

Tandem Source™

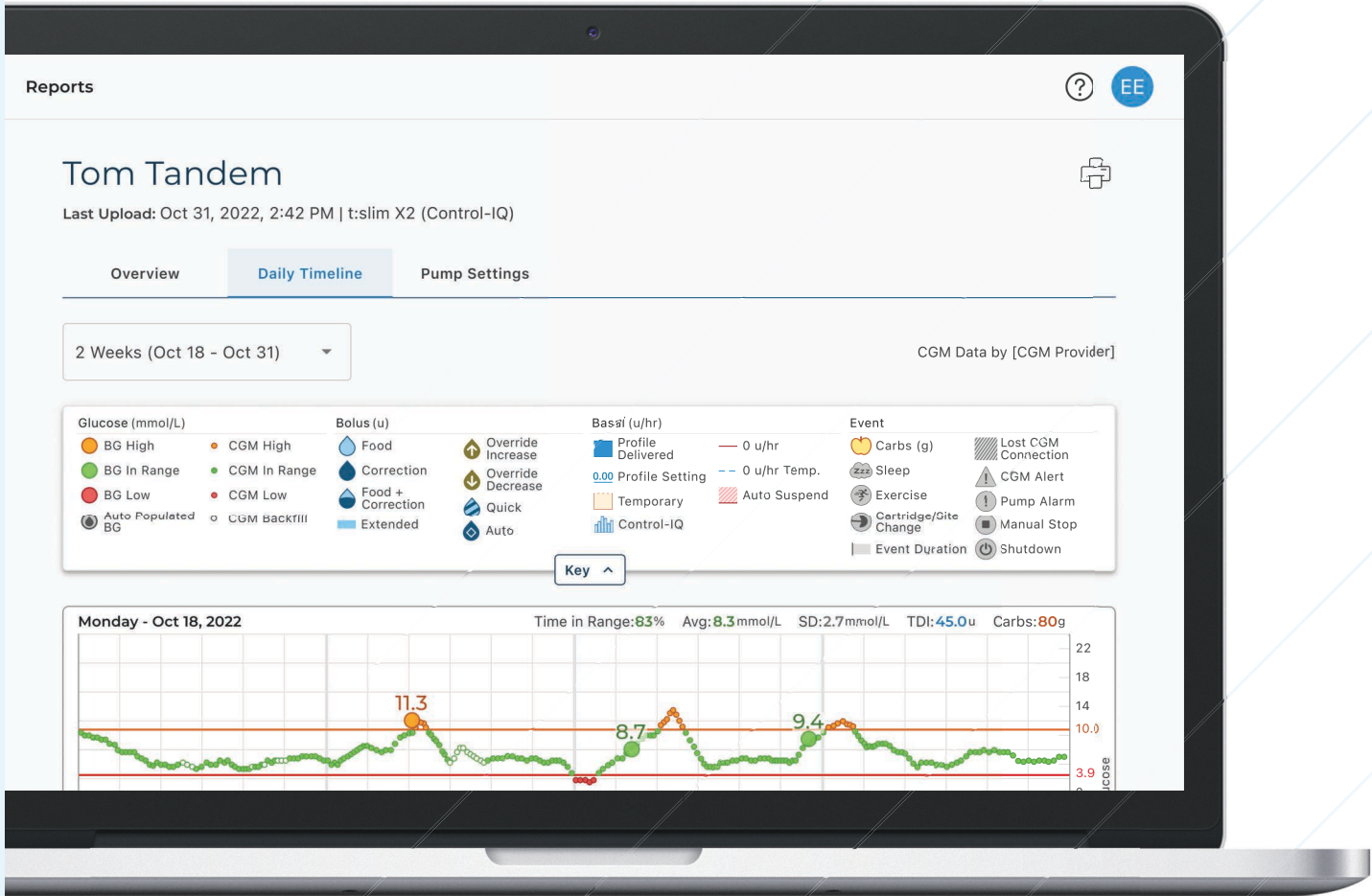


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SECTION 1

Important Safety Information

Intended Use of the Tandem Source Platform

The Tandem Source™ platform is intended for use by individuals with diabetes mellitus who use Tandem Diabetes Care™ insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The Tandem Source platform supports diabetes management through the display and analysis of information uploaded from Tandem insulin pumps.

Important User Information

Thoroughly review all product instructions for warnings and other important user information before using Tandem Source. 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 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 on a Trusted Computer using a web browser through a secure internet connection. A Trusted Computer is a personal computer or a computer controlled by your healthcare provider's office that has the latest security patches for a supported operating system, including virtual machines used at healthcare provider's offices.

For local support in your area, see the contact information on the back cover of this user guide.

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. See the contact information on the back cover of this user guide.

Precautions

▲ PRECAUTION

NEVER connect your pump to a public computer. Always use a Trusted Computer.

▲ 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 check system requirements at tandemdiabetes.com/support/tandem-source/personal. You can verify the tandemdiabetes.com certificate in the browser by clicking on the padlock symbol next to the URL.

▲ PRECAUTION

Exercise caution whenever you connect your pump to a Trusted Computer and remain in the presence of the pump at all times while your pump is connected to a Trusted Computer.

SECTION 1 • Important Safety Information

▲ PRECAUTION

Connecting the pump to a Trusted Computer that is attached to other equipment could result in previously unidentified risks to the patient, operator, or a third-party. The user should identify, analyze, evaluate, and control these risks.

▲ 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. The tools and reports offered by the system allow people living with diabetes, their caregivers, and their authorized healthcare professionals to visualize such data.

Users with an established account (Personal users or Parent/Guardian users) can perform many tasks in Tandem Source without downloading or installing any additional software, including:

- Upload pump data to the Tandem cloud for themselves and their authorized healthcare professionals (Professional users) to view and analyze in Tandem Source
- Complete training requirements during Tandem pump software updates

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

- Tandem Source is web-based and can be accessed using any compatible web browser.
- The data is hosted on web and database servers which are accessible only through a secure internet connection.

NOTE

For an up-to-date list of supported operating systems and browsers, please visit tandemdiabetes.com/support/tandem-source/personal.

Getting Started

Tandem Source enables Personal users, Parent/Guardian users, and their authorized healthcare professionals to easily access Tandem pump therapy data and pump settings. Tandem Source users can upload pump data, access pump data and reports, and complete training for pump software updates (when required).

NOTE

If you already have Tandem login credentials, use the same login information to log in to Tandem Source. If you forget the password for your account, click **Forgot your password?** on the Tandem Source login page for instructions on how to reset it. If you still cannot log into Tandem Source, contact Customer Technical Support.

Create a Tandem Source user account as follows:

1. Click **Create Account** on the Tandem Source login screen.
2. Click **Personal Use** if you wear a Tandem pump, or **Parent/Guardian Use** if you manage another person's care.

