Tandem Source™

CGM summary

Average reading	**137** mg/dL
Time in range	**83** %
Time CGM in use	**100** %
Standard deviation	**44** mg/dL
Coefficient of variation	**32** %
GMI	**6.6** %

Overview Report Mar 24 - Apr 7

CGM Data by Dexcom

Time in range comparison

Current 2 Weeks | Previous 2 Weeks

> 250
181 - 250

In Range
70 - 180

54 - 69
< 54

Control-IQ summary

Time Control-IQ in use	**97** %	19 d 11 hrs
Control-IQ set to off	0 %	0 hrs
CGM inactive	1 %	3 hrs
Pump inactive	2 %	9 hrs
Average sleep		Average exercise
Duration	8 hrs	Duration	0 hrs
Weekly	7 times	Weekly	0 times

Glucose trends

— 50% Median 25 / 75% ····· 10 / 90%

Insulin summary

Bolus review (daily average)

Load activity

User Guide

PROFESSIONAL

TANDEM™
Diabetes Care

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SECTION 1•

Important Safety Information

Intended Use

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 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 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**
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/professional. 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 a Tandem pump to a Trusted Computer and remain in the presence of the pump at all times while the 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.

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.

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. Anyone with an established account can use Tandem Source without downloading or installing any software.

⚑ NOTE

Patients can use the t:connect™ mobile app or the Tandem Mobi™ mobile app to upload their Tandem pump data automatically. When your patients use the t:connect mobile app or the Tandem Mobi mobile app, their Tandem pump and therapy data are uploaded wirelessly to the Tandem cloud and shared with their authorized healthcare professionals, eliminating the need to connect their pumps and upload during an office visit.

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/professional.

Patient List

When any professional user logs into Tandem Source, the Patient List appears by default. The following diagram shows basic navigation at first login.
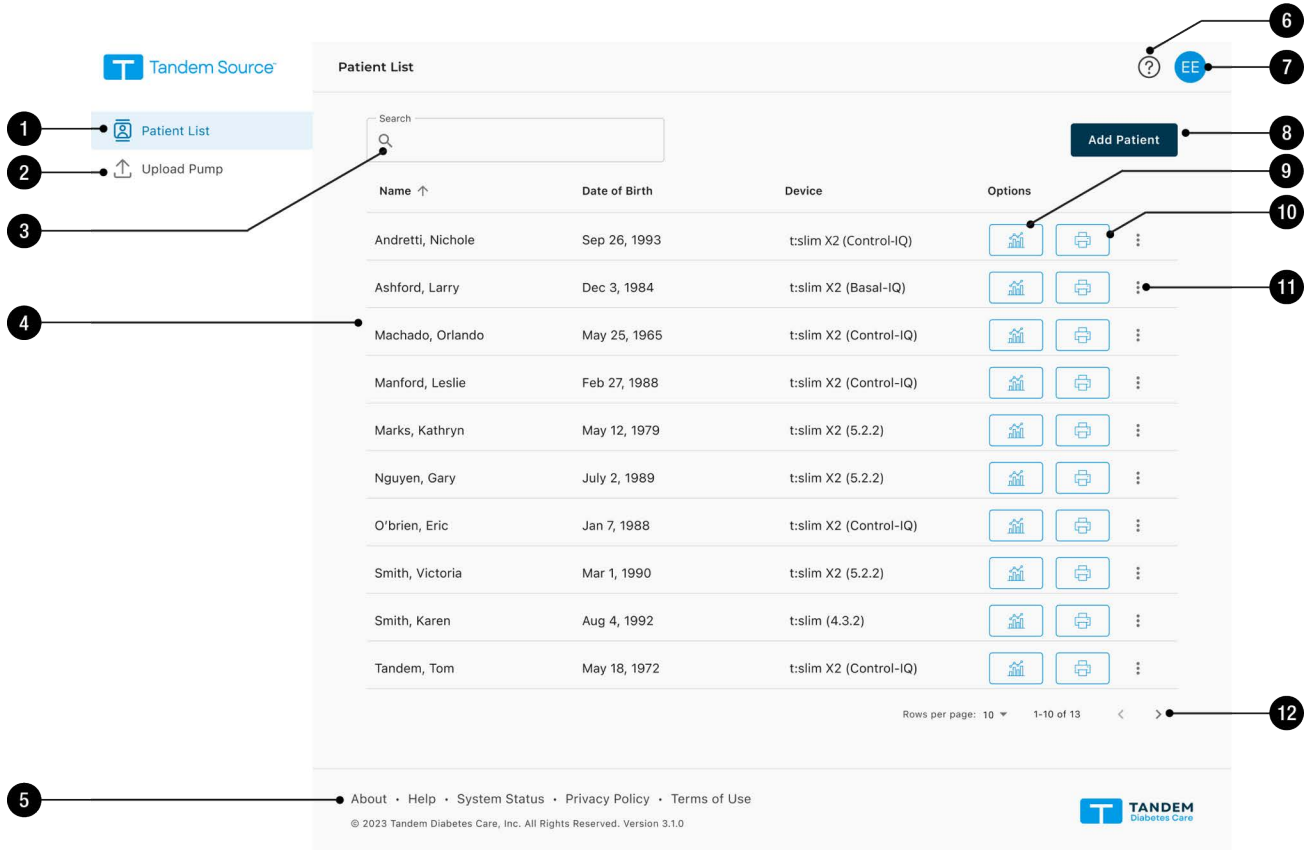
1. **Patient List icon:** Click this icon from any screen to open the Patient List.
2. **Upload Pump icon:** Click this icon from any screen to open the *Upload Pump* screen.
3. **Search bar:** Search the patient list for a specific patient by name or pump serial number.
4. **Patient List:** A list of all patients who have connected their Tandem Source accounts to your clinic.
5. **Tandem Source footer:** The footer contains links to useful information, including the *About* screen, the *Help* screen, and Tandem legal information.
6. **Help icon:** Click this icon from any screen to open the *Help* screen.
7. **Profile icon:** Click this icon from any screen to open a dropdown menu and manage your Tandem Source account, including access to the *Account Settings* screen, access to the *Clinic Settings* screen, and the ability to log out of Tandem Source.
8. **Add Patient:** Click to begin the process of connecting to a patient's Tandem Source account.
9. **Reports icon:** Click this icon to open the *Reports* screen.
10. **Print icon:** Click this icon to open the *Print and Save* screen.

