

t:connect HCP Tips and Troubleshooting



For Healthcare Providers

The t:connect HCP™ web application allows you to view your patients' t:slim X2™ insulin pumps and therapy data from any internet-connected computer. Here are a few tips to get you started.

Make sure you have a compatible operating system and browser

Operating Systems: Microsoft Windows 10
Microsoft Windows 7

Web Browsers: Google Chrome (latest) recommended
Internet Explorer 11.0

Create an account ID

You must have an account ID to access the t:connect HCP web application. If you did not receive an HCP account ID from your representative or by email, here's how to get one:

1. Call Tandem Diabetes Care at (877) 801-6901.
2. Follow the brief prompts to speak with the Tandem technical support team group dedicated to software and apps support.
3. A Tandem representative will walk you through the process.

(software support is available from 6 AM-6 PM PST)

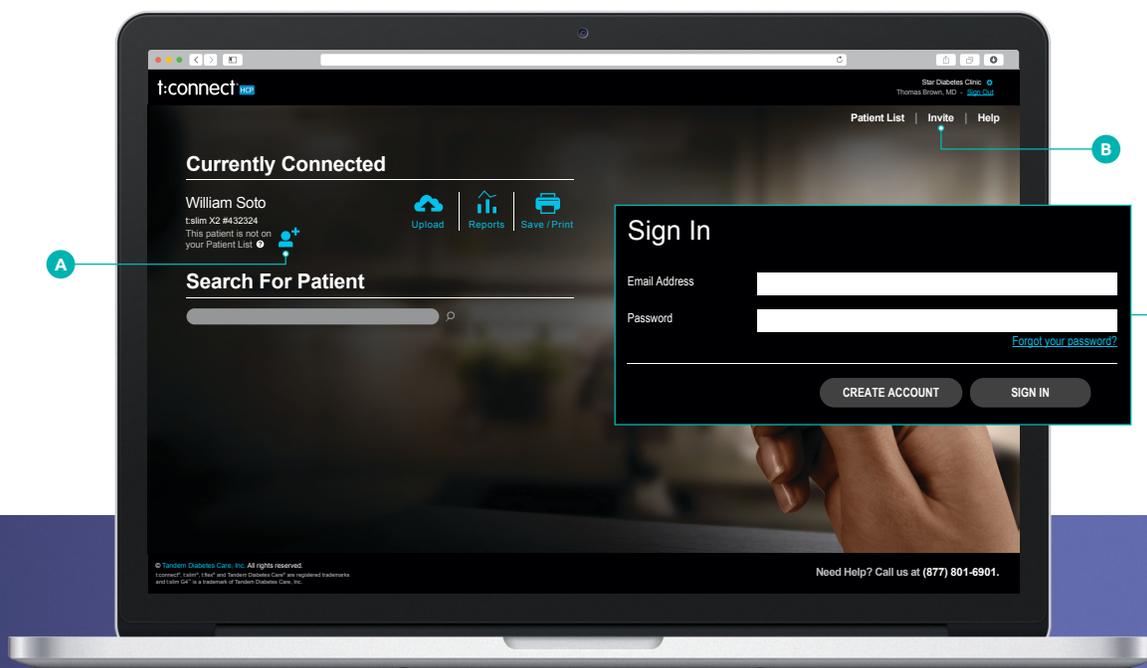
Add patients to your t:connect HCP patient list

If patient and pump are present:

1. Plug in the device and launch t:connect HCP. Your patient's name and device serial number should appear.
2. Select the add patient icon (A) to add them to your patient list.

If patient and pump are at another location:

1. Open t:connect HCP.
2. Select **Invite** (B) in the upper right-hand corner.
3. Enter your patient's username and password (C) and confirm that the patient has given you consent to access their device data as described in the authorization disclosure.





TROUBLESHOOTING

If t:slim X2 insulin pumps are not being recognized

Contact your office IT department as there may be firewall or proxy settings to adjust. Provide the t:connect installation guide at tandemdiabetes.com/installation or visit our support center at support.tandemdiabetes.com.

If you're seeing "Guest" and not your patient's name

Start by finding out if your patient has an existing t:connect account. If your patient does not have an account, you can help your patient create a new account.

1. Connect the pump to the computer and select **Upload**.
2. After the device uploads, you'll be taken to the personal t:connect Create Account Page at tconnect.tandemdiabetes.com.
3. Follow the prompts to create a new account.

If no device is found when launching the t:connect HCP web application

There are multiple ways to troubleshoot this problem:

1. **Check the system tray on the computer** — Open the system tray in the lower right corner of the computer screen, right click on the t:connect HCP icon (A) and select **restart**.



2. **Clear your web browser cache** — How you do this depends on the browser you're using. Follow the steps you find online for clearing the cache in your browser.
3. **Use a Tandem micro-USB cable** — Some micro-USB cables charge devices, but do not transfer data. The Tandem micro-USB cable charges and transfers data.
4. **Try an alternate USB port on computer** — USB ports on computers can get worn out over time. Try connecting the cable to a USB port on the back of the computer.

If you are having problems with t:connect HCP, please visit support.tandemdiabetes.com



(877) 801-6901
tandemdiabetes.com/providers

Connect with us on:     

Caution: Federal (USA) law restricts the t:slim X2 insulin pump to sale by or on the order of a physician. The t:slim X2 insulin pump with interoperable technology is an alternate controller enabled (ACE) pump that is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in people requiring insulin. The pump is able to reliably and securely communicate with compatible, digitally connected devices, including automated insulin dosing software, to receive, execute, and confirm commands from these devices. The pump is indicated for use in individuals 6 years of age and greater. The pump is intended for single patient, home use and requires a prescription. The pump is indicated for use with NovoLog or Humalog U-100 insulin. The t:slim X2 pump must be removed before MRI, CT, or diathermy treatment. Visit tandemdiabetes.com/safetyinfo for additional important safety information.

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