NOTE

Minors are not allowed to have Tandem Source user accounts at this time. If a child attempts to create a Tandem Source user account, Tandem Source displays an error message and prevent the child from proceeding.

3. Enter the required personal information (e.g., name, date of birth, security question and answer) and click **Next**.
 - If you selected Parent/Guardian Use in step 2, enter the required personal information for both yourself and the person who wears the pump.
4. Enter the email address you would like to associate with your Tandem Source account.

NOTE

If you already have Tandem login credentials, use the same login information for this step.

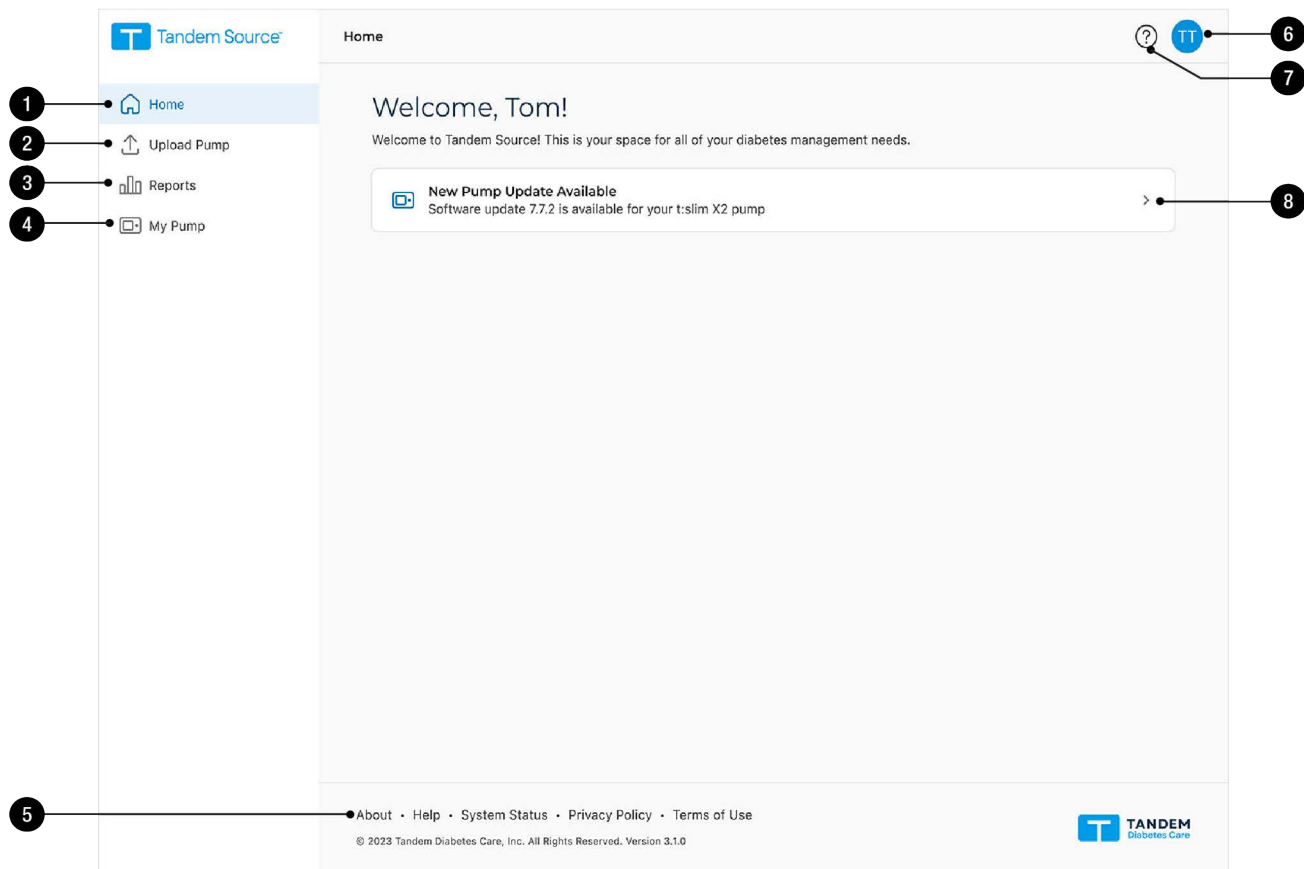
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5. Check all consent flags. If you click any links to review consent information, always click **Back** within Tandem Source to return to the *Create Account* screen. Do not use the back button in your internet browser.
6. Click **Confirm**. Tandem Source sends a confirmation email to the email address you used to register in step 4.
7. Click the link in the confirmation email to return to Tandem Source.
8. Create a password and click **Done**. Tandem Source returns you to the login screen.
9. Log into Tandem Source using your credentials.

Once you create your Tandem Source account and log in, we strongly suggest that you plug your pump into your computer using its USB cable and upload your data as described in [Data Upload](#). This automatically associates your Tandem pump with your Tandem Source account.

Getting to Know Tandem Source

The following example shows the Tandem Source *Home* screen.



1. **Home icon:** Click the **Home** icon from any screen to open the *Home* screen.
2. **Upload Pump icon:** Click the **Upload Pump** icon from any screen to open the *Upload Pump* screen.





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3. **Reports icon:** Click the **Reports** icon from any screen to open the *Reports* screen.
4. **My Pump icon:** Click the **My Pump** icon from any screen to open the *My Pump* screen.
5. **Tandem Source footer:** The footer contains links to useful information, including the *About* screen, the *Help* screen, and legal information.
6. **Profile icon:** Click the **Profile** icon from any screen to open a dropdown menu, including access to the *Account Settings* screen and the ability to log out of Tandem Source.
7. **Help icon:** Click the **Help** icon from any screen to open the *Help* screen.
8. **Pump update banner:** If the Tandem Source *Home* screen displays an available pump software update, click the banner to open the *My Pump* screen and begin updating your pump.

Explanation of Symbols

The following are symbols (and their descriptions) which you may find in Tandem Source. These symbols tell you about the proper and safe use of the product. Some of these symbols may not be relevant in your region, and are listed for informational purposes only.

Explanation of Tandem Source Symbols

Symbol	Meaning	Symbol	Meaning
	Medical device		Manufacturer
	Catalogue number		Date of manufacture

SECTION 3

Manage User Accounts

Once you have created your Tandem Source™ user account, you can use the Tandem Source platform to manage your account information.

- Use the *Account Settings* screen to update your account information and manage connections with Professional users.
- Use the *My Pump* screen to print your travel card and learn how to transfer pump settings when you replace your pump.