11. **Patient Management Menu icon:** Click this icon to open a dropdown menu and manage a given patient, including accessing patient information and removing them from your Patient List.

12. **Navigation arrows:** Click to navigate through the Patient List. The Patient List displays ten rows per page. You can sort the Patient List by patient last name in ascending or descending order.

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
MD	Medical device		Manufacturer
REF	Catalogue number		Date of manufacture

Manage Users

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

Additionally, Professional Administrator users can also:

- 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.

Professional users always see their clinic's Patient List when they log in to the Tandem Source™ platform, which gives them the option to view reports, print reports, or upload pump data for any patient who has connected to their clinic. If a patient has not connected their account to your clinic, they must authorize you to view their data before they appear in your Patient List. See Connect to a Patient.

Create Professional Accounts

Only Professional Administrator users can add new Professional users (Administrator and Standard) to their clinic. We strongly advise that all Professional users have their own unique login credentials. Your clinic can have an unlimited number of Professional users.

⚑ **NOTE**
Existing t:connect™ web application users should use the same login information to log in to the Tandem Source platform. Do not create new user accounts for these users. 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.

Any Professional Administrator user can add a new Professional user to their clinic as follows:

1. Click the **Profile** icon in the upper right corner of Tandem Source, then click **Clinic Settings** from the dropdown menu.
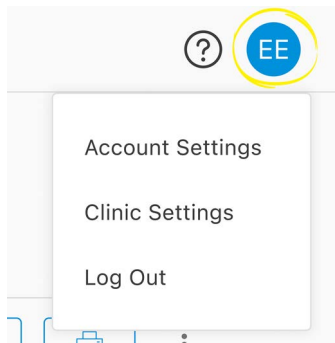
2. Click **Add User**.

3. Enter the new user's user name, email, and account type.

4. The user receives an email with a link that will allow them to verify their email address, set up their own password, and choose a security question.

   ⚑ **NOTE**

   In order to maintain the security of each account, we require passwords to:

   » Be unique from the last four passwords
   » Contain at least eight characters
   » Include at least one of each of uppercase character, lowercase character, symbol, and number

Update Professional User Account

A Professional Administrator can change other Professional user accounts between Standard and Administrator. Navigate to the *Clinic Settings* screen and click the appropriate radio button in the row corresponding to that user. Changing user privileges does not require any action from the affected user.

Any Professional user can change their personal information from the *Account Settings* screen (e.g., password, contact information). Click the **Profile** icon in the upper right corner of Tandem Source, then click **Account Settings**.

Remove a Professional User

Professional Administrator users can remove a Professional user. Navigate to the *Clinic Settings* screen and click **Remove** in the row corresponding to that user. Clicking **Remove** generates a pop-up window; click **Remove User** in the pop-up window to remove that Professional user from your clinic.

Connect to a Patient

t:slim X2 Pump Patients

When you connect a t:slim X2™ pump to your computer to upload its data into Tandem Source, Tandem Source allows you to add the patient to your Patient list. Click **Add Patient** to open the *Upload Pump* screen.
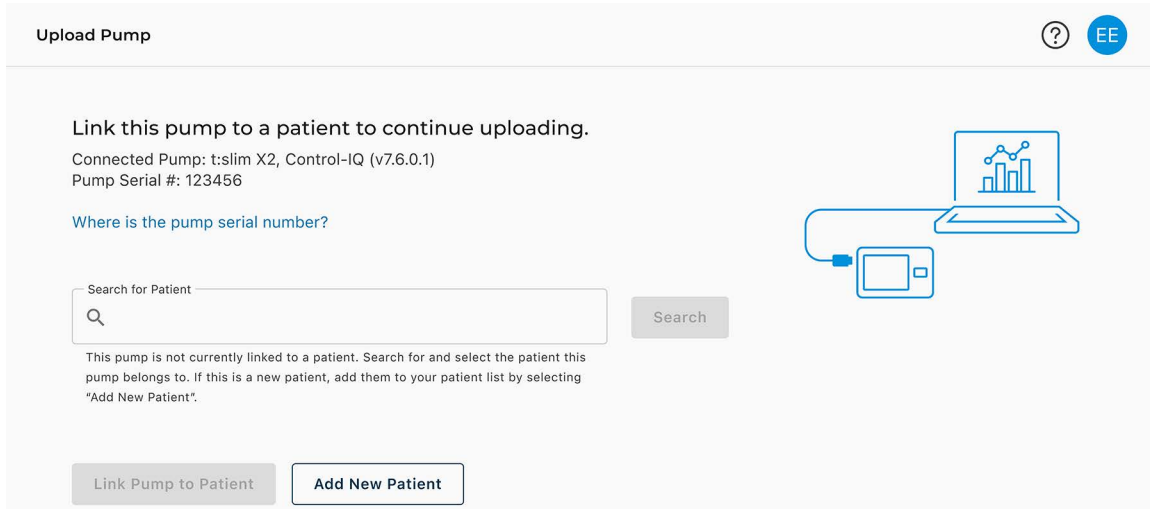

- If the patient has created a Tandem Source account and linked the pump to their account, they are added to your Patient List automatically. Upload their data as shown in Data Upload.

