



Software Setup Guide



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

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

Browser Requirements

Professional Users can upload 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:

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

- 03 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

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

Additional Support

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

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