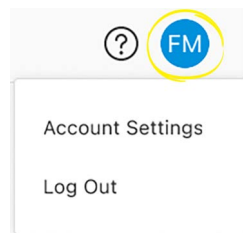
Update Account Information

You can use Tandem Source to update important account information, including:

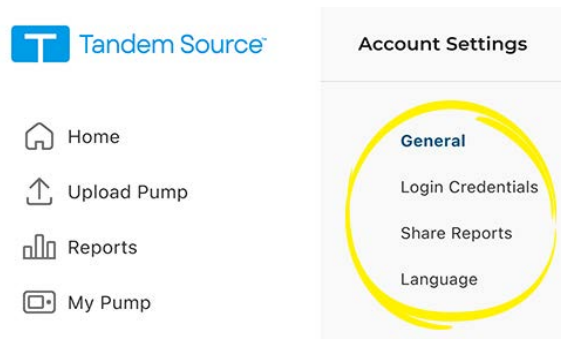
- **General information** – Edit your name, date of birth, personal contact information, and emergency contact information.
- **Insurance provider** – Change your insurance information. You can list up to three separate insurance plans, and you can designate your primary plan.
- **Payment method(s)** – Add or remove credit cards, update information for an existing card, and designate a default credit card. You can associate any number of credit cards with your Tandem Source account.
- **Login credentials** – Update your email address, password, or security question.

To update your account information:

1. Click the **Profile** icon in the top right corner of Tandem Source.



2. Click **Account Settings**.
3. Use the left navigation menu on the *Account Settings* screen to choose which information to edit.



SECTION 3 • Manage User Accounts

Manage Connections with Professional Users

After you create your Tandem Source user account and upload your pump data, you can connect your account with Professional users to allow them to view your insulin pump's data reports. See [Data Upload](#) for instructions to upload your pump data.

Connect at a Clinic

Your Tandem Source user account automatically connects to a Professional user account the first time you allow your authorized healthcare professional to connect your pump to their computer using the Tandem USB cable and upload your pump data into Tandem Source. Note that connecting with a Professional user provides all other Professional users at their clinic access to the same data.

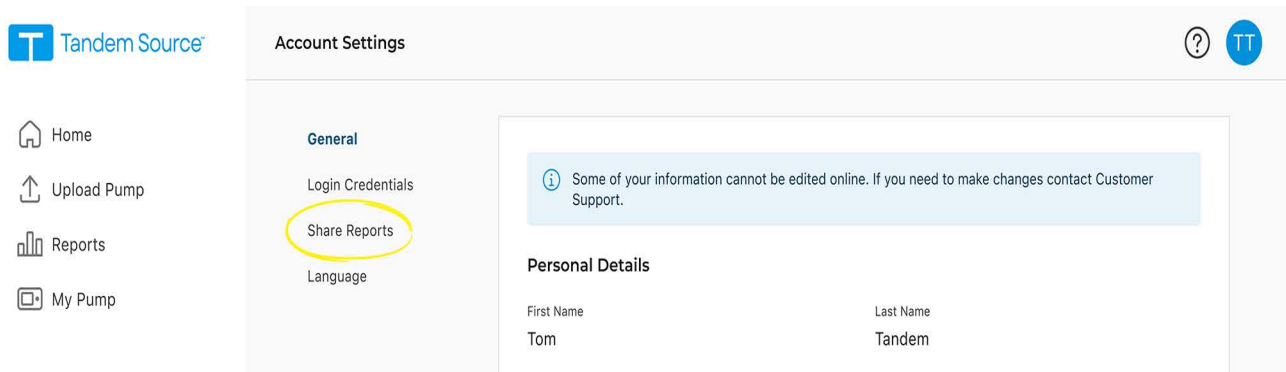
NOTE

We strongly suggest that you create your Personal user account as shown in [Getting Started](#) before visiting your healthcare professional. If you do not have a Personal user account, your healthcare professional can only view your data while your pump is connected to their computer.

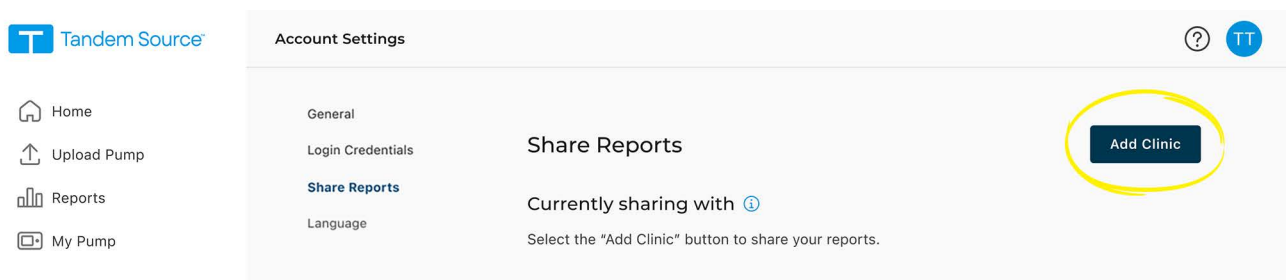
Connect using Tandem Source

You can use Tandem Source to connect to a clinic without being present at the clinic. After you log into Tandem Source, connect to a clinic as follows:

1. Click the **Profile** icon in the top right corner of Tandem Source.
2. Click **Account Settings** in the context menu.
3. Click **Share Reports** in the left side of the *Account Settings* screen.



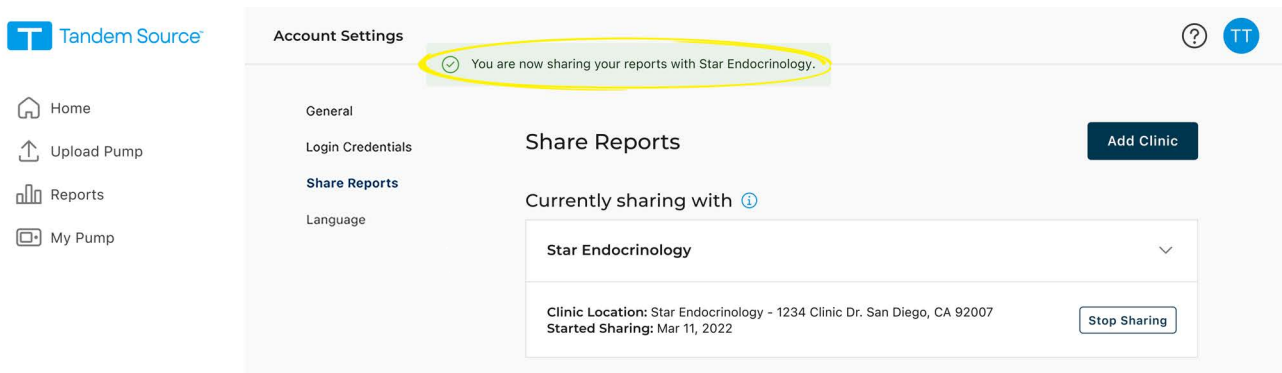
4. Click **Add Clinic** in the top right corner of the *Share Reports* screen. A pop-up window appears.