- If a patient on your Patient List has created a Tandem Source account, but their pump is not linked to their account, click **Link Pump to Patient**, then enter the patient's name into the search bar and click their name when it appears in the search bar dropdown list. This generates a pop-up window.
- If the patient has not created a Tandem Source account, when you click **Search**, Tandem Source prompts you to add them to your Patient List. See Data Upload for instructions to temporarily upload data for patients who do not have a Tandem Source account.

The following example shows the *Upload Pump* screen for a patient who has not linked their pump to a Tandem Source account.


Tandem Mobi Pump Patients

If your patient wears a Tandem Mobi™ pump, they must use their Tandem Source account to connect to your clinic.

View Patient Data

You can access patient data that has already been uploaded to the Tandem cloud after those patients have connected their Tandem Source accounts to yours and authorized you to view their data. Locate the patient in the Patient list and click the **Report** icon to view their reports.
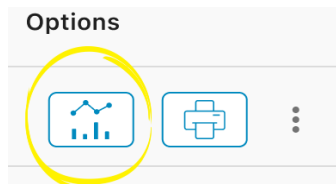

See Working with Patient Data to learn more about which reports Tandem Source can generate. You can also print and save Patient data reports as described in Save or Print Report.

Remove Patient

You can remove a patient from your Patient List if necessary. Remove a patient as follows:

1. Sign into your Tandem Source account. The Patient List appears.
2. Click the Patient Management Menu icon to the right of the **Print** icon in the row corresponding to that user. A dropdown menu appears.
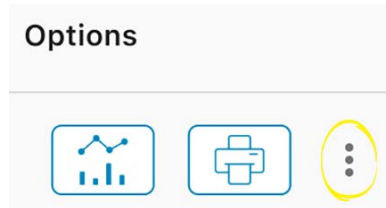
3. Click **Remove Patient**. This generates a pop-up window.
4. Click **Remove Patient** in the pop-up window. The Patient List displays a banner confirming that the patient is no longer connected to your clinic.

Data Upload

After you create a Professional user account, you can use the Tandem Source™ platform to securely upload patient t:slim X2™ pump and therapy data.

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

Tandem Source allows you to upload patient t:slim X2 pump data and view their reports without installing any additional software.

The t:connect™ mobile app or Tandem Mobi™ mobile app each automatically upload patient pump data into the Tandem cloud approximately once per hour whenever their smartphone is connected to wi-fi or cellular data, depending on smartphone data use settings. Once the patient is on your Patient List, this allows your clinic to access their data and generate reports without requiring access to the patient's pump.

⚑ **NOTE**
If your patient wears a Tandem Mobi pump, they can only upload data via their Tandem Mobi mobile app. You cannot upload Tandem Mobi pump or therapy data in your clinic.

Upload Data

Before connecting a t:slim X2 pump to any computer for data upload, ensure you are logged into Tandem Source.

Existing Tandem Source User – t:slim X2 Pump Linked to User

If the patient has created a Tandem Source account and you have added them to your Patient List, upload data from their t:slim X2 pump as follows:

1. Click **Upload Pump** in the navigation bar at left to navigate to the *Upload Pump* screen.
2. Plug the USB cable provided with the pump into your computer.
3. Plug the other end of the cable into the micro USB port on 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 the patient's name, date of birth, date of last upload, and pump description. A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.

    ⚑ **NOTE**
    Tandem Source displays an error message if any errors occur during data upload. Follow the instructions shown in the error message.

5. A banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired. See Working with Patient Data to learn more about which reports Tandem Source can generate.

Existing Tandem Source User – t:slim X2 Pump Not Linked to User

If the patient has created a Tandem Source account, but they have not linked their t:slim X2 pump to it, upload data from their pump as follows:

1. Click **Upload Pump** in the navigation bar at left to navigate to the *Upload Pump* screen.
2. Plug the USB cable provided with the pump into your computer.
3. Plug the other end of the cable into the micro USB port on 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.** Tandem Source displays a search bar.
5. Type the patient's name into the search bar and click **Search**.
6. Select the patient from the menu below the search bar and click **Link Pump to Patient**. A pop-up window appears.
7. Click **Link Pump to Patient** in the pop-up window to upload the patient's data. The *Upload Pump* screen shows their name, date of birth, date of last upload, and pump description.

   ◆ A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.
   ◆ A confirmation banner appears when the pump has been linked to the patient's Tandem Source account. This banner normally appears before data upload is complete.

   ⚑ **NOTE**
   Tandem Source displays an error message if any errors occur during data upload. Follow the instructions shown in the error message.

8. A banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired. See Working with Patient Data to learn more about which reports Tandem Source can generate.

Guest User

If the patient has not created a Tandem Source account, Tandem Source treats the patient as a Guest. Upload data from their t:slim X2 pump as follows:

1. Click **Upload Pump** in the navigation bar at left to navigate to the *Upload Pump* screen.
2. Plug the USB cable provided with the pump into your computer.
3. Plug the other end of the cable into the micro USB port on 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**. The *Upload Pump* screen displays the connected pump's software version and serial number as well as a search bar.
5. From the *Upload Pump* screen, click **Add New Patient**. A pop-up window appears.
6. Enter the patient's name and date of birth into the pop-up window, then click **Add Patient**. A new popup window appears.

