header to sort the table by a specific data point.

The default view shows upload history for the most recent 3 days of pump data. The maximum date range is 14 days. Tandem Source Admin can only search upload history that is less than six months old.

View Pump Battery Graph

You can access historical Personal user pump battery activity from pump data that has been uploaded to the Tandem cloud. The battery graph helps display overall pump behavior, including battery discharge, battery recharge, alerts, and alarms. This view is read-only and cannot be used to change any settings in the pump itself.

At the top of the *Battery Graph* screen, enter dates into the Start Date and End Date fields and click **Apply** to generate a graph of the selected date range. The default view shows battery activity for the most recent day of pump data. The maximum date range is 3 days. Tandem Source Admin can only display battery activity for uploads that are less than six months old.

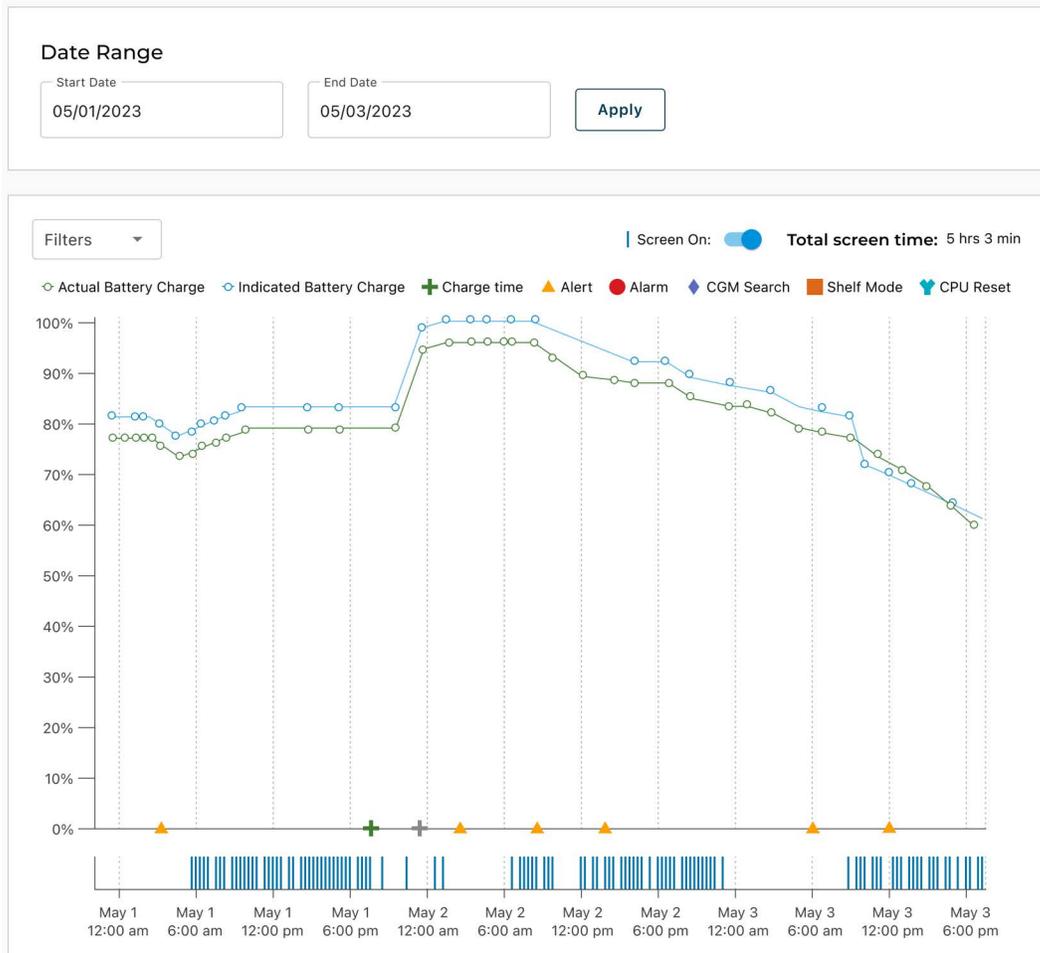
On your computer, hover your cursor over any data point on the battery graph to display a tooltip with additional information.

Use the controls above the graph to adjust the battery graph display:

- Click the **Filters** drop-down to select which parameters the battery graph displays (e.g., Alerts and Alarms, CGM Search, Indicated Battery Charge). All available parameters are selected by default.
- Click the **Screen On** toggle to show or hide the screen time bar chart below the battery graph. Screen time is shown by default.

SECTION 6 • View Pump Activity

The following example shows a battery graph with all default options set.



SECTION 7

Miscellaneous

Data Privacy

Tandem Diabetes Care is firmly committed to data privacy, and we have implemented policies and practices designed to protect all personal data. In addition, we have implemented security safeguards as recommended in your applicable local law to help keep all personal data safe and secure in our systems. Please visit our Privacy Notice for further information.

Security Settings

Tandem designed the Tandem Source™ Admin web application with advanced security technology and features throughout. We understand that security is vital when transferring medical information and have built a system that ensures all information is kept safe and secure. Enterprise-class Secure Sockets Layer (SSL) encryption is used for data communications between private computers and the secure Tandem Source Admin web application servers.

Automatic User Account Timeout

For security purposes, after 15 minutes of inactivity, Tandem Source Admin automatically ends your session and signs you out. A notification message informs you that this has occurred. The security timeout applies to all accounts and cannot be changed.

Automatic Updates

Tandem Source Admin will be updated periodically to better meet your needs. Generally, Tandem Source Admin will update automatically and without interruption to its users.

Patents and Trademarks

Covered by one or more patents. For a list of patents, see tandemdiabetes.com/legal/intellectual-property.

Tandem Diabetes Care, the Tandem Diabetes Care logo, Tandem Source, t:slim X2, Basal-IQ and Control-IQ are either registered trademarks or trademarks of Tandem Diabetes Care, Inc. in the United States and/or other countries. Dexcom and any related logos and design marks are either registered trademarks or trademarks of Dexcom, Inc. in the United States and/or other countries. The Bluetooth® wordmark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Tandem Diabetes Care, Inc. is under license. All other third party marks are the property of their respective owners.



Tandem Diabetes Care, Inc.
12400 High Bluff Drive
San Diego, CA 92130 USA
tandemdiabetes.com



OTHER COUNTRIES

tandemdiabetes.com/contact

UNITED STATES:

(877) 801-6901

tandemdiabetes.com

CANADA:

(833) 509-3598

tandemdiabetes.ca

1014600_A

AW-1014601_A

2024-AUG-07