5. Use the pop-up window to search for your clinic:
 - a. Select **Canada** in the *Country* dropdown menu.

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- b. Select your province or region in the *State/Province/Region* dropdown menu.
 - c. Type the name or address of the clinic in the search bar. Clinics appear in a dropdown menu below the search bar as you type. When you see your clinic in the dropdown menu, click it to select it.
6. Click **Start Sharing**. Tandem Source returns to the *Account Settings* screen and displays a success banner at the top of the screen.



Tandem Source alerts you during the connection process if there are any issues for you to correct.

- If you type a phrase into the search bar that Tandem Source does not recognize, the dropdown menu shows an error message. Ensure that you're searching for a clinic, not an individual healthcare professional, and confirm that you entered the clinic name/address correctly.
- If you are already connected to a clinic, the pop-up window displays a banner.
 - ◆ If you are already connected to the clinic you searched for, click **Close** to return to the *Share Reports* screen.
 - ◆ If you searched a new clinic, you may click **Start Sharing** to connect to the new clinic, or click **Close** to return to the *Share Reports* screen. You may connect your account to as many clinics as you wish.
- If you have not linked a Tandem pump to your Tandem Source account, a pop-up window reminds you to link your pump. Click **Upload Pump** in the pop-up window to navigate to the *Upload Pump* screen. See [Data Upload](#) for instructions to upload your pump data.

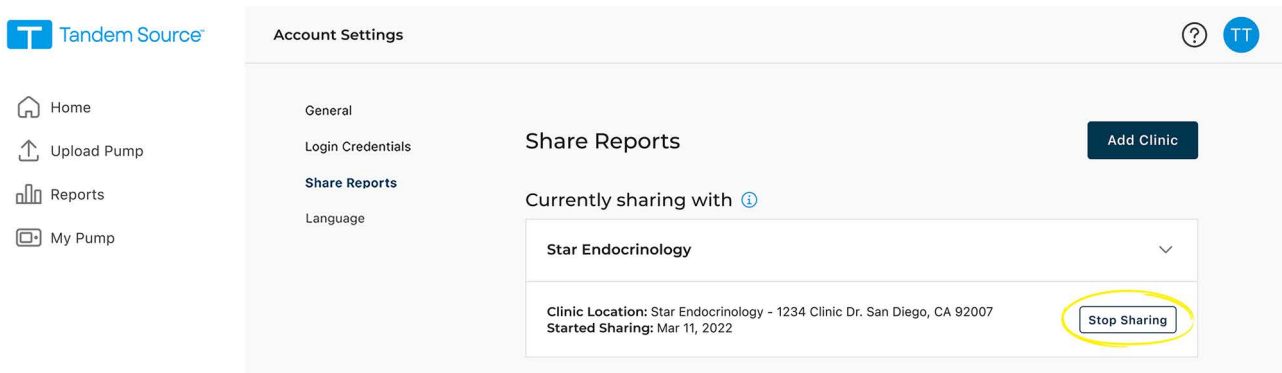
Remove a Connection with a Professional User

If you no longer wish to share your data with a Professional user, you can remove a clinic as follows:

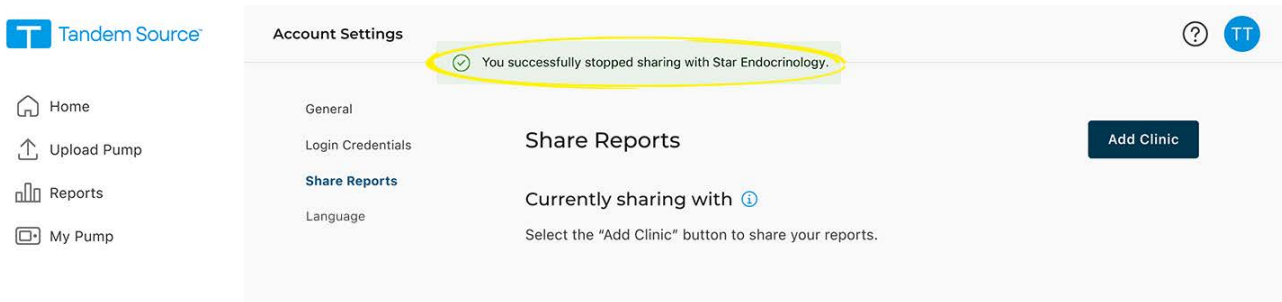
1. Click the **Profile** icon in the top right corner of Tandem Source.
2. Click **Account Settings**.
3. Click **Share Reports** in the left side of the *Account Settings* screen.
4. Click the name of the clinic you wish to remove. The clinic details appear below the clinic name.

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5. Click **Stop Sharing** beside the clinic address. This generates a pop-up window.



6. Click **Stop Sharing** in the pop-up window. Tandem Source returns to the *Account Settings* screen and displays a success banner at the top of the screen.



Once you stop sharing your data with a clinic, Tandem Source removes you from their patient list. Professional users at that clinic will no longer have access to any of your pump or therapy data. Tandem Source does not notify the clinic that you have stopped sharing your data.

Print Travel Card

Never expose your Tandem pump to x-rays, such as the body scanners used by airport security. We recommend disconnecting at your infusion site and asking the security agent for an alternative screening method. Before you travel by air, log into Tandem Source, click **My Pump** in the left navigation pane, then click **Print Travel Card** next to your active pump to access an information card. You should print this information card before you go to the airport in case airport security has questions about your Tandem pump when you request alternate screening.

NOTE

If you prefer to stay connected, you can notify the agent about your pump and request to go through a standard metal detector wearing your pump.

Pump Replacement

When you receive a warranty replacement pump or acquire a new pump after a warranty expiration, you can find instructions in Tandem Source to transfer pump settings from your old Tandem pump to your new Tandem pump. Click **My Pump** in the left navigation pane, then click **Transfer Pump Settings** next to your active pump to access detailed instructions. Note that Tandem Source only provides

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instructions to help you transfer your pump settings. You cannot use Tandem Source to change any settings in the pump itself.

SECTION 4

Data Upload

After you create a Tandem Source™ user account, you can connect your Tandem pump to a Trusted Computer using the USB cable provided with your pump. Once connected, you can upload your pump data to the Tandem Source platform.

▲ PRECAUTION

NEVER connect your pump to a public computer. Always use a Trusted Computer.

▲ PRECAUTION

Exercise caution whenever you connect your pump to a Trusted Computer and remain in the presence of the pump at all times while your pump is connected to a Trusted Computer.

▲ PRECAUTION

Connecting the pump to a Trusted Computer that is attached to other equipment could result in previously unidentified risks to the patient, operator, or a third-party. The user should identify, analyze, evaluate, and control these risks.

▲ 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.

Tandem Source Platform

You can use Tandem Source to securely upload data from a Tandem pump to the Tandem Source platform when the pump is connected to your computer. If you have not already linked your pump to your Tandem Source account, Tandem Source automatically links your pump to your account when you begin your first upload.