   ◆ If the patient is already on your Patient List, but their pump is not linked to their Tandem Source account, the new pop-up window allows you to link the patient's pump to their Tandem Source account.

7. Click **Link Pump to Patient** in the pop-up window to return to the *Upload Pump* screen and upload the patient's data. A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.

    ⚑ **NOTE**
    Tandem Source displays an error message if any errors occur during data upload. Follow the instructions shown in the error message.

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

A Guest data upload does not affect data storage on the pump. After the patient creates their Tandem Source account and links the pump to it, this data will be included in their next pump upload.

⚑ **NOTE**
Data uploaded using the Guest feature is only available at the clinic where it was uploaded.

Working with Patient Data

The Tandem Source™ platform creates reports using the data your patients upload from their pumps. You 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 the patient's therapy data.
- Daily Timeline – Shows glucose readings, basal insulin delivery, and boluses day by day.
- Pump Settings – Displays the pump settings, including all Personal Profiles and predictive technology usage (depending on patient pump software).

⚑ **NOTE**

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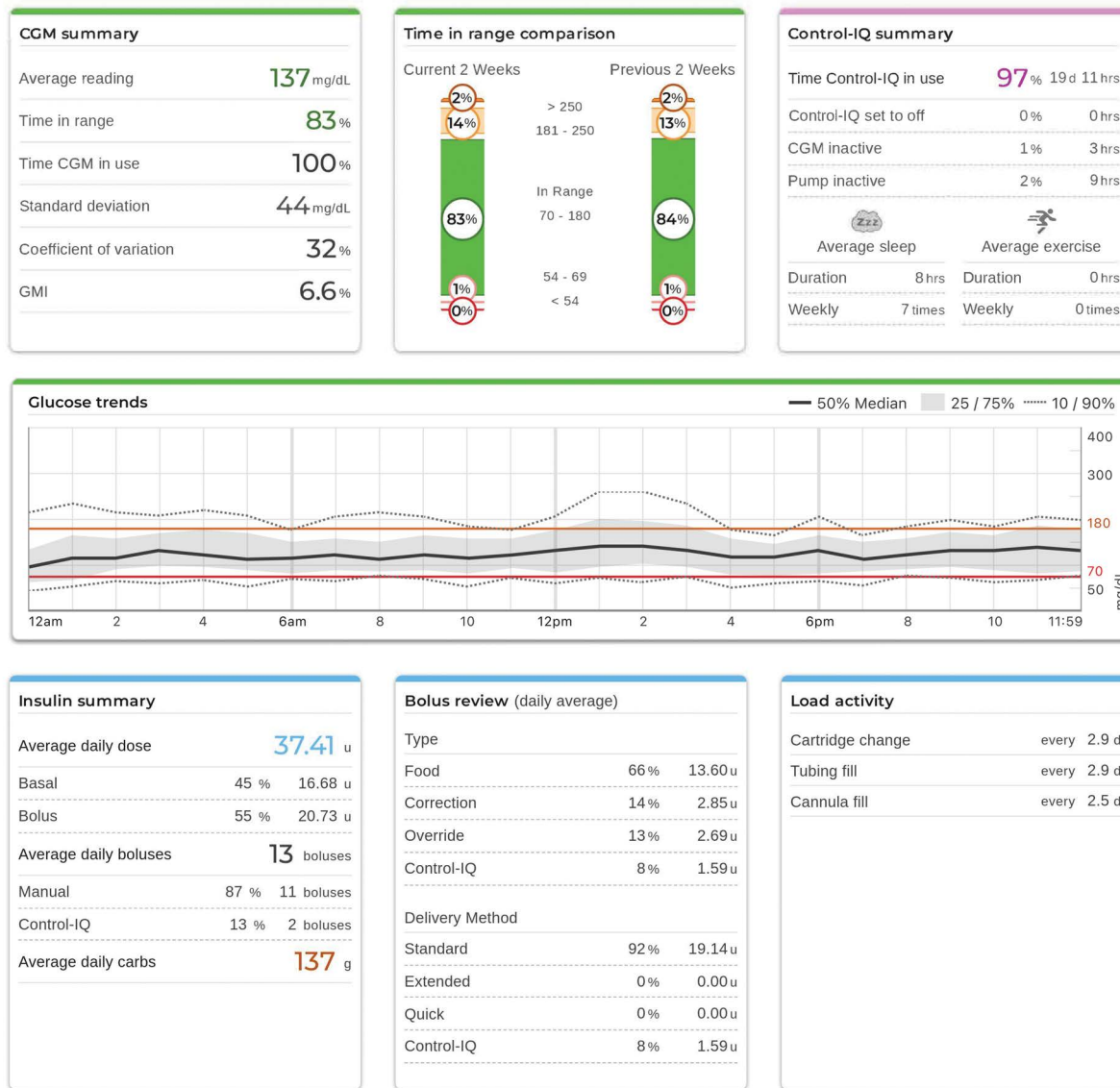
Overview Report

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

- Summary of CGM usage (e.g., average glucose reading, total time in target range, total time of use)
  - If your patient does not have CGM data, BG entries on the pump appear instead

- Time in Range comparison between the current selected time period and the previous time period
- Summary of predictive technology usage (depending on patient pump software)
- A glucose trends graph showing a summary of glucose values during the selected period, including the median and interquartile range
  - If your patient does not have CGM data, the glucose trends graph is not displayed

- Summary of average daily insulin dosage (e.g., total insulin delivered, basal insulin delivered, boluses delivered)
- Average daily bolus delivery, including different types and amounts of boluses delivered
- Average frequency of cartridge and infusion set changes
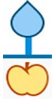
The following screen shows an example Overview report.

