

# Software Setup Guide



**PROFESSIONAL** 



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

- of Visit source.tandemdiabetes.com
- Sign in and connect a Tandem Diabetes Care insulin pump to your computer
- o3 In the menu, click Upload Pump, then Start Upload

### **Browser Requirements**

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

#### Supported Operating Systems (OS) include:

- ✓ Windows 10 or later
- ✓ macOS Catalina (10.15.7) or later

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

- JavaScript must be enabled in the browser
- 02 Cookies must be enabled in the browser

- The following sites must be accessible with pop-up blockers disabled
  - ✓ source.tandemdiabetes.com
  - ✓ sso.tandemdiabetes.com
  - ✓ assets.tandemdiabetes.com
  - tdcservices.tandemdiabetes.com
  - ✓ modules.us.tandemdiabetes.com

### **USB Requirements**

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

### **Network Requirements**

- A broadband network internet connection of 1.5 Mbps or better
- o2 Firewall exceptions that allow browser access to \*.tandemdiabetes.com on port 80 and 443

## **Additional Support**

Additional details are available in the Tandem Source Professional User Guide.

For assistance with the Tandem Source platform, visit tandemdiabetes.com/providers/tandem-source.

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