Connect a Tandem pump for data upload as follows:

1. Log into Tandem Source using your established credentials.
2. Click **Upload Pump** in the left navigation bar to navigate to the *Upload Pump* screen.
3. Connect the pump into the computer using the USB cable provided with the pump. Align the Tandem logo on the cable with the Tandem logo on the pump.
4. From the *Upload Pump* screen, click **Start Upload** to begin the data upload. Tandem Source displays your name, date of birth, date of last upload, and pump description.

■ NOTE

Tandem Source will display an error message if any upload errors occur. Follow the instructions shown in the error message.

5. A confirmation banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired.

SECTION 5

Working with Pump Data

The Tandem Source™ platform creates reports using the data you upload from your pump. Professional users authorized to view your data can view these reports as soon as each upload is complete. This chapter describes how to configure Tandem Source before viewing specific therapy data, reports that are available for view, and saving or printing reports.

Glucose Range Color Coding

High glucose, low glucose, and target range values are color-coded in reports as follows:

- High Range = Orange
- In Range = Green
- Low Range = Red

Report Details

Tandem Source offers three standard reports:

- Overview – Provides a general overview of your therapy data.
- Daily Timeline – Shows glucose readings, basal insulin delivery, and boluses day by day.
- Pump Settings – Displays pump settings, including all Personal Profiles and Basal-IQ™ technology or Control-IQ™ technology usage (depending on your pump software).

NOTE

Tandem Source only displays completed boluses. If a bolus was still in progress during your last pump data upload, that bolus will not appear in any reports.

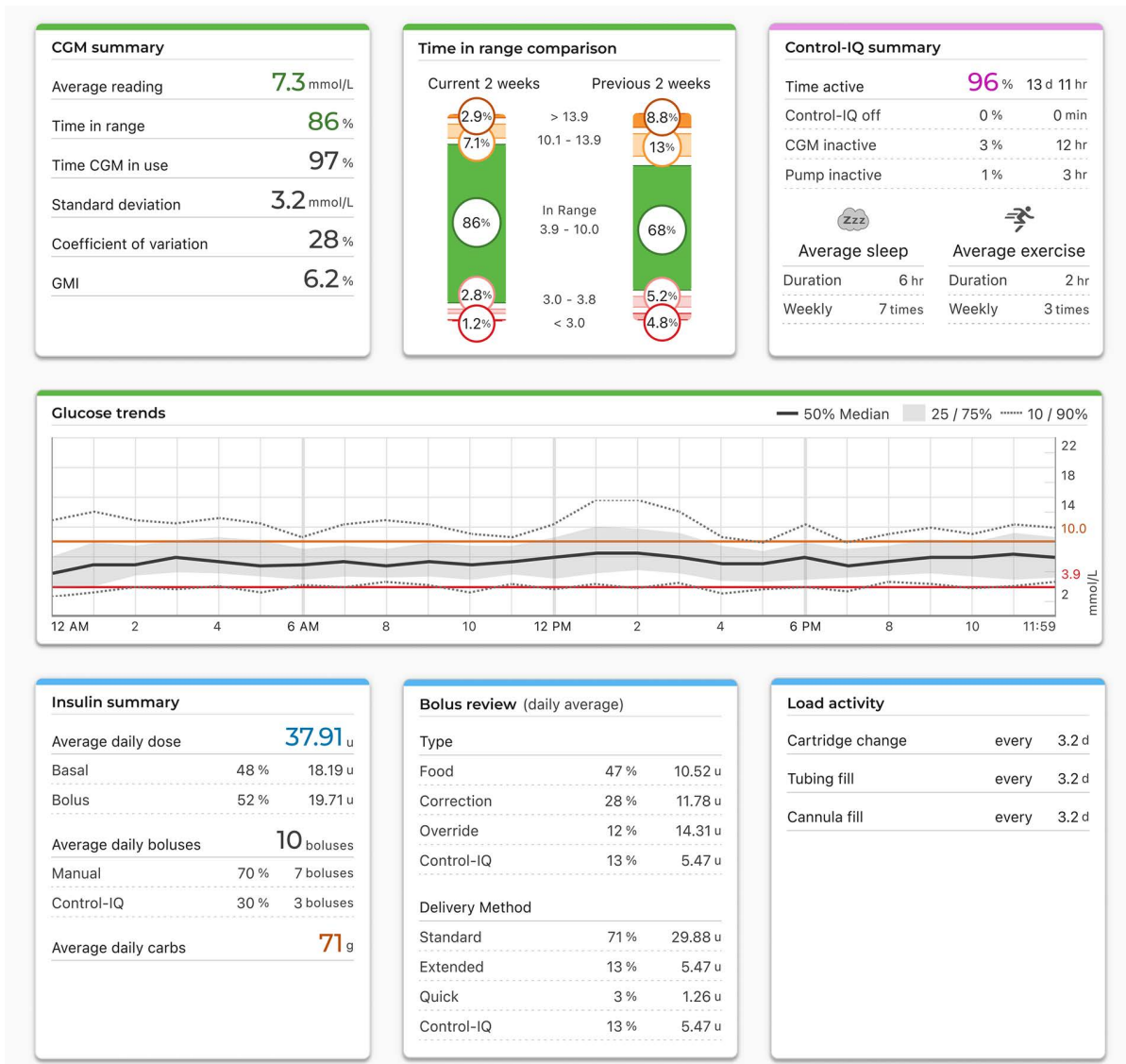
Overview Report

The Overview report offers a summary of your pump and therapy data. The following summary information may be included in the default Overview report:

- Summary of CGM usage, including average glucose reading, total time in target range, and total time of use
 - If you do not have CGM data, BG entries on the pump are displayed instead
- Time in Range comparison between the current selected time period and the previous time period
- Summary of Basal-IQ technology or Control-IQ technology usage (depending on your pump software)
- A glucose trends graph showing a summary of glucose values during the selected period, including the median and interquartile range
 - If you do not have CGM data, the glucose trends graph is not displayed
- Summary of average daily insulin dosage, including total insulin delivered, basal insulin delivered, and boluses delivered
- Average daily bolus delivery, including different types and amounts of boluses delivered
- Average frequency of cartridge and infusion set changes

SECTION 5 • Working with Pump Data

The following screen shows an example Overview Report.



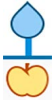













Daily Timeline Report

The Daily Timeline report shows glucose readings, basal and bolus insulin delivered, insulin suspension events, and other pump and therapy-related events that occurred during the selected date range. If a CGM is connected to the pump, this report also displays CGM data for the same timeframe.




On your computer, hover your cursor over certain events to display a tooltip with information about that event.