CGM summary

Average reading	137 mg/dL
Time in range	83 %
Time CGM in use	100 %
Standard deviation	44 mg/dL
Coefficient of variation	32 %
GMI	6.6 %

Time in range comparison

Current 2 Weeks		Previous 2 Weeks
2%	> 250	2%
14%	181 - 250	13%
	In Range	
83%	70 - 180	84%
1%	54 - 69	1%
0%	< 54	0%

Control-IQ summary

Time Control-IQ in use	97 %	19 d 11 hrs
Control-IQ set to off	0 %	0 hrs
CGM inactive	1 %	3 hrs
Pump inactive	2 %	9 hrs

Average sleep		Average exercise	
Duration	8 hrs	Duration	0 hrs
Weekly	7 times	Weekly	0 times

Glucose trends — 50% Median ▨ 25 / 75% ┈ 10 / 90%

Insulin summary

Average daily dose		37.41 u
Basal	45 %	16.68 u
Bolus	55 %	20.73 u
Average daily boluses		13 boluses
Manual	87 %	11 boluses
Control-IQ	13 %	2 boluses
Average daily carbs		137 g

Bolus review (daily average)

Type		
Food	66 %	13.60 u
Correction	14 %	2.85 u
Override	13 %	2.69 u
Control-IQ	8 %	1.59 u

Delivery Method		
Standard	92 %	19.14 u
Extended	0 %	0.00 u
Quick	0 %	0.00 u
Control-IQ	8 %	1.59 u

Load activity

Cartridge change	every	2.9 d
Tubing fill	every	2.9 d
Cannula fill	every	2.5 d

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.

SECTION 5 • Working with Patient Data

The Daily Timeline report displays the following therapy data elements:

Symbol	Definition
	Food Bolus – 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 – Bolus insulin delivered to correct high glucose based on the BG 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 or subtracted from a food bolus.
	Extended Bolus – Bolus insulin delivered for food or override boluses over an extended period of time.
	Quick Bolus – Bolus insulin delivered by using the Quick Bolus Button.
	Override Bolus – Bolus insulin delivered when the patient increases or decreases the calculated amount of insulin, or manually enters a value for units of insulin.
	Profile Basal – Insulin delivered at a slow continuous rate as programmed in pump Personal Profiles. It is measured in units per hour.
	Temporary Basal – Basal insulin delivered continuously for a short period of time to accommodate special situations, set in the pump as a percentage of the Profile Basal rate. A Temp Rate can be either higher or lower than the Profile Basal rate.
	Automatic Suspensions – 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 – An insulin cartridge was changed, tubing was filled, or a cannula was filled.
	CGM Alerts – CGM readings were stopped for any reason (e.g., Out of Range Alerts, Transmitter Error).
	Pump Alarms – A pump alarm or malfunction occurred and insulin deliveries were stopped.
	Manual Stop – The patient manually stopped insulin deliveries.
	Pump Shutdown – 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 – Control-IQ technology was adjusting basal insulin (increasing or decreasing).
	Control-IQ Technology Automatic Correction Bolus – A Control-IQ technology automatic correction bolus was initiated.
	Exercise Activities (gray shading with Exercise icon) – An Exercise Activity was enabled.

Symbol	Definition
(zzz)	**Sleep Activities** (gray shading with Sleep icon) – A Sleep Activity was enabled.
▨	**Lost CGM Connection** – Your pump was not communicating with your CGM for an extended period of time. Any CGM readings 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. Click **Key** to collapse the key.
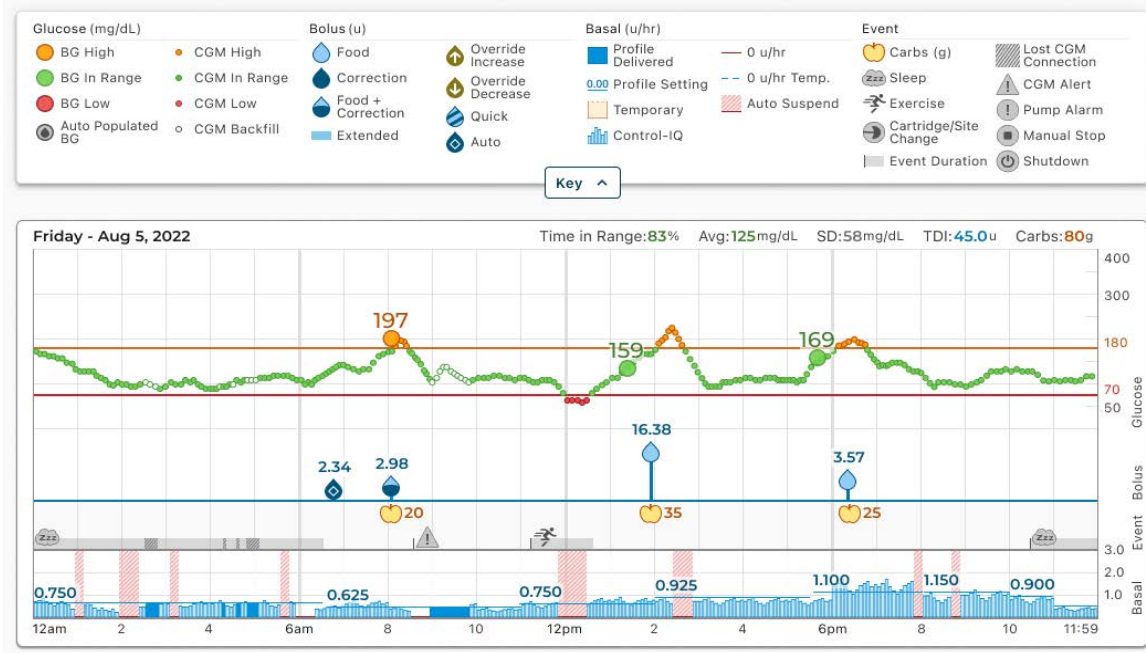
Pump Settings Report