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The Daily Timeline report displays the following therapy data elements:

Symbol	Definition
	Food Bolus – The amount of bolus insulin delivered based on the number of carb grams entered and carb ratio. The food bolus icon is always accompanied by the Carbs icon.
	Correction Bolus – The amount of bolus insulin delivered to correct high glucose based on the blood glucose values entered for that bolus, the correction factor, and the target for that time of day.
	Food Bolus with Correction Bolus – A food bolus delivered with a correction bolus. A correction bolus may be added to a food bolus or subtracted from a food bolus.
	Extended Bolus – The amount of bolus insulin delivered for food or override boluses over an extended period of time.
	Quick Bolus – The amount of bolus insulin delivered by using the Quick Bolus Button.
	Override Bolus – The amount of bolus insulin delivered when you increased or decreased the calculated amount of insulin, or manually entered a value for units of insulin.
	Profile Basal – The amount of insulin delivered at a slow continuous rate, which keeps glucose levels stable between meals and during sleep as programmed in pump Personal Profiles. It is measured in units per hour (units/hr).
	Temporary Basal – The amount of basal insulin units delivered continuously for a short period of time to accommodate special situations, set as a percentage in the pump, either higher or lower than the Personal Profile basal rate.
	Automatic Suspensions – Indicate a period of time when pump predictive technology suspended insulin delivery and the pump was delivering 0 units/hour.
	Carbs – The total amount of carbs used to deliver a food bolus.
	Cartridge Changes – Indicates when an insulin cartridge was changed, tubing was filled, or a cannula was filled.
	CGM Alerts – Indicates that CGM readings were stopped for any reason (e.g., Out of Range Alerts, Transmitter Error).
	Pump Alarms – Indicates when insulin deliveries were stopped and a pump alarm or malfunction occurred.
	Manual Stop – Indicates when insulin deliveries were manually stopped by the patient.
	Pump Shutdown – Indicates when the pump was powered off and all insulin deliveries were stopped.

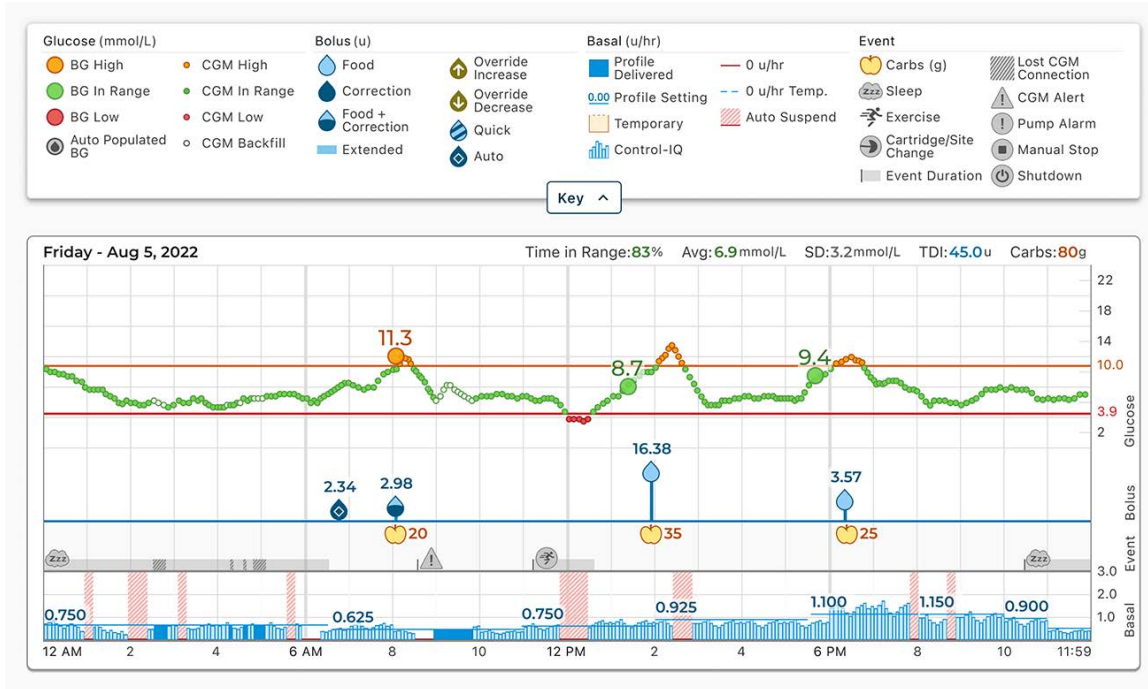
If Control-IQ technology is enabled, the Daily Timeline report also displays the following information:

Symbol	Definition
	Control-IQ Technology Basal Insulin Adjustment – Indicates a period of time when Control-IQ technology was adjusting basal insulin (increasing or decreasing).
	Control-IQ Technology Bolus Events – Indicates the moment when a Control-IQ technology automatic correction bolus was initiated.
	Exercise Activities (gray shading with Exercise icon) – Indicates the period of time spent with an Exercise Activity enabled.

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Symbol	Definition
	Sleep Activities (gray shading with Sleep icon) – Indicates the period of time spent with a Sleep Activity enabled.
	Lost CGM Connection – Indicates when your pump was not communicating with your CGM for an extended period of time. Any CGM readings that were backfilled by the pump during this period of time have color-coded borders on the trend graph as described in Glucose Range Color Coding .

The following screen shows an example Daily Timeline report. The default view includes a key that defines crucial icons, but you can click **Key** to collapse the key.



Pump Settings Report

The Pump Settings report includes Personal Profiles for the most recent pump upload associated with your account. This report is read-only and cannot be used to change any settings in the pump itself. Pump settings shown on this report may include:

- Profiles used during the selected time period

Pump Profile settings -Weekday ✔ Active at upload				
Time	Basal Rate (u/hr)	Correction Factor (u:mmol/L)	Carb Ratio (u:grams)	Target BG (mmol/L)
12:00 a.m.	0.750	1:1.7	1:10	6.7
6:30 a.m.	0.625	1:1.7	1:10	6.7
11:00 a.m.	0.750	1:2.5	1:8	6.1
2:00 p.m.	0.925	1:2.5	1:10	6.1
5:30 p.m.	1.100	1:3.1	1:7.3	6.1
8:00 p.m.	1.150	1:2.5	1:10	6.1
10:00 p.m.	0.900	1:1.7	1:12	6.1
11:00 p.m.	0.625	1:1.7	1:12	6.7

Total Daily Basal: 19.75 u Insulin Duration: 3:30 hr Carbohydrates: On

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- Tiles describing individual pump settings, including predictive technology settings (depending on your pump software), alert and alarm settings, and insulin delivery settings.

General Settings	
Quick bolus	On 5 u
Max bolus	20 u
Basal limit	8.250 u/hr

Control-IQ settings	
Control-IQ	On
Weight	68.9 kg
Total daily insulin	40 u
Sleep schedules	
M T W Th F (22:30 - 6:30)	On
Sa Su (23:30 - 9:00)	Off
Insulin duration	5 hr
Target BG	6.1 mmol/L

CGM Settings	
High alert	On 10.5 mmol/L every 2 hr
Low alert	On 3.9 mmol/L every 15 min
Rise alert	On 0.1 mmol/L/min
Fall alert	On 0.1 mmol/LL/min
Out of range	On 20 min

Save or Print Report

Different areas within Tandem Source allow users to open the *Print* screen and save and/or print a report.