The Pump Settings report includes Personal Profiles associated with the patient's account at the time of upload. 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:mg/dL)	Carb Ratio (u:grams)	Target BG (mg/dL)
12:00am	0.750	1:30	1:10	120
6:30am	0.625	1:30	1:10	120
11:00am	0.750	1:45	1:8	110
2:00pm	0.925	1:45	1:10	110
5:30pm	1.100	1:55	1:7.3	110
8:00pm	1.150	1:45	1:10	110
10:00pm	0.900	1:30	1:12	110
11:00pm	0.625	1:30	1:12	120

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

- Tiles describing individual pump settings, including predictive technology settings (as appropriate for the patient's pump), 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	152 lb
Total daily insulin	40 u
Sleep schedules	
M T W Th F (10:30 AM – 6:30 AM)	On
Sa Su (11:30 PM – 9:00 AM)	Off
Insulin duration	5 hr
Target BG	110 mg/dL

CGM Settings

High alert	On 190 mg/dL every 2 hr
Low alert	On 70 mg/dL every 15 min
Rise alert	On 2 mg/dL/min
Fall alert	On 2 mg/dL/min
Out of range	On 20 min

You can copy pump settings as plain text to easily paste them into other programs. Click **Copy as Text** at the top right of the Pump Settings report.

t:slim X2 (#199092)   ⎘ Copy as text

Pump Profile settings -Weekday   ✔ Active at upload

Time	Basal Rate (u/hr)	Correction Factor (u:mg/dL)	Carb Ratio (u:grams)	Target BG (mg/dL)
12:00 AM	0.750	1:30	1:10	120
6:30 AM	0.625	1:30	1:10	120
11:00 AM	0.750	1:45	1:8	110
2:00 PM	0.925	1:45	1:10	110
5:30 PM	1.100	1:55	1:7.3	110
8:00 PM	1.150	1:45	1:10	110
10:00 PM	0.900	1:30	1:12	110
11:00 PM	0.625	1:30	1:12	120

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

⚑ **NOTE**
Tandem Source only copies the name of the person who wears the pump. If the patient is connected to your clinic via a Parent/Guardian account, the copied plain text will not include the caregiver's name.

Save or Print Report

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

- From any report screen, click the **Print** icon in the upper right corner of the respective report screen.
- From the *Upload Pump* screen, click **Print & Save** following a completed data upload.
- From the list of connected patients, click the **Print** icon by any patient's name.

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 Data Set

Tandem Source displays 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 default date range is 14 days. The maximum viewable date range is 30 days.

Tandem Source generates some reports using only data from complete days to ensure that daily averages are represented accurately. 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.

- Incomplete days with some data may occur when a pump was connected to a computer for data upload or the first day a user started using the pump.
- Incomplete days with no data may include whole days before someone started using the pump or an extended period of discontinued pump therapy (e.g., the patient placed the pump in storage mode as described in the appropriate pump user guide).

Tandem Source processes 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 is calculated using only complete days and only basal data collected on those days).

The following example shows a banner you may see for a date range that includes incomplete days.

Time/Date Change

If the patient changed the time and/or date on their 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 the time on the pump changed from 1:00pm to 4:00pm, no data appears on the first graph after 1pm for that day). This applies even if the pump time or date changed backwards (e.g., changing from Eastern time to Pacific time while the patient was 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).

The following example shows a banner you may see for a date range that includes a pump time change.

⚠ **Important Therapy Information**

• This date range contains a pump time change on Mar 25 from 1:00 pm to 4:00 pm. Graphs with affected days have been separated to before and after the time change. Extended bolus durations may not display accurately.

The following example shows a Daily Timeline report you may see for a date range that includes a date change.
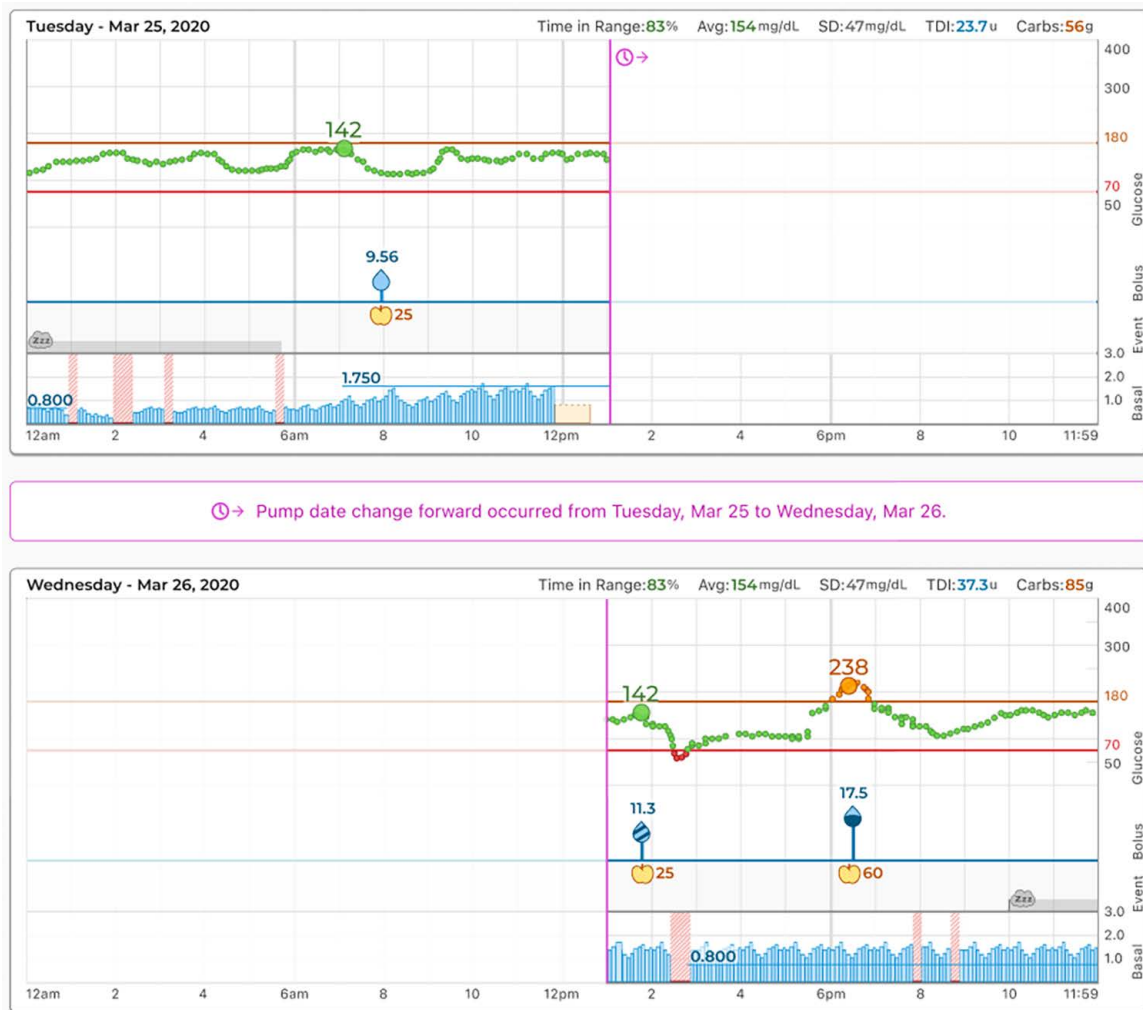
Multiple Pumps

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

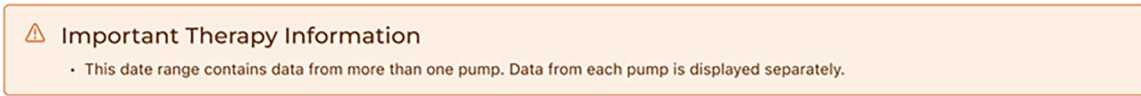- On the Overview report and the Daily Timeline report, select which pump data set to view. If you print or save these reports, Tandem Source creates one Overview report and one Daily Timeline report for each pump.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.
- Data uploaded from prior pumps is not erased when a patient links a new pump to their Tandem Source account.

The following example shows a banner you may see for a date range that includes data uploaded from multiple pumps.

> ⚠ Important Therapy Information
> · This date range contains data from more than one pump. Data from each pump is displayed separately.

The following example shows the toggle you may see on some reports to select data uploaded from different pumps.

Select a pump: t:slim X2 #199802 (Jun 29)   t:slim X2 #199092 (Jun 29 - Jul 13)

Frequently Asked Questions

General Questions

What is the Tandem Source platform?

The Tandem Source™ platform is a secure, cloud-based platform that allows users to view reports and visualizations of patient Tandem insulin pump and therapy data. Users can gain a better understanding of patient 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 authorized Professional users to connect securely with pump users and view their data to discuss related insights and provide diabetes management guidance.

How do I upload pump data into Tandem Source?

The *Upload Pump* screen of Tandem Source allows you to upload data from a t:slim X2 pump without installing any software. See Data Upload.

The t:connect™ mobile app and the Tandem Mobi™ mobile app each upload pump data wirelessly when the patient has paired their pump with a compatible smartphone. See Product Overview.

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

When you connect your patient's t:slim X2™ pump to your computer, the speed of uploading pump data into the Tandem Source largely depends on your Internet connection speed. When using a high-speed Internet connection, uploading one month of data from a t:slim X2 pump should take approximately one minute.

The t:connect mobile app and the Tandem Mobi mobile app each upload pump data into the Tandem cloud approximately once per hour whenever the patient's smartphone is connected to wi-fi or cellular data, depending on smartphone data use settings. This allows your clinic to easily access patient data without requiring the patient to remove their pump.

How do I know Tandem Source is uploading data?

When a t:slim X2 pump is connected to your computer using its USB cable, navigate to the *Upload Pump* screen in 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?

Open the *Print* screen in one of the following locations:

- Click the **Print** icon in the upper right corner of any report screen
- Click **Print & Save** on the *Upload Pump* screen following a data upload.
- Click the **Print** icon in the Patient List Options column.

You can use the *Print* screen to save or print any report or combination of reports. See Save or Print Report.

What historical data can Tandem Source show?

You can search for any data that has ever been uploaded into Tandem Source. However, to maximize search performance, you can only display a maximum of 30 days of data at a time. For data uploaded more than six months ago, 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 t:slim X2 pump data. Tandem Source displays a message if the connection is lost during your session. Reconnect to the internet, refresh the *Upload Pump* screen, and retry the upload.