- From the *Upload Pump* screen, click **Print & Save** following a completed data upload.
- From any report screen, click the **Print** icon in the upper right corner of the respective report screen.

Once the *Print* screen appears, select the desired date range and report(s) in the *Select Reports* window, then click **Save Reports** or **Print Reports**.

Select Reports

<input checked="" type="checkbox"/> Overview (Mar 24-Apr 6)	Date Range 2 Weeks Mar 24 - Apr 6
<input type="checkbox"/> Daily Timeline (Mar 24 - Apr 6)	Date Range 2 Weeks Mar 24 - Apr 6
<input checked="" type="checkbox"/> Pump Settings at last upload	Apr 6, 2022

Select Data Set

Tandem Source displays your data for the last two weeks by default, but you can select a preset date range or set a custom date range to determine how much data each report includes. The maximum viewable date range is 30 days.

Tandem Source defines a complete day as having at least 18 hours of cumulative basal data. If less than 18 hours of cumulative basal data was uploaded for any day in a selected date range, Tandem Source treats that day as incomplete. Tandem Source generates some reports using only complete days to ensure that daily averages are represented accurately.

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- Incomplete days with some data may occur on days when you connected your pump to a computer for data upload or the first day you started using your pump.
- Incomplete days with no data may occur if a selected date range includes whole days before you started using the pump or an extended period of discontinued pump therapy (e.g., when you have placed the pump in storage mode as described in the appropriate pump user guide).

Tandem Source processes the data from incomplete days as follows:

- Data for incomplete days is included in calculated statistics (e.g., average CGM, Time in Range).
- Aggregated daily statistics (e.g., total daily dose) exclude incomplete days during calculation.
- Both incomplete days and their data are excluded from statistics calculated using the entire selected date range (e.g., the average daily dose for that date range would be calculated using only complete days and only basal data collected on those days).

Time/Date Change

If you changed the time or date on your pump during a selected date range, Tandem Source treats the day(s) of the change as incomplete. Daily Timeline graphs are separated to reflect the change (e.g., if you changed the time on the pump from 1:00pm to 4:00pm, no data will appear on the first graph after 1pm for that day). This applies even if you changed the pump time or date backwards during the selected date range (e.g., changing time zones while traveling).

If the selected date range includes a pump time or date change, the Overview report and Daily Timeline report displays a banner describing the change and the affected day(s).

Multiple Pumps

If the selected date range includes data from multiple pumps (e.g., you received a warranty replacement pump), Tandem Source manages therapy data from each pump separately.

- On the Overview report and the Daily Timeline report, you can select which pump data set to view. If you print or save these reports, Tandem Source creates one Overview report and one Daily Timeline report for each pump.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.
- Associating a new pump with your Tandem Source account does not erase data uploaded from prior pumps.

SECTION 6

Pump Software Updates

Tandem Source can help you begin the pump software update process. When a software update is available for your current pump, you will receive an email describing the update. Click the link in the email to open Tandem Source, then navigate to the *My Pump* screen using one of the following options:

- Click the notification banner on your *Home* screen.
- Click **My Pump** in the left navigation pane.

Update Your Pump

Begin a pump software update from the *My Pump* screen within Tandem Source as follows:

1. Click **Software Update Available** to begin the pump update process.
2. Confirm the pump serial number and warranty expiration date correspond to the pump you use for your therapy.
3. Review all listed requirements that apply to your software update, then click **Start Requirements**. If your software update does not require a prescription, skip to step 5.
4. If your software update requires a prescription, confirm your personal information and current healthcare provider information, then click **Submit & Continue**.
 - ◆ This process may take several days. You will receive a confirmation email when your prescription is ready. Log into your Tandem Source user profile as directed in the email.
5. If your pump software update requires any training, complete all required training.
 - ◆ You must complete training modules in the order shown, but Tandem Source saves your progress if you log out between modules.
 - ◆ If your software update requires a prescription, you may complete required training while you wait for it.
6. Navigate to the *My Pump* screen, then click **Software Update ID Available** next to your pump serial number to see your Update ID Number on the *Update ID* screen.
 - ◆ Once you complete all required training, Tandem Source displays your Update ID Number until you successfully complete the update process.

Tandem Source Software Update Available

You are ready to update your pump software.

Update ID Number: **0954712**
You may need to enter this code into your pump twice.

The Update ID number will remain accessible here in your account until successful completion of the software update process.

Next Steps

- 1 Before You Begin Checklist
- 2 Download the Tandem Device Updater
- 3 How to Update and Resume Therapy

Continue

t:slim X2 Insulin Pump
Device Serial Number **123456**
Current Version **6.2.3**
Warranty Expiration **01/30/2024**

SECTION 6 • Pump Software Updates

- ◆ If you complete all required training while you wait for a prescription, Tandem Source lists your Update ID Number as pending until your prescription is complete.
 - ◆ Each Update ID Number is associated with a specific pump serial number and can only be used once.
7. Complete the update as directed in the Tandem Device Updater user guide.
- ◆ If you have installed the Tandem Device Updater, Tandem Source prompts you to use the Tandem Device Updater to complete the pump software update process. Otherwise, Tandem Source prompts you to install the Tandem Device Updater.
 - ◆ See tandemdiabetes.com/products/software-apps/tandem-device-updater for more support.

SECTION 7

Frequently Asked Questions

General Questions

What is the Tandem Source platform?

The Tandem Source™ platform is a secure, cloud-based website that allows users to view reports and visualizations of their Tandem insulin pump and therapy data. Users can gain a better understanding of their pump, insulin, glucose, and other related historical data, which can be used to help make informed therapy and diabetes management decisions. Tandem Source also allows Professional users to connect securely with pump users and, with their authorization, view their data to discuss related insights and provide diabetes management guidance.

■ NOTE

Tandem Source is not a replacement for the information displayed on your insulin pump. The information displayed on Tandem Source may not be identical to the current status of your pump. Treatment decisions should be made on the basis of insulin pump display only, not the web application display.

How do I upload my pump's data into Tandem Source?

The *Upload Pump* screen of Tandem Source allows you to upload data. See [Data Upload](#).

How long will it take to upload my pump's data into Tandem Source?

When you plug your pump into a computer, the speed of uploading pump data into the Tandem Source platform largely depends on internet connection speed. However, when using a high-speed internet connection, uploading one month of data from your pump should take approximately one minute.

How do I know Tandem Source is uploading data?

When a Tandem pump is connected to your computer using its USB cable, navigate to the *Upload Pump* screen within Tandem Source and click **Start Upload**. A status bar appears for the duration of the upload, and a confirmation banner appears on the *Upload Pump* screen when the upload is complete. See [Data Upload](#) for details.

How do I print a report or save as a PDF using Tandem Source?

You can always click the **Print** icon in the upper right corner of any report screen, or click **Print & Save** on the *Upload Pump* screen following a data upload. The **Print** icon always opens the *Print* screen, where you can save or print any report or combination of reports.

What historical data can Tandem Source show?

You can search for any data you have ever uploaded into Tandem Source. However, to maximize search performance, you can only search for a maximum of thirty (30) days of data at a time. For data uploaded more than six months before you access it, report generation may be delayed. For supported pump software and web browsers, see [Compatibility](#).

What do I do if I lose my internet connection during a wired pump upload?

Your computer must be connected to the internet in order to upload your pump data and view reports. Tandem Source will display a message if the connection is lost during your session. Reconnect to the internet, refresh the *Upload Pump* screen, and retry the upload.

SECTION 7 • Frequently Asked Questions

What do I do if Tandem Source shows an error message?

Please visit tandemdiabetes.com/support/tandem-source/personal for detailed troubleshooting instructions.

My child is a minor, can they connect their pump to Tandem Source?

Yes, but minors are not permitted to have Personal accounts. If you are taking care of or acting on behalf of a minor child, select a Parent/Guardian account.

Can I change my pump settings from within Tandem Source? Can anyone access my pump remotely?

No, Tandem Source is designed only to display your historical pump and therapy data. It cannot modify how the pump is configured, how it works, or alert and alarm settings, or control the pump in any way.

Is my data secure?

Tandem Source uses multiple security technologies to protect data during transfer into your account and storage in the system, including data encryption as well as protecting our servers through routine scanning and regular network monitoring. Protecting the data and the privacy of patient data are important priorities to Tandem Diabetes Care.

Do you have a mobile app?

No, we do not offer a mobile app in your area at this time.

Who should I call if I still need help with Tandem Source?

Click **Help** in the footer of any Tandem Source screen to access external resources, including links to our main website, this user guide, and manufacturer instructions. If you still have questions, or you would like to receive a complimentary printed copy of this user guide, contact Customer Technical Support.

Compatibility

Is the Tandem Source platform compatible with my operating system and browser?

For an up-to-date list of supported operating systems and browsers, please visit tandemdiabetes.com/support/tandem-source/personal.

What pump versions does Tandem Source support?

Tandem Source only visualizes and provides data metrics for pump data generated with Basal-IQ™ technology version 6.3.1.1 and newer, or Control-IQ™ technology version 7.3.1 and newer. Please update your pump to the latest available software version, then retry data upload. If your pump software is supported by Tandem Source and you do not see your pump's data, please contact Customer Technical Support.

How do I know what software my pump has?

When you plug in a compatible Tandem pump, the *Upload Pump* screen will display the pump software version. You can also check your pump software version as directed in your Tandem pump user guide.

SECTION 7 • Frequently Asked Questions

Reports

What if a selected reporting range includes a pump software update?

If you updated your pump software from an unsupported version to a supported version during a selected date range, the Tandem Source platform only processes data generated by compatible pump software. Tandem Source can only process data from Basal-IQ technology version 6.3.1.1 or later, or Control-IQ technology version 7.3.1 and newer.

If you updated your pump software during a selected date range, but both pump software versions are compatible with Tandem Source, the Daily Timeline report may display the Shutdown icon for each time the pump rebooted during the pump software update. See [Report Details](#) for more information.

How does Tandem Source generate reports for days with no data or substantial gaps in data?

If less than 18 hours of cumulative basal data was uploaded for any day in a selected date range, Tandem Source will treat that day as incomplete. See [Select Data Set](#) for more information.

How does Tandem Source generate reports if the selected date range includes a date or time change on the pump?

If you changed the time and/or date on your pump during a selected date range, Tandem Source treats the day(s) of the change as incomplete. A date change will affect multiple days. See [Select Data Set](#) for more information.

How does Tandem Source generate reports if the selected date range includes data uploads from multiple pumps?

If the selected date range includes data from multiple pumps, Tandem Source manages therapy data from each pump separately.

- On the Overview report and the Daily Timeline report, you can select which pump data set to view in your web browser. If you print or save these reports, Tandem Source will create one Overview report and one Daily Timeline report for each pump.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.

Connecting Accounts

Can I share my pump data in Tandem Source with my healthcare team?

Yes, you can connect with Professional users and their clinic to share your insulin pump and therapy data:

- Your account automatically connects to a Professional user's account the first time you allow your authorized healthcare professional to connect your pump to their computer.
- You can manually connect to a Professional user at any time while you are logged into your Tandem Source account. See [Manage Connections with Professional Users](#).

Note that connecting with a Professional user's clinic provides other Professional users at their clinic access to the same data. Connections with a clinic can be deactivated by either party at any time.

SECTION 7 • Frequently Asked Questions

How many Professional users can I connect with?

You can connect with as many Professional users as you like. Note that connecting with a Professional user's clinic allows other Professional users at the selected clinic to access your data.

Can I use Tandem Source to connect to another pump user?

No, patients cannot connect with each other.

Replacement Pumps

I just got a replacement pump. How do I connect my new pump to the Tandem Source platform?

Within Tandem Source, go to the *Upload Pump* screen, ensure your insulin pump is connected to the computer using its provided USB cable, and click **Start Upload**. Tandem Source will prompt you to link your pump with your Personal user account before your data is uploaded.

Can Tandem Source display data for more than one insulin pump?

Yes, Tandem Source can display data for each pump associated with a given patient's account. This data can be used to generate the Overview report and the Daily Timeline report. If a patient has multiple pumps associated with their Tandem Source account, a toggle at the top of the respective report screen allows you to select which pump to display.

- Separate Overview reports and Daily Timeline reports will be generated for each pump.
- The Pump Settings report will only display pump settings from the most recently uploaded pump.
- Associating a new pump with your Tandem Source account does not erase data uploaded from prior pumps.

Miscellaneous

Data Privacy

Tandem Diabetes Care is firmly committed to your privacy and we have implemented policies and practices designed to protect your personal data. In addition, we have implemented security safeguards as recommended in the Personal Information Protection and Electronic Documents Act (PIPEDA) or applicable provincial law to help keep your personal data safe and secure in our systems. Please visit our Privacy Notice for further information.

Security Settings

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

Automatic User Account Timeout

For security purposes, after 15 minutes of inactivity, Tandem Source will automatically end your session and sign you out. A notification message is displayed informing you that this has occurred. The security timeout applies to all accounts and cannot be changed.

Automatic Updates

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

Serious Incident Reporting

Report any serious incident that occurs in relation to this device to Tandem Diabetes Care or its local distributor. In Europe, also report to the competent authority of the Member State in which you reside.

Patents and Trademarks

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

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SECTION 8 • Miscellaneous

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