Can I change any pump settings from within Tandem Source? Can anyone access a connected pump remotely?

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

Is uploaded pump data secure?

Tandem Source uses multiple security technologies to protect data during transfer into each patient's 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. For more information, see Privacy Policy & HIPAA.

Do you have a mobile app that is compatible with the t:slim X2 pump?

Yes, patients can use the t:connect mobile app to upload their t:slim X2 pump data wirelessly, eliminating the need to connect their pumps and upload during an office visit. For more information, refer to the appropriate Tandem pump user guide.

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 Tandem Source 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/professional.

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. If you do not see data uploaded from a compatible pump, please contact Customer Technical Support.

SECTION 6 • Frequently Asked Questions

How do I know what software my pump has?

When you connect a compatible t:slim X2 pump, the *Upload Pump* screen displays the pump software version. You can also check Tandem pump software version as directed in the appropriate Tandem pump user guide.

Reports

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

If a patient updated their pump software from an unsupported version to a supported version during a selected date range, Tandem Source only processes data generated by compatible pump software. Please use the t:connect web application to upload data and generate separate reports from any date range before the update. Tandem Source can only process data from Basal-IQ technology 6.3.1.1 or later, or Control-IQ technology version 7.3.1 and newer.

If a patient updated their 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 do I view data and reports if my patient's pump software is not supported by Tandem Source?

If a patient has not updated their pump to a version supported by Tandem Source, please use the t:connect web application for data upload and report generation. Tandem Source reports can only process data from pump software Basal-IQ 6.3.1.1 or later, or Control-IQ technology version 7.3.1 and newer.

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 treats that day as incomplete. For more information, see Select Data Set.

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

Tandem Source treats the day(s) of the change as incomplete. Some data may be calculated differently for date ranges that include incomplete days. A date change will affect multiple days. For more information, see Select Data Set.

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

Tandem Source manages therapy data from each pump separately. For more information, see Select Data Set.

Connecting Accounts

How many patients can I connect with?

You can connect with as many patients as you like. Note that connecting with a patient allows other Professional users in your clinic to access that patient's data.

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

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

- Separate Overview reports and Daily Timeline reports are generated for each pump.
- The Pump Settings report only displays pump settings from the most recently uploaded pump.
- Linking a new pump to a patient's Tandem Source account does not erase data uploaded from prior pumps.

Professional User Account Questions

How many users can my clinic have?

Clinics can have an unlimited number of Professional users, including any number of Admin users and any number of Standard users. For more information on Professional account types and clinic management, see Manage Users.

Can I add my patient to the Patient List and view their data?

When you connect a t:slim X2 pump to your computer and upload its data into the Tandem Source platform, if the pump is linked to a Tandem Source account, the Tandem Source platform automatically adds the patient to your Patient list.

If the patient's t:slim X2 pump is not linked to a Tandem Source account, you can upload data temporarily for use during an office visit. See Upload Data.

Can anyone in my practice upload a patient's t:slim X2 pump data into the Tandem Source platform?

Yes, any Professional user associated with your clinic can connect a patient's t:slim X2 pump and upload its data into the secure Tandem Source platform.

Can anyone in my practice see my patient's data using Tandem Source?

Yes, any Professional user associated with your clinic can view any patient in the Patient List.

How do I add a new Professional user to my clinic using Tandem Source?

Only Admin Professional users can add new Professional users to their clinic. We strongly advise that all Professional users have their own unique login credentials. See Manage Users for instructions.

Can I upload my patient's t:slim X2 data if they have not yet created a Tandem Source account?

No, your patients must create their own account before you are able to upload their t:slim X2 pump data into their account.

Can I change the glucose thresholds used to view my patient's data?

No, Tandem Source does not allow users to update glucose thresholds for viewing insulin pump and therapy data reports at this time. By default, glucose thresholds are set to the ADA-recommended target range of 70-180 mg/dL.

Can I change my patient's pump settings from within Tandem Source?

No, Tandem Source cannot modify how the patient's insulin pump is configured, how it works, its alerts and alarm settings, or control it in any way. Tandem Source is solely designed to display historical insulin pump and related therapy data.

Can I transfer my patient's data into my Electronic Health Records (EHR) system?

You can save your patients' reports as PDFs and manually upload them to your EHR. However, transferring reports or raw insulin pump and therapy data into EHRs automatically is not yet possible.

Why should I recommend that my patients use Tandem Source?

Healthcare providers and office staff will be able to access uploaded patient pump and therapy data whether the patient is physically at your clinic or not. This means you can have access to actionable diabetes therapy information during telehealth visits or when meeting with your patients in person.

Why should I recommend that my t:slim X2 patients use the t:connect mobile app?

When your patients use the t:connect mobile app with their t:slim X2 pump, their pump and therapy data are uploaded wirelessly to the Tandem cloud approximately once per hour. Once you add the patient to your Patient List, you can always access data uploaded by the t:connect mobile app, eliminating the need to plug in their pump and upload during an office visit.

Miscellaneous

Privacy Policy & HIPAA

Tandem Diabetes Care, Inc. ("Tandem") is firmly committed to your privacy and we have implemented policies and practices that protect personally identifiable information, referred to as Protected Health Information (PHI). In addition, we have implemented physical, administrative, and technical safeguards as recommended in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules to ensure your PHI is kept safe and secure in our systems. Please visit our HIPAA Notice of Privacy Practices located here:tandemdiabetes.com/legal/privacy/hipaa-notice-of-privacy-practices.

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 automatically ends 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

Tandem